#Altraining

10 PRINCIPLES FOR EFFECTIVE ONLINE TEACHING

Ann Hamilton Taylor | Penn State University | atb3@psu.edu

ACADEMIC IMPRESSIONS

LEARNING OUTCOME

After participating...

...you will be able to apply effective teaching strategies to improve your online course.

ACADEMIC IMPRESSIONS 2

AGENDA

For each of the 10 principles of effective online teaching, we will:

- Explain the principle and the drivers behind it
- Explain strategies used to operationalize the principle in the online course format
- Share scenarios of how and when these strategies can be most effectively applied to create the most effective online course

ai ACADEMIC IMPRESSIONS 3

#AItraining

10 PRINCIPLES OF EFFECTIVE ONLINE TEACHING

ai ACADEMIC IMPRESSIONS 4

CHICKERING & GAMSON
(1987)

A quick look back at Chickering & Gamson's "Original" Principles

Seven Principles of Good Practice in Undergraduate Education

1. Encourages contact between students and instructor
2. Develops reciprocity and cooperation among students
3. Encourages active learning
4. Gives prompt feedback
5. Emphasizes time on task
6. Communicates high expectations
7. Respects diverse talents and ways of learning

ACADEMIC IMPRESSIONS 5

MY 10 PRINCIPLES FOR EFFECTIVE ONLINE TEACHING

1. Know your audience
2. Get organized
3. Get comfortable with the technology
4. Communicate expectations
5. Let your personality show
6. Be engaged
7. Build community
8. Plan for the unexpected
9. Provide meaningful and timely feedback
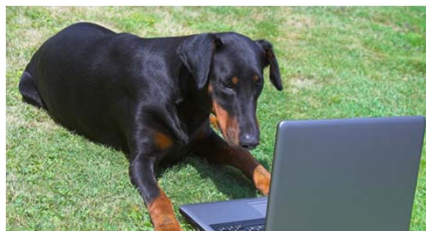10. Practice continuous quality improvement

ACADEMIC IMPRESSIONS 6

Principle #1

KNOW YOUR AUDIENCE

ai ACADEMIC
IMPRESSIONS

KNOW YOUR AUDIENCE

- Resident students
- Online students
- Adult learners
- Military students
- Students with disabilities
- Part-time learners
- International students

ai ACADEMIC
IMPRESSIONS 8

KNOW YOUR AUDIENCE: *STRATEGIES*

- Have students self-disclose
    - Upload bio and photo (optional)
    - Share hopes/expectations
    - Do an icebreaker
- Content pre-test
- Scour SIS for background info
- Talk to instructors of prereq course(s)

*How do **you** better understand your audience?*

ACADEMIC IMPRESSIONS 9

Principle #2

GET ORGANIZED

ACADEMIC IMPRESSIONS

GET ORGANIZED

- Online teaching is VERY different
- Out of sight, out of mind?
- Best practice dictates daily monitoring (Monday-Friday)
- Technology can be tricky!

ACADEMIC IMPRESSIONS 11

GET ORGANIZED: *STRATEGIES*

- Familiarize yourself with all aspects of your course
- Check for "broken" content
- Update syllabus and other instructor-specific materials
- Determine your own semester schedule
- Mark your calendar!

Resource:
http://facdev.e-education.psu.edu/teach/manage

ACADEMIC IMPRESSIONS 12

Principle #3

GET COMFORTABLE WITH THE TECHNOLOGY

ai ACADEMIC IMPRESSIONS 13

GET COMFORTABLE WITH THE TECHNOLOGY

- Again, technology can be tricky!
- Make sure YOU are proficient online before expecting your students to be
- You'll want to know how to tell if the dog really did eat their homework!

ai ACADEMIC IMPRESSIONS 14

GET COMFORTABLE WITH THE TECH: *STRATEGIES*

- Embrace technology training
- Get to know your IT support
- Don't try too much at once
- Seek peer help and advice
- Go through entire course before the semester begins – try everything!
- Know how to make changes yourself

ACADEMIC IMPRESSIONS 15

Principle #4

COMMUNICATE EXPECTATIONS

ACADEMIC IMPRESSIONS 16

COMMUNICATE EXPECTATIONS

- How often will you log on and interact?
- How quickly will you respond to student inquiries?
- How do you want students to communicate with you? Each other?
- How quickly will you return assignments?
- How often should students log on and interact?
- How many hours per week should students plan to spend on your course?
- How long should each assignment take?

Resource:
http://facdev.e-education.psu.edu/teach/bestpractices

ai ACADEMIC IMPRESSIONS 17

COMMUNICATE EXPECTATIONS: *STRATEGIES*

- Incorporate a set of basic expectations into the syllabus
- Send a welcome message
- Model good communication
- Use LMS for reminders of specific expectations (deliverables, tests)
- Keep discussion of expectations open and ongoing, adjusting if necessary

ai ACADEMIC IMPRESSIONS 18

Principle #5

LET YOUR PERSONALITY SHOW

LET YOUR PERSONALITY SHOW

- Online education does NOT have to feel "distant"
- A text-first approach (versus talking head video) does NOT have to read like a textbook
- Engaging students is the key to success in the online classroom

LET YOUR PERSONALITY SHOW: *STRATEGIES*

What do you do?

- Write in a "friendly" style – active voice, lively, engaging
- Watch what you "say"!
- Introduce yourself, professionally and personally
- Invite students to interact with you
- Communicate regularly with your class – Consider using audio/video
- Share your experiences and encourage students to share their own, too

ACADEMIC IMPRESSIONS 21

Principle #6

BE ENGAGED

ai ACADEMIC IMPRESSIONS 22

BE ENGAGED

- Once the course is ready, do NOT "set it and forget it"
- #1 student complaint: Absentee professor
- 3 types of engagement:
  - Student-instructor
  - Student-student
  - Student-content

"I just wanted to say thank you for the time you spent on phone calls and late night emails to help me along!"

ai ACADEMIC IMPRESSIONS 23

BE ENGAGED: *STRATEGIES*

- Be "present" on a regular basis
- Prompt and facilitate—but don't stifle—discussion
- Share your passion for the topic
- Encourage and motivate students
- Provide timely, positive constructive feedback
- Hold regular office hours and review sessions
- Consider using communication tools such as *Google Hangout*, *Skype*, and *Piazza*

ai ACADEMIC IMPRESSIONS 24

Principle #7
BUILD COMMUNITY

BUILD COMMUNITY

- Chickering & Gamson: "Good practice...develops reciprocity and cooperation among students"
- Engage your students with each other, too
- Powerful relationships can be built online!

"Thanks again for being willing to assist me in completing my graduate application... In truth, its tough for me to even consider leaving Penn State. I've really had the most rewarding experience I could have hoped for and so much more. Being fortunate enough to have instructors like you...has been, for lack of a better word, simply unbelievable."

ai ACADEMIC IMPRESSIONS 27

BUILD COMMUNITY: *STRATEGIES*

- Encourage student-student interaction
- Model good communication
- Make bigger classes "small" through teams and discussion groups
- Create social spaces for students
- Create discussions that are purposeful and engaging
- Introduce communication tools that add "presence," like Skype, Google Hangouts, and VoiceThread

ai ACADEMIC IMPRESSIONS 28

Principle #8

PLAN FOR THE UNEXPECTED

ACADEMIC IMPRESSIONS 29

PLAN FOR THE UNEXPECTED

- If it can go wrong, it will ☺
- "Life" can get in the way for both students and instructors
- The best laid plans can go awry
  - What will you do if the technology fails?
  - What will you do when you have to be "disconnected"?
  - Who do you need to notify about planned, and unplanned, absences?

ACADEMIC IMPRESSIONS 30

PLAN FOR THE UNEXPECTED: *STRATEGIES*

- Pre-identify sources you, and your students, can go to for help and support
- Prepare "canned" presentations in advance
- Have your course 100% ready *before* the semester starts
- Consider multiple ways students can deliver their assignments
- Have a Plan B. And a Plan C
- Provide ICE contact for yourself

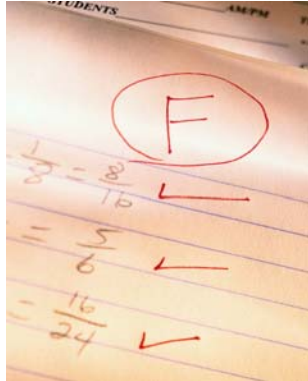*How have you handled emergencies in the past? What would you do now?*

ACADEMIC IMPRESSIONS 31

Principle #9

PROVIDE MEANINGFUL AND TIMELY FEEDBACK

ACADEMIC IMPRESSIONS 32

PROVIDE MEANINGFUL & TIMELY FEEDBACK

- Students need to know how they are doing in order to move forward
- "Good job" or "needs work" is *not* helpful
- It is hard to move forward if you don't know if you are on the right track

ACADEMIC IMPRESSIONS 33

PROVIDE MEANINGFUL & TIMELY FEEDBACK: *STRATEGIES*

- Provide feedback that communicates what was done well (and why) and how can they improve
- Create your own "canned" feedback that can be personalized
- Consider using audio comments
- State and stick to a promise of timely feedback (e.g. I will grade your work within 2 days; I will respond to your question within 24 hours)

ACADEMIC IMPRESSIONS 34

Principle #10

PRACTICE CONTINUOUS QUALITY IMPROVEMENT

ai ACADEMIC IMPRESSIONS 35

PRACTICE CONTINUOUS QUALITY IMPROVEMENT

- How will you know if things are going well?
- Stop? Start? Continue?
- Be ready, and willing, to adjust

ai ACADEMIC IMPRESSIONS 36

PRACTICE CONTINUOUS QUALITY IMPROVEMENT: *STRATEGIES*

- Seek formative feedback from students and peers
- *Use* summative feedback!
- Consult available analytics
- Take advantage of professional development opportunities
- Strive to learn more through blogs, listservs, journal articles, etc.

Resource: Faculty Peer Review of Online Teaching

ai ACADEMIC IMPRESSIONS 37

🔍 RESOURCE

The Dutton Institute's Faculty Development Site
http://facdev.e-education.psu.edu/

MERLOT Faculty Development Portal
http://facultydevelopment.merlot.org/

MSU's Online Instructional Resources
http://fod.msu.edu/oir/online-instructional-resources

The POD Listserv
http://podnetwork.org/pod-listserv/

The Sloan-C Listserv
http://sloanconsortium.org/mailing_list

ai ACADEMIC IMPRESSIONS 38

TAKEAWAYS

1. Know your audience
2. Get organized
3. Get comfortable with the technology
4. Communicate expectations
5. Let your personality show
6. Be engaged
7. Build community
8. Plan for the unexpected
9. Provide meaningful and timely feedback
10. Practice continuous quality improvement

ai ACADEMIC IMPRESSIONS 39

QUESTIONS

ai ACADEMIC IMPRESSIONS 40

EVALUATION

Thank you!

Please remember to complete the event evaluation. Your comments will help us continually improve the quality of our programs.

Follow us:

41