Flipping Online Student Services

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Glynis Bradfield, PhD, Andrews University Distance Student Services Director

SCHOOL OF
DISTANCE EDUCATION & INTERNATIONAL PARTNERSHIPS

SDEIP Home ▾   Online Campus ▾   Main Campus ▾   Partnerships ▾   Griggs ▾   Faculty ▾   Students ▾

Students

Registration

Orientation & Student Success

Grades & Graduation

Credit for Prior Learning
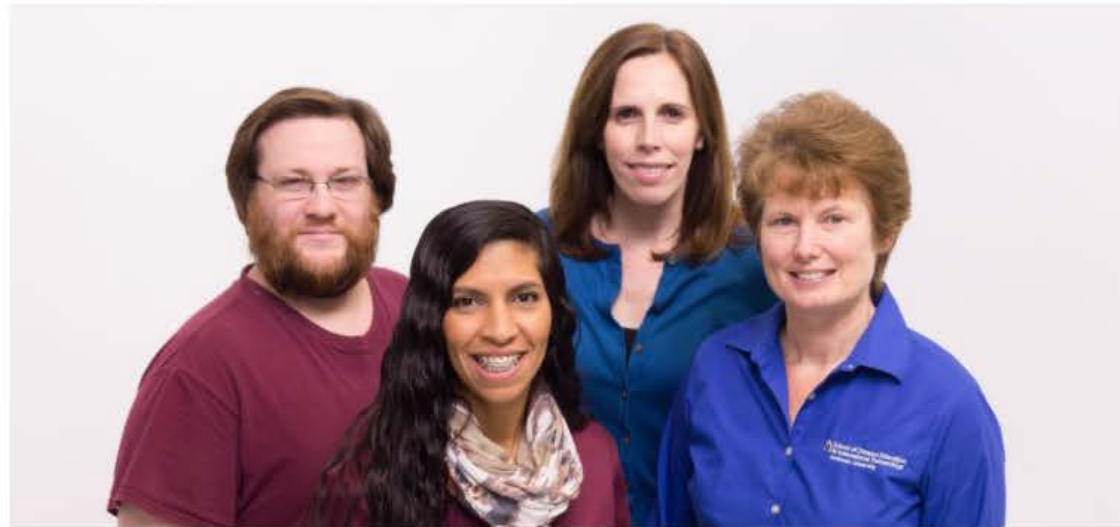
Getting Started

Exam Support

Financial Services

Student Services Staff

Student Stories

Technical Support

Updating Contact Information

Video Tutorials

Distance and Non-Traditional Student Services

Getting Started

Registration

Prior Learning Credit

Flipped learning

- **Flipped classroom**
  - Direct instruction outside class,
  - Active learning in class

- **Flipped online student services**
  - Technology-delivered key learning with individualized scheduling
  - Frees staff for individualized relationships – focus on life-shaping advising & coaching

5 in 4 Corners

My experience with flipped learning…

1. Tell me more

2. Classroom

3. Orientation

4. Advising

Why flip?

- Better meet needs of non-traditional students
  - Flexibility – time, place
  - Individualization – recognizing prior learning
  - Respect diversity
- Better utilize staff time
  - Enable appreciative advising – meetings focus on individual planning, relational/coaching sessions
  - Increase 24/7 access to key orientation, advising, academic success & wholistic support info
  - Create community commons for peer mentoring
- Proactive advising model
  - Require course completion in first semester, no-fee, no credit
  - Aided by technology, data analytics

What we flipped

Orientation
Advising Course
Student Support

MODULE	ASSESSMENTS	LO
1 Introducing Andrews Online	Glossary Entry	1
	Introduce yourself	13
2 Preparing to Study Online	Smarter Measure	2
	Study Action Plan	
3 Planning Academically	Resume	3
	Quiz	
4 Planning Financially	Quiz	4
5 Registering for Classes	Quiz	5
6 Policies & Procedures	Quiz	6
7 Personal Management	Self-assessment & blog	7
	Personal reflection	8
8 Writing and Study Skills	Stretch goals	9
	Draft your story	10
9 Grades, Graduation & Vocational Preparation	Share your story	11
	Community Forums	12

Student Learning Objectives

1. Appreciate the mission and core values of Andrews University.
2. Improve self-awareness and decision-making skills through preparing to study online.
3. Understand the components of academic planning and advising.
4. Learn how to best pay for Andrews studies at a distance.
5. Develop skills to navigate all aspects of registration and changes to enrollment.
6. Learn how to act on policy and procedure information, and locate university resources to best learn and meet personal career goals.
7. Improve personal management skills that strengthen study skills and application of learning.
8. Explore ways to integrate faith, learning, and living, in a wholistic way.
9. Apply at least one academic success strategy or tool to strengthen study skills.
10. Write an essay that clearly communicates relevant ideas, using one academic referencing style.
11. Understand graduation and exit procedures.
12. Appreciate vocational calling, hone job application skills; build interview skills.
13. Engage with the online learning community through course discussion forums to share and learn.

⚡LearningHub   📕 Resources ▾   📖 My Courses ▾   English (United States) (en_us) ▾   Bradfield, Glynis ▾   Andrews ◊ University

UGDE 101 Maximizing your Andrews Experience

Turn editing on

UG DEGREE SUPPORT CONTACTS ⊟▣

AU Online Student Resource Guide

Academic Advisors/General Info
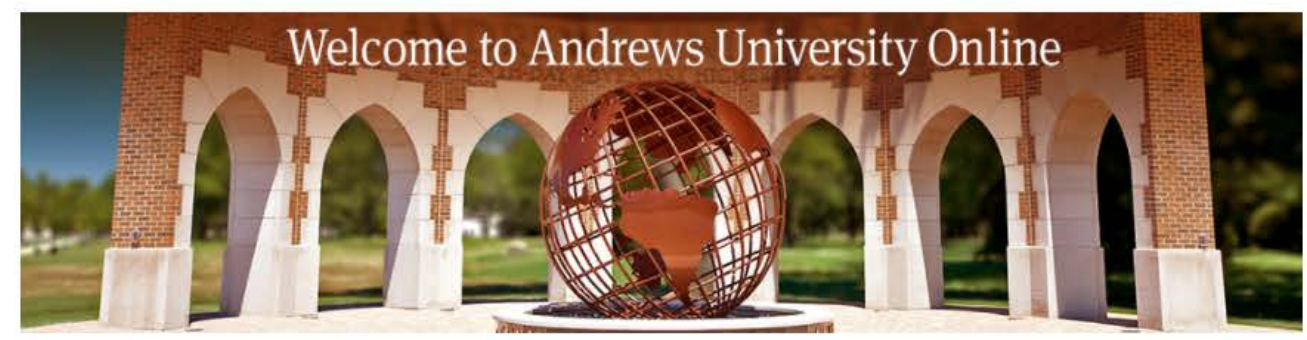sdestudents@andrews.edu

Admission/Registration Changes
sderegister@andrews.edu
(269) 471-6323

Financial Advisors (by LastName)
sfadvisor1@andrews.edu (A-C)
sfadvisor2@andrews.edu (D-K)
sfadvisor3@andrews.edu (L-Q)
sfadvisor4@andrews.edu (R-Z)
veterans@andrews.edu

LearningHub Tech Support
dlit@andrews.edu
(269) 471-3960

Username/Password Help
helpdesk@andrews.edu
(269) 471-6566

| Home | 1 Starting Well | 2 Readiness | 3 Advising | 4 Finances | 5 Registering | 6 Procedures | 7 Managing Self | 8 Study Skills | 9 Ending Well |

Welcome to Andrews University Online

AU Online Learning Community

We're so glad you joined us! This course orients you to Andrews University undergraduate policies and procedures for online students, and helps you build personal management and study skills critical to achieving your study goals. Completion opens registration to your second semester of study. Return regularly to reference resources, read important announcements and participate in the online community forums below.

💬 **News & Announcements**
   Please read information posted here each time you enter LearningHub.

💬 **Prayer Chapel**

Welcome to this always-open spiritual nurture space! As a Christian university, we explore and connect faith, learning, and living. Come here to restore your soul,

COURSE PROGRESS ⊟▣

Progress: 18%

📄 2.7 Write your online study action plan
activity completion ❌

Overview of students

📢 LATEST NEWS ⊟▣

Add a new topic...

How to Get an AU ID Card
2:26 PM, Sep 28 Bradfield, Glynis

Finish Orientation Course by December 1, 2017 to Enter Drawing
1:33 PM, Sep 26 Bradfield, Glynis

Meet the 1st Sunday Each Monday with Advisor Online
1:33 PM, Sep 26 Bradfield, Glynis

How to Update your Addresses
8:26 PM, Sep 4 Bradfield, Glynis

How Drops Work & How to Reregister
4:14 PM, Aug 18 Bradfield, Glynis

Older topics ...

Your progress ?

MODULE 1: Introducing Andrews Online
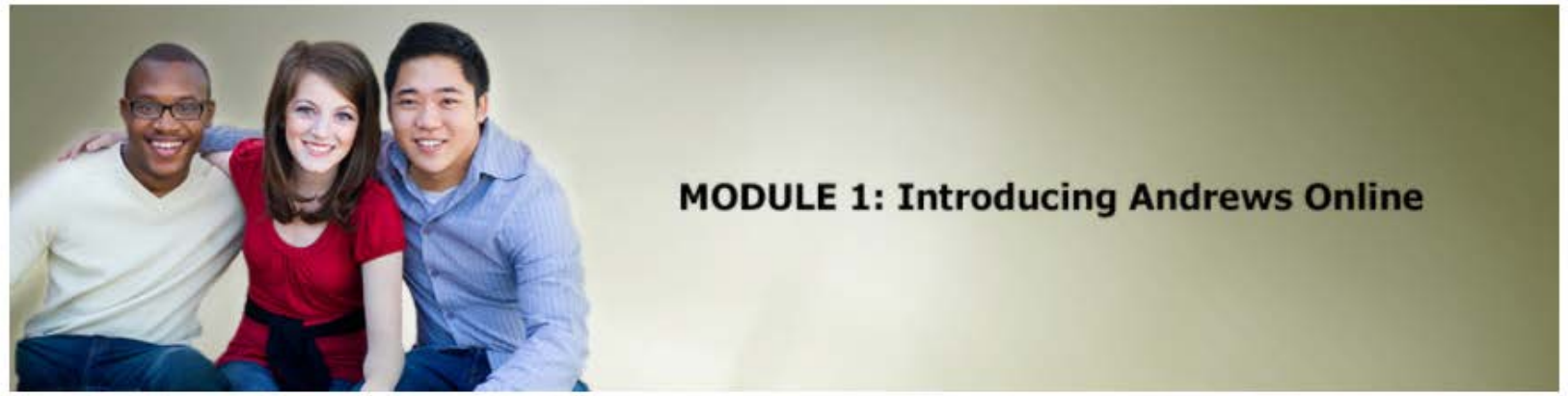
📄 1.1 Course Introduction

EXPLORE:

📄 1.2 President's Welcome to Andrews Online

📄 1.3 Envision your part in the Andrews Story

📄 1.4 LearningHub - orientation to course tools

📄 1.5 Study the Course Syllabus

ENGAGE:

📄 1.6 Decode Andrews terms. Add to the Glossary

📄 1.7 Join the community! Introduce yourself.

Your progress ⑦

MODULE 2: Preparing to Study Online

2.1 Module Introduction ☐

EXPLORE:

2.2 Online Student Resource Guide ☐

2.3 Is Online Study for Me? ☐

2.4 What technology do I need to study online? ☐

2.5 How to succeed in online education - video tutorial ☐

ENGAGE:

2.6 Complete the Smarter Measure Self-Assessment ☑

2.7 Write your online study action plan ☐

Your progress ⑦

MODULE 3: Planning Academically

3.1 Module Introduction ☐

EXPLORE:

3.2 What to expect of your 3 advisors - video tutorial ☐

3.3 Degree Path Check Points - video and checklist ☐

3.4 Planning a realistic study load - video tutorial ☐

3.5 Undergrad prior learning questions to ask ☐

3.6 How prior learning credit works at Andrews University ☐

ENGAGE:

3.7 Upload your resume ☐

3.8 Make your first academic advising appointment ☐

3.9 Module 3 Quiz ☐

Your progress ⑦

MODULE 7:

Personal Management

📄 7.1 Module Introduction

EXPLORE:

📄 7.2 Time Management - video tutorial

📄 7.3 Overcoming Anxiety Concerns - video tutorial

📄 7.4 Managing your digital footprint

ENGAGE:

📄 7.5 Assess your time management and study skills

📄 7.6 Living wholly: Balancing head, heart and hand learning

Módulo 9- Grados, Graduación y Preparación Vocacional

📄 9.1 Introducción al Módulo   ☐

EXPLORAR:

📄 9.2 Volviendo a estudiar después de salir   ☐

📄 9.3 Descubre tu vocación: ¿estás viviendo tu vocación?   ☐

📄 9.4 Auditoría de graduación y lista de verificación   ☐

📄 9.5 Solicitud de transcripción   ☐

PARTICIPAR:

📄 9.6 Escribe un capítulo en nuestro pagina de Andrews   ☐

📄 9.7 Mensaje Final del Decano   ☐

📄 Evaluación del curso   ☐

🏅 Certificado de finalización   ☐

Quantitative Data

2 seniors, 1 freshman

5 male, 6 female

4 2nd degree, 6 transfers

2 outside USA, 2 new in USA

18 – 50 years

Quantitative Items	2 5-pt Scales (Mode, N=11)
1. Learning objectives clearly stated	Strongly Agree (5)
2. Evaluations fairly measured learning	Strongly Agree (5)
3. Assessed readiness to study online	Strongly Agree (5)
4. Course space was easy to navigate	Agree (4)
5. Welcome inspires community	Agree (4)
6. Instructors stimulated interest in topics	Agree (4)
7. Instructors motivated engagement	Agree (4)
8. Instructors made content clear	Agree (4)
9. Timely, helpful feedback provided	Agree (4)
10. Overall rating	Very good (4)
11. Overall tech support	Good (3)
12. Overall staff support	Very good (4)

Qualitative Data

3 Open-ended Items
1-107 word responses

- "Very informative"… "will help students find answers without having to email for basic stuff."

- "Teachers have done a pretty good job of explaining how to find info such as how to conduct database research in the Andrews virtual library."

- "Overall, the course contained comprehensive knowledge and skills to help students be successful online." "All should take course before first semester."

Qualitative Data

Time? Improvements?

- Average time 1-2 hours per module

- 1 recommended an app, another interactive games

- 2 seniors felt course unnecessary

- 3 felt too long for non-traditional students

- 1 proposed to exclude financial aid items in quiz

- 2 reported technical improvements

Success #1

"I've taken online courses before with other universities and Andrews by far has the best support system for distance learning students. I feel like I'm a part of the Andrews family even though I'm miles away."

Reflections

- Be where students are – teach tech, don't expect competence

- Action & educational design research: continuous improvement approach

- Balance relevance for non-traditional and globally diverse learners with course development costs

- Reflective team meetings guide what and when to flip

- One community vs cohort-specific

Reflect & write. Group share.

What could (do) you flip to better support wholistic student services for your online learners?

Activity

As time allows – continuum fold

Where do you see your institution now?

- Online student services: centralized – decentralized

- Orientation: required – not required

- Advising: faculty – professional

- Spiritual life: online faculty led – campus ministry led

- Social community: online faculty led – campus student life led