

# IN A LAND FAR FAR AWAY... SUPPORTING YOUR ONLINE STUDENTS

“The relationship between advisor and student becomes more critical for online students...the advisor may be the student’s only point of contact for the institution.” (Lorenzetti, 2004)

# Who we are...

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# Learning Outcomes

- ▣ National and Ohio online student trends
- ▣ 4 C's of student support for online students
- ▣ Special Populations

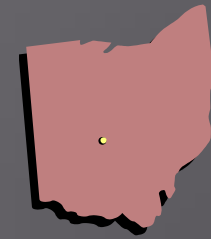
# National Growth in Online Learning

- ▣ Nearly one million more students took an online course in Fall 2009 than in the previous year
- ▣ For-profit colleges make up 27% of online enrollment



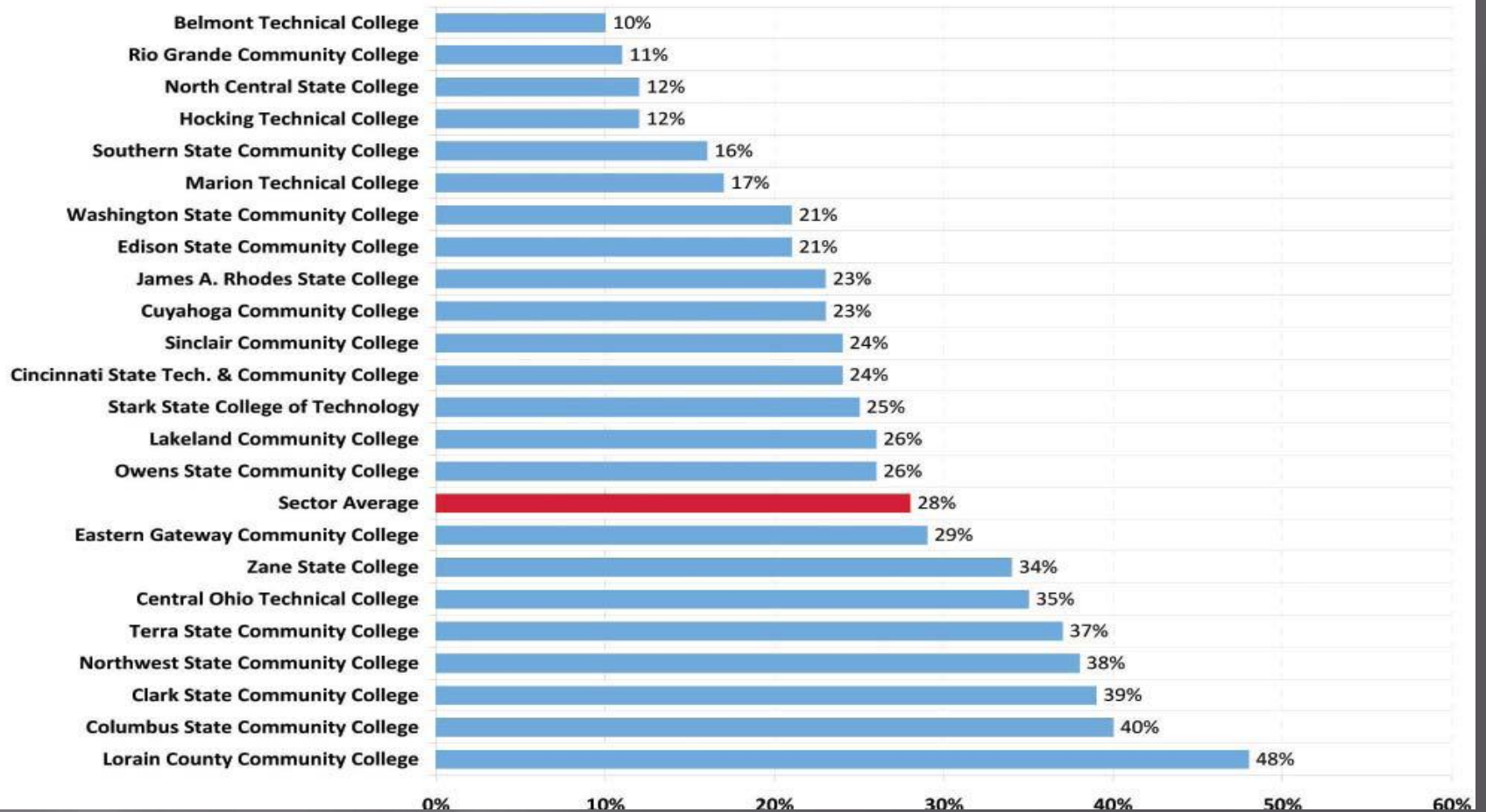
\*Report released by the SLOAN Consortium and the Babson Survey Research Group

# Growth in Online Learning- University System of Ohio



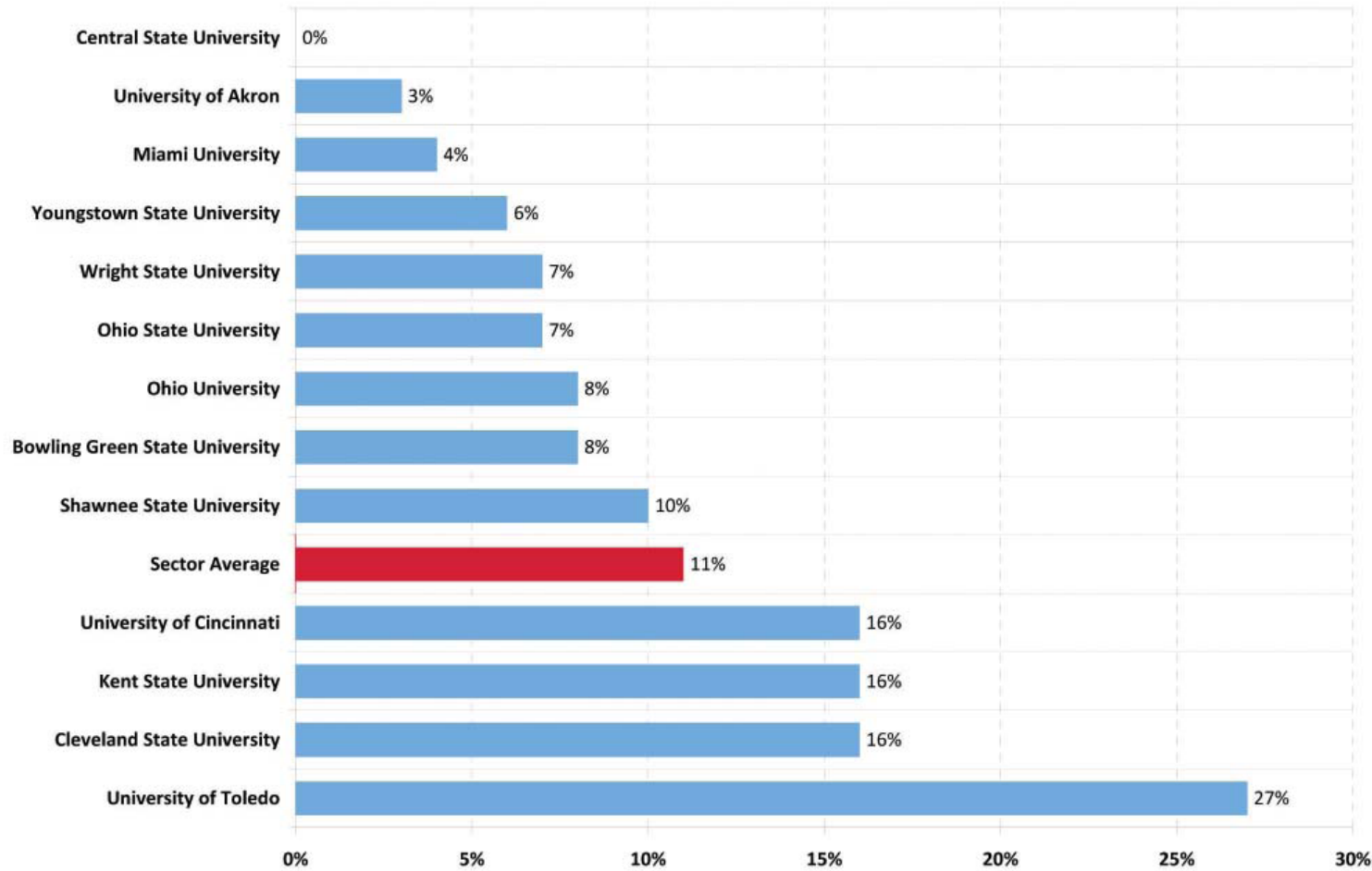
- ▣ Up 25% from 2008 to 2009
- ▣ Community and Technical Colleges account for 60.5% of the overall distance learning students
- ▣ Link:  
[http://www.olin.org/about\\_olin/pdf/Distance\\_Learning\\_Report.pdf](http://www.olin.org/about_olin/pdf/Distance_Learning_Report.pdf)

## % of Undergraduate Students Taking DL Courses Community Colleges - Fall 2009



Data from Distance Learning Report: Ohio Board of Regents  
[http://www.ohn.org/about\\_ohn/pdf/Distance\\_Learning\\_Report.pdf](http://www.ohn.org/about_ohn/pdf/Distance_Learning_Report.pdf)

## % of Undergraduate Students Taking DL Courses University Main and Regional Campuses - Fall 2009



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## Characteristics of USO institutions online learners:

- 66% are women
- 51% are 25 years of age or older
- 54% are full time students
- 9% are graduate students
- 2% attend more than one campus
- 47% attend institutions in their home county
- 8% are full time students and take only distance learning courses

# 4 C's for online student support

- ▣ Community/Cohorts
- ▣ Connections
- ▣ Communication
- ▣ Customers

“Online students...needing ‘high quality’ and ‘high touch’ advising for institutions to have good retention.” (Dahl, 2004)

# Community/Cohorts

- ▣ How BGSU is creating online communities...
  - From inquiry to class registration
- ▣ How Owens creates online communities...

# Connections

- ▣ Services without obstacles
- ▣ Build relationships on campus
- ▣ Educate the campus community
- ▣ Create and collaborate on new processes that work for online students

# Communication

- ▣ How do we communicate with our online students?
  - Email
  - Phone calls
  - Social networking tools-chat, Facebook, Twitter
  - Video Conferencing/Skype
- ▣ Why is this important?

# Customers

- ▣ Student customers vs. student learners
- ▣ Good customer service tied to communication
  - Return phone calls/emails in a timely manner
  - Set specific guidelines and communicate those with your students in a clear manner
  - Assess your communication tools
  - Balance student accountability/responsibility with assisting them through the red tape/administrative layers

# Activity

- ▣ Case Study: Special Populations

# Military

- ▣ Laws Regarding Call-up
- ▣ Inform Procedures
- ▣ Internet Availability
- ▣ Combat Arena Information
- ▣ Counseling Center
- ▣ Non-Traditional and Transfer Student Services
- ▣ VA Benefits
- ▣ Dedicated VA advisor
- ▣ Proctor Testing
- ▣ Time Zone
- ▣ Transcripts
- ▣ Duration
- ▣ Academic Load and Plan

# Medical

- ▣ Disability Services
- ▣ Strategies for Informing Faculty
- ▣ Incompletes
- ▣ Drop/Add Policies
- ▣ Tuition costs/ Appeals available
- ▣ Ask for Syllabus
- ▣ Is it realistic for the student?

# 50 + Losing Jobs

- ▣ Confidence Issues
- ▣ Vocation/Career Advising
- ▣ Technology Issues
- ▣ Student Development
- ▣ Financial Aid – Appeals
- ▣ Family Concerns
- ▣ Non-Traditional & Transfer Student Services
- ▣ \$ to live on-resources
- ▣ Math/Tech Assistance
- ▣ Portfolio Assessment/Strengths
- ▣ Transfer credits
- ▣ Career Research
- ▣ Cohort

# Technologically Challenged

- Advanced Screening
- Web sites:

<http://www.distancelearn.org/readyDL.cfm>

<http://parenting.kaboose.com/education-and-learning/learning-resources/brain-computer-lesson.html>

- Family/Friends
- Library
- Campus Workshops as Recruitment Tool
- You Tube
- Play the Games

Florida Distance Learning Consortium. (1997 - 2010). *am i ready for distance learning?*. Retrieved from <http://www.distancelearn.org/readyDL.cfm>

Kaboose. (n.d.) Computer Connections: Inside & Out. Retrieved from <http://parenting.kaboose.com/education-and-learning/learning-resources/brain-computer-lesson.html>

# Single Moms/Dads

- ▣ Housing
- ▣ Food/Clothing
- ▣ Child Care
- ▣ Medical Care
- ▣ Counseling Center
- ▣ Connecting with other students/support
- ▣ Time management
- ▣ Encourage to use resources
- ▣ Start him in classes he is interested in
- ▣ Re-introducing College expectations/technology
- ▣ Family Commitment
- ▣ Juggling work/fam/school-time management
- ▣ Help connect students to campus-New student orientation
- ▣ Provide online resources
- ▣ Several Communication Methods-FAQs, videos

# Disabilities

- ▣ Disability Services
- ▣ Procedures for Informing Faculty
- ▣ Counseling Center
- ▣ Strategies for Stress

Your students may be far far  
away, but they don't need to  
feel like they are far far  
away...

Thank you! Enjoy the rest of your day.  
Please fill out the evaluations.