“Hello, is anyone here?”

How presence in your online course can lead to student success

Roneet Merkin, Jeremiah Hower, Elizabeth Metzger
Project Gateway

High-Tech High-Touch Learning Environment

OPENING THE GATEWAY
The High-Tech High-Touch Initiative
October 2, 2013

http://gateways.fiu.edu/title-conference/
High Tech

- Video
- Synchronous chat
- Online streaming
- Course Management Systems

High Touch

- Available resources
- Personal connections
- Peer tutoring
College Algebra

- Curriculum redesign
- Adopted MyLabsPlus (MLP)
- Funded Mastery Math Lab
- Weekly math gym
- Incorporated Learning Assistants (LAs)

http://news.fiu.edu/
Pass Rates
## Drop Rates

<table>
<thead>
<tr>
<th>Term</th>
<th>Drop Rate</th>
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<tbody>
<tr>
<td>Fall 2012</td>
<td>22.0%</td>
</tr>
<tr>
<td>Spring 2013</td>
<td>12.3%</td>
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<tr>
<td>Sum 2013</td>
<td>8.8%</td>
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<tr>
<td>Fall 2013</td>
<td>10.8%</td>
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<tr>
<td>Spring 2014</td>
<td>7.4%</td>
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<tr>
<td>Sum 2014</td>
<td>5.2%</td>
</tr>
<tr>
<td>Fall 2014</td>
<td>8.2%</td>
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i Think, Therefore I’m Dangerous

https://www.flickr.com/people/johne777/
Community of Inquiry

Col Framework (Garrison, Anderson & Archer, 2000)
Pass Rates

% of Students Passing Course

- Non-Mastery
- Mastery
- Online

Analytics + design = student success
Pass Rates Online
Increase Presence

http://virtualphotographystudio.com/2014/05/expand-your-social-media/
Be Present

- Clear directions
- Personalize your course
- Answer emails
- Provide virtual office hours
- Post regular announcements/reminders
Build a Community

• Using LAs to generate connection
• Virtual Math Gym
• Discussion boards and blogs
Provide Feedback

- MyLabsPlus
- Study Plan
- Go through gradebook at regular intervals
  - Intervention
  - Recognizing success, effort, and achievement
Have a Plan for Contact

- Email
- Texting
- Calling

Feb 27, 2015, 11:05 AM
Hi [Name] - It's Professor Merkin. If you plan on taking your exam in the lab, today is the last day to register on MLP. Otherwise, you need to register with ProctorU.

Feb 27, 2015, 11:49 AM
Ok professor. Thank you so much for the reminder!
Institutionalized Student Support

- FIU Early Alert System
- Success Coaches (2.0) olcoach@fiu.edu
- SmartThinking (2.0)
## Institutionalized Student Support

<table>
<thead>
<tr>
<th>Select Students</th>
<th>PantherId</th>
<th>First Name</th>
<th>Last Name</th>
<th>Advisor</th>
<th>Attendance</th>
<th>Assignments</th>
<th>Class Participation</th>
<th>Quizzes and Tests Scores</th>
<th>Management Skills</th>
<th>Other Concerns</th>
<th>Alert Status</th>
<th>See / Add Notes</th>
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</table>
“The teacher is very hands on, sending many emails and videos. He’s the first professor I’ve had that is so hands on...

He also gives us practice quizzes before every exam. When I'm stuck, I go to Khan Academy because he recommended the resource.”
“When I reached out to my professor she was able to provide me with lots of tips and help clarify my understanding of some of the problems.”
One student felt successful in **MAC1105** because of the repetition built into the course.

She liked the Math Gym, being “forced” to do math continuously.

~as told to a Success Coach
Looking Forward

- Video feedback
- How to succeed in math
- Study skills
- More collaboration
- More active learning
- Analytics
Questions

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