It’s Family Feud!

What do you know about Quality Online Instruction & Positive Student Experience?

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# Our Agenda

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Leave with our Diagnostic Exercise to complete your own self-evaluation!
Individual Brainstorming

Jot down your ideas to answer this question:

*How does a quality online instructor provide a positive student experience?*
3:00
Team Submissions

Work in your small group to review each other’s ideas, consolidate similar thinking, and rank the ideas from highest to lowest impact.

Each team will submit their top 2 items to the Family Feud round!
Let’s see how well each team’s guesses align with our model of instructor quality!
Our Model of Instructor Quality

1. Positive Instructor Disposition
2. Social Presence that Reveals the Instructor
3. Social Presence that Recognizes Students
4. Comfort in LMS
5. High Quality Course Design

These elements were chosen based on an extensive review of the existing literature on online instructor quality.
High Quality Course Design

• This is the foundational layer of our model. It’s foundational because it’s a critical component that other parts of the model build on.

• This includes ideas such as Proper Pacing, Multimedia Integration, Quality Content, Self-Directed Learning, Community Connection, Multiple Learning Modalities, Intuitive Navigation, Reliable Technology. Room for Additional Exploration, and Creative Design:

Comfort in the LMS

• This is a layer that we often take for granted, but it’s a critical component that needs to be in place in order for instructors to have the opportunity to do more custom engagement with students.

• Comfort in the LMS includes things such as: understanding how to navigate the course, fluency in the gradebook settings and features, confidence in posting in announcements and discussion forums, etc.
Social Presence that Recognizes Students

- This involves techniques that demonstrate immediacy and intimacy in social interactions. Immediacy includes techniques to create a feeling of closeness such as calling students by name, acknowledging their work, and create a sense of group cohesion. Instructors can demonstrate intimacy by offering specific support tailored to individual students—embodying that sense that each individual is valued.

(Pina & Bohn, 2014) (Richardson, J. C., & Lowenthal, P. (2017))
Social Presence that Reveals the Instructor

- This layer focuses on techniques to make the instructor seem “real” and “there” with students. When instructors share personal anecdotes, offer humor, and show emotion, they are reinforcing the understanding that they are real and in a collaborative relationship with students.

(Pina & Bohn, 2014) (Richardson, J. C., & Lowenthal, P. (2017))
Positive Instructor Disposition

• Instructor disposition is the top layer of the model because it involves higher level thinking—emotional intelligence, empathy, and passion.

• These characteristics distinguish it from social presence—as one can be present but not genuinely invested. The techniques for conveying your investment in your students and your course take time to develop and master. For example, one instructor might copy and paste generic feedback for assignment submissions and that feedback conveys a sense of presence, but it doesn't provide the unique and specialized touch of a more experienced instructor who can provide individualized feedback.
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<th>Empathetic Instructor</th>
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Instructor Quality Diagnostic Exercise

Self Assessment with Recommendations

Based on our research, we developed a self-reflective diagnostic questionnaire.

The diagnostic is designed on a continuum from “ideal” to “there’s room for improvement” to encourage a mindset of continuous improvement.

At the end of the exercise, there is a list of strategies to “level up” your teaching practice in each area of our model.
Questions?

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Folder with Slides & Diagnostic: https://tinyurl.com/familyfeudOLC
Evaluate Sessions and Win!

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select “Evaluate Session” on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry

**Five (5) $25 gift cards** will be awarded
Must submit evals using the OLC Conferences mobile app or website