How to Position Students for Success in an Online Program

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Disclosures:

• Dr. Judy Burckhardt – No Disclosures

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Learning Outcomes

At the conclusion of this presentation, attendees will be able to:

• Describe how to use touchpoints to position students for success.
• Identify three things that may jettison student success in an online program.
Touchpoints During Student Life Cycle

- Informational Webinars
- Admissions Advisors
- Student Success Advisors
- Academics – Faculty
- Practicum Coordinators
- Nursing Leadership
Admissions Advisors

• Develop a personalized support system for all prospective students.
• Assign a designated admissions advisor to work with each individual from the point of inquiry to the day of enrollment.
• Walk the individual through each step of the admissions process.
• Help the individual determine which payment method to use.
• Register the student for their first set of courses.
• Introduce students to their Student Success Advisor.
Academic Advisors

- Send welcome email within 48 hours of enrollment.
- Complete a welcome call with the student to discuss orientation, course planning, practice experience hours, important policies, and answer questions.
- Mail via USPS handwritten notes when students do well in their first course and personal notes for events such as weddings, moving, death, etc.
- Email reminders each month to guide the students about registration, webinar offerings, etc.
Academic Advisors continued

• Walk students through expectations for software programs such as TurnItIn, Shadow Health, Portfolium, Grammarly, etc.
• Provide road maps for courses that explain key facts for course
• Communicate through students lounges to enhance the student experience.
• Proactively reach out to students who may be struggling or falling behind.
• Respond to early warning (Starfish) alerts sent by faculty.
Academics - Faculty

- Post welcome message at start of course – written and recorded
- Each week post announcements about expectations for week
- Offer Skype sessions periodically during course
- Offer individual appointments as needed
- Provide personalized feedback on assignments
- Embed resources directly in the course – Writing center
- Reply to each student's introduction
- User early warning system (Starfish)
Practicum Coordinators

• Work with the students to help them complete their practice experience requirements.
• Answer questions pertaining to practice experiences.
• Verify the practice hours submitted by students.
Nursing Leadership

- Email monthly newsletter
- Schedule monthly conference call “Coffee Talks”
- Offer webinars with the admissions team for prospective students
- Provide webinars with the advising team to provide information about the programs
Things Not To Do

• Treat students as a number or an “enrollment”.
• Delay responding to questions or concerns.
• Provide feedback that is depersonalized or standardized.
• Be absent for more than one day during the week or two days over the weekend.
• Not participate in the discussion board.
• Delay grading of assignments.
• Fail to communicate with nursing leadership.
• Ignore early warning system (Starfish) or other software resources
Summary

• It takes a village to educate a nursing student.
• All personnel and departments need to keep the students’ experience at the center of all activities.
• Students’ success is the school, college or university’s success.
Questions?