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Flipping Distance Student Services through Technology-Mediated Orientation and Advising

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Flipping Online Student Services

World Conference on Online Learning, October 19, 2017

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 ▾

Rectangular Snip

Students

Registration

Orientation & Student Success

Grades & Graduation

Credit for Prior Learning

Getting Started

Exam Support

Financial Services

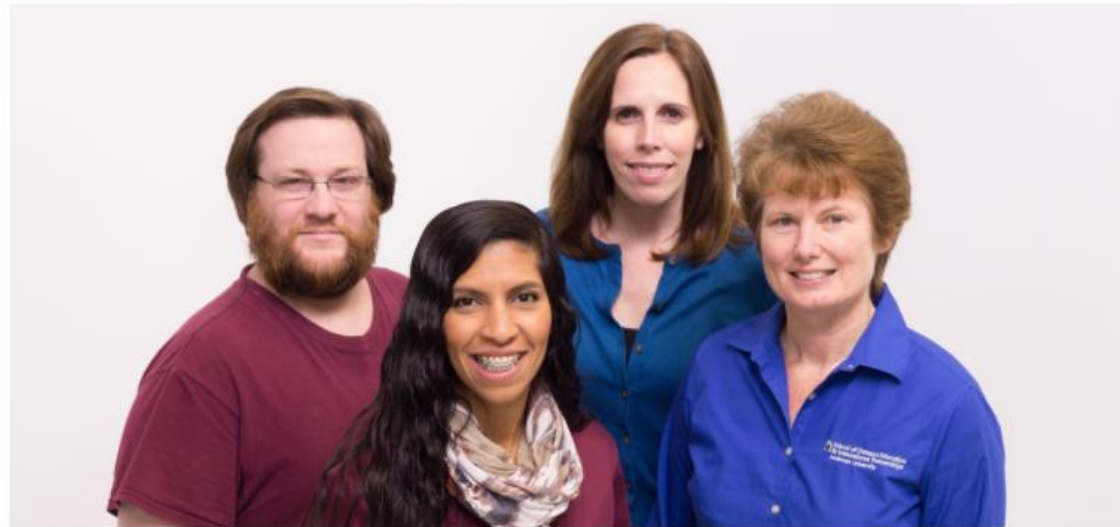
Student Services Staff

Student Stories

Technical Support

Updating Contact Information

Video Tutorials



Distance and Non-Traditional Student Services



Getting Started



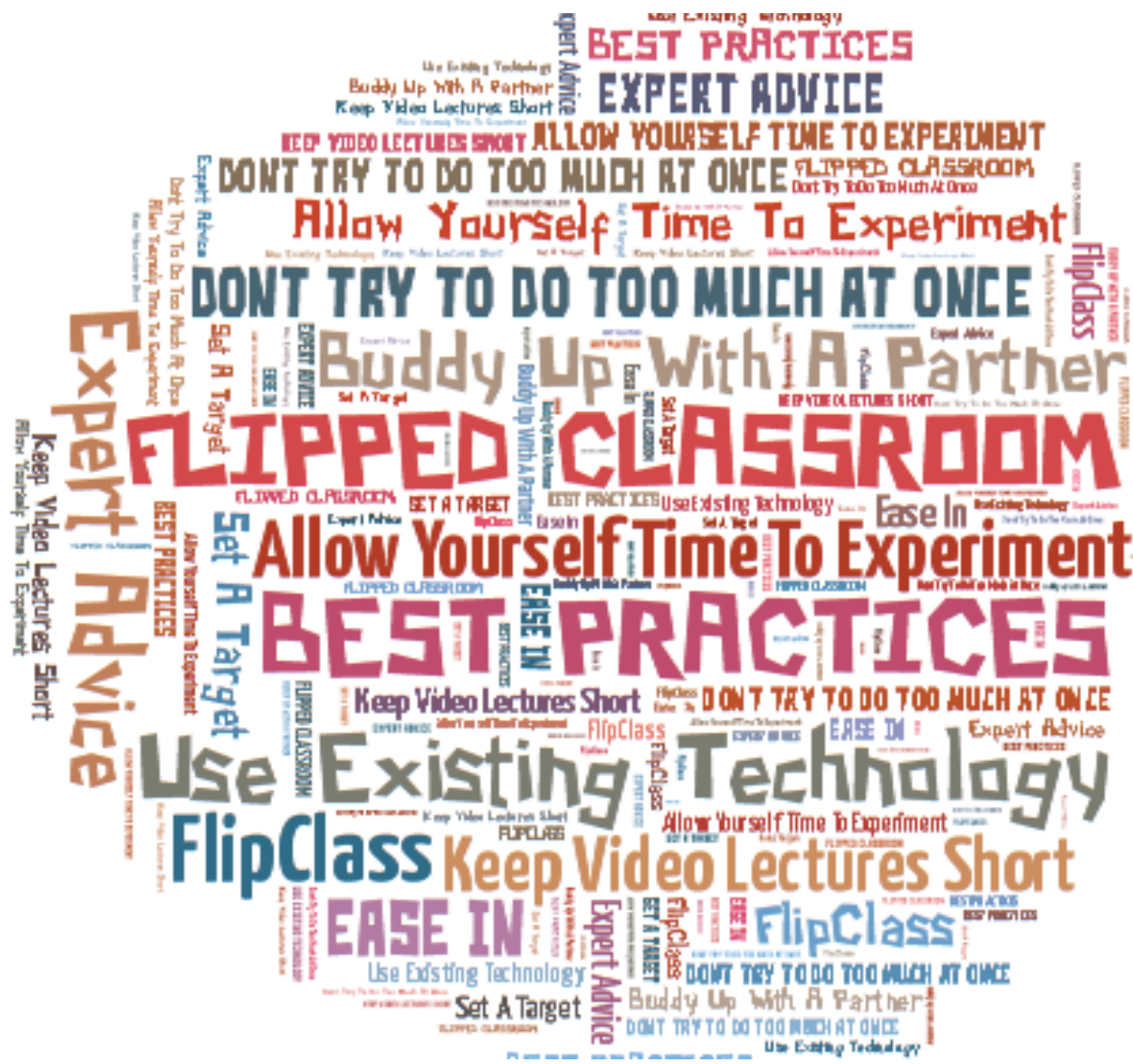
Registration



Prior Learning Credit

Why flip student services?

- **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



FLIPPED CLASSROOM
BEST PRACTICES
Use Existing Technology
FLIPPED CLASSROOM

What we flipped

Orientation
Advising Course
Student Support

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

UGDE 101 Maximizing your Andrews Experience

Dashboard ▶ ME Non-Academic ▶ UGDE-101-EN ▶ Home

Turn editing on

UG DEGREE SUPPORT CONTACTS

AU Online Student Resource Guide

Academic Advisors/General Info
sdestudents@andrews.edu

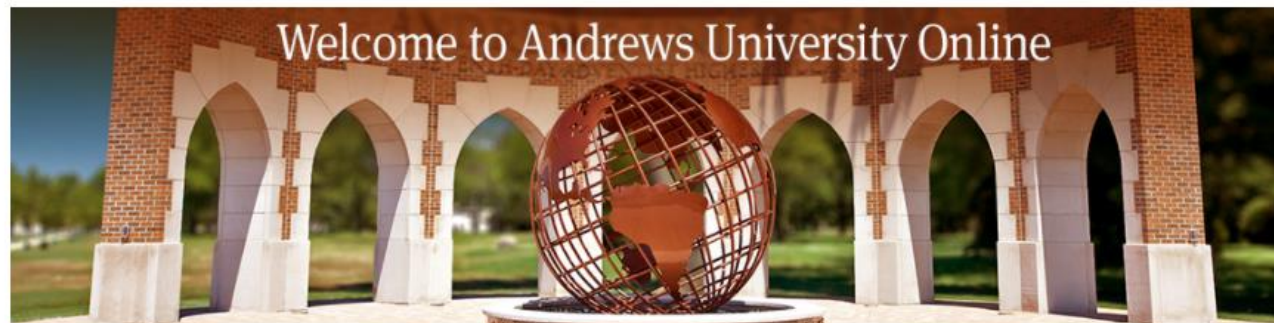
Admission/Registration Changes
sderegister@andrews.edu
(269) 471-6323

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



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](#)

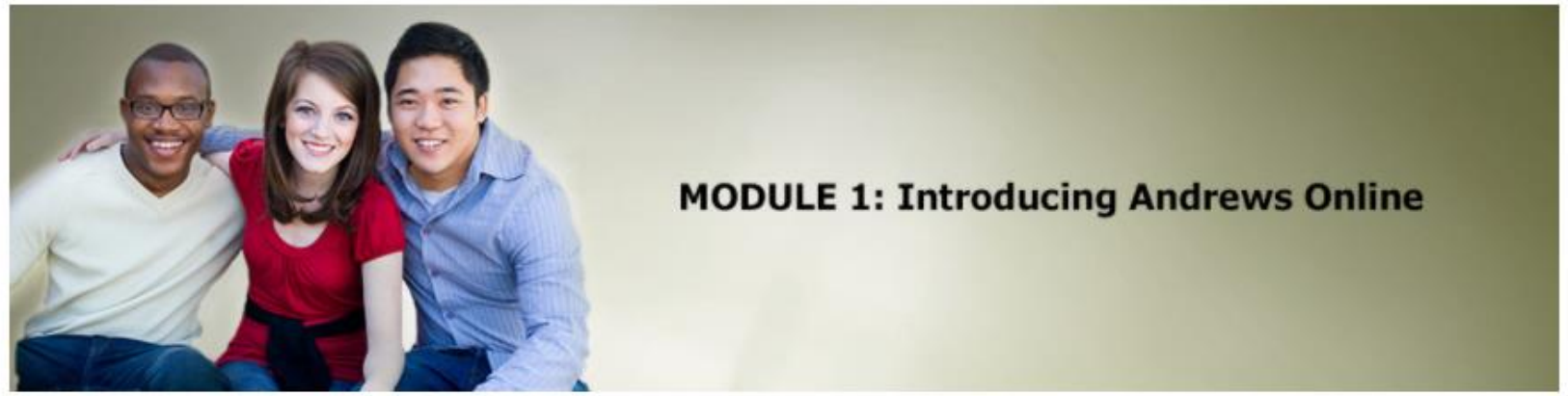
8:26 PM, Sep 4 Bradfield, Glynis

[How Drops Work & How to Reregister](#)

4:14 PM, Aug 18 Bradfield, Glynis


[Older topics ...](#)

Your progress ?



 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 ?




 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



MODULE 3: Planning Academically

- 3.1 Module Introduction

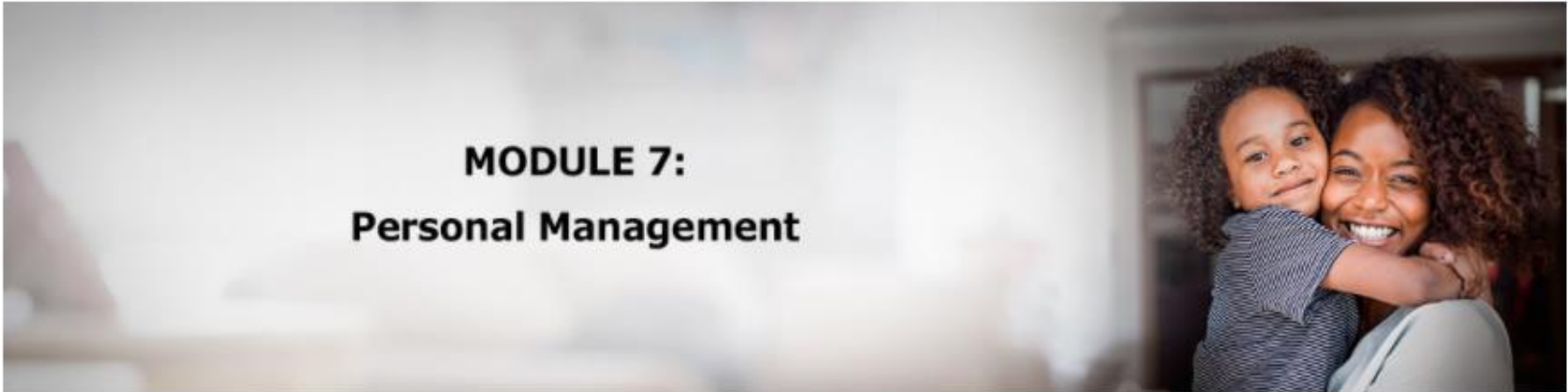
EXPLORE:

- 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 ?



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 nuestra página 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.”**

“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.*”



The background features a series of concentric circles in light gray, some solid and some dashed, creating a subtle pattern. A bright blue callout box is centered on the page, containing contact information for Glynis Bradfield. The box has a white border and a small white triangle pointing downwards at its bottom center.

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