



Student Success in Summer and Beyond

Community College Tactics and Guidance for Remote Student Success

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Promote Academic Success in a Remote Space

SECTION

1

Success Primer Prepares Students to Learn Online

3

Online Orientation Uses Experiential Assessments to Increase Success

Four-Module Online Success Primer



Module 1 Getting Acclimated with the Learning Management System

Module 2 Adopting Successful Learning Strategies

Module 3 Accessing Student Resources

Module 4 Seeking Technical Support

Hands-On Assessments Ensure Adequate Student Preparation

Corresponding Assessment for Orientation Modules

1

Submit a sample assignment to Dropbox to practice crucial functions on the LMS

2

Self-evaluate online learning preparedness with a quiz and discuss successful learning strategies in the class forum

3

Participate in an online scavenger hunt by visiting campus service links

4

Complete survey assessing technology preparedness and browser accuracy

LTC Online Primer Is Designed with Student Utilization in Mind



Faculty require completion of success primer as graded introductory assignment



Students must utilize college-issued email to request certificate of completion and submit it



Your Instruction Contingency Plan: Dual Delivery

Provides In-Person Engagement and Scheduling Flexibility

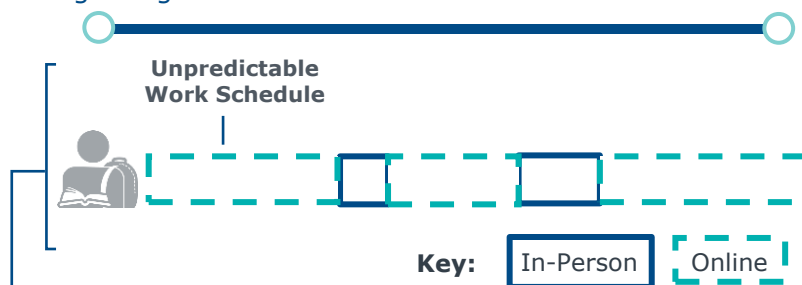


The Next Level of Student-Centric Scheduling

- 1 Course content delivered in a traditional, face-to-face manner
- 2 Class sessions and course materials are recorded and uploaded to Blackboard
- 3 Students can flex attendance at will
- 4 Discussions and assignments available in both modalities

Beginning of Term

End of Term



► Faculty Adoption Tip

- Ensure faculty that implementation requires no differentiation when preparing content or assessments
- Consider offering flex hours to faculty who volunteer to adopt the model in their courses

Develop Flexible, Student-Centric Policies

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1 Introduce a Non-Letter Grading Option to Ensure Student Degree Progression

Effects of Pass/Fail Option

- ✓ Promotes persistence
- ✓ Preempts and addresses equity gaps
- ✓ Gives students agency

Considerations for Grading Changes

Transferability

- Determine pass/fail transferability
 - [Virginia CC System](#)
 - [California CC System](#)

Informed Decisions

- Develop a decision tree that students can use to guide their thinking
- Ensure students consult advisor and understand the pros and cons prior to finalizing decision

2 Adjust Academic Deadlines and Add Emergency Support Measures

- ✓ Postpone Fall pre-registration
- ✓ Extend the [penalty-free course drop](#)/withdrawal deadline
- ✓ Provide a [one-time emergency grant](#) or voucher



Maintain Engagement in a Socially Distanced World

SECTION

2

Monitor for Signs of Online Learning Risk



Online Learners Need More Careful Monitoring of Risk Signals

10-20%

Typical gap between completion rates for online courses vs. face-to-face sections



Risk signs from EAB study
"Charting the Path to Persistence"



Academic risk

- LMS log-in activity
- Repeated requests for help on discussion boards



Stress risk

- Midterm pulse checks



Financial risk

- Financial holds
- Inability to pay

Don't Overlook the Obvious



"The best predictor of online course completion and success is whether the student logs in and takes all the exams. It's not rocket science, and we already have that data."

*Director of Academic Support Services
Public Research University*

Develop a Multi-Tiered Student Outreach Strategy

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1

Offer Multiple Communication Channels

Provide multiple means for students to ask questions, such as a [dedicated COVID-19 email address](#), [embedded webform](#), and [coronavirus helpline](#)

2

Capitalize on Existing Relationships

Encourage faculty and staff in key departments to capitalize on existing relationships in ongoing student interactions, like this [newsletter](#) from Georgia State University's Multicultural Center

3

Contact Students Individually

Text and call students individually to answer questions, connect to resources, and check on well-being, like the [University of Tennessee](#) which called all students

4

Triage Labor-Intensive Communication

[Track student LMS activity](#) to identify students who need support, [triage labor-intensive student outreach by monitoring student risk](#), and [strategically deploy limited staff to scale student outreach and support](#)

Take EAB's [COVID-19 Student Success Response Audit](#)



Evaluate your student success strategies in a COVID crisis lens



Learn strategies to support students in a remote environment

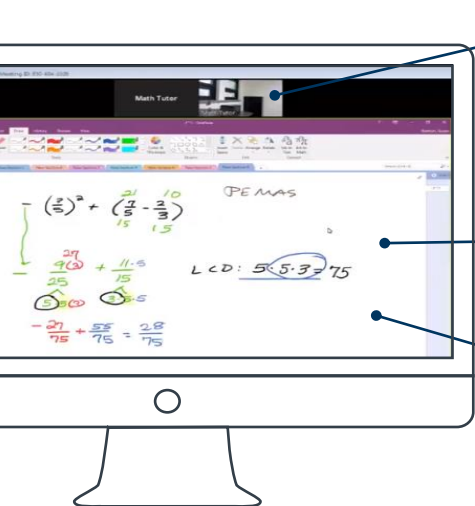
21st Century Tutoring: Online and Off-Campus

Expand Access to College Tutoring Through Digital Platforms



PENSACOLA
STATE COLLEGE

Interactive Video Conferencing Offers Tutoring in an Accessible Format



Students have the option to share video feed and have discussions with tutors

Tutors share screens for step-by-step tutorials

All sessions are recorded, allowing for later reference



Convenient Night and Weekend Hours



Targeted Support from Trained Expert Tutors



Easy Access Through School-Issued LMS

1,806

Students visits to the virtual tutoring portal in its first semester

15%

Higher course pass rate for those who have accessed virtual tutoring (vs. those who haven't)

Virtual Support Does Not Stop at Tutoring

No Limit to Number of Services Students Can Access Virtually

Keys to Successful Virtual Services



Strategic Implementation Creates Student-Centric Experience

1 Tech-Friendly Providers

PSC tutors undergo a semester of technology training and supervision

2 Flexible Availability

Sessions available at times convenient for part-time students

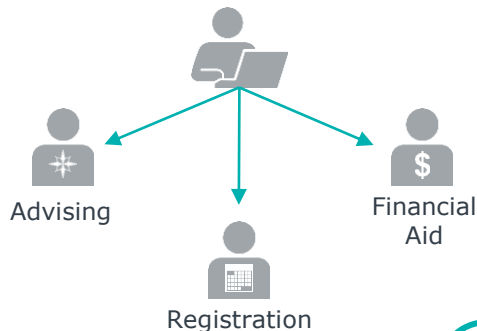
3 Targeted Marketing

Service hours advertised online, in student portals, and in classrooms

4 Maximized Impact

Virtual options offered for bottleneck and gateway processes

Leverage Technology to Put the College at Your Students' Fingertips



Expand Scope, Not Cost

- ✓ Use open-source video conferencing platforms, such as BigBlueButton
- ✓ Repurpose existing hardware
- ✓ Allow campus staff to work remotely



Additional Ways EAB Can Help

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Remote Instruction Resource Center

- Critical considerations to support remote instruction in the short, medium, and long term



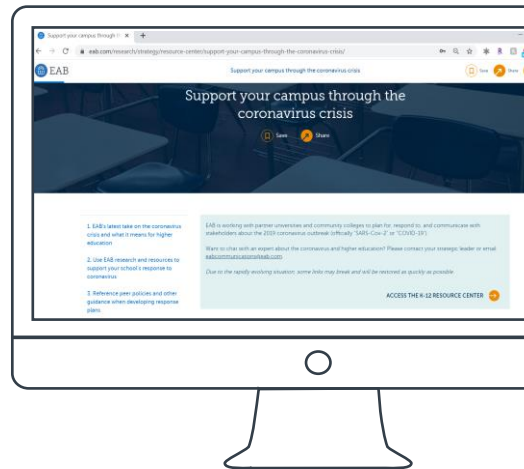
COVID-19 Resource Center

- Resources and guidance to support your campus through the coronavirus crisis



Additional Student Success Resources

- [Getting to the Next Phase in Student Success](#) Study
- [120+ virtual engagement strategies for incoming students](#) infographic
- [3 tips for virtual academic advising](#) blog post



Contact your Strategic Leader for help navigating resources and connecting with EAB research experts



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