Student Success Toolbox Project

Phase Two Report

Appendix Two
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Existing Digital Tools & Related Literature

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Contents

1. Course/institution match tools (tools for managing expectations)

UK
- University of Edinburgh: open day for distance learners, & student testimonials (video, at graduation, text)
- Course outlines on websites
- The UK Open University: My Open University story (FB app)
- University of Leicester: Videos feat. DL, student bloggers (full-time)
- University of Liverpool - student involvement in webevent to answer questions. Also, student testimonials

US
- Pennsylvania State University: Admissions services staff and Academic advisor
- Arizona State University: "Course finder" - text and video about each of the available courses. Staff - enrolment counsellors (admissions course choice)

Southern Hemisphere
- The Open University of Australia: Popup "student adviser", chat windows on their website
- The University of South Australia: orientation not for DL, DL just look at the website.

For profits
- University of Phoenix: prep centre
- Kaplan University: pop up window "chat with an advisor now"

Asia
- Hong Kong Open University: outlines different course types

Relevant literature:
- Janssen, J., Berlanga, A.J., Koper, R. (2011). Evaluation of the Learning Path Specification. Journal of Educational Technology & Society, 2011, 14, 3, 218-230, International Forum of Educational Technology & Society (IFETS)
- Vihavainen, A., Luukkainen, M., Kurhila, J. (2013) MOOC as Semester-long Entrance Exam. Report of Department of Computer Science, University of Helsinki, https://www.cs.helsinki.fi/webfm_send/1254
- Jones, R. (2008). 'Widening Participation - Student retention and success'. Research Synthesis for the higher education Academy.

2. Readiness, self-assessment, & online resources (preparation for higher education tools)

UK

- The Open University UK: access modules, learner skills MOOCs/BOCs on OpenLearn, FutureLearn
- University of Liverpool: readiness course, readiness assessment (compulsory) "Get Ready courses"
- University of Leicester: "Succeed in your studies" tutorials. Leicester pretty comprehensive. Proactively preparing for study: Short digital skills tutorials, Online resources for maths skills, "Succeed in your studies" page feat. "Writing essays tour". *Information/digital literacy,* Leicester Library videos.
- University of Edinburgh: The learner is introduced to the platforms adopted for their course by the Programme Director during the programme induction

US

- Pennsylvania State University: Readiness for Online Learning (self-assessment quiz), Learning Style inventory (self-assessment quiz), Student self-assessment iStudy for Success (tutorials- study skills, life skills, job skills). Time management - "planning your time with Gantt Charts" in life skills.
- Arizona State University: SucceedOnline blog (by staff members) Academic advisors (specific to course, keep on track to graduation). Arizona State University Tips for Arizona State University Online Student Success video, tips from students.
- University of Maryland University College: CAPL 101: Creating Your Learning Plan (free online class), pre-class checklist - a text based checklist with mainly administrative things that need to be done before starting. "Get comfortable with your online learning environment" outlining the need for time management, collaboration with other students, active learning, respect for diversity, knowing what's expected of you. Effective Writing Centre.
- University of Wisconsin: Desire2Learn anyone can access and try out their LMS through the "Orientation to Online Learning and UW colleges Online course".

Southern Hemisphere

- Deakin University: digital study skills (online resources). Unistart, Deakin Sync tutorials, self-paced, interactive, online. Targeting transitions.
- The Open University of Australia: prepare for uni learning (building confidence and skills)
- Charles Sturt University: - study link, 17 short subjects - academic skills, fill knowledge gaps, experience online study (or weekend workshop). Online learning information page: successful learning requires (list of skills)
- University of New England: tUNEup - self-study tutorials. A preparation course to develop study and writing confidence.
  University of South Queensland: Internet basics tutorials. University of South Queensland Study Desk skills
- Massey University: Readiness (Quiz). Massey: "workload calculator". OWLL: the Online Writing and Learning Link - extensive tutorials, incl. "Maths first", academic writing, assignment types, study skills, computer skills, preparing for tests and exams. Assignment planning calculator. Sample study material. Workload calculator.
- University of South Australia: 10 steps to get started. L3 skills tutorials. DL - look at website. Recommends go to community library or adult education centre to learn computer skills (rather than offering these itself).
- University of Southern Africa: Are you ready for ODL? (quiz). Part 1 of the quiz is an "abilities profile" - identify "which areas do I need help", "who can I talk to about helping me?" (support network?). Part 2 addresses personal circumstances.

For Profit Institutions
- University of Phoenix: Phoenix prep centre (pre-induction guidance). Expectations video. Centre for Writing Excellence. Centre for Mathematical excellence. Tuition and fees calculator. Free trial.
- The American Public University: Skills tutorials (web pages). Recommends a placement test for maths skills.
- Kaplan University: Net price calculator. Free trial. "Online learning experience" orients the prospective student. Video, T.O.R.C.H, compares research to shopping. Teach yourself. Get Organised. Research. Check your research. Get Help.

Asia
- Korea National Open University: "Prime college" - for people in 40s and 50s.
- Hong Kong Open University: Free courseware course, overview of the different types of courses, eLearning, part-time, DL. Has YouTube videos (not in English)
- The Singapore Institute of Management: Practical guides, tutorials such as "learning critically and creatively with MindMaps", and "Successful Learning at UNISIM"

Relevant literature:
Readiness assessment evaluations:
- Farid, A. (2014). "Student Online Readiness Assessment Tools: A Systematic Review Approach". *Electronic Journal of e-Learning.* 12: 4. pp. 375-382.
- Pillay, H., Irving, K., Tones, M. (2007). "Validation of the diagnostic tool for assessing Tertiary students' readiness for online learning". *higher education Research & Development.* 26:2. pp. 217-234.

Readiness (other):
- Dray, B.J., Lowenthal, P.R., Miszkiewicz, Melissa J., Ruiz-Primo, M. A., Marczynski, K. (2011) "Developing an instrument to assess student readiness for online learning: a validation study". *Distance Education.* 31:1. pp. 29--47.
- Hung, M., Chou, C., Chen, C., Own, Z. (2010). "Learner readiness for online learning: Scale development and student perceptions", *Comput.Educ.* 55: 3. pp. 1080-1090.
- Jones, R. (2008). "*Widening Participation - Student retention and success*". Research Synthesis for the higher education Academy.

Library/literacy
- Needham, G., Nurse, R., Parker, J., Scantlebury, N., Dick, S. (2013), Can an excellent distance learning library service support student retention and how can we find out? *Open Learning,* 2013, 28, 2, 135-140, Routledge

Time management/self-regulation
- de Raadt, M. & Dekeyser, S. (2009). A simple time-management tool for students' online learning activities. In *Same places, different spaces. Proceedings of Ascilite Conference,* Auckland. http://www.ascilite.org.au/conferences/auckland09/procs/deraadt.pdf
- Kuo, Y., Walker, A. E., Schroder, K. E.E., Belland, B. R. (2014). "Interaction, Internet self-efficacy, and self-regulated learning as predictors of student satisfaction in online education courses". *The Internet and higher education.* 20:0, pp. 35-50.
- Terry, K. P., Doolittle, P. E. (2008). "Fostering Self-Efficacy through Time Management in an Online Learning Environment." *Journal of Interactive Online Learning.* 7:3, pp. 195-207.

MOOCs
- Brown, et al. (2015) "What to do about MOOCs? Beyond the Fear Of Missing Out". EDEN Annual Conference, June 9 -13 2015.
- Vihavainen, A., Luukkainen, M., Kurhila, J. (2013) MOOC as Semester-long Entrance Exam. Report of Department of Computer Science, University of Helsinki, https://www.cs.helsinki.fi/webfm_send/1254

3. Induction/orientation (preparation for higher education & social integration tools)

UK

- University of Edinburgh Online open day (before enrollment), course specific training by programme chair on learning platforms used during induction
- University of Edinburgh's VLE also has a virtual campus on SecondLife. However, during a virtual "balloon tour" of VUE on 16 April 2015 it appeared that the campus was no longer in use. They appear to be moving to OpenSim.
- University of Liverpool "New student welcome" webevent (after enrolment), training in how to use

US

- Arizona State University: Online new student Orientation "your roadmap to success". Four video categories: intro to Arizona State University Online - getting started - preparing for classes - staying connected - (emails from professors every week asking how doing, letting students know how they are doing.) "Hallway conversations" chat facility
- University of Maryland University Colllege: Classroom orientation, Videos of navigating the classroom, communicating with chat, pager, roster and groups (fellow students and instructor), uploading coursework, and checking progress
- Wisconsin: See Desire2Learn

Southern Hemisphere

- Deakin University: Deakin Anywhere & guide to use (LMS). "Get started" orientation pack in the mail with "student diary" (A-Z of services and facilities). Clubs and societies guide. Study skills brochure. Introduction to studying at uni workshop - available face-to-face or online. DUSA week - orientation week.
- The Open University of Australia: getting started webpage. Case study video. Timeline, thinking about study to completing the unit.
- Charles Sturt University: StudyLink.
- Massey University: "workload calculator". Stream (VLE) videos.

For profits

- University of Phoenix: "How it works" webpage with explanations of "getting started" orientation video. University of Phoenix mobile app
- The American Public University: The American Public University "Virtual Tour" - 4 videos. 1) academic experience (by staff, explaining how high quality it is). 2) online classroom ("student voice-over" video). 3) community of learners (staff and students). 4) student outcomes (video with successful students)
- Kaplan University: "online learning experience" (see readiness). KU "campus" app

Asia

- "The Singapore Institute of Management advantage" (marketing videos)

Relevant literature:
Induction

- Academic-support strategies for promoting student retention & Achievement during the first-year of college (Ulster STAR) project. URL: http://www.ulster.ac.uk/star/resources/acdemic_support_strat_first_years.pdf
- Motteram,Gary, Forrester,Gillian. Becoming an Online Distance Learner: What can be learned from students' experiences of induction to distance programmes? Distance Education, 2005, 26, 3, 281-298, Routledge

- Nichols, M. (2011) "Intervention for retention through distance education: a comparison study". Project output for Aotearoa: National Centre For Tertiary Teaching Excellence, New Zealand.
- Thomas, L. (2012). "What works? Facilitating an effective transition into higher education". *Widening Participation and Lifelong Learning.* 14.

4. Student support (financial issues and personal circumstances)

UK
- University of Leicester: Health and welfare self-help guides
- The UK Open University: Open University students' association. Guide to Learning Tumblr run by FutureLearn

US
- Pennsylvania State University: Stress management tutorial under "Life skills" in their iStudy for Success
- Arizona State University: "We help you stay on track" student supports. Success coaches ("part personal advisor, part cheerleader, success coaches are focussed on supporting you in achieving your goals. From helping you adjust to life as an online student, to offering success strategies and reminders, to connecting you to resources at Arizona State University, success coaches are there to help smooth any bumps in the road and to cheer you on as you cross the finish line")
- University of Maryland University College: Financial Aid, Academic advisors, many entry level courses are supported with online tutors, and you can be assigned a mentor

Southern Hemisphere
- Deakin University: Student Association. Distance Campus Committee. PASS - peer assisted study session (same as for on-campus students, adapted for online students). Clubs and societies.
- The Open University of Australia: "24/7 support" (online tutorial support). Student coaching and counselling. Outreach calls to new and continuing students at-risk
- University of South Queensland: Academic success calendar.
- The University of South Australia: "stay motivated". 9 ways to stay motivated. Learning and Teaching unit - offering career advice, counselling, disability services.
- The University of South Africa: Sort out your personal circumstances before you start? (with quiz)

For profit Institutions
- University of Phoenix: Enrolment representatives, finance advisors, academic advisors. Career GP - Phoenix career guidance system
- The American Public University: Centre for Teaching and Learning
- Kaplan University: Advisors. Education advisors, faculty mentors, career services advisors

Asia
- N/A

Relevant literature:
Supports

- Anagnostopoulou, K. and Parmer, D. (2008). "Practical guide: bringing together e-learning & student retention". STAR resources. http://www.ulster.ac.uk/star/resources/Anagnostopoulou_Parmar.pdf
- Jones, R. (2008). "Widening Participation - Student retention and success". Research Synthesis for the higher education Academy.
- Nichols, M. (2011) "Intervention for retention through distance education: a comparison study". Project output for Aotearoa: National Centre For Tertiary Teaching Excellence, New Zealand.
- Wilcox, P., Winn, S., Fyvie-Gauld, M. (2005). "It was nothing to do with the university, it was just the people": the role of social support in the first-year experience of higher education". *Studies in higher education*. 30:6, pp. 707-722.

Mentoring
- Collings, R., Swanson, V., Watkins, R. (2014). "The impact of peer mentoring on levels of student wellbeing, integration and retention: a controlled comparative evaluation of residential students in UK higher education". *higher education*. 68:6, pp. 927-942.
- McPherson, M., Nunes, M.B. (2004). "The failure of a virtual social space (VSS) designed to create a learning community: lessons learned". *British Journal of Educational Technology*. 35:3, pp. 305-321.
- Michau, A., Louw, W. (2014) "Tuesdays with an Open and Distance Learning mentor". *Africa Education Review*. 11:2, pp. 133-145.
- Schulte, M., Dennis, K., Eskey, M., Taylor, C., Zeng, H. (2012). "Creating a Sustainable Online Instructor Observation System: A Case Study Highlighting Flaws when Blending Mentoring and Evaluation". *International Review of Research in Open & Distance Learning*. 13:3, pp. 83-96.
- Snowden, M., Hardy, T. (2012) "Peer mentorship and positive effects on student mentor and mentee retention and academic success". *Widening Participation & Lifelong Learning*. 14, pp. 76-92.
- Wheeler, S., Lambert-Heggs, W. (2009). "Connecting distance learners and their mentors using blogs: The MentorBlog Project". *Quarterly Review of Distance Education*. 10:4, pp. 323-331.
- mentoring (pre-enrollment Bennett 2009 in Cook and Rush)
- Thomas, L. (2012). "What works? Facilitating an effective transition into higher education". *Widening Participation and Lifelong Learning*. 14. (Note: Students at one university (Project 3) talked about the benefits of student ambassadors (existing HE students) as they were perceived to provided more genuine insights into the HE experience, having recently been new students themselves (see also Austin and Hatt 2005).

5. Community and social networking (social integration tools)

UK
- The UK Open University - netiquette guide for use of social networks, BOC "backpack" FB app

US
- Arizona State University: Online clubs. ASU distance students can join a number of clubs open to regular students. Sparky (the mascot) world tour

Southern Hemisphere:
- The Open University of Australia: "Let's Connect" - Facebook, Twitter, YouTube, G+, LinkedIn

- University of South Queensland: UConnect (LMS)

For profit Institutions
- University of Phoenix: PhoenixConnect(R) - an "academic social network" with 800,000 Phoenix students, alumni and staff

Asia
- The Singapore Institute of Management: Facebook

Relevant literature:
Community and social networking
- Jackson, V., (2012) "The use of a social networking site with pre-enrolled Business School students to enhance their first year experience at university, and in doing so, improve retention". *Widening Participation & Lifelong Learning*. 14, pp. 25-41.
- McPherson, M., Nunes, M.B. (2004). "The failure of a virtual social space (VSS) designed to create a learning community: lessons learned". *British Journal of Educational Technology*. 35:3, pp. 305-321.
- Pinto, M. B. (2014). "The Use of Yammer in higher education: An Exploratory Study". *Journal of Educators Online*. 11:1, pp. 1-33.
- Ravenscroft, A., Warburton, S., Hatzipanagos, S., Conole, G. (2012). "Designing and evaluating social media for learning: shaping social networking into social learning?" *Comput.Assisted Learn*. 28:3, pp. 177-182.

Socialisation
- Madden-Hallett, H., Wai, H., Ho, L. (2008). "Catch Me I'm Falling. Using technology to assist educationally disadvantaged students: A case study on the Western region of Melbourne, Australia". *International Journal of Education & Development using Information & Communication Technology*. 4:2, pp. 47-59.

6. Discussion forums and peer assisted learning (academic experience tools)

UK
- Edinburgh: lists discussion boards or forums as one of the tools used on different courses, alongside blogs and collaborative wikis
- Liverpool: has a video about discussion forums

US
- Pennsylvania State University: Peer tutoring tutorial under study skills
- Arizona State University: "Hallway conversations" chat facility. Nettiqette guide.
- University of Maryland University College: communicating with chat, pager, roster and groups (fellow students and instructor)
- Wisconsin: Chat, discussions, email. Online Etiquette guide

Southern Hemisphere
- Deakin University: (correspondence) Discussion boards monitored by more experienced students who are trained in peer to peer support strategies. A space for many distance students to share anxieties, ask Q's, etc.
- Charles Sturt University: forums to "share, communicate and collaborate with other students". General forums and subject specific forums.

For profit Institutions
- University of Phoenix: "learning team" includes collaboration with other learners. Productivity tools: LMS, eCampus

Asia
- Hong Kong Open University: DL watch video lectures, interact on discussion forums.

Relevant literature/evidence base:
- Anagnostopoulou, K. and Parmer, D. (2008). "Practical guide: bringing together e-learning & student retention". STAR resources. http://www.ulster.ac.uk/star/resources/Anagnostopoulou_Parmar.pdf (note on lurking)
- Robinson, L., Reeves, P., Murphy, F., Hogg, P. T. (2010) "Supporting socialisation in the transition to university: A potential use for on-line discussion boards". *Radiography*. 16:1, pp. 48-55.
- Qian, K., McCormick, R. (2014). "Building course cohesion: the use of online forums in distance Chinese language learning". *Computer Assisted Language Learning*. 27:1, pp. 44-69.
- Selwyn, N., (2011) "Digitally distanced learning: a study of international distance learners' (non)use of technology". Distance Education. 32:1, pp. 85-99, (note on problems with discussion boards, non-use of technology)