Student Success Toolbox Project

Phase Two Report

Appendix Two

Existing Digital Tools & Related Literature

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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:**
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 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

- The American Public University: Skills tutorials (web pages). Recommends a placement test for maths skills.

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:


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.

Library/literacy


Time management/self-regulation


MOOCs

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 College: 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/academic_support_strat_first_years.pdf](http://www.ulster.ac.uk/star/resources/academic_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

### 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

Mentoring

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**

**Socialisation**

**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
- 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:
- 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)