Student Communication in the Online Environment

Emphasis on the PERSONAL communication, as opposed to bulk messaging;

Taking a longer-term perspective

QUESTION 1

PLEASE COMPLETE THE FOLLOWING SENTENCE IN YOUR OWN WORDS.

I could be a much more effective online instructor if only......
About me

- 3 years Middle School Math & Science
- 5 years Special Education Teacher
- 5 years as an Assistant Professor
- 2 years as an Academic Advisor
- 6 years as an Instructional Designer
- Certified:
  - Microsoft Innovative Educator
  - Office 365 Teacher
  - SharePoint Site Owner
  - Lean Six Sigma Creative Problem Solver
- 3 months with AEDD
“Infuse 21st Century teaching and learning practices”

• In a rapidly increasing interconnected global society, 21st Century Teaching and Learning fosters student engagement and active participation by promoting critical thinking, communication, collaboration, and creativity within multiple modalities and methodologies.

• Through this framework, students develop the skills necessary to thrive in the ever-increasing complex modern society.
“Infuse work-based learning and community-based learning”

• Configure program designs to incorporate an intentional work-based learning experience.

• Configure program designs to incorporate an intentional community-based learning experience.
Sustainability

“Sustainability is the act of building – through our daily practices and educational programming—a thriving, resilient, and just community now and in the future.”

• Online courses consume much less paper
• Online courses reduce carbon emissions related to commuting
• Online courses reduce the amount of waste sent to landfills

Sustainability and Resilience in the Curriculum

Identify how sustainability can inform decision-making to create solutions for current and emerging social-economic-environmental issues

Analyze real-world challenges to environmental systems from a holistic perspective and formulate practical sustainable solutions
Other considerations

What suite do your industry partners use?

Student access to official communications (email) from campus is via Microsoft Outlook. (p. 148, Student Handbook)

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**BUSINESS & INDUSTRY**

- There are now over 155 million *Office 365 for business* users (2018).
- *Outlook* mobile app users reached 90 million in 2017.
- Microsoft office has been downloaded on *Android* over 1 billion times (2018).
- Office 365 made its *Mac* App Store debut in January of this year (2019).
- There are now 500,000 businesses using *Microsoft Teams*, including 91% of the Fortune 100 (2019).

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Which tool is *more inclusive* and likely to help your students *thrive in the ever-increasing complex modern society*?
Quality Online Course Rubric

1. **Early Welcome** (provided one-week in advance w/individual feel)
2. **Provide your contact information**
3. **Instructor to student interactions** (Tutorials, welcome videos, reply to homework, individual emails)
4. **Instructor provides feedback that shows they are active in the course** (Comments in grade center, some participation/presence in discussion board, use student’s name in grading or recap video as appropriate, emails directly to students as appropriate/needed)
## Blackboard Communication Options

<table>
<thead>
<tr>
<th>TOOL</th>
<th>ICON</th>
<th>SHORT DESCRIPTION</th>
<th>ADVANTAGES</th>
<th>DISADVANTAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Announcements</strong></td>
<td>🗣️ Announcements</td>
<td>Intended for MASS communications</td>
<td>Appears at the top of the course page; students <em>should</em> see it</td>
<td>It is one-way only; impersonal</td>
</tr>
<tr>
<td><strong>Collaborate Ultra</strong></td>
<td>📹 Blackboard Collaborate Ultra</td>
<td>Video conferencing tool; can be used for one-on-one</td>
<td><em>Synchronous</em>; can be recorded; has dial-in option; mobile app available</td>
<td>Captioning not available during the session - can be added after recording</td>
</tr>
<tr>
<td><strong>Course Messages</strong></td>
<td>📩 Course Messages</td>
<td>Like text messaging that stays within the course</td>
<td>No phone numbers exchanged / shared</td>
<td>Must be inside the course to use; no file attachments</td>
</tr>
<tr>
<td><strong>Course Email</strong></td>
<td>📧 Send Email</td>
<td>Sends/receives to your WesternTC account</td>
<td>Students can tell which course the message came from</td>
<td>Potentially another email that gets ignored or unread</td>
</tr>
</tbody>
</table>

Student access to official communications (email) from campus is via their *WesternTC* account. (p. 148, Student Handbook)
Recording Audio & Video Feedback

• Feedback on student work has been consistently shown to be among the biggest influences on student achievement.
• Most people can speak faster than they write / text.
• Audio / Video feedback contributes to establishing ‘teacher presence’
• 94% of students want to use cellphones in school for academic purposes
  • Viewing/reading documents on a cellphone not as easy as listening to audio or watching video: phone screens not optimized for reading documents
  • More likely their cellphone is constant companion, vs. a computer/laptop
• Media can be rewound/replayed, unlike text documents
Platforms for *Synchronous* Communications

- **Blackboard Collaborate** Ultra
- **Microsoft 365** (formerly “Office 365” as of April 2020)
  - Outlook – *scheduled meetings* and *chats*
  - **Teams:**
    - Chats
    - Channels
    - “Meet Now”
    - *Scheduled meetings* – Join Online
- **Stream** (live video broadcast)
- **Kaizala** app (chat is synchronous; video is asynchronous)
- **Zoom**
## Comparison of **Conferencing** Features

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>Bb</th>
<th>Microsoft</th>
<th>Zoom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration with Blackboard</td>
<td>CURRENTLY INTEGRATED</td>
<td>CAN BE INTEGRATED</td>
<td>CURRENTLY NOT INTEGRATED</td>
</tr>
<tr>
<td>Remembers Content</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td><strong>Closed Captioning (Video Conference)</strong></td>
<td>Yes (manual: post recording)</td>
<td>Yes (<strong>automatic</strong> – LIVE, and <strong>automatic</strong> - POST)</td>
<td>Yes (manual: post recording)</td>
</tr>
<tr>
<td>Students can Create a Session</td>
<td>No</td>
<td>Yes</td>
<td>Requires individual host license</td>
</tr>
<tr>
<td>HIPAA Compliant*</td>
<td>No</td>
<td>Yes</td>
<td>In specially configured rooms</td>
</tr>
<tr>
<td>Max. # Simultaneous Webcams / Audio</td>
<td>5</td>
<td>4</td>
<td>Up to 49</td>
</tr>
<tr>
<td>Create Once, Publish Everywhere (COPE)</td>
<td>No</td>
<td><strong>Yes</strong>^</td>
<td>No</td>
</tr>
</tbody>
</table>

*DHHS waiver of HIPPA compliance effective March 17, 2020

^possible via OneDrive/SharePoint
What activity do you want your students to **do** during the conference?

What is the intended **outcome** of that learning activity?
Blackboard Collaborate Ultra

• “Sessions” is the term Bb uses for ‘Meetings’
• One “Course Room” is always open (click the icon, then “Join Course Room”).
• Can create / schedule an unlimited number of separate sessions (your lectures, your office hours, etc.)
• Sessions can be recorded, and files can be shared during a session.
• Students can return to view the recorded session in Ultra, but shared files will not NOT be available in the main session after the meeting ends.
• Breakout groups can be created within a session that is underway from a “parent” session
• Content shared in a breakout group is not available when breakout groups end. Consider suggesting attendees record their collaboration in some way.
What can attendees do in breakout groups?

• Breakout groups are designed for group collaboration.
• Every attendee in the group is a presenter. This means that all attendees can share the whiteboard, files, and applications with the rest of their group.
• After breakout groups are started instructors can move between groups to monitor them.
• What is said or viewed in a breakout room isn't captured in recordings.
• After the groups have ended everything shared in a group is not available in the main room. Give your attendees a few minutes warning that you are ending the breakout groups. Give them time to take a screen capture, or record in some other way, what they were working on before ending the groups.
Zoom

• Simple / easy / fun.
• Can share screen and audio.
• Has breakout rooms.
• Links to meetings must be distributed manually in advance to participants for them to join (not integrated into Outlook calendar invite system).
• No file upload/sharing with participants.
Zoom

• Sessions can be recorded, but host must download the MP4 file locally, and then upload to a third-party CLOUD source for processing (to share via a link).
• Captioning must also go to a third-party service.
• MP4 video files can be uploaded into content areas in Blackboard.
• Participants cannot go back into a concluded meeting to view the recording, OR any files that were shared.
Microsoft 365 Suite / Teams

• No ‘breakout rooms’ button. But a Team can have multiple “Channels” which can be used as pre-configured breakout rooms.

• Scheduled meetings integrate with your Outlook calendar. You get reminders, and just click the link in the appointment to join.

• Very easy to ADD meeting members while the meeting is under way: not possible in Ultra or Zoom.

• The CHAT feature is robust and built-in to the platform, and ANY files and messages worked on / sent are saved automatically for future reference, as well as on-going collaboration.

• Meetings can be LIVE CAPTIONED (choice of the viewer).

• Recordings automatically save (and caption via MS Stream) and are available to any members who were invited to the meeting.
Microsoft 365 Suite / Teams

• **CLASS Teams can be created** to **contain content**, as well as collaboration and communication.

• Stay connected with **persistent chat, channel conversations, and meetings**.

• **Co-author files and share resources** with **built-in Office 365 apps** (Word, Excel, PowerPoint).

• OneNote **Class Notebooks** have a **personal workspace for every student**, a content library for handouts, and a collaboration space for lessons and creative activities.

• **Personalize & customize Teams** with your favorite education and organization **tools and apps**.
Why are you using video conferencing?

What are the intended outcomes?

- If you don’t intend to record the session, or collaborate on files during the session, then Zoom is quick and easy. For a ‘friendly check-in’ conversation, it works well. Not built to be an LMS, or an office productivity suite, or distribute content. “Point and shoot.”

- If you intend to use **breakout rooms**, Collaborate Ultra does that very well. It is integrated with the LMS – easy for students to find meetings. Just be mindful of the file sharing limitations, if the files they are collaborating on have a ‘life’ beyond the meeting.
1. **Early Welcome** (provided one-week in advance w/individual feel)

2. Provide your contact information

3. **Instructor to student interactions** (Tutorials, welcome videos, reply to homework, individual emails)

4. **Instructor provides feedback** that shows they are active in the course (Comments in grade center, some participation/presence in discussion board, use student’s name in grading or recap video as appropriate, emails directly to students as appropriate/needed)
Recording video feedback on individual assignments (asynchronous sharing)

Zoom: Have a ‘meeting’ with yourself, record your narration, save/download the MP4 file, then either insert it into a Blackboard tool; or upload it into a cloud video service to get a link to share it with the individual for whom the feedback is intended.

Blackboard Collaborate: multiple ways of providing audio/video feedback on individual assignments within a course shell.

Microsoft 365/Teams: if the assignment is an Office 365 file (Word, Excel, PowerPoint) there are multiple ways of inserting comments, audio, and video into the individual file. Individual Chat (able to be recorded) is available across the suite. Microsoft STREAM allows you to create and save / curate video files, and either upload or convert into cloud-based links/channels.
Questions?

Thank you for attending!

Please complete this 4-question feedback survey: