Helping Online Students Be Successful

INTRODUCTIONS

Meet your presenters…

Department of Online Education and Support

Judith Cahn, EdD, Director

Holly Davenport, Associate Director of Instructional Design

Helen Keier, Associate Director of Learning Management Systems

Ritu Boswell, Online Student Success Coach

PERSPECTIVES

1. **Within the Online Course**
2. **Within the Academic Department**
3. **Institution-Wide**

ONLINE COURSE

Instructor Presence

Humanize the Experience

Creating an Online Community

Show Up and Be Involved

ONLINE COURSE

Practical Examples

- Draft a pre-course email
- Instructor Bio/Introductory video
- Communicate what Students Can Expect from You
- Post Weekly Announcements
- Use brief videos or screencasts
- Contribute to discussion posts
- Create Group Activities/Cooperative Learning
- Incorporate low stakes, formative one-minute feedback
- Hold online office hours
- Grade and return students' work in a timely fashion

ONLINE COURSE

Blackboard Support

Provides assistance in using Blackboard for the entire college community through phone, emails, and walk-ins
Monday – Friday, 9am – 5pm

Faculty: blackboard@jjay.cuny.edu, BMW 610
Students: blackboardstudent@jjay.cuny.edu, NB 7.65.36
Phone: 212-484-1197

ONLINE COURSE

Blackboard Tools: Retention Center

- Helps you discover which students in your course are at risk
- Based on default rules and rules you create – no setup required to get started
- Students' engagement and participation are visually displayed
- Allows you to communicate with students
- Allows you to track your own engagement with the course

Video tutorial: https://help.blackboard.com/Learn/Instructor/Performance/Retention_Center

ACADEMIC DEPT.

Academic Department Support

&

John Jay Online

INSTITUTION-WIDE

College-Wide Student Support

Student Services Centers
Tutoring
Center for Career & Professional Development
Administrative Departments

QUESTIONS

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Ask away!

LEARN MORE

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Drop in during eLearning Lab hours
Tuesdays & Wednesdays 1:40-3:00 p.m.
BMW Building, Suite 610

Schedule an appointment with an Instructional Designer
http://www.jjay.cuny.edu/elearning-lab-reservation

Jjay.cuny.edu/OnlineEducation

OnlineEducation@jjay.cuny.edu

Blackboard@jjay.cuny.edu

THANK YOU