

## Developing Effective Student Support

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*"Education is not the filling of a bucket but the lighting of a fire."*  
- William Butler Yeats

This quote speaks to the idea that education is more than just the transfer of knowledge - it is about igniting a passion for learning and fostering personal growth. When it comes to developing effective student support for online learning, it is crucial to prioritize not only academic success but also the overall well-being and development of students. Effective student support should aim to motivate, inspire, and empower students to reach their full potential. This quote reminds us that education is about more than just the acquisition of knowledge – it is about helping students discover their passions and drive their own learning journey.

### Summary

The Coronavirus pandemic has constrained instructive organizations overall to turn from conventional in-person educating to Online Learning. As a result, many students have had to adjust to learning from home and new instructional methods. While there are some advantages to online education, it also comes with a number of disadvantages for students, including feelings of isolation, lack of motivation, and difficulty managing their time.

To guarantee that students get needed help while learning on the web, instructive organizations should foster procedures to address these difficulties. These techniques might incorporate structuring a steady internet based local area, giving standard criticism and registrations, offering virtual coaching or tutoring, and advancing self-controlled learning.

Students can feel less isolated and more connected to their teachers and peers by creating a supportive online community. Students can stay on track and receive advice on how to improve their work by receiving regular feedback and check-ins. Students can get one-on-one support from virtual tutors or mentors to help them overcome specific obstacles. Students can develop the skills they need to effectively manage their time and remain motivated throughout the semester by encouraging self-regulated learning.

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**“For my Current Events class, I’m supposed to read a newspaper every day. What’s a newspaper?”**

*Source: [www.glasbergen.com](http://www.glasbergen.com)*

It is essential to develop strategies for online learning and effective student support in order to guarantee that students receive the assistance they require to succeed academically. Educational institutions can help students thrive in an online learning environment by implementing strategies like creating a supportive online community; providing regular feedback and check-ins; offering virtual tutoring or mentoring; *and* encouraging self-regulated learning.

## Key Learning Points

The following are some essential lessons learned regarding the creation of efficient strategies for online support for students -

- Creating an online community that is supportive: Because online education can be isolating, it is essential to provide students with opportunities to interact with one another and to feel connected to their instructors and peers. Students can feel like they are a part of a community by organizing interactive activities, virtual study groups, and discussion forums online;
- Giving regular updates and feedback: Students can feel supported and help them stay on track with regular feedback and check-ins. Online tools let teachers give assignments feedback, hold virtual office hours, or set up regular check-ins with students to talk about how they are doing;
- Providing mentoring or tutoring via the internet: Students can get individualized support from online mentoring or tutoring when they need it. Institutions can provide students - who require additional assistance - with virtual tutoring sessions or assign mentors to work with them;
- Encouraging self-regulation in education: Students must effectively manage their time and maintain motivation in order to succeed in online learning. Students can develop the skills they need to succeed in an online environment by encouraging self-regulated learning. Teaching students how to set goals, manage their time, and track their progress might be part of this;
- Making sure it is accessible: Online learning can introduce availability challenges for students with disabilities. Instructive foundations ought to guarantee that their web-based assets and devices are available and offer extra help to understudies who require it.

In general, a multifaceted approach is required to construct strategies for going online and effective student support. Foundations should zero in on making a steady web-based local area, giving customary criticism and registrations, offering virtual coaching or tutoring, advancing self-directed learning, and guaranteeing openness for all understudies. Institutions can assist students in achieving academic success and thriving in an online learning environment by implementing these strategies.

## Thematic Diagram of 'Strategies for Going Online'

Overview – Strategies for Going Online			Chapter 1	Introduction
<b>Part A</b>	<b>Institution perspective</b>	Setting a stage for 'Strategies for Going Online'	Chapter 2	Setting Strategies and Goals
			Chapter 3	Leveraging Technology
			Chapter 4	Designing Learning Contents
			Chapter 5	Developing Effective Student Support
<b>Part B</b>	<b>Faculty perspective</b>	Strategies for becoming effective for 'Going Online'	Chapter 6	Strategies for Engaging Students
			Chapter 7	Strategies for Students' Progress and Success
			Chapter 8	Strategies for Well-being and Equity
			Chapter 9	Strategies for Assessment of Learning Outcomes
<b>Part C</b>	<b>Student perspective</b>	Transitioning to Online-learning	Chapter 10	Transitioning to Going Online
			Chapter 11	Engaging with Staff and Institutions
<b>Part D</b>	<b>Measuring Effectiveness</b>	Self-check	Chapter 12	Getting Feedback on Effectiveness
			Chapter 13	Self-check on Demonstrative Capabilities

## Introduction

Online education has become increasingly popular among students and educational establishments worldwide in recent years. The advantages of online learning are many, including accommodation, adaptability, and openness. However, for students who are not accustomed to this mode of education, online learning can also present significant obstacles. Consequently, establishments offering online learning programs should foster viable student support techniques to guarantee achievement. In this chapter, we will talk about some good ways to help students who are learning online.

Offering students *orientation and training* is the first step in developing efficient online learning support. An overview of the online learning platform, course structure, and academic expectations ought to be included in this. Students should be able to ask questions and get answers in real time during orientation, which should be interactive and engaging. Online resources like discussion forums, chat rooms, and virtual study groups should also be included in training to help students and teachers communicate and work together better.

The provision of *academic advising and counseling services* is yet another crucial component of student support for online learning. Time management, study habits, and test-taking strategies are some of the academic obstacles that online students may face. Therefore, in order to assist students in overcoming these obstacles, educational establishments ought to provide online academic counseling and advising services. To make sure that students can easily access these services whenever they need them, they should be available through a variety of channels - such as email, phone, or video conferencing.

Institutions that offer online learning programs should *provide technical support* in addition to academic counseling and advising. A student's ability to participate in online learning can be significantly hindered by technical issues like internet connectivity, software updates, and access to course materials. In this way, foundations ought to give all day, every day specialized help to assist understudies with settling specialized issues rapidly and effectively. Students should be able to access this support at any time via a variety of methods, including email, telephone, and live chat.

The provision of a *sense of community* is yet another crucial component of student support for online learning. Online students may experience feelings of isolation and disconnection from their instructors and peers. As a result, institutions should provide online social and academic communities, such as virtual clubs, discussion forums, and study groups, to help online students feel like they belong and are supported. Instructors or student leaders should act as moderators in these communities to keep them focused and productive.

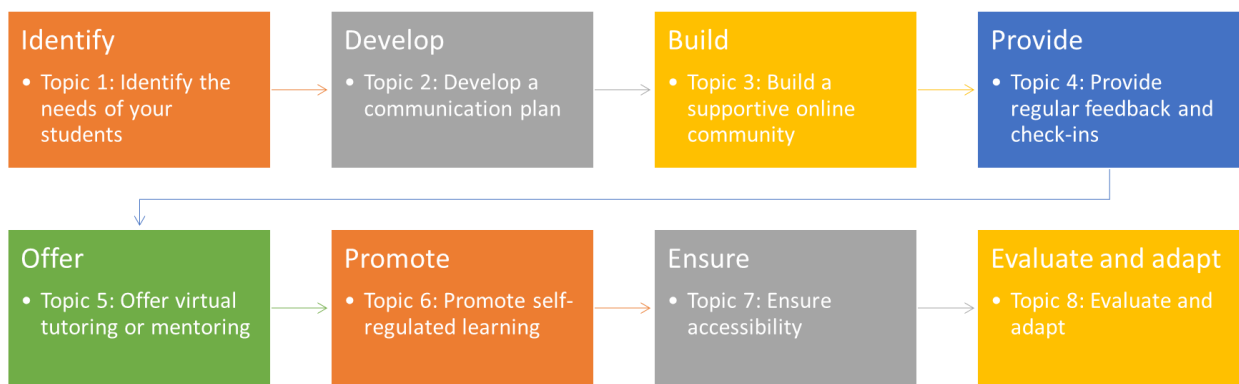
Finally, and equally important, educational establishments that provide online learning programs ought to regularly *assess and enhance the strategies* they use to support students. This includes getting feedback from students and teachers to figure out what needs to be improved. Additionally, institutions should examine data and analytics to discover patterns and trends that may indicate

trouble spots. Institutions will always be able to adapt to the changing requirements of their online students if they regularly evaluate and enhance their strategies for providing support for students.

For student success - *effective student support for online learning* must be developed. Orientation and training, academic advising and counseling, technical support, a sense of community, and regular evaluation and enhancement of student support strategies should all be provided by institutions that offer online learning programs. By carrying out these methodologies, establishments can give online understudies the help they need to accomplish their scholarly objectives and prevail in their vocations.

## Topics of the Chapter

Here are some steps to follow in developing effective student support while building strategies for going online –



<b>Topic #</b>	<b>Topic Area</b>	<b>Topic Brief Description</b>
Topic 1	Identify the needs of your students	Before developing any support strategies, it's important to understand the needs and challenges of your students. Consider conducting surveys, focus groups, or individual interviews to gather information on their experience with online learning and identify areas where they may need additional support.
Topic 2	Develop a communication plan	Clear and effective communication is crucial in an online learning environment. Develop a communication plan that outlines how you will communicate with students, what channels you will use, and how frequently you will check in with them.
Topic 3	Build a supportive online community	Foster a sense of community among your students by creating opportunities for them to connect and engage with each other. This may involve creating online discussion forums, virtual study groups, or interactive activities that encourage collaboration and socialization.
Topic 4	Provide regular feedback and check-ins	Regular feedback and check-ins can help students stay on track and feel supported. Use online tools to provide feedback on assignments, hold virtual office hours, or schedule regular check-ins with students to discuss their progress.
Topic 5	Offer virtual tutoring or mentoring	Consider offering virtual tutoring or mentoring to provide students with personalized support when they need it. Institutions can offer virtual tutoring sessions or assign mentors to work with students who need additional support.
Topic 6	Promote self-regulated learning	Teach students how to manage their time effectively and monitor their progress. This may involve providing resources and tools for goal-setting, time management, and self-assessment.
Topic 7	Ensure accessibility	Online learning can present accessibility challenges for students with disabilities. Ensure that your online resources and tools are accessible and provide additional support to students who require it.
Topic 8	Evaluate and adapt	Regularly evaluate the effectiveness of your support strategies and make adjustments as needed. Use feedback from students and instructors to identify areas where you can improve and refine your support strategies.

You can develop effective strategies for going online and student support by following these steps. Students can thrive in an online learning environment and achieve their academic objectives with a strong support system.



## Topic 1: Identify the needs of your students

A crucial step in developing strategies for online learning and effective student support is determining student needs. The following steps will assist you in determining your students' requirements -

**Conduct polls:** To learn more about your students' experiences with online learning, you might want to think about conducting surveys online. This may assist you in comprehending their difficulties, preferences, and requirements. Make it a point to ask open-ended questions that encourage students to elaborate.

**Organize focus groups:** With small groups of students, set up virtual focus groups to get more in-depth feedback on how they felt about online learning. Ask about what is working, what is not, and how you can improve your support for them.

**Study the data:** Analyze data from online platforms and tools to learn more about how engaged and successful students are. Analyze data on their activity levels, progress, and trouble spots to determine whether or not they require additional assistance.

**Make use of feedback systems:** Check in with students and get real-time feedback by using feedback mechanisms like online polls or surveys. To help you better comprehend their requirements, encourage students to provide constructive and sincere feedback.

**Draw in with students:** Draw in with your students routinely to construct a compatibility overview and better figure out their needs. This could mean having regular one-on-one meetings, offering office hours, or promptly responding to questions and concerns from students.

By following these steps, you can figure out what your students need and come up with support plans that address their particular challenges and preferences. While developing online learning strategies that enable students to thrive in an online environment, this will assist you in developing effective student support.

## Topic 2: Develop a communication plan

An essential component of developing effective student support for online learning strategies is the creation of a communication plan. When creating a communication strategy, the following steps should be taken -

**Choose your target audience:** Think about your audience requirements and preferences. This will assist you in customizing your communication strategy to meet their unique requirements.

**Establish your goals:** Define your communication strategy objectives. This could mean improving learning outcomes, encouraging participation, or increasing engagement.

**Choose your means of communication:** Recognize the correspondence channels that you will use to contact your group. Email, instant messaging, online discussion boards, and social media are all examples of this.

**Decide what you want to say:** Identify the most important points you want to make to your audience. Make sure your messages are understandable, brief, and pertinent to your audience.

**Establish a schedule:** Create a timetable for your communication strategy. Find out when and how often you will communicate with your audience, as well as the kind of content you will share.

**Establish a feedback system:** Create a system for getting feedback from your audience. You could use online polls or surveys to get feedback and insights in real time.

**Train your employees:** Make sure that your staffers are taught how to use the channels of communication you have chosen. Your messages will be delivered consistently and effectively as a result of this.

**Assess and adjust:** Assess how well your communication strategy is working on a regular basis and make any necessary adjustments. Your communication strategy can be improved based on the feedback you receive from your audience.

You can create a communication strategy that effectively supports your online learning strategies and meets your audience needs by following these steps. Student engagement, participation, and learning outcomes can all benefit from clear and effective communication.

### Topic 3: Build a supportive online community

When developing strategies for online learning, it is essential to establish a supportive online community. To establish a supportive online community, you can take the following actions -

**Define the community's objectives and purpose:** It is essential to establish the community's objectives and purpose before you begin building it online. What goals do you have for this community? What are the community members' objectives? To ensure that the community is focused and in agreement, define the purpose and goals.

**Pick the right stage:** To build a successful online community, selecting the right platform is essential. Consider the highlights of the stage, the client experience, and the degree of customization that is accessible. Choose a platform that meets your community's needs - and is simple to use.

**Establish guidelines:** Clearly define community guidelines. The expected behaviors should be outlined in the guidelines, which should also provide a supportive and safe environment for all members. Privacy, respectful communication, and how to report inappropriate behavior should all be addressed in the guidelines.

**Encourage involvement:** By sharing content that is interesting and pertinent, you can get more people involved in the community. Create polls, solicit feedback, and encourage members to share their experiences and opinions. Make it possible for members to interact with one another and provide a setting where they can connect and form relationships.

**Encourage a feeling of having a place:** By creating a welcoming environment, you can help people feel like they belong to the community. Make sure that everyone feels heard and valued by responding to questions and comments from members. Members should be encouraged to share their experiences, knowledge, and stories.

**Rewards and recognition for members:** Members should be acknowledged and rewarded for their contributions to the community. Recognize and highlight members who have made significant contributions. Members will be encouraged to continue participating and a sense of community will be established as a result.

**Provide assistance:** Offer assistance to members who are having difficulties. Establish a secure environment in which members can discuss difficulties and seek advice from others. Provide members who may require additional assistance with resources and support.

You can create a supportive online community that will enhance online learning and provide all members with a positive and engaging experience by following these steps.

## Topic 4: Provide regular feedback and check-ins

When devising strategies for online learning, it is crucial to provide regular feedback and check-ins. You can take the following actions to provide regular feedback and check-ins -

**Plan out your feedback:** Create a strategy for how you will give your students feedback. The types of feedback you will provide, the frequency with which you will provide it, and the format of the feedback (such as written, verbal, or video) should all be included *in the plan*. The arrangement ought to likewise incorporate how students can give comment/criticism to you.

**Use a variety of methods for feedback:** Make use of a variety of feedback strategies to make sure you are reaching every student. Think about giving feedback via video, written feedback, verbal feedback, or peer feedback. Use different approaches for various tasks and assignments.

**Set up regular visits:** Make time to check in on your students on a regular basis to assess their progress and offer advice. These check-ins can be done via email, phone calls, or video conferencing. Students feel supported with regular check-ins, which also give them opportunities to ask questions and get advice.

**Offer constructive criticism:** Be specific and constructive when giving feedback. Give examples and suggest ways to do things better. Highlight the student's strengths as well as areas for improvement.

**Encourage reflection on oneself:** Provide self-assessments and encourage students to reflect on their own learning. Students can become more self-aware and take responsibility for their own learning by being encouraged to reflect on their own learning.

**Recognize progress:** Celebrate the accomplishments and progress of students. Highlight their accomplishments and acknowledge their efforts. Students stay motivated and engaged in their learning when progress is celebrated.

**Modify your strategy:** Be adaptable and modify your strategy in response to student feedback. Request input on your criticism and change your methodology accordingly. You can ensure that you are meeting the needs of your students by constantly evaluating and modifying your approach.

You can provide your students with regular feedback and check-ins that will keep them engaged and motivated throughout their online learning journey.

## Topic 5: Offer virtual tutoring or mentoring

An effective approach to online learning may be to provide virtual mentoring or tutoring. You can provide virtual tutoring or mentoring in the following ways -

**Define the objectives and purpose:** Define the program's objectives and purpose for virtual tutoring or mentoring. What do you want to accomplish in terms of learning? What are the student requirements that you want to meet? Choosing the right tutors or mentors and designing the program will be easier if you know what the program's purpose and objectives are.

**Determine who you want to reach:** Determine who the virtual mentoring or tutoring program is intended for. Take into account student ages, academic abilities, and learning requirements. This will assist you in selecting the best program tutors and/or mentors.

**Find and choose tutors or mentors:** Recruit and select tutors and/or mentors with the necessary experience and qualifications. Look for tutors and/or mentors who are skilled at working with the intended audience and who have had previous experience teaching and/or mentoring students online.

**Create a training plan:** Foster a preparation program for the coaches or tutors. The training program should cover online teaching or mentoring methods as well as the specific requirements of the target audience. A review of the program's objectives and purpose, as well as tutors and/or mentors responsibilities, ought to be included in the training program.

**Make use of the right technology:** To deliver the program of virtual tutoring and/or mentoring, make use of the appropriate technology. Software for video conferencing; tools for online collaboration; as well as learning management systems - are all examples of this. Select technology that meets the requirements of the student learning - and that is simple to use.

**Create a schedule:** Set a timetable for the sessions of virtual tutoring or mentoring. The schedule should be flexible enough to accommodate both students and tutors and/or mentors, and it should leave enough time for learning activities.

**Adjust the program and monitor progress:** Keep an eye on student progress and the efficiency of the virtual mentoring or tutoring program. Adjust the program to meet the needs of the students and tutors and/or mentors and boost its efficiency.

You can offer a virtual tutoring or mentoring program that meets student learning needs and offers opportunities for academic and personal development by following these steps.

## Topic 6: Promote self-regulated learning

When developing strategies for online learning, one important aspect is encouraging self-regulation in learning. You can encourage self-regulated learning in a number of ways -

**Teach strategies for self-regulating learning:** Teaching students self-regulated learning techniques like goal-setting, planning, self-monitoring, self-evaluation, and self-reflection is important. These methodologies can assist students with turning out to be more independent and propelled students.

**Provide support and direction:** Support and guide students as they learn to manage their own learning. Encourage students to take responsibility for their learning by providing feedback, demonstrating efficient self-regulated and learning strategies.

**Create authentic evaluations:** Create authentic assessments that force students to use their self-regulation learning abilities. Students can gain a better understanding of the significance of self-regulated learning and have opportunities to practice and improve these skills through authentic assessments.

**Create an attitude of growth:** Promoting the idea that intelligence and ability can be developed through effort and persistence is one way to foster a *growth mindset*. Students can benefit from having a growth mindset by overcoming obstacles and remaining motivated to learn.

**Make use of modern tools:** Utilize technology tools like digital planners, self-assessment rubrics, and online goal-setting tools to support self-regulated learning. Students can use technology tools to stay organized, monitor their learning, and track their progress.

**Make it possible for people to choose:** Provide students with opportunities to choose how they learn, such as choosing project topics, learning activities, or individual objectives. Student motivation and sense of involvement in their education can be boosted by choice.

**Support cooperation and companion criticism:** As part of the learning process, encourage collaboration and peer feedback. Students can benefit from learning from one another, sharing ideas, and practicing their self-regulation learning skills through collaboration and peer feedback.

You can help students become more independent and effective online learners by following these steps and encouraging self-regulated learning.

## Topic 7: Ensure accessibility

When devising plans for online education - accessibility must be taken into account. You can take the following measures to ensure this accessibility -

**Assess accessibility requirements:** Identify the accessibility requirements of your students, such as those with learning disabilities, motor impairments, or visual or auditory impairments. To find out what the needs of the students are - think about conducting a survey or reaching out to them.

**Utilize accessible tech:** Make use of accessible technology like videos with captions, text that is compatible with screen readers, and software with font sizes and color contrast that can be adjusted. Verify the accessibility of all course technology.

**Offer different formats:** Provide course content in alternative formats like audio descriptions of visuals, video transcripts, or text versions of graphic materials. Students with various accessibility requirements will be able to access the content as a result of this.

**Plan open evaluations:** Create assessments that are usable by all students by giving students extra time, allowing them to respond in other formats (such as written, audio, or video), or using accessible tools.

**Make sure the website is accessible:** Ensure that all students, including those with disabilities, can access the course website. This means using a website design that is easy to use, providing easy-to-understand headings and links, and offering alternative text for images.

**Assist in accommodating:** Provide students with disabilities with support features such as a note taker, an interpreter who speaks sign language, or assistive technology. Provide students with clear instructions and communication regarding how to request these support features.

**Train workforce and staff:** Provide instruction to staff and faculty on how to create accessible online courses. This includes accommodating students with disabilities, providing training on accessible technology, and creating content that is accessible.

You can ensure that your online course is accessible to all students, regardless of their accessibility requirements, by following these steps. A more equitable and inclusive learning environment will result from this.

## Topic 8: Evaluate and adapt

When developing strategies for online learning, important steps include evaluating and adapting. You can evaluate and modify your online learning strategies in the following ways -

**Lay out objectives and goals:** Your online course should have clear goals and objectives and these should be established from the outset. This will serve as a foundation for assessing the success of the course and making any necessary adjustments.

**Gather feedback:** Collect feedback about the online learning experience from staff, students, and faculty. This can be accomplished through individual interviews, focus groups, or surveys. The areas of the course that might need to be improved can be uncovered through this process of feedback.

**Study the data:** Examine the information gathered from student performance, assignments, and assessments. This data can be used to make course adjustments and pinpoint areas where students excel or struggle.

**Examine and revise the course material:** To increase student engagement, relevance, and clarity, regularly review and revise the course material. This could mean changing the materials, adding new information, or adding more resources.

**Assess the tools of technology:** Examine the usefulness of the course's technology tools. Assess whether they are assisting or hindering learning and whether they are meeting the requirements of faculty and students.

**Make modifications:** Based on the feedback, data, and review, modify the course. This could mean changing the structure of the course, changing the content or the assignments, or adding new technology tools.

**Assess and keep an eye on:** Keep an eye on how the course changes are affecting you and evaluate their impact. This might include leading extra reviews or appraisals, gathering information, or requesting criticism to decide whether changes have been powerful.

You can evaluate and modify your online learning strategies by following these steps to create a more engaging and effective learning environment for your students. This will assist in ensuring that your course meets the requirements of your students and promotes their success in learning.



When developing strategies for online learning, effective student support must be developed. Students can succeed in an online learning environment and overcome any obstacles if the appropriate support structures are in place. Instructors can create a supportive learning environment that meets the needs of all students by incorporating regular check-ins, providing virtual tutoring and mentoring, encouraging self-regulated learning, ensuring accessibility, and evaluating and modifying course material.

In an online learning environment, effective student support necessitates a commitment to comprehending the particular requirements of online students and putting into practice best practices for providing high-quality education. By making these strides, teachers can cultivate a climate that advances learning, commitment, and accomplishment for all students.

## **Case study**

*Case Study: Developing Effective Student Support in an Online Learning Environment*

### **Background:**

A university has recently shifted to a fully online learning environment due to the COVID-19 pandemic. The faculty and staff are concerned about providing effective student support in this new environment, as many students are experiencing challenges with adapting to online learning.

### **Objectives:**

The university wants to provide effective student support to ensure that students can succeed in the online learning environment. The objectives are as follows -

- To provide regular check-ins and communication with students to support their learning and engagement;
- To offer virtual tutoring and mentoring to provide additional academic support for students who need it;
- To promote self-regulated learning through the use of online learning tools and resources;
- To ensure accessibility for all students, including those with disabilities;
- To evaluate and adapt course content regularly to improve the student learning experience.

### **Strategies:**

To achieve these objectives, the university has implemented the following strategies -

***Regular visits:*** In order to provide students with academic and emotional support, faculty members are required to schedule regular check-ins with them. These check-ins can be done via email, phone, or video conferencing. The university has also set up a central point of communication where students can get in touch with staff and faculty and access important information.

***Mentoring and Tutoring Online:*** The School has joined forces with a virtual coaching and tutoring administration to offer extra scholarly help to students. The help gives one-on-one coaching, group meetings, and friend tutoring. Students can schedule sessions as needed and access the service through the university's learning management system.

***Encouraging Self-Regulated Study:*** Time management tools, study skills resources, and goal setting exercises are examples of self-regulated learning tools that have been incorporated into the university's online learning environment. Students can use these tools to take control of their education and stay on track with their coursework.

***Ensuring Ease of Access:*** All online course content has been made accessible by the university, including accessible website design, alt-text for images, and captioning for videos. Additionally, the university offers services for students with disabilities, such as sign language interpreters, assistive technology, and services for taking notes.

***Assessing and modifying course material:*** The School consistently assesses levels of satisfaction through input and information examination. To ensure that their course materials are engaging, relevant, and accessible, faculty are encouraged to regularly review and revise them.

**Outcomes:**

Student success in the online learning environment has been positively impacted by the implementation of these strategies. Faculty members report that the strategies have helped them better connect with students - and students report feeling more supported and engaged.

The accessibility guidelines have ensured that all students can access course material, and the virtual tutoring and mentoring service has been particularly effective in providing additional academic support to students. In order to make sure that these strategies are keeping up with the ever-changing requirements of students in the online learning environment, the university will continue to evaluate and modify them.

## Try It Out

**Question 1: What is the best way to promote student engagement in online learning?**

- a. Providing a list of required reading materials
- b. Giving lectures for longer durations
- c. Creating interactive assignments and assessments
- d. All of the above

**Question 2: How can teaching staff best support students - who are struggling with online courses?**

- a. Offer additional office hours
- b. Provide additional resources for self-directed learning
- c. Create a more rigorous course outline
- d. None of the above

**Question 3: Which of the following is NOT an effective strategy for facilitating online discussions?**

- a. Providing clear instructions and guidelines for participation
- b. Encouraging open-ended discussion topics
- c. Assigning group discussion tasks without any individual contribution requirements
- d. Providing feedback and responding to student comments

**Question 4: Which of the following is a recommended approach to assessing student learning in online courses?**

- a. Designing assessments that closely mimic traditional in-person assessments
- b. Using proctored exams to ensure academic integrity
- c. Incorporating a variety of assessment methods that are appropriate for online learning
- d. Allowing students to submit assignments without specific guidelines or deadlines

**Question 5: What is an effective way to create a sense of community in an online course?**

- a. Using anonymous participation to encourage open communication
- b. Having students work individually on assignments without any opportunities for collaboration
- c. Creating small groups or discussion forums for students to engage with one another
- d. Focusing on individual achievement rather than group goals

**Question 6: How can instructors promote time management and organization skills in online courses?**

- a. Providing students with a rigid schedule for all coursework
- b. Allowing students to complete coursework at any time
- c. Creating deadlines and encouraging students to set personal goals
- d. Not providing any structure or guidance for completing coursework

**Question 7: What is a recommended approach for providing feedback in online courses?**

- a. Only providing feedback at the end of the course
- b. Providing general feedback without specific comments or suggestions
- c. Providing timely and specific feedback that is related to course objectives
- d. Not providing any feedback

**Question 8: How can instructors support the social-emotional needs of students in online courses?**

- a. Ignoring student emotions and focusing solely on academic content
- b. Encouraging students to share personal information and experiences with the class
- c. Providing opportunities for students to connect and engage with one another
- d. Not addressing social-emotional needs in any way

**Question 9: What is a recommended way to accommodate different learning styles in online courses?**

- a. Providing the same type of instruction for all students
- b. Not acknowledging or accommodating different learning styles
- c. Offering multiple types of instruction, such as video lectures, readings, and interactive assignments
- d. Assigning group projects without clear objectives or guidelines

**Question 10: How can instructors encourage student motivation in online courses?**

- a. Providing rewards or incentives for completing coursework
- b. Not addressing student motivation in any way
- c. Encouraging students to set their own goals and take ownership of their learning
- d. Allowing students to skip assignments or assessments

## **Answers to Try It Out**

Question 1: Answer c

Question 2: Answer a

Question 3: Answer c

Question 4: Answer c

Question 5: Answer c

Question 6: Answer c

Question 7: Answer c

Question 8: Answer c

Question 9: Answer c

Question 10: Answer c

## References and Further Reading

The following are the list of the books, periodical, articles and publication; you tube videos as references and further reading.

- "***Best Practices for Supporting Online Students***" by **The University of Washington**. This article offers best practices for supporting online students, including tips for designing effective orientation programs, promoting communication, and providing academic support.
- "***Designing Student Support Services for Online Learners***" by **The University of California, Los Angeles**. This article offers strategies for designing student support services for online learners, including tips for promoting accessibility, fostering engagement, and providing timely feedback.
- "***Supporting Student Success in Online Learning: A Review of the Research***" by **The National Education Association**. This article reviews the research on supporting student success in online learning, including strategies for promoting engagement, providing feedback, and designing effective assessments.
- "***Building Effective Student Support in Online Programs***" by **The Online Learning Consortium**. This article offers strategies for building effective student support in online programs, including tips for promoting communication, fostering a sense of community, and providing academic advising.
- "***Developing Effective Student Support in Online Learning Environments***" by **The University of Massachusetts**. This article offers strategies for developing effective student support in online learning environments, including tips for promoting accessibility, fostering engagement, and providing resources for academic success.

These readings should provide you with a good foundation for understanding the strategies for developing effective student support while developing online learning.

Here are some YouTube video links that cover the topic of developing effective student support while developing online learning:

- "***Student Support in Online Learning***" by **The University of California, Berkeley**. This video offers strategies for providing student support in online learning, including tips for designing effective orientation programs, promoting communication, and providing academic advising.
- "***Effective Student Support in Online Learning Environments***" by **The University of Arizona**. This video offers strategies for developing effective student support in online learning environments, including tips for promoting accessibility, fostering engagement, and providing resources for academic success.
- "***Creating a Supportive Learning Environment in Online Courses***" by **The University of Texas at Austin**. This video offers strategies for creating a supportive learning environment in online courses, including tips for promoting social presence, designing effective discussions, and providing timely feedback.
- "***Designing Effective Online Student Support Services***" by **The University of Illinois**. This video offers strategies for designing effective online student support services, including tips for promoting accessibility, fostering engagement, and providing resources for academic success.
- "***Supporting Student Success in Online Learning***" by **The University of Minnesota**. This video offers strategies for supporting student success in online learning, including tips for promoting engagement, providing feedback, and designing effective assessments.

These videos should give you a good visual understanding of the strategies for developing effective student support while developing online learning and provide you with practical tips for success.