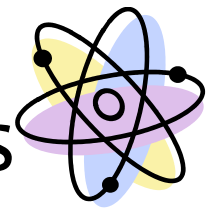


Advising for Online Students



1 Online students (are similar to other students you advise)

Student who want to take online classes may do so for various reasons. These include:

- situational factors/flexibility e.g., family and employer support and changes in life circumstance
- educational preparation, motivation, and student academic self-concept
- educational system factors e.g., quality and difficulty of instructional materials and academic support
- others include they heard taking online is easy or course is not available in in-person or hybrid format

When working with students to find courses that fit into their schedule, there are different locations to find online courses. Always start with HCTC courses (in-person, hybrid, web-enhanced, or online (including Learn by Term/Learn On Demand Options)).

2 Building Connections with Online Students

Most important in working with students and those in particular taking online is to build the connection. Advisors have to work harder to build the connection with an online students as you may not ever see the student in-person. Strategies include:

- end every email with an offer from the advisor to call the student if it is more convenient or would better convey the information
- humanize the experience as much as possible
- develop and utilize some type of early warning system to identify students at risk
- develop a plan for consistent follow-up with advisees
- be as proactive as possible with student questions and concerns

3 Modes of Delivery/Types of Online (related) Courses

There are various modes of delivery for our courses. These modes are used in PeopleSoft and identify how the course will be offered. The course mode used in PeopleSoft is the first two (2) characters, which are in **BOLD**. This web mode is what will be used in PeopleSoft.

BI - Blackboard ITV Web Enhanced BP - Blackboard In-Person Web Enhanced	Web Enhanced - This mode uses the internet/CMS to enhance an on-campus course by putting some of your course content online.
HB - Blackboard In Person Hybrid HI - Blackboard ITV Hybrid	Web Hybrid – This mode uses Internet/CMS to deliver a portion of a course that meets in-person. Typically, a course will meet half in-person with instruction (50%) and half online (50%).
LC – Live Classroom	Web Live Classroom - A Live Classroom has the same concept as an ITV Course (described above) except that instead of using an ITV system, a student and instructor can use a webcam and their own computers to attend class.
BL – Web Local	Web Local - A class offered for local area/college with no more than one proctored exams required to be done at the campus location.
VL – Learn on Demand Sections have a V in the third space (i.e. 45VA)	Virtual Learning –A class offered completely online (content, assignments, exams, discussions, projects, etc.) with no more than one proctored exam. Courses are offered throughout the term, are competency-based, and allows acceleration of completion.
BW - Blackboard Web World Sections have a Z in the third space (i.e. 45Z1)	Web World Wide –A class offered completely online (content, assignments, exams, discussions, projects, etc.) with no more than one proctored exam.

4 Course Start and End Dates

It is important to pay attention to course start dates and end dates (especially if the course is offered from another college or is a Learn on Demand course). If the class is **BW or VL Mode** (45z1 or 45VA), there are different start dates. Make sure students are aware of the dates. This changes the midterm, last day to add, last day to drop, midterm dates, refund dates, etc. When working with students to find courses that fit into their schedule, there are different locations to find online courses. Always start with HCTC courses (in-person, hybrid, web-enhanced, or online (including Learn by Term/Learn On Demand Options)).

5 Learn on Demand

Learn on Demand (LoD) are courses offered completely online that are offered throughout the term. These courses are competency-based and allows acceleration of completion. There are many LoD courses on the schedule every semester, usually rolling Monday start dates (with V in the section). Hazard has several LoD courses on the schedule including many CIT courses, some MIT courses, AHS 115, Bio 135, FYE 100 and 105, and DLC 100.

89859	CIT 105	45VF	Introduction to Computers	30	5	A	2/22/2016	5/8/2016
89860	CIT 105	45VG	Introduction to Computers	30	4	A	2/29/2016	5/8/2016
89861	CIT 105	45VH	Introduction to Computers	30	4	A	3/7/2016	5/8/2016
89862	CIT 105	45VI	Introduction to Computers	30	1	A	3/14/2016	5/8/2016
92325	CIT 105	4522	Introduction to Computers	30	16	A	3/14/2016	5/7/2016
89863	CIT 105	45VJ	Introduction to Computers	30	5	A	3/21/2016	5/8/2016

6 Course Schedules

Where to find courses:

1. Go to HCTC's main web page at: <http://hazard.kctcs.edu>
2. Click Academics > Click Class Schedules

Here the HCTC Online Class Schedules and Searchable Schedules are available. If courses cannot be found here, then check the KCTCS Distance Learning Classes. This is a link under Related Links on the Class Schedules page. Direct link: http://www.kctcs.edu/Students/LearnByTerm/Online_Courses.aspx

7 Bookstore Options/All Access Options

With online courses, the way to access the required textbook and course materials are critical. Many online courses are using an "All Access" option, which means the book and course content are digital and will be available in the course from the start date. Print options are available with most options. The "All Access" a course resource fee is attached to the student's tuition bill. This ensures payment. Other options still include working with local college bookstore to get the required book or materials. The students' needs to get the syllabus to review the required course materials.

8 Withdrawing/Dropping an Online Course

If the class is an *online* course, students will need to use their KCTCS email to email the instructor at his/her KCTCS email officially requesting permission to withdraw from the course with a "W" grade. Once permission is received through a response by the instructor to withdraw, the student will print and take, or forward the email, to the appropriate person or office (such as the records office) at your local home college. If it is Hazard, Libby Peters, Nena Eddington, and Chuck Anderson can be copied on email.

9 Test Proctoring

With Online classes, faculty can have up to two tests proctored each semester (other tests may exist in the course). These usually occur at midterm and/or finals. Hazard students must complete the Proctored Exam Online Request form to schedule a time for the proctored test.

3. Go to HCTC's main web page at: <http://hazard.kctcs.edu>
4. Click Current Students > Click Request Proctored Exam (*under Academic Information*)
OR
Click Academics > Click Online Learning > Click Test Proctoring > Click Proctored Exam Online Request
5. The student then needs to complete the request form and submit

Here is a direct link: http://hazard.kctcs.edu/Academics/Online_Learning/Proctored_Testing.aspx

10 FERPA

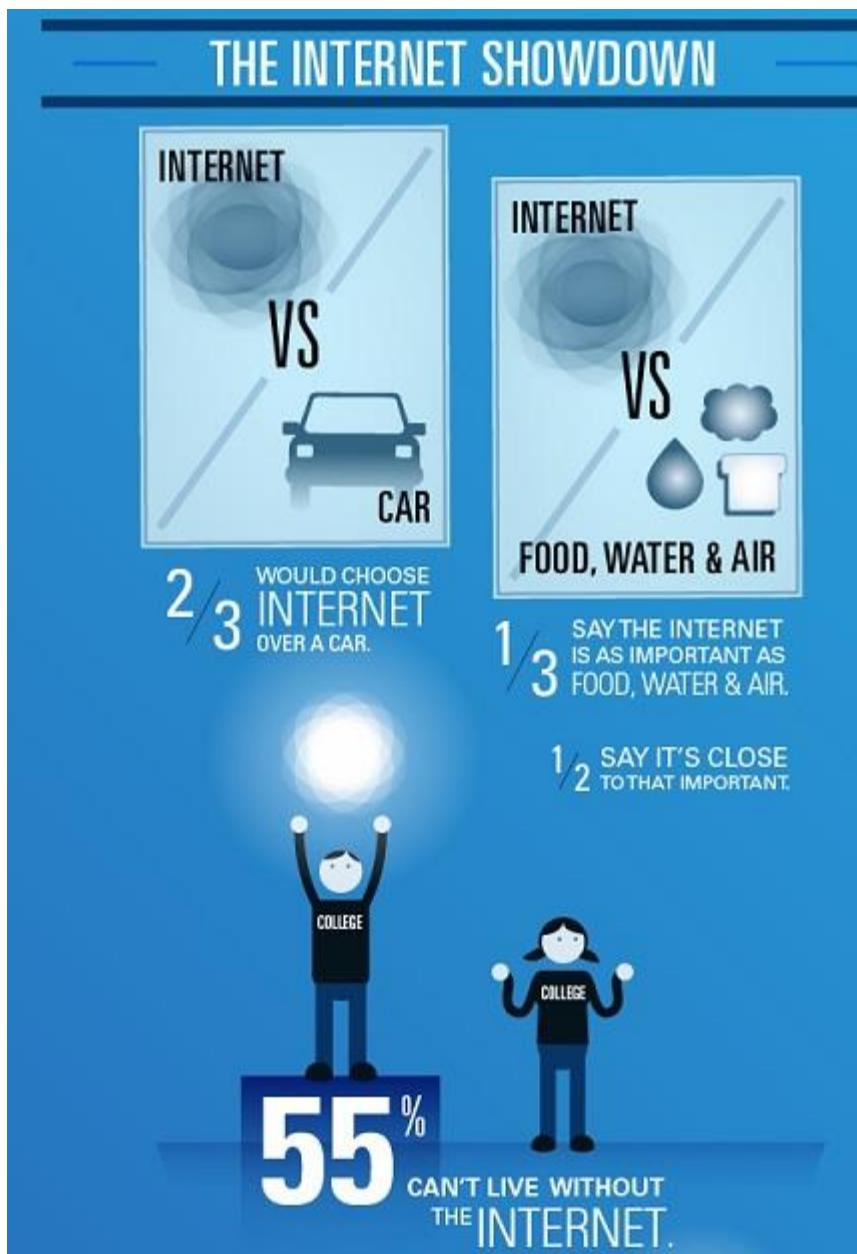
Advising at a distance adds a level of complexity to adhering to FERPA. Unlike face-to-face advising, authentication of the person communicating with an advisor electronically is more difficult. Things to remember:

- clarification of the differences between public and private information
 - responding only to requests that use institutional e-mail addresses for private information
 - to verify identity, have the student give three pieces of information that would be listed in PeopleSoft (like address, classes taken last semester, phone number, their PS ID#); before responding to a request seeking private information. If the probing questions are not answered correctly, then private information should not be shared
 - before conversing with parents or guardians, make sure the FERPA release is signed, showing in PeopleSoft
-

11 TIPS

- Look in the Test/Transfer tab *first* when completing check sheets for students.
- If working with students with declared AS or AA majors, ask what field the student plans to transfer into to ensure accurate advising.
- Remind students to check their To-Do List/Messages in Student Self-Service. Important/missing tasks are posted there.
- Prompt students to complete developmental courses as early as possible.
- Encourage students to register for online classes that are taught through HCTC. Look at the posted schedule and snip the class information into an email so students will have the class number and section number necessary for registration.
- Direct to resources as needed (and that is timely) like bookstore links, academic calendar, student self-services how-to video's, etc.
- If a student has to enroll in a non-HCTC online course, remind the student to look at that particular school's academic calendar for important dates, as deadlines may not be the same as HCTC's.
- Adding online classes (particularly non-HCTC sections) during the first week of a semester presents many risks. (Strict no-late-assignments policies, No-Show reporting, books may be delayed in shipping, etc.).
- Direct non-HCTC students to the 24/7/365 for assistance with registering after class information is given.
- The Blackboard Technical Support contact for students is (855) 646-4282 (Option 4).
- Maintain a positive tone. Written language can easily be misconstrued. Use the smiley face feature if dubious of how a message will be interpreted. 😊

Here are some other interesting facts related to the technology-driven changes in higher education (Taken from the [Cisco Connected World Technology Report](#)). Approx. 3,000 college students (18-24 years old) and young professionals (21-29 years old) were surveyed, representing 14 different countries.



- 66% students say that mobile devices (e.g. laptop, smartphone, tablet) are the “most important technology in their lives”

- 49% students report that the internet is close in importance to water, food, air, and shelter; *one-third claim the internet to be as important!*

- 55% of students say they could not live without the internet, indicating it is an integral part of daily life

- Approximately 90% of students and young professionals have a Facebook account

In short, the survey reveals that technology is an integral part of our lives. Students want information now and they want it whenever and wherever they go. Higher education institutions need to accept that online education, mobile learning (m-learning), and social media are not to be feared but embraced. This technology is here to stay.

According to [Nielsen](#) (2011), smartphones account for half of all mobile phones (49.7%) with Android devices holding 48% of the market and Apple holding 43% of the market.

Technology has condensed time and space, making it possible for people to engage in academic, economic, and social activities across the globe in real-time. The wheels of change are certainly in motion and technology is driving a shift in the way institutions deliver educational services and facilitate learning; technology is also influencing what is being taught and researched.

Source: HIGHER EDUCATION IN A DIGITAL WORLD

<http://distanceadvising.com/2012/05/higher-education-in-a-digital-world/#more-1616>