

# The Students You Meet

In the Classroom



# Demographics

- Average Student: female aged 25-29 taking classes while working full time; typically with a family
- Employment Status
  - 60% employed full time
  - 20% employed part time
- Gender Breakdown
  - 70% Female
  - 30% Male
- Ethnic Breakdown
  - 62% Caucasian
  - 19% African American
  - 8% Hispanic
  - 2% Other



# Why Students Take Online Classes

- 1. Balance life, work and school
- 2. Accessibility
- 3. Accelerated Courses
- 4. Faster completion
- 5. Variety



- \*\*46% say their motivation is to advance a current career

# Who will YOU meet?

- 1. Eager Beavers
- 2. Not Quite Ready
- 3. Short-cut/Loophole
- 4. Needs a Cheerleader
- 5. Excuse Master
- 6. Make you look good



# Eager Beavers

- Asks lots of questions
- Finds/points out errors and inconsistencies
- Can be argumentative
- Generally completes assignments early
- Asks frequently about grades



# Eager Beavers

- Why?
  - Thrive on attention
  - Enjoy interaction of peers and instructors
- Actions:
  - Acknowledge, but don't engage
  - Give them a specific job
  - Set clear boundaries



# Example

- “After completing this weeks reading and looking ahead, I realize Lesson 3 and Lesson 4 both say to read chapters 4 and 5. I just wanted to bring this to your attention in order to avoid miscommunication in the class. Hope this helps.”

# Not Quite Ready

- Starts the course without a text
- Usually does not have the proper technology required
- Rarely turns things on time
- Never checks his/her e-mail



# Not Quite Ready

- Why?
  - Procrastinators by nature
  - Not accustomed to academic rigor
  - Generally not organized
- Actions:
  - Point out resources and how to find them
  - Be ready for it – be proactive
  - Only make exceptions if the issue is valid (e.g., late entry to course)



# Examples

- “I'm running late with my assignment due to I don't get no computer and I'm buying today. Please don't give me a zero.”
- “I noticed that I lost point due to my post being late but it wasn't. I also noticed that my post isn't even listed on the discussion. This just happened for another course and I was sure to have my discussion in on time this week. Week two I had family issue and did my best to get assignments in, but this week I know I did. I don't know why this is happening but I am very confused. I will send you a screen shot of the discussion post showing mine isn't even on there thanks.”

# Short-cut/Loophole

- Knows exactly what assignments to skip and still pass the course
- Finds a way to short-cut assignments
- Turns things in at the last minute



# Short-cut/Loophole

- Why?
  - Has always worked in the past
  - Busy schedule
  - Doesn't take education 100% seriously
  - Often self-learners
- Actions:
  - Use rubrics; deduct points as necessary, but be sure it is covered in the rubric
  - Explain the “why”
  - Let them live with the consequences



# Examples

- “I was shocked to see my grade for the writing assignment was an F. I chose the case I thought was most interesting and unknowingly only completed part of the assignment. I understand if I had a question I should have asked, but I didn't know I made the error until I saw my grade. I attached the reminder, as well as the email I am replying to where the written assignment says "Case Study" not Studies. It was a mistake. Please let me know if you'd allow me to submit the response to the first case for review.”
- "Why do I have zeros in he gradebook? I answered everything. You never said they had to be right.”

# Needs a Cheerleader

- Asks a LOT of questions about EVERYTHING
- Often requests formative feedback
- Will frequently contact you by phone, text, and e-mail.



# Needs a Cheerleader

- Why?
  - Low self-confidence or mental health issues
    - (e.g., anxiety or depression)
  - Struggles with education
  - Not a self-starter
- Actions:
  - Patience, patience, patience, and more patience
  - Save extra resources you make to use again
  - ALWAYS point them to where they can find the answers themselves (don't always just GIVE them the answer)
  - If needed, direct them to resources available



# Examples

- “For the DB this week, I am really not sure of a topic. I am a nurse in the ER and don’t hear or see much of this. I have not heard of lawsuits or wrong site procedures. Hopefully you could guide me in the right direction.”
- “I was not sure if I answered the second question correctly. If I did not, could you please explain it to me? I also tried to research the trial on google and on the library website but could not find anything. What was the final verdict? Do you have a website I could follow up on? I tried to research the doctor and it looks like she still practices, is this true?”

# Excuse Master

- Always has an excuse for everyone
- Expects exceptions to be made for them
- Often e-mails, calls, or texts



# Excuse Master

- Why?
  - Learned behavior
  - Has worked in the past
  - Would rather make up excuses than do the work
  - \*\*disclaimer: some excuses are valid, so tread lightly
- Actions:
  - Save e-mails
  - Provide clear late work policy
  - Make it about fairness



# Examples

- "I went to a wedding, is that excused?"
- "I have had some stuff going on so I haven't turned in any assignments the last three weeks. Sorry."
- "My daughter was sick and I couldn't do the quiz"
- "I am going to try to meet tomorrow nights deadline for the written assignment. If something comes up I wanted to request an extra day."

# Make You Look Good

- Turns everything in on time
- Does well on assignments
- Rarely asks questions
- Generally good student
- You will often not even remember their name



# Make You Look Good

- Why?
  - Has learned good study skills
  - Enjoys the academic setting
  - Generally good students
  - Might make good instructors 😊
- Actions:
  - Enjoy them
  - Savor them
  - Remember them – they are the ones that will come back asking for recommendation letters



# Key Takeaways

- All students are unique
- Recognize that all learners are unique
- Being prepared saves your sanity
- Keep in mind – we are providing a service, but we can't give it away for free



# References

---

- <https://www.collegeatlas.org/41-surprising-facts-about-online-students.html>