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)

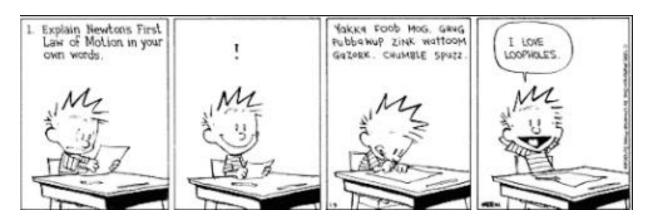


Examples

- "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 nest 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, 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



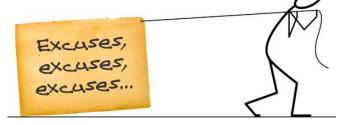
Excuse Master

• 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