

Enhancing the Online Student Experience Through the Use of Video Feedback



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Agenda

- Discussion of Research
- Pros/Advantages for Faculty
- Pros/Advantages for Students
- Cons/Challenges for Faculty
- Cons/Challenges for Students
- Tips and Best Practices
- Practical Experiences



Discussion of Research

- Video feedback can have many benefits to students and faculty in an online learning environment
- Video feedback can provide faculty a more robust way of communicating that increases student engagement
- There are some negative aspects of providing video feedback to students but positives seem to outweigh the negatives



Pros/Advantages for Faculty

- May be quicker (or at least the same) as written feedback
- May cause an increase in enthusiasm when grading
- Enables faculty to have more of an opportunity to discuss more complex things that would be hard to explain with written feedback
- More personalized feedback contributes to better relationships with students



Pros/Advantages for Faculty

- Videos create a more engaging sensory experience (read and listen)
- Videos increase knowledge retention - they can go back and listen again
- It humanizes faculty



Pros/Advantages for Students

- May have a higher level of focus on positive aspects of student work
- Longer and more robust feedback
- Perceived closer relationship to instructor-Increased level of student engagement
- Makes the feedback process more conversational, less confusing, and less intimidating for students



Pros/Advantages for Students

- Faculty are engaging in a conversation with students about their own work—a prime opportunity to personalize instruction to meet student needs
- It's engaging another sense - “hearing” feedback from your instructor
- Feel more valued rather than just a name on a list- feedback is more caring, sincere, and authentic
- It humanizes the faculty member



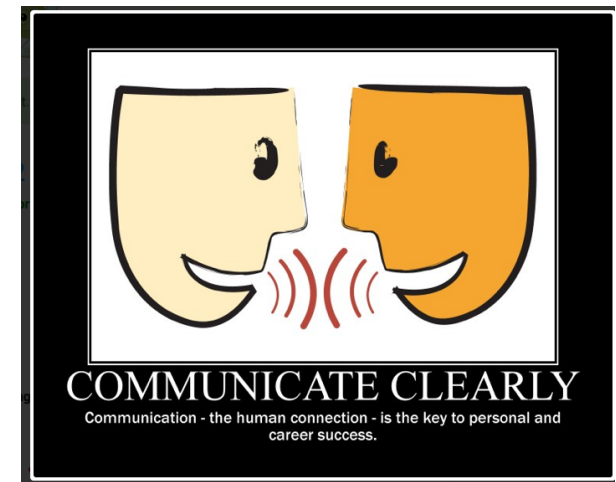
Cons/Challenges for Faculty

- Be aware of your environment when providing feedback
- Noise level of surrounding environment
- What is behind you while you are on camera?



Cons/Challenges for Faculty

**What are you communicating
verbally and nonverbally?**



- How do you appear?
- What is your tone of voice, projection, and body language communicating?
- Are you clear in what you are communicating?
- Are you sending underlying messages about the student's work?
- Do you have issues going in your life that affect how you provide feedback at given time of the day or week?

Cons/Challenges for Faculty

It can be time consuming:

- It is important to communicate clearly and consistently across multiple channels
- Technology is more difficult for some than others
- It may take time to learn to use new tech, like providing video feedback
- Changes in tech programs being used may cause frustration and require additional learning to occur

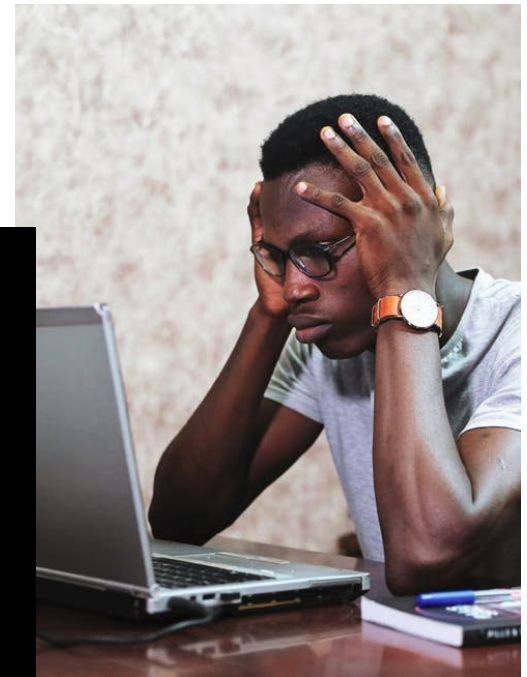


Cons/Challenges for Students

- Some students are not comfortable with technology and may not access the feedback provided
- Time constraints may keep students from accessing feedback

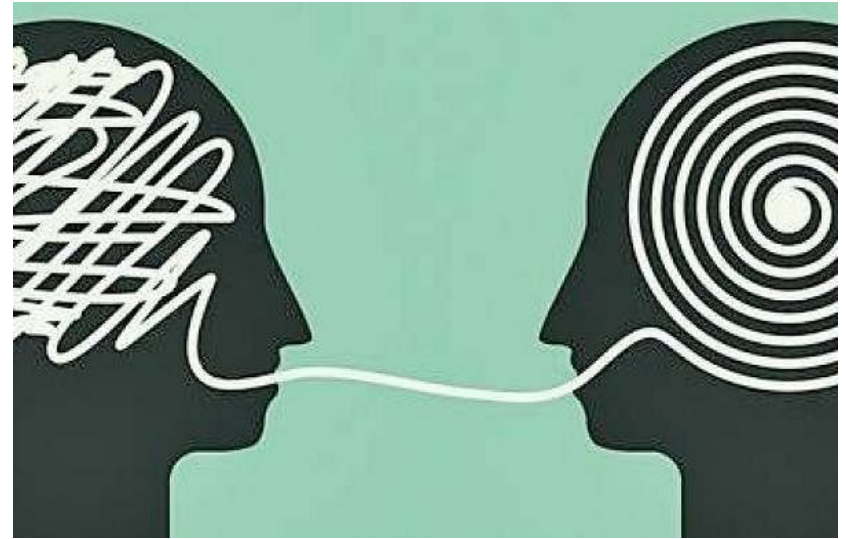


EVERY TECH PROBLEM IS A BIG TECH PROBLEM
to the person who is having it.



Cons/Challenges for Students

- Vague and delayed feedback creates problems for students regarding improving their work.
- Students may misinterpret information in video feedback, if there is not written feedback to support it.
- A student's own perceptions of the teacher can impact how they receive and interpret feedback.



Tips and Best Practice

- Make feedback timely, specific, and friendly
- Highlight student's strengths as well as where improvements are needed
- Keep videos short and focused
- Set a structure for the videos



Tips and Best Practice

- Pair feedback with written notes
- Personalize videos-students need to feel like videos are just for them
- Share grade (if applicable) in second half of video so students don't stop watching
- Make videos informal/not scripted



Practical Experiences

- Can feel more enjoyable than written feedback (breaks up monotony of grading)
- Not always as convenient (i.e. need quiet place, need to look professional)
- Can be a little bit more time consuming than written feedback



Practical Experiences

- Students tend to enjoy video feedback-very positive responses from students
- Able to share more details than written feedback
- Feel closer connection to students-more authentic experience



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