DESIGNING THE LEARNER EXPERIENCE:

7 KEYS TO UNLOCK THE HUMAN ELEMENT IN ONLINE COURSES

> April 22, 2019 UT Arlington – Link Lab



A bit about me...

- Teach online in the Learning Technologies program at the University of North Texas
- Designed, Developed and Taught 4 MOOCs a total of 12 times
- Chief Academic Officer and Co-Founder of iDesign
- A kid at heart & mother of 4
- Deeply concerned about the student experience



Humanizing Digital Learning

- The move to online and digital learning has depersonalized the learning experience
- The affordances of technology have advanced our ability to connect digitally since the advent of online/blended learning
- We MUST focus on the teaching and learning first AND THEN choose the right tool for the job



History of the HumanMOOC

offered by EDUCAUSE as an ELI course

2017

MOOC since 2013

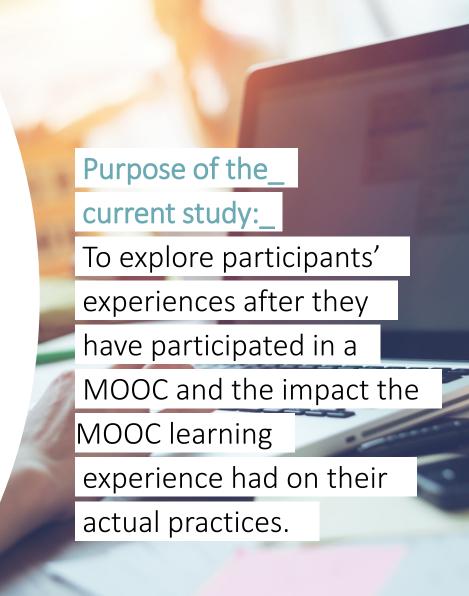
2600+ ENROLLED

Faculty, Instructional Designers, Directors of Online Programs, Provosts and faculty support professionals

Designed to model "how" to implement emerging technologies in the support of instructor presence, social presence, and cognitive presence.

Purpose of the Study

The Gap: Educators and professionals spend a considerable amount of time participating in informal professional learning activities, however, these experiences are understudied because of the wide range of informal and tacit experiences that contribute to faculty professional development and learning, making it difficult to assess its effectiveness and how it impacts individual educators' actual practice.





https://youtu.be/EoEHAg86igU?t=12m34s

Cathy Barnes, 2013 HumanMOOC Participant

experience

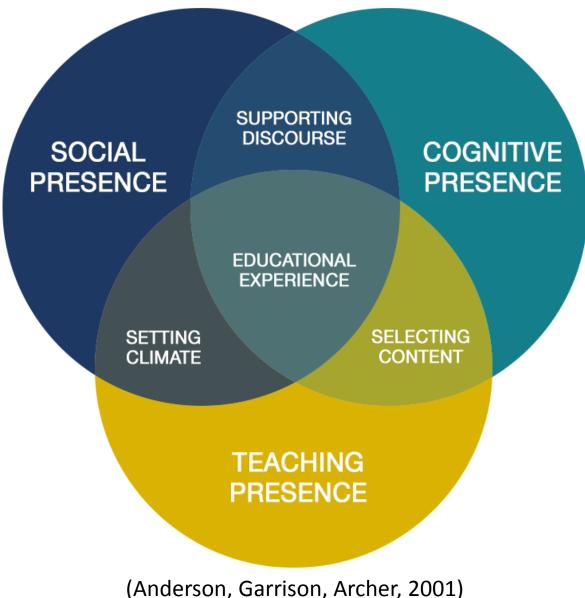
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for the

"(HumanMOOC) gave me all sorts of confidence.

I think you tell students we are trying this, or this is the time I've done this, as long as I was trying to do something with the goal being to humanize my class, to make it more real and relevant and engaging."

Community of Inquiry



1. Instructor (Teaching) Presence

• Begins in course design and development and continues throughout the teaching and learning experience

2. Social Presence

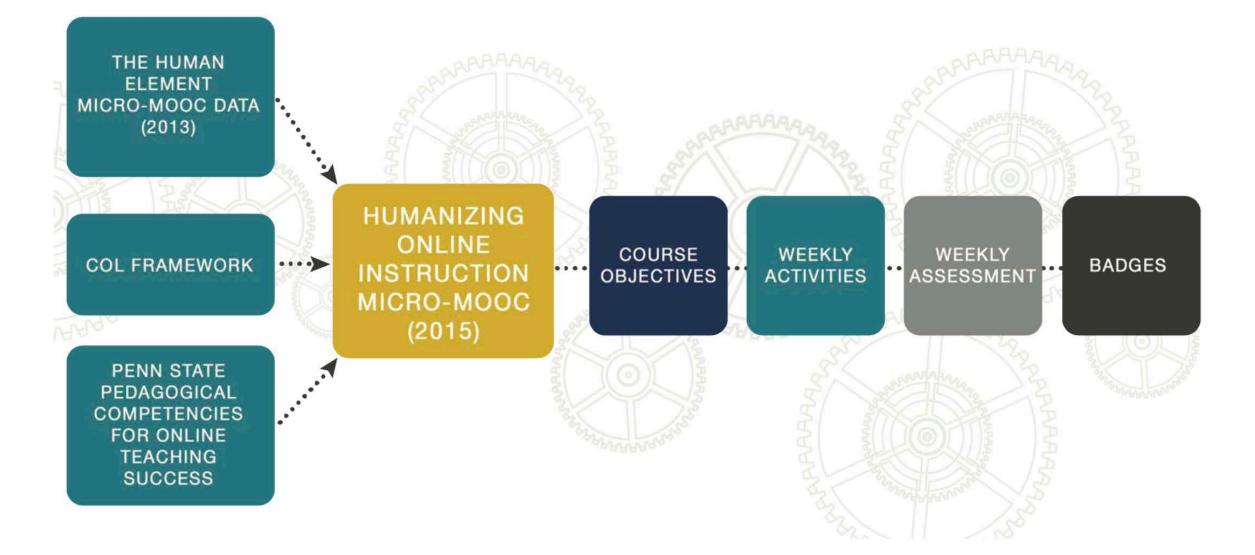
 Humans are social animals, establish a sense of connectedness among learners

3. Cognitive Presence

 Constructing and confirming meaning through discourse and reflection

4. Humanized Educational Experiences

 Creating connected, collaborative learning experiences that engage learners



(Kilgore, Bartoletti, & Al-Freih, 2015)

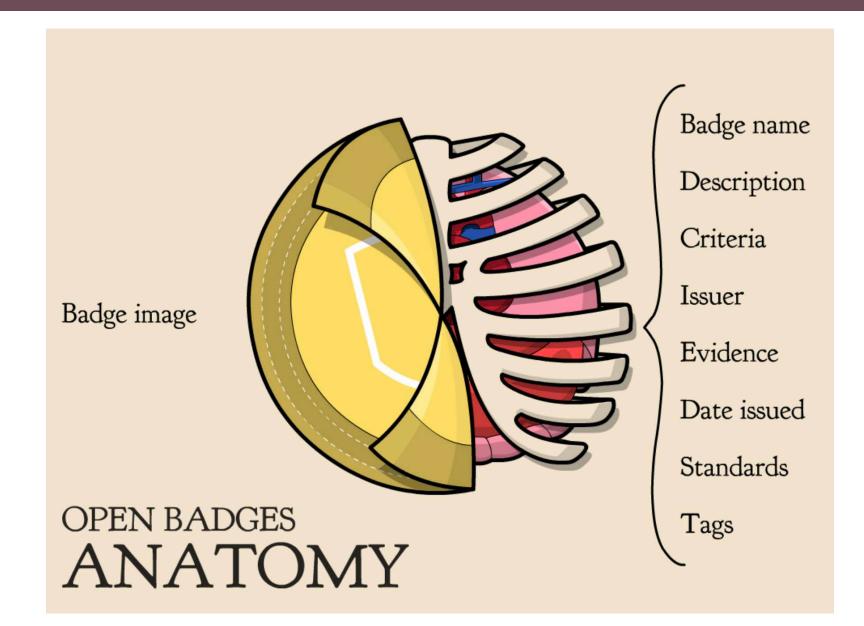
	Penn State Pedagogical Competencies for Online Teaching Success								
Humanizing Online Instruction MOOC: Alignment of Learning Outcomes to Penn State Competencies for Online Teaching Success	(1) Attend to the unique challenges of distance learning where learners are seperated by time and geographic proximity and interactions are primarily asynchronous in nature.	(5)Provide detailed feedback on assignments and exams.	(6)Communicate with students about course progress and changes.	(7)Promote and encourage a learning environment that is safe and inviting and mutually respectful.	(8)Monitor and manage student progress.	(9)Communicate course goals and outcomes	(10)Provide evidence to students of their presence in the course on a regular basis	(16)Effectively use course communications systems	(27)Communicate expectations of student course behavior
HumanMOOC Learning Outcomes Evaluate the use of several asynchronous tools that enhance teaching presence, social presence, and cognitive presence to meet the needs of learners who choose distance learning for the sake of convenience.	X			~				х	
Evaluate and choose the audio/video screen-casting tool that will be used for providing learners feedback via video.	x	х			х				
Develop a sample course announcement using audio and/or video to include in a comprehensive course communication plan.	x		х	x			x	х	
Demonstrate good digital citizenship using instructor presence.				x					x
and select a new method of monitoring and tudent progress using voice and video		х			x		x		
pals and outcomes communications			х		x	x	x	х	
action plan explaining the new gies to enhance instructor, cognitive, hat will be included in the learners'			х				x	х	x
ts for your own course that build ution strategies in order to deepen							x		

ALIGN WITH PENN STATE COMPETENCIES

Faculty Competencies for Online Teaching

			Week	0: Setting th	e Stage	Week	1: Instructor I	Presence	Week	2: Social Pr	esence	Week 3	: Cognitive F	resence
		Humanizing Online Instruction MOOC Activity Alignment to Learning Outcomes	Video Introductions	Personal Action Plan- MOOC Participation	Set up a Blog and share the URL - Reflections	Create Instructor Introduction Vide	Share ways video can enhance Instructor Presence and Humanize Instruction (Voice Thread)	Develop Communication Plan with Sample Introduction Announcement	Share Social Learning Activity Design Tips	Share 3-5 Goals for building social presence (FlipGrid)	Discuss Tools for increasing social presence	Creating Viral Events	Use audio and video when giving feedback on assignments.	Peer Review Activities
	1	Learning Outcomes Evaluate the use of several asynchronous tools that enhance teaching presence, social presence, and cognitive presence to meet the needs of learners who choose distance learning for the sake of convenience.					×	∞ <u> </u>			х			
	2	Evaluate and choose the audio/video screen-casting tool that will be used for providing learners feedback via video.											x	
	3	Develop a sample course announcement using audio and/or video to include in a comprehensive course communication plan.						x						
		Demonstrate good digital citizenship using instructor oresence.						х						
ASSIGNMENT ALIG	NME	I select a new method of monitoring and lent progress using voice and video											x	
TO BADGES		s and outcomes communications						x						
The tasks were align	ned t	on plan explaining the new s to enhance instructor, sence that will be included in es.						X		х				
the course learning outcomes and badg awarded based upo		for your own course that solution strategies in order to ce.										х		

required task completion.



BADGE PATHWAYS



Credly give a	CLAIM CREDIT GO PRO	Sign In Create Account	in Home Q Search 온 데 데 My Network Jobs Messaging Notif	A
	Donnie Sendelbach	About Me Director of Instructional and Learning Services & Director of Information Technology Associates Program	Accomplishments	
Sive Credit	Credly member since February 2014		4 Certifications Instructor Presence in #HumanMOOC Dec 2016 - Present	^
	Earned (52) Given (0)		See certificate	
Following	PUBLIC		Instructor Presence in HumanMOOC (#HumanMOOC) Dec 2016 – Present Credly	
Followers	Working Group Member 2014 Converting Michicine Data Strategies Sension: Data Strategies Sension:	Presenter 2016 Later Grades 2015	See certificate	
	ELI Liberal Arts O	EDUCAUSE Pre	Instructor Presence in HumanMOOC (#HumanMOOC) Dec 2016 – Present • License CREDLY-13628181	
	Fall Rous Seawn 2014. Loudenship for Texting and Larring Composition Statements and Composition Statements 2015	CORRECTIVE SHUMANIMOOC	Credly See certificate	
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Bringing it Back to the Classroom

"When you categorize the learning as instructor presence, cognitive presence, social presence, just putting those into those very simplistic categories really made me think areas of where my own online courses were really lacking. And then trying to figure out realistic ways to improve them maybe with some small steps so that I could have more instructor presence, so that I could engage ... Get my students to engage with each other more socially."





Chapters written by participants in the **#HumanMOOC**

Humanizing in context with Practical examples

All proceeds go to provide scholarships to **#DigPedLab**

Available on Amazon and OER at humanmooc.pressbooks.com





Discover

Understand the learner, assess their needs

Define

Gain insight and define problem

Curate

Selection of relevant OER's and other content

Develop

Develop and refine LX solution through testing and feedback

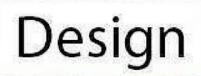
Learn

Facilitate the course and gain insight from students

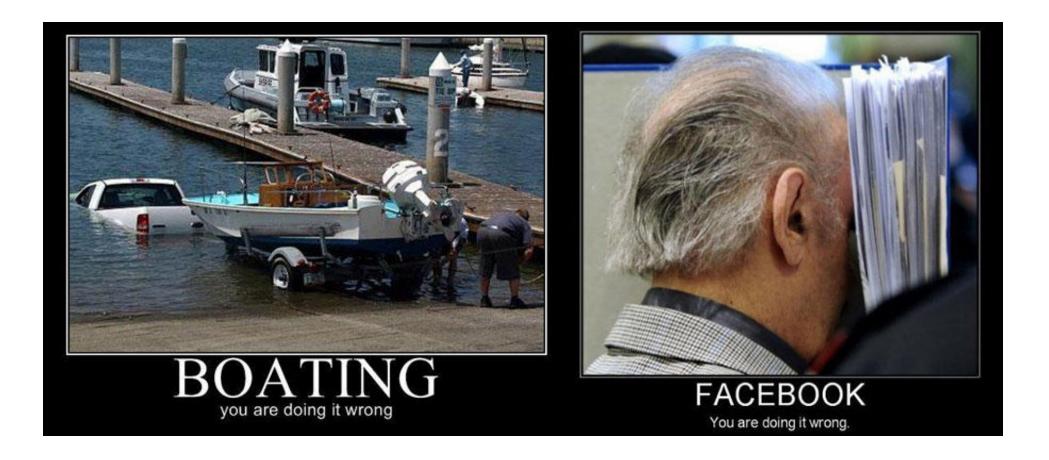
Evolve

Iteration is necessary part of the course development process

User experience



When we put technology first...





7 Ideas you can implement today

Establish your Instructor Presence early with Video

Connect with your students before the class begins (announcements or email)

Video Discussions (great for introductions)

Student Blogs as Publishing

Podcasting (Instructors and Students)

Bonus: #7

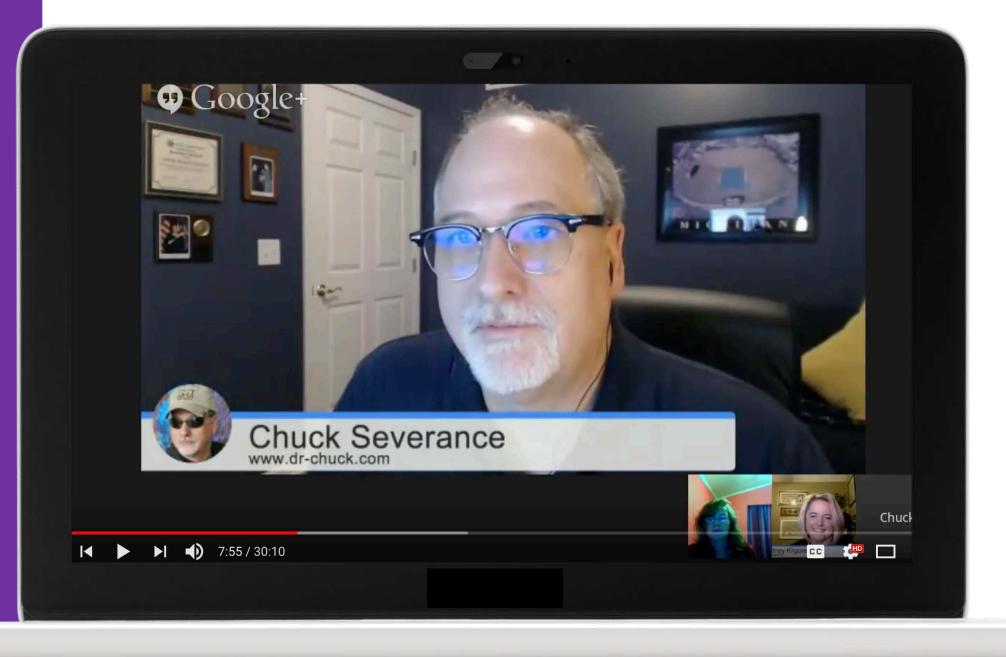
Pre-plan your communications for the entire course in advance

Voice and Video Feedback on assignments



You want me to do what?

Course Video Online



https://youtu.be/xjHp_mkwrus?t=8m18s.







Being Mindful

Human MOOC • 281 views • Streamed 2 years ago

Kate Bowles will discuss her current thought about how human life is rarely appropriately orderly, and that setting is a critical part ...

Building Online Learning Communities w/ Rena Palloff

Human MOOC • 458 views • Streamed 3 years ago

Tuesday, March 24th at 7:30pm Central join Rena Palloff, Whitney Kilgore, and Robin Bartoletti as we discuss how to effectively ...



Digital Identity / Digital Presence

Human MOOC • 355 views • Streamed 2 years ago

Welcome to Week 0 - The #HumanMOOC on Canvas.net

All Sections

Welcome to the #HumanMOOC.

This course introduces learners to the process of building community in an online course. The Human Touch and a sense of connectedness in online courses have been noted in research studies to aid in engaging and retaining students. Prerequisite knowledge for this course is familiarity with online teaching and learning, willingness to interact and learn using a variety of technologies, and a desire to understand how multimedia can potentially supplement instruction. This course is free and does not require a textbook. However, previous course participants have collectively developed the <u>Humanizing Online Instruction Book</u> e^a. This book is an open educational resource which is available to you under a <u>creative commons CC BY</u> e^a license e^a.

To be successful in this course, plan to spend approximately 3 hours per week completing activities and interacting with other participants. The primary audience for this course is those who wish to add instructor presence and the human element to online or hybrid learning.

If you're new to Canvas, start the class by clicking on Courses after you log in at http://learn.canvas.net

The course opens November 14th mid-day (USA time) or November 15th in Australia. Here is a brief summary of things you need to know in order to get the most from this course and make it work for you during the introduction week, Week 0.

2.Announcements, Email, or Video Welcome Nov 14, 2016 at 5:45pm



https://www.youtube.com/watch?v=qgN920VOOa8&index=10&list=PLI1jY4h3b8GDNCSyfwh7popz8v7XYPCJ3



3. Video Discussions

"I still remember very vividly that ritual where you go in and you do your introductions, and you guys were promoting a video recording tool to do that. I was running into people I knew, people I hadn't seen for a while, people who I knew their blogs, and thought, this is so cool. Here's a little video of them."



Due Date

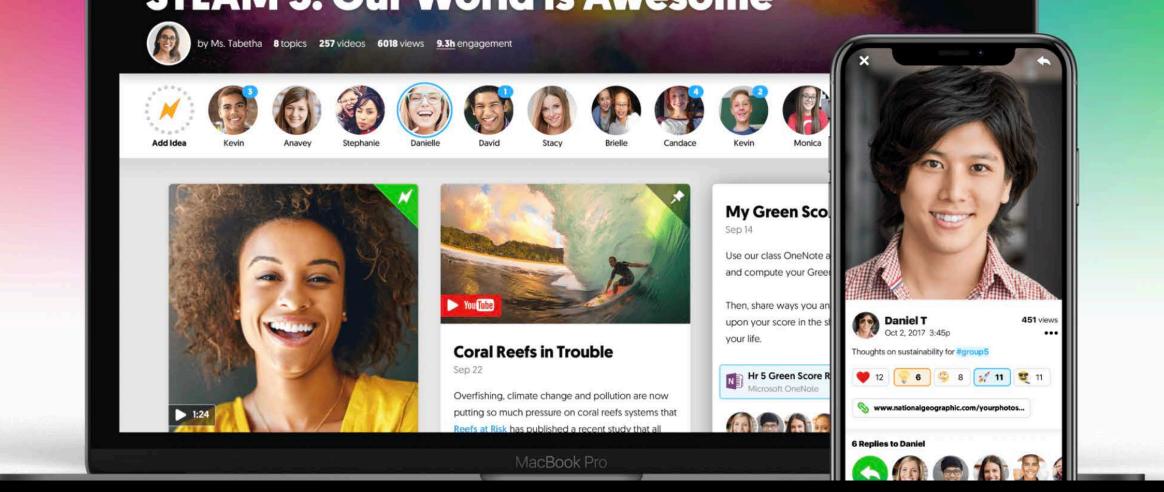
Initial post due by 11:59pm on Wednesday Replies due by 11:59pm on Saturday

Humanize your Introduction to the Course with VIDEO!

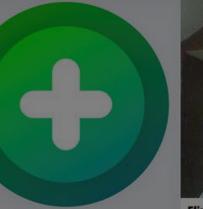
Use the video tool (click on the filmstrip icon on the WYSIWIG tool bar) to record your introduction. Let's start building some social presence early in the course.

Keep it brief, but tell us what you do (work/other), what you hope to learn during this course, and your interests/hobbies. Once you have posted your introduction, be sure to make others in the course feel welcome.

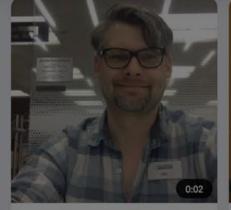
Here's how.



TRANSFORM DIGITAL DISCUSSIONS











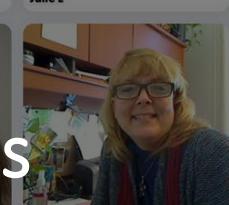


Elizabeth G

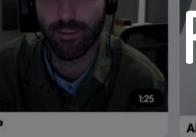
John S

Kathryn I

Julie L







FlipGrid – Video Discussions

0:03

Aifang G



0:35

Elizabeth F

Shelia H

Kristi S

0:03



Jen R

ourtney D





Cynthia D







0:51

Ellie R

Michelle M

Tim R





Feedback	Details	Replies (0)	Share	Transcr
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Edit Transcript

How do I incorporate instructor present into my courses at the moment I have to CYA don't or at least not very well and that's partly because of the design of our courses and the courses the I'm involved in are pretty courses for a staff and they're deliberately designed to be pretty much set and forget. They s their. I synchronises self heist. One of the things that I'd like to look at doing is maybe introducing click great I think this could a really good way of getting some conversation going. We've also just started to look at using voice right. As an organization. So I think that's tutorials that I could certainly look at using and even just the one that I did just now. Was that you're cheap usir your cheap capture I didn't realize how easy that was to use. So that's another way of getting some short short videos into a uni

Save Transcri

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accessible

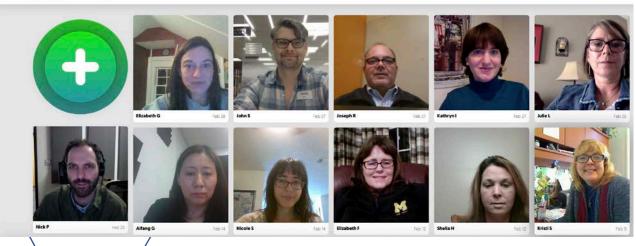
🎔 o

5 views



Inst. Presence: Sharing strategies Dec 4. 2015 How do you establish Instructor Presence in your colline course

2 responses 1279 views 18.6h engagement



And mobile friendly too!

4. Blogs as Student Voice

-Laura Gibbs



Storybook Favorites

There were surprisingly quite a few stories that I did not recognize form the list of storybooks. So I decided to check out two that I was aware of and one that was unfamiliar.Due to my childhood love for Aladdin, the first storybook that stood out to me was A Whole New World. The storybook was very organized, with multiple navigation options. I thought...

posted 2h ago by Kaylee Martin via MF Kaylee



Storybook Favorites

There is a time in each child's life when the facade of storybooks is shattered by the introduction of the stories true origins. Suddenly darkness overshadows each story's outlandish perfectness and we begin to see the true twisted nature of our creative ancestors. More specifically, my intrigue with mermaids began when I was a young girl.Upon learning...

posted 3h ago by Brooke Holloway via MF Brooke



Technology

I think that the technology for this class is a little overwhelming to be honest. It seem as if there will be a lot of jumping from website to website in order to do one assignment but I am also eager to see the ways that we learn on each of these websites. I have used a few of the websites before but not all of them. I am probably most familiar with...

posted 3h ago by Morgan Curry via MF Morgan

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Whitney Kilgore @whitneykilgore · 19h Laura, I love seeing this in action. Can I share this in a talk I'm giving on Thursday as a best practice??

 \heartsuit



1 €

Following

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 \sim

Replying to @whitneykilgore

oh, I'm glad to share, and people can contact me if they have questions; I subscribe to the blogs in Inoreader, and then that's how I am able to put the live stream in Canvas. I really like how students can see their own blog posts appear... by magic! :-) #RSSForever

9:47 PM - 21 Aug 2018

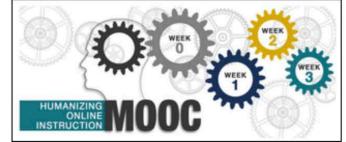


Humanizing Online Instruction - #HumanMOOC

Online learning opportunities come when you look for them and stay connected. This one came to my attention through Twitter. Since I look for ways to improve my teaching practice within blended and face-2-face learning spaces, this course will help me reflect on what it means to be human online. I will attempt to capture my learning and the connections I make throughout this course on this page and other connected spaces. After reviewing the course outline, module activities and reading lists, it's obvious that there is a lot to learn about having a human presence in online spaces.

Shaping my story in #HumanMOOC learning spaces

Resources and Links from #HumanMOOC



Click on image to go to Humanizing Online Instruction MOOC site.

Engaging with others in a variety of digital spaces for this course includes Twitter using #HumanMOOC. It includes blogging within my own blog space (Five Flames 4 Learning) as well as commenting on other's blog posts by making connections from text to text, text to self, text to world, world to self. Here are a number of links to digital creations for this course.



Helen DeWaard's Blog http://www.hjdewaard.com/humanmooc.html

Monday, March 23, 2015

How is online learning going? Report from Week 1 Monday, March 23, 2015

I am taking a free 4-week canvas class called Humanizing Online Instruction: The #HumanMOOC. I took it for a couple of reasons.
#1 I need to *take* an online class if I want to be able to *teach* an online class.
#2 I need to figure out if online teaching is what I want to do

It seems that the students in this class are experienced in online instruction, and are looking for ways to make it more "human". I am not yet comfortable with the technology of online delivery, but I am very committed to humanizing the instruction.

I felt open and eager at the beginning of the class, posting welcomes to many of my fellow students, making some personal comments to a few. It took a while for students to post on my introductory video or on my class video, though the wayfinders did. I stumbled a bit trying to remember the basics of canvas, which caused some minor frustration. Gradually over the Week 0, I got hooked in, and spent a late night watching videos, and navigating around the canvas site. That caused a bit of disorientation, similar to feelings when I am scrolling through facebook, surfing the web, or getting lost while driving in unfamiliar places.

About Me



G+ Follow

View my complete pr

Blog Archive

2015 (2)

March (2)

How is onlinelearning going?Rep Week 1Mon...

Reflective Practice in a Blog? Yea I was in...



5. Podcasting Vodcasting Vlogging

Podcasting – Instructor

What Can Nursing Leadership Look Like?

We all have our ideas about what nursing leadership looks like, but how do healthcare reformers at the national level envision nursing leadership and it's impact on the future of healthcare? This podcast outline some key concepts of nurse leadership and the best strategies for cultivating the right skills and opportunity.

FOCUS QUESTIONS

- What does nurse leadership look like? Identify several concrete examples given.
- Why is nurse leadership important and where does it take place?
- What are some strategies for becoming a nurse leader?



Gogia, L. (2018, August 21). Nursing Leadership: Commitment to Excellence [Audio podcast].

Podcasting – Students

Students as (Podcast) Producers

💄 Derek Bruff 🛛 🕘 March 16, 2018 📲 Educational Technology, Teaching Cryptography

One of the themes we build into much of our work at the Vanderbilt Center for Teaching is the notion of engaging students not only as consumers of information, but also as producers of knowledge. Often, when we say "Students as Producers," we really mean students as researchers, scholars, designers, or problem



solvers, but last fall, my students were quite literally producers. They produced a class podcast for my first-year writing seminar on cryptography.



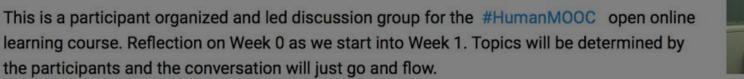
#HumanMOOC Participant Organized and Led Discussion Group

71 views

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Autumm Caines Streamed live on Dec 14, 2015

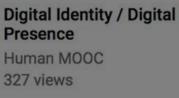
SUBSCRIBE 11



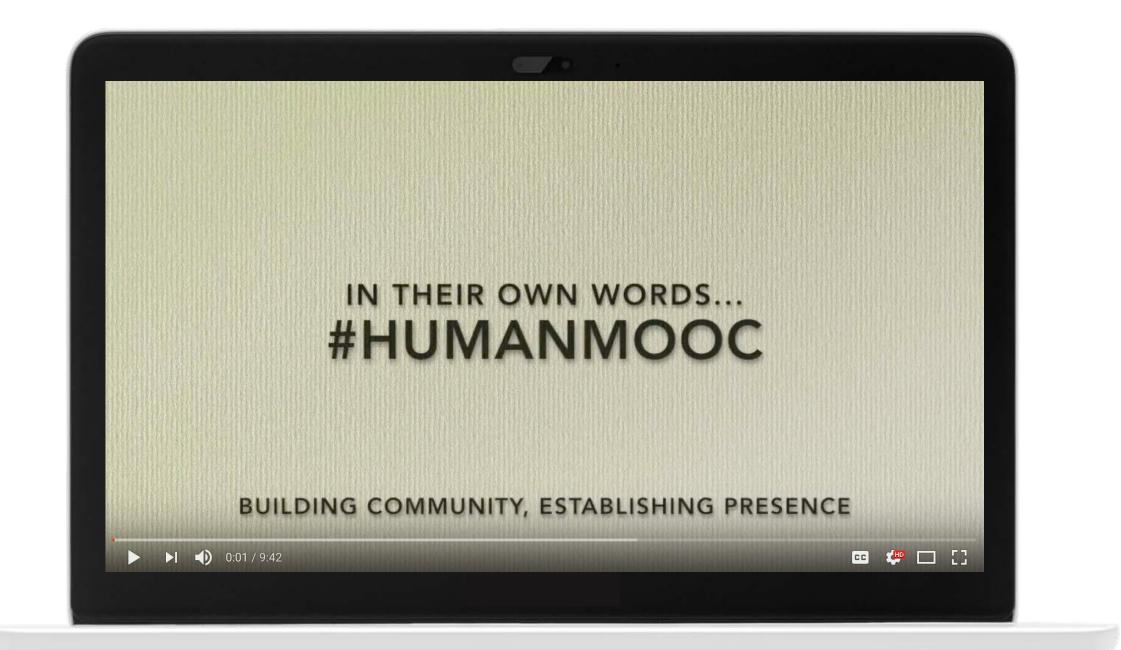




Virtually Connecting and Social Presence Human MOOC 36 views







https://youtu.be/LizdmE4E0YA

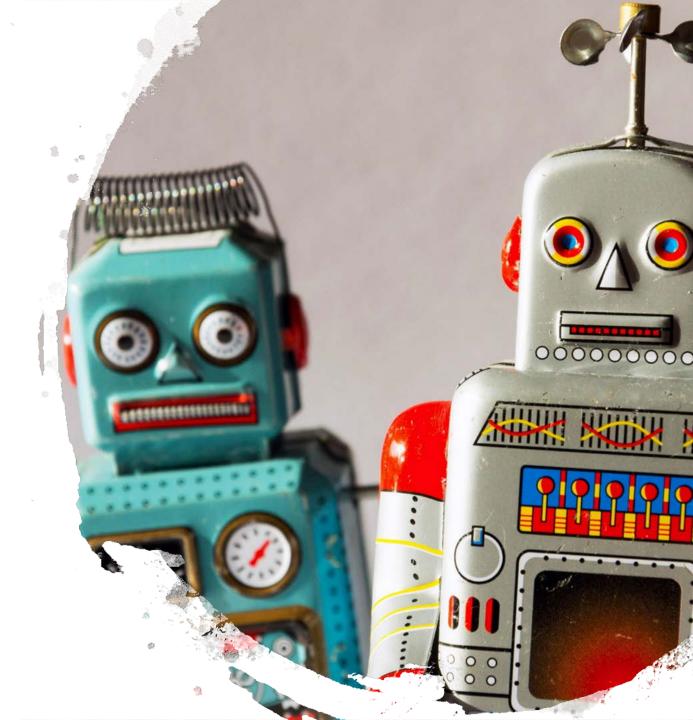
6. Voice and Video feedback

"I have started doing for major assignments when I'm grading... I thought that was such a significant thing to think about, rather than typing feedback, but to actually speak some of it so that they know I'm not mad at them and that kind of thing and I'm not a mean teacher or whatever, but to hear my voice."

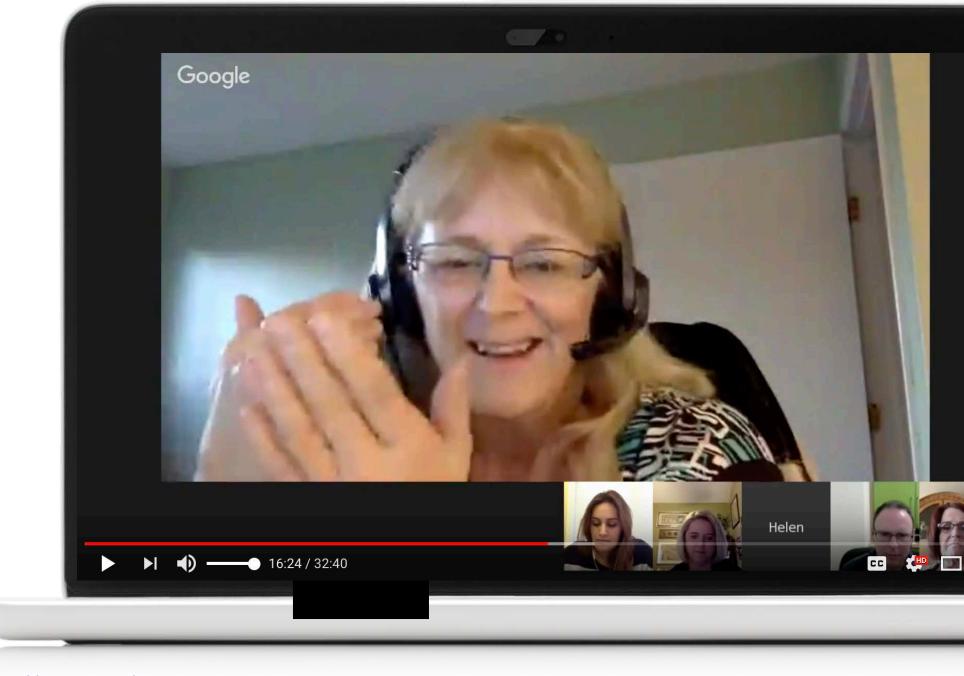


"It's much more challenging to get meaningful feedback in the online environment about who can hear you, who can't. Who's engaging, who's getting what they need, who's finding that it's not getting them what they need."

HumanMOOC Participant







https://youtu.be/EoEHAg86igU?t=14m54s

7. Suggested Communication Plan

Click on the links below to access example messages. **Personalize the messages so you do not send the same message as other instructors.**

Day	Module 0	Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8
Sunday		Welcome: Module 1 Important Dates	Welcome: Module 2 Important Dates	Welcome: Module 3 Important Dates	Welcome: Module 4 Important Dates	Module 5 Important Dates	Welcome: Module 6 Important Dates	Welcome: Module 7 Important Dates	Welcome: Module 8 Important Dates
Wednesday	Q Welcome to the Course!	Discussion Reminder: Initial Post Due	Feedback: How did students do last week?	Take End of Course Survey	Feedback: How did students do last week?				
Friday		Reminder: Assignment Due Date		Looking Ahead: Exam or Paper?				Looking Ahead: Exam or Project?	Conclusion Wrap up Course
न्नि÷- annour	icement		- email						



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We are @VConnecting at AMICAL 2019!

Ø March 25, 2019 ≗ joemurphy ♀ 2

Virtually Connecting will be at AMICAL 2019 at the American University in Cairo! Join us for conversation at the conference for libraries, technology & learning [...] SEARCH ...

Subscribe to our mailing list

your email address

FOLLOW US ON TWITTER

DECENT COMMENT

SUBSCRIBE



We're @VConnecting from #OER19 on April 10-11

⊘ March 17, 2019 🎍 teresa 🜻 0

We will be joining this year's OER conference coming from Galway, Ireland where the focus is on Recentering Open: Critical and global perspectives. We hope [...]





Virtually Connecting March 18-20 at Digital Pedagogy Lab Toronto!

Ø March 13, 2019 ≗ greeneterry ♀ 2

The Digital Pedagogy Lab - Toronto event is on March 18-20,

My Tweets

Bite sized content	Audiobook	Visual
Metaphor	Podcast	Infographic
Book	Audio Conference	Multimedia
Article		Digital Storytelling
Research		Movie
Open Resources		Animation

Facilitation	Webinar/Videoconference	Community of Practice
Project-based Learning	Seminar/Conference	
Content Curation	Presentation	
Tour	Demonstration	
Story	Interview/Guest Speaker	
Lecture	Workshop	
Explanation		

*(requires instructional time during teaching)

Discoverers' Map

Check-list

Webquest

Workbook

Wiki

* (require student interactivity during course)

Chat	Feedback	Lunch and Learn
Text message	Grades	Social Network
Social Media	Announcements	Back Channel
Instant Messenger (Slack, WeChat, other)		Microblog

Email

Repetition	Summary	Job Rotation
Practice	Reflection	Journalism 2.0
Blog	Observation	
Survey	Sketching & Doodling	
Poll	Note Taking	

* (can be completed individually)

Threaded Discussion

Group Assignment

Discussion

Case Study

Simulation

Mystery Shopping

Teach Back

Shadowing

Focus Group

Role Play

* (collaborative)

Job Aid	Return on Investment	Exhibit
Shared workspace	Big Data	Game
Tagging	Implementation task	Virtual Agent
Mind-Map	Social bookmarking	Augmented reality
Newsletter	Experimenting	Apps-supported learning
E-book		leannig
		Virtual World

Be an Innovator!

Try something new to humanize your online or blended course.





What will you try?

Establish your Instructor Presence early with Video

Connect with your students before the class begins (announcements or email)

Video Discussions (great for introductions)

Student Blogs as Publishing

Podcasting (Instructors and Students)

Bonus: #7

Pre-plan your communications for the entire course in advance

Voice and Video Feedback on assignments

Research and Dissemination

- Dissertations by Matt Crosslin and Maha Al-Freih
- Kilgore, W., Bartoletti, R., Al-Freih, M., (2015). *Design Intent and Iteration of the #HumanMOOC*. In proceedings of the European MOOC Stakeholders Conference 2015, (pp. 7 12) Mons, Belgium.
- Kilgore, W., & Lowenthal, P. R. (2015). The Human Element MOOC: An experiment in social presence. In R. D. Wright (Ed.), Student-teacher interaction in online learning environments (pp. 373-391). Hershey, PA: IGI Global.
- Kilgore, W., & Al-Freih, M. (2016). MOOCs as an innovative pedagogical design laboratory. *International Journal on Innovation in Online Education*, 1(1). Retrieved from https://onlineinnovationsjournal.com/streams/the-influence-of-social-media-on-online-education/4b9873d96241a56b.html
- Al-Freih, M., Dabbagh, N., Kilgore, W., & Bartoletti, R. (June 2015). *The role of learning theories in MOOC design and research*. Paper presented at the 2015 Enterprise Learning Conference (ELC), Manassas, Virginia.
- Al Freih, M. & Kilgore, W. (2015) *The HumanMOOC: A Community of Inquiry for Online Instructors.* Presented at the Digital Learning Research Network Conference at Stanford University, CA.
- Kilgore, W. (2015) *Humanizing Online Instruction*. Presented at InstructureCon, Park City, UT.
- Duque, S. & Kilgore, W. (2014). *The Human Element: A MOOC on the Community of Inquiry*, Sloan Consortium Emerging Technologies for Online Learning Conference, Dallas, TX.



THANK YOU!