

Question

How can we better connect with our online student population?

About UWF



UWF by the Numbers

13,000 Students
10,000 Undergraduate Students
3,000 Graduate Students



College of Education and Professional Studies
1,247 undergraduate students
1,365 graduate students
3 fully online undergraduate programs
7 face-to-face undergraduate programs
8 fully online graduate programs
3 face-to-face graduate programs

Advising Services

Face-to-face appointments Email Advising
Phone appointments Video conference appointments

Core Competencies

Conceptual

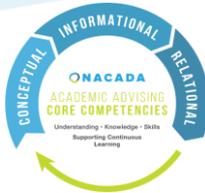
Approach/Strategy
Inclusive Environment

Informational

Meeting the needs of major/emerging student population
Resource supporting student success

Relational

Creating Rapport
Plan and conduct successful advising interactions
Communicate in an inclusive and respectful manner



Theory



Connectivism

Competing for students' attention Tinto (1988) encouraged "a community model of academic organization that would promote involvement through the use of shared, connected learning experiences among its members, students, and faculty alike" (p.170).

Tips: Video Advising

Choose a video conference tool that is easily accessible to you and our students at your institution.

- Google Meets/Hangouts
- Zoom
- Skype
- Adobe Connect

Be sure the student knows how to access the video conference.

- Provide links
- Provide directions if needed to access
- Inform students of types of software needed

Practice before using with students.

- Be sure to test your camera and microphone
- Use with a fellow advisor

Check your camera and microphone before every appointment, so valuable time is not wasted.

- Can improvise by using phone with screen share

Be sure to have only the students information open on your screen to avoid FERPA violation.



Methodology

Process

Before: emailed, included in campaigns in SSC Campus
During: encouraged students to complete survey
After: emailed students link to advising survey

Questions

How do you identify (Long distance or Local)?

Do you take 100% of your classes online?

Did you feel that Google Meet was easy to use?

Were the directions given to you adequate to begin using Google Meet?

Is there anything the advisor could have done in order to make the use of Google Meet easier?

Did you find Google Meet advising more or less effective than phone advising?

Did you find your advisor sharing their screen useful?

Did you find the ability to share your screen useful?

Did you find you got more information via Google Meet or phone advising?

Would like to add about the advising content in your appointment?

Would you use Google Meet for an advising appointment again?

Would you prefer to have a phone appointment or Google Meet appointment?

Overall, how did you feel about having an advising appointment via Google Meet?

Is there any other feedback you would like to give regarding your advising appointment?

Results

Long Distance Students – 58.82%

Local students – 41.18%

Students who take 100% of classes online – 88.24%

100% agree or strongly agree Google Meet is easy to use

"It was extremely easy and I enjoyed using it very much!"
Other feedback given by students: "Download Google Chrome"

83.33% found video advising more effective than phone advising
16.67% found video advising to be about the same effectiveness

100% found that they got more information from Google Meet than phone advising

100% found the advisor sharing their screen to be very effective or extremely effective

"I liked the visual aspect of sharing information."
"I very much enjoyed the Google Meet process, it was nice having a face-to-face meeting."

100% would use Google Meet again

100% would prefer Google Meet to phone

"All of the components were clear, beneficial, and effectively successful."

"It was a seamless way of presenting my classes while discussing options. As well as the expectations of each class."

Limitations

Limited Sample Size

All students sampled are within the College of Education & Professional Studies

Majority of the students met with the same advisor

Discussion

Students advised via Google Meet unanimously agreed video advising was more effective than phone advising. For academic advisors with large online populations of students, this method of advising provides students an opportunity to feel connected. Video advising gives advisors a unique opportunity to build rapport and relationships with students and give online students a personalized experience, building a bridge between the online and physical campus communities.

Questions?

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