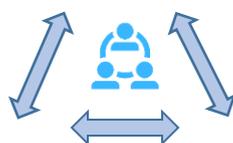




## Supporting Students

Supporting students is a multifaceted task; students require pastoral support, technical assistance, managerial structures and expert knowledge in order to engage successfully online. Follow the tips below to encourage greater students engagement and understanding.

Best practice tips for Supporting Online Students through engagement and understanding



<i>Supporting Student Engagement</i>	<i>Developing student understanding</i>
Design a set of guidelines for engagement at the beginning of the course, and obtain student agreement. Keep to your guidelines and respond to students in a timely fashion.	Monitor student understanding at regular intervals during the course and adjust your teaching accordingly. For example, use short quizzes to capture student understanding of concepts.
Create novel activities such as online debates or online collaborative mindmapping exercises.	Acknowledge students success and provide individualised constructive feedback that points the student towards further information.
Use appropriate technology to support the activities, such as a collaborative mindmapping tool.	Consider using alternative forms of feedback delivery such as video or audio.
Monitor student progress and contact students who are falling behind.	Use teaching strategies that are affective for the particular discipline and content. For example, use groupwork in situations where there is a need for collaboration.
Provide activities that ensure effective feedback can be sought and received. For example, ask students to submit a draft assignment along with one or two questions where they require feedback for the final draft.	

Remember there is no one size fits all support mechanism, different students have different needs.

In order to meet the different needs of students, online courses often embed the three [Universal Design for Learning \(UDL\)](#) principles; multiple means of engagement, representation, action and expression. As an online educator you can echo these principles by allowing students to demonstrate their knowledge through text or oral means, or by providing accessible video and text resources.

 <b>Phone</b>	A phone call to a student can be very effective in getting their attention and showing how much you care about their progress.
 <b>email</b>	Use email when you want to communicate with a student outside the confines of the VLE module.
 <b>Forum</b>	Use a live chat feature for synchronous messaging with a student who is currently online. Asynchronous communication can be within the module discussion forums.
 <b>Annotations</b>	Use video, audio or written annotations on students draft work as feedback
 <b>Quizzes</b>	Use quiz tools to create quizzes that check student understanding and give automatic feedback.

#### Further Resources:

8 New Ideas for Engaging Online Students: <https://www.wbtsystems.com/learning-hub/blogs/8-new-ideas-engaging-online-students>

JISC Guide to Supporting Online Students: <https://www.jisc.ac.uk/guides/curriculum-design-and-support-for-online-learning/supporting-online-students>

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