



Humanizing Online Learning

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Slides available at: brocansky.com/osu



“I should just quit now while I’m ahead.”

“Who am I kidding?”

“I don’t belong here.”

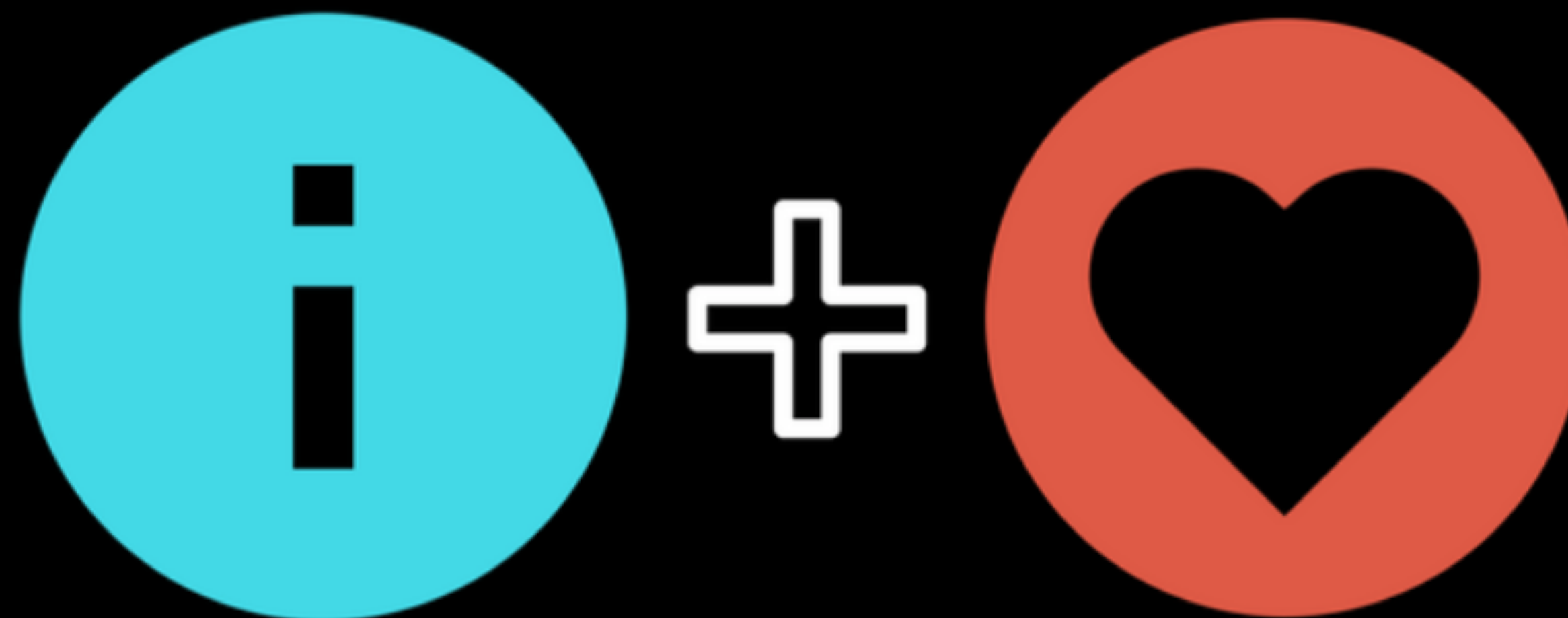
“I can’t do this.”

“Who do I think I am?”



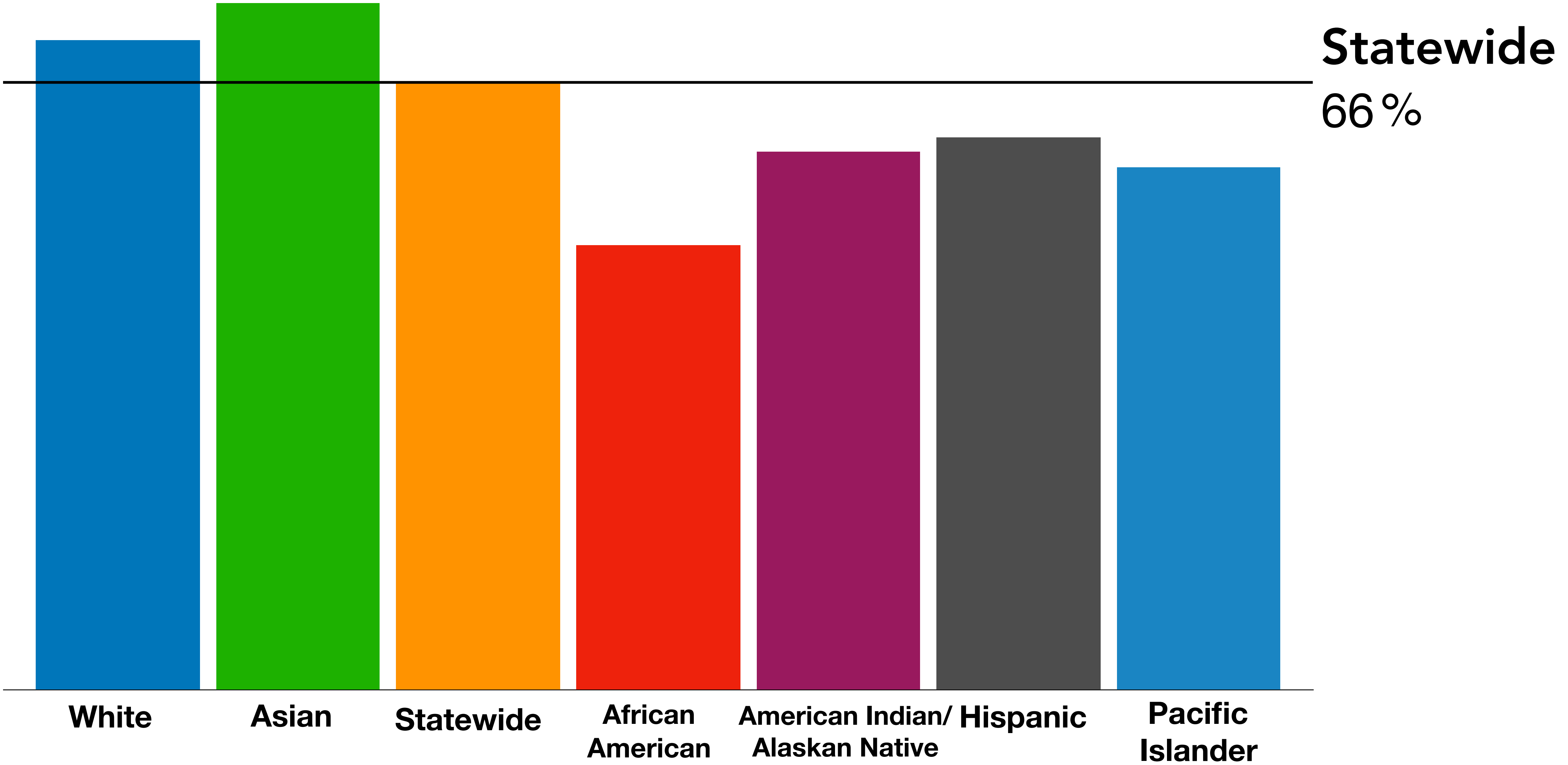
We are not thinking machines.
We are feeling machines that think.

-Antonio Demasio



success

2015-2016 Online Success Rates, California Community Colleges



Source :2017 CCC Distance Education Report, CA Community College Chancellor’s Office

When a flower doesn't
bloom, you fix the
environment in which it
grows, not the flower.

-Alexander den Heijer



**What barriers exist within our
classes and institutional processes
that disproportionately impact
students?**

67%
of California
Community College
students identify as
an ethnic minority.



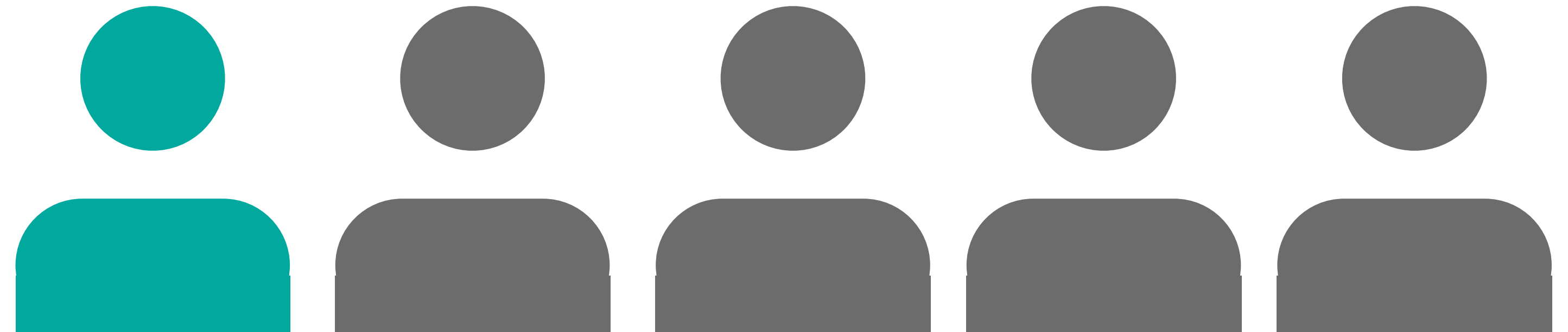
4 in 10

**California Community
College students are
first generation
students.**



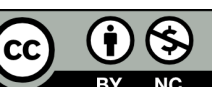
1 in 5

are homeless or do
not have a stable
place to live.



Source: Goldrick-Rab, S., Baker-Smith, C., Coca, V., Looker, E. (2019) California Community Colleges #RealCollege Survey.
The Hope Center, California Community Colleges Chancellor's Office.

Slide by Michelle Pacansky-Brock



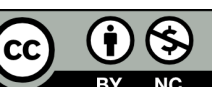
1 in 2

can't afford balanced meals or worry that food will run out before they have money to buy more.



Source: Goldrick-Rab, S., Baker-Smith, C., Coca, V., Looker, E. (2019) California Community Colleges #RealCollege Survey. The Hope Center, California Community Colleges Chancellor's Office.

Slide by Michelle Pacansky-Brock



Matthew



“You don’t care about my learning”
is a barrier.

What influences *online* student performance most?

**“My instructor
cares about
my learning.”**


Jaggars, S. S. & Xu, D. (2016). How do online course design features influence student performance? *Computers & Education*, 95, April 2016, 270-284.

Kelly Ann

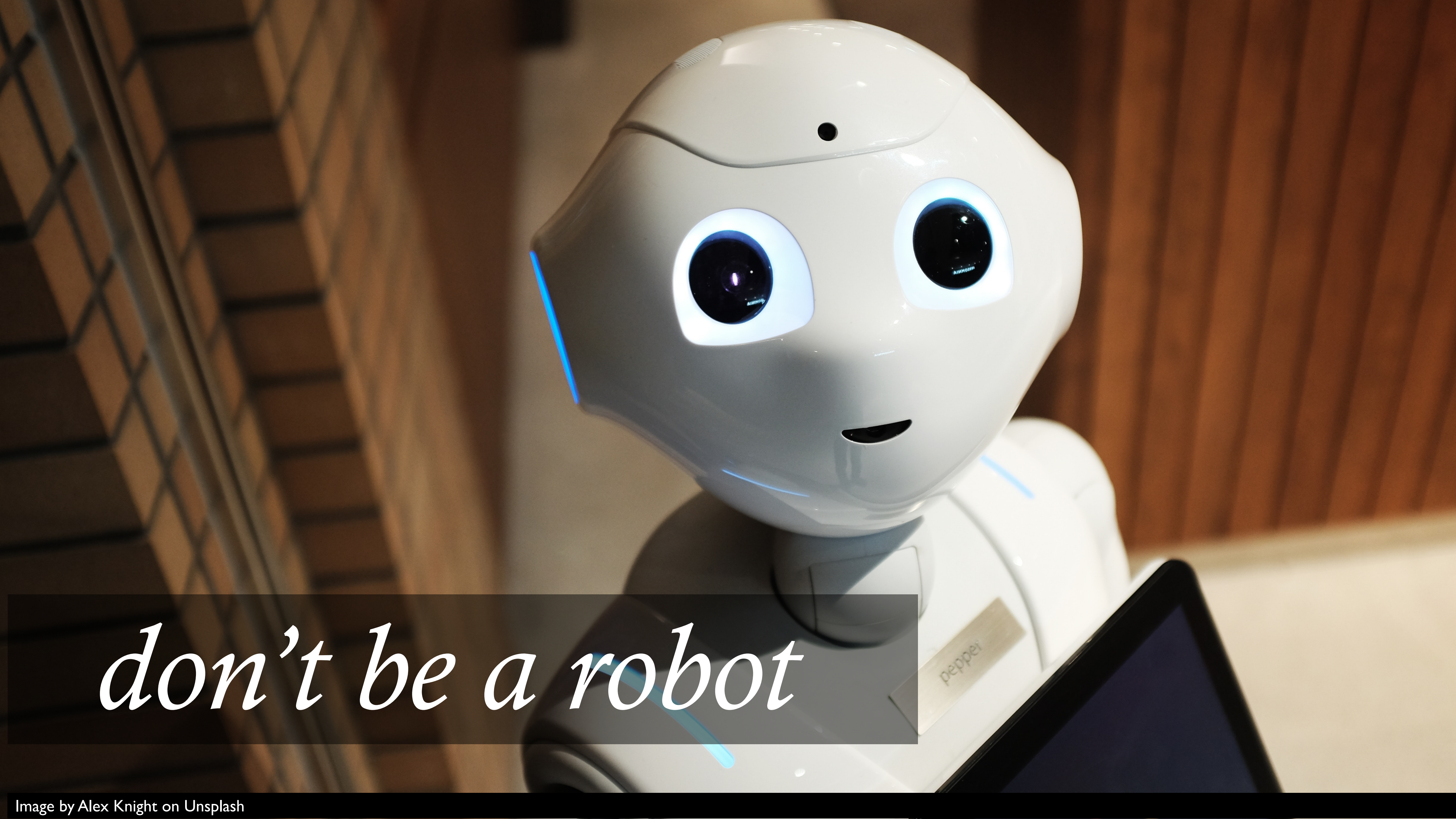


Kelly Ann Gleason

2019-02-28 13:35:58



Online Course Design
and Online Teaching
are two sides of the
same coin.



don't be a robot



HUMANIZING

ONLINE TEACHING & LEARNING

a 4-week
PD course

by and for
online
educators

promoting
human
presence

for
equitable
learning

How to **HUMANIZE** YOUR ONLINE CLASS

presence



Don't be a robot.

Create a lively welcome video.

Provide feedback in audio or video.

Greet students with a video each week.

Offer synchronous meetings for those who need them.

empathy



Sense when students need extra support.

Be approachable.

Check-in with students individually.

Support students through difficult times.

Send a supportive video message to a struggling student.

awareness



Know your students.

Survey students in week 1.

Use a fun, low-risk ice breaker to get students connected.

Build in formative feedback loops.

Build in formative feedback loops.



Social Presence

"the degree to which participants are able to project themselves affectively within the medium" (Garrison, 1997, p. 6)

"degree to which a person is perceived as a 'real' person in mediated communication" (Gunawardena & Zittle, 1997)

"the degree of person to person awareness" (Tu, 2000, p. 1662)

sense of belonging to a community (Picciano, 2002)

"feeling that others are involved in the communication process" (Whiteman, 2002, p. 6)



Social Presence



student satisfaction

(Gunawardena & Zittle, 1997; Rovai & Barnum, 2003)

interaction

(Tu, 2000; Stein & Wanstreet, 2003)

depth of learning

(Picciano, 2002; Richardson & Swan, 2003; Rovai & Barnum, 2003)



Humanizing Practice #1

Liquid Syllabus





**Humanizing
Online
Teaching &
Learning**

[^ Home](#)

- Course Essentials
- Support
- Req'd Tech
- Grading
- Policies
- Log In Now

Humanizing

Online Teaching & Learning

Welcome!

We will be your instructors for *Humanizing Online Teaching & Learning*, and we can't wait to explore humanizing examples and strategies with you. As longtime online educators, developing interactive and supportive learning environments is at the heart of what we do. Please watch our video to get to know us and learn a little bit about the course.

See you soon!

Tracy and Mike



Humanizing With Tracy and Mike

Humanizing
Online Teaching & Learning

Sp Adobe Spark

Humanizing Practice #2

A Humanized Homepage

The screenshot shows a LMS interface for a course titled '19SP HUM 1'. The left sidebar contains navigation links: Account, Admin, Dashboard, Courses, Groups, Calendar, Inbox, Commons, and Help. The main content area has a breadcrumb trail '19SP HUM 1 > Pages > Home' and a 'View All Pages' button. Below this is a 'Home' section with the 'HUMANIZING ONLINE TEACHING & LEARNING' logo. A video player shows a welcome message from two instructors. At the bottom, a 'START HERE' button is followed by a sequence of four numbered steps with dates: 1 (2/11-2/17), 2 (2/18-2/24), 3 (2/25-3/3), and 4 (3/4-3/9). A message at the bottom reads: 'You made it to our home page! Click the Start Here button to proceed.'

19SP HUM 1 > Pages > Home

View All Pages

Home

HUMANIZING
ONLINE TEACHING & LEARNING

Welcome to Humanizing!

1 START HERE
2/11-2/17

2
2/18-2/24

3
2/25-3/3

4
3/4-3/9

You made it to our home page! Click the **Start Here** button to proceed.

Humanizing Practice #3

Video Postcards



Fabiola Torres, Glendale College and Humanizing Facilitator

Humanizing Practice #3

Video Postcards



Tracy Schaelen, Southwestern College and Humanizing Facilitator

A heart shape is drawn on a textured, metallic surface, possibly a door or a wall. The heart is made of a dark, possibly chalk or paint, and the surface around it is speckled and aged.

Humanizing Practice #4

Adaptive Teaching

Target your high touch to those who need it most.



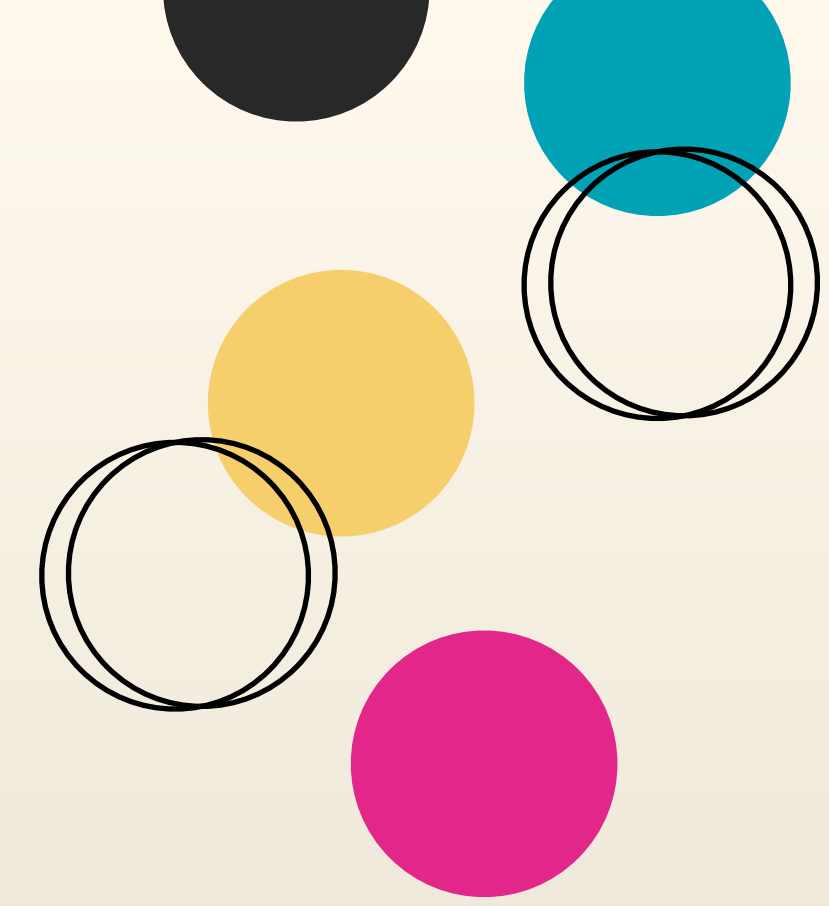
Humanizing Practice #4

Student Info Form

In one word, describe how you are feeling about this class.

Please share one thing that may interfere with your success in this class.

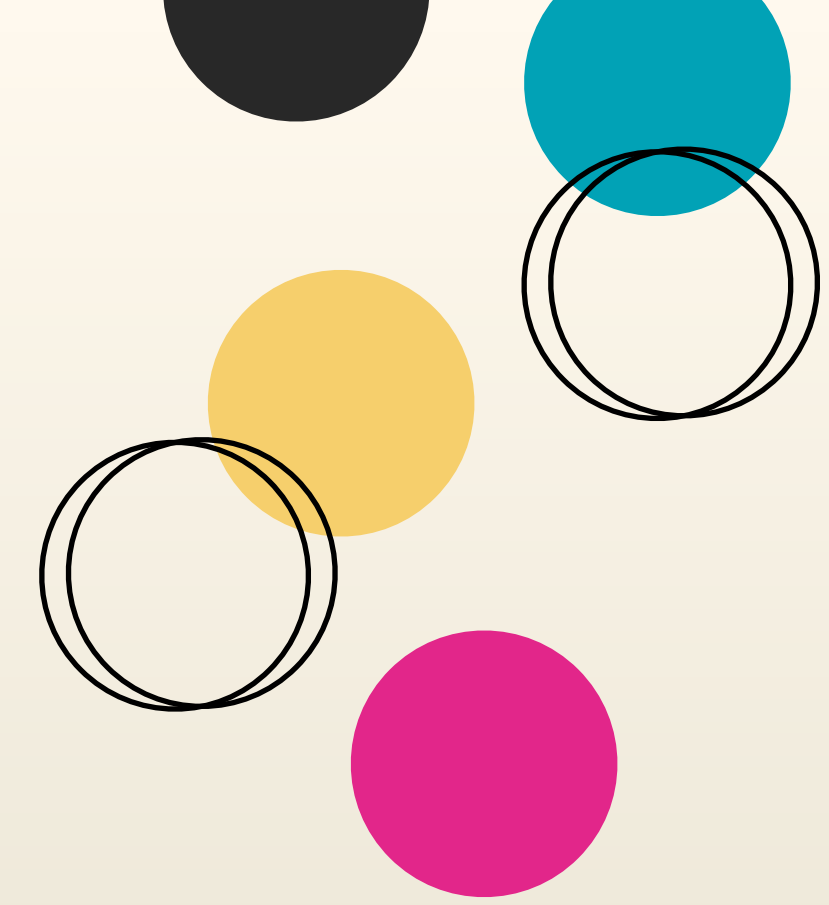
Make Your Own Copy: brocansky.com/humanizing/student-info



Humanizing Practice #5

Tell Stories

Listening fosters empathy.



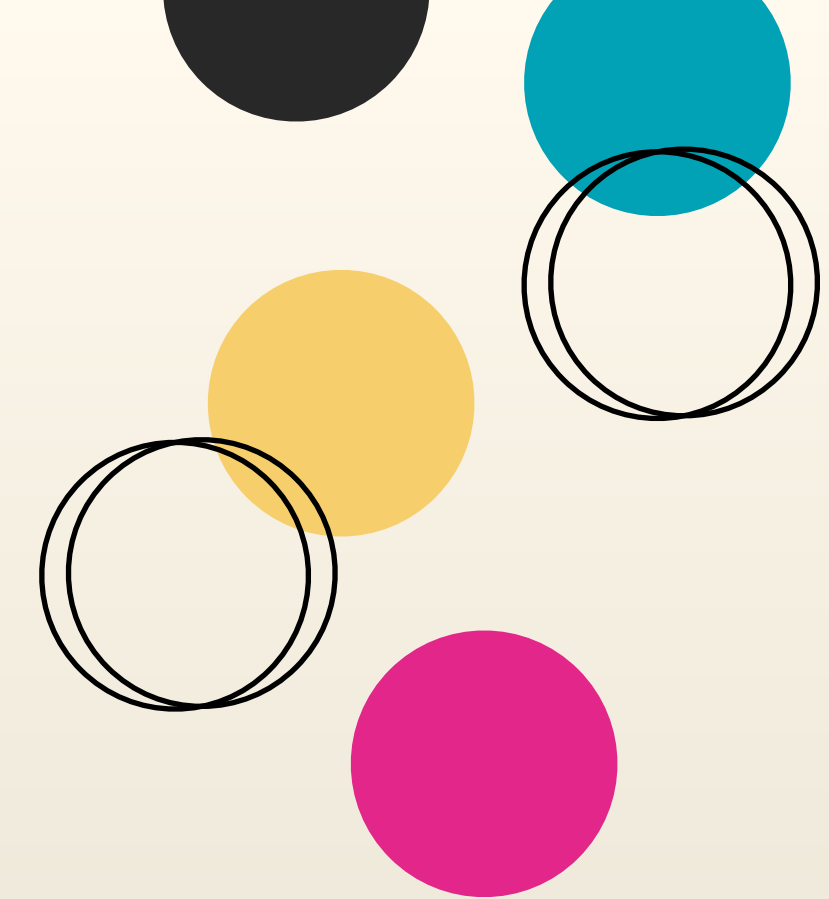
Humanizing Practice #5

Tell Stories

YouTube, Adobe Spark, Flipgrid, VoiceThread



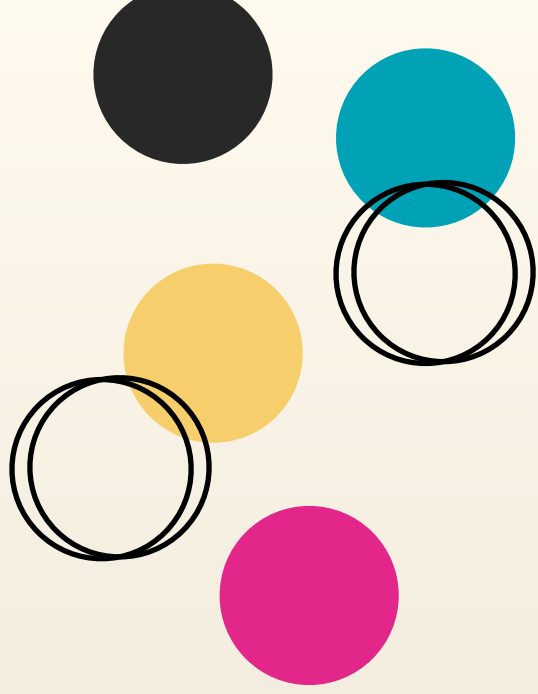
Syl Arena, Cuesta College (excerpt from Flipgrid)



Humanizing charting the impact

Humanizing

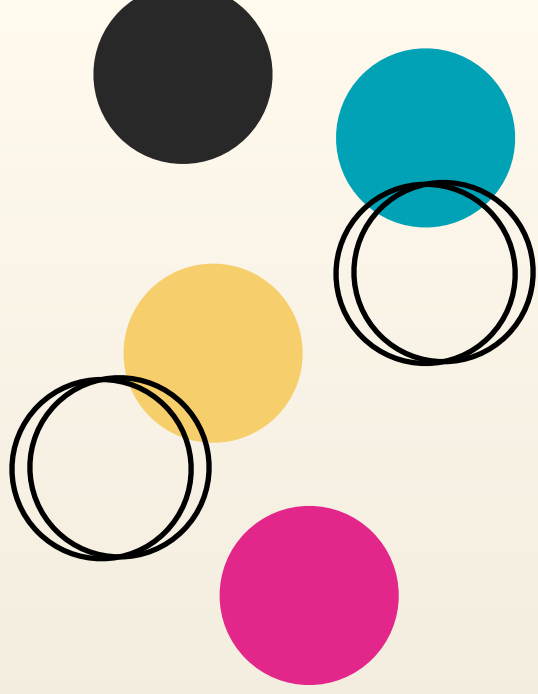
Participant Reflections



“I almost wanted to quit the evening the short video ... was due... The empathy shown by Michelle drove me to want to get it done. If nothing else, to let her know her believing in me did not go unnoticed or unappreciated.

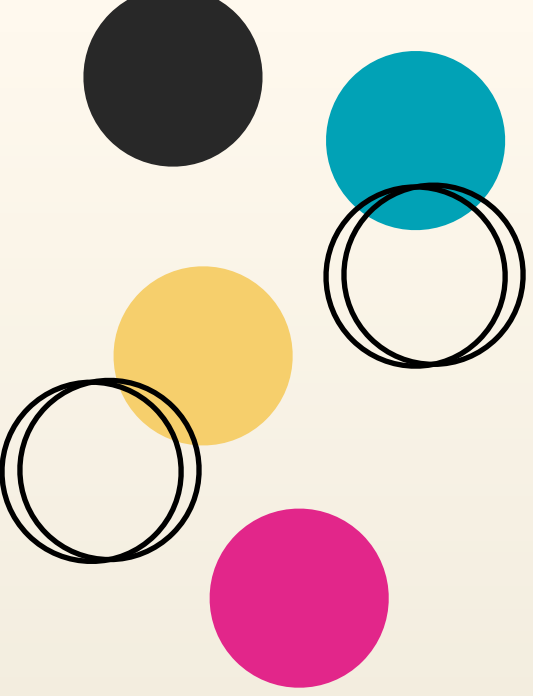
I used to have the belief that I have very little to do with the success of my online students. I used to tell them that I have all the math videos made, all the resources are there for them, and eventually, it is up to them to succeed. While I still believe parts of the statements, I was very wrong in saying I have little to do in their success.”

Humanizing Participant Reflections



Colleen Harmon, Cuesta College

Humanizing **Participant Reflections**



“Being introduced to Flipgrid and Adobe Spark was like finding the closet to Narnia.”

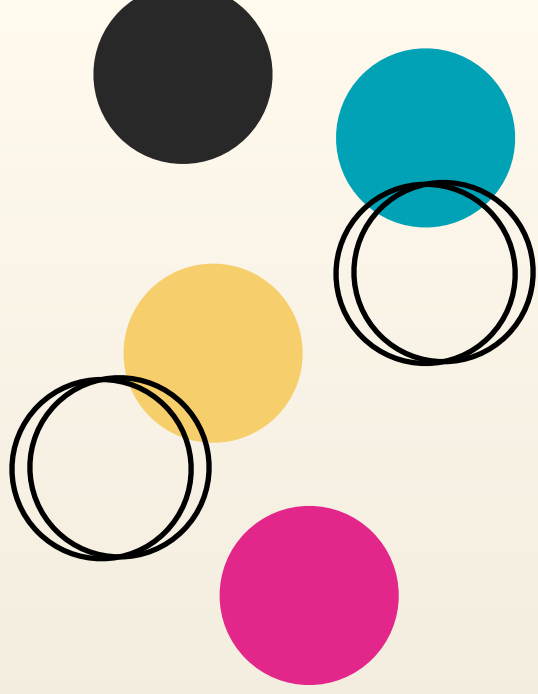
THE TRUCKSTOP



The truckstop may seem like an odd name
for a discussion board designed for

Michelle Macfarlane, Agriculture faculty, Sierra College.

Humanizing **Participant Reflections**

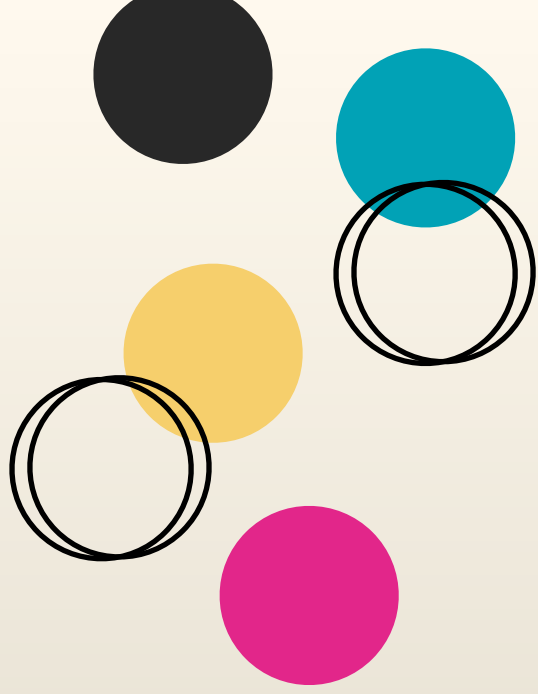


“I am so excited to finally know how to use YouTube.”



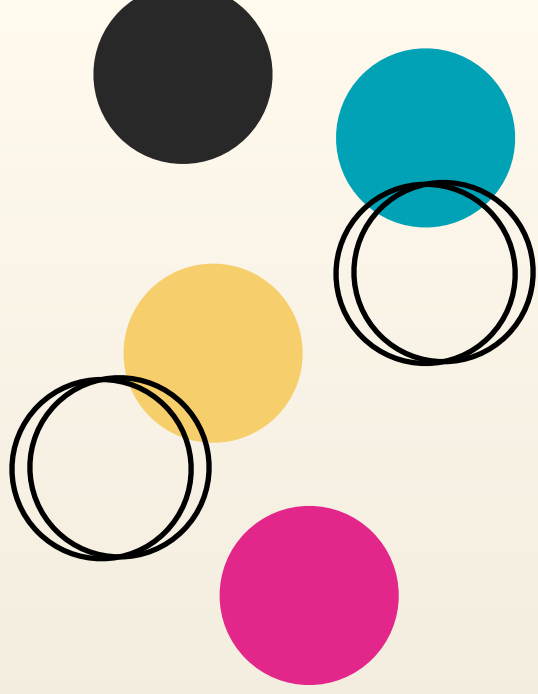
Alicia Caballero-Christenson, Ethnic Studies faculty, Laney College

Humanizing **Participant Reflections**



“I sent students my first video postcard and received a gushing email from a student who was planning to drop, but then saw he had a kind teacher and decided to stay.”

Humanizing **Participant Reflections**



“[My communications with students have] uncovered so many of the obstacles [my students] are facing that I would have no idea about. The cool thing is that I've then been able to refer them to resources on/off campus. It's been eye-opening in so many ways that something so simple could mean so much. Wow.”



Relationships start with psychological safety, which requires us to take off our armor and be vulnerable.

“When we start losing our tolerance for vulnerability, uncertainty, for risk-taking — we move away from the things we need and crave the most like *joy and love and belonging, trust, empathy, creativity.*”

-Brené Brown

Thank you!

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