TOP TIPS
FOR SUPPORTING LEARNERS ONLINE

A switch to online teaching isn't easy for students, used to seeing you face-to-face and having physical resources to access on campus.

CEG Digital's student experience team, who look after 1,000 students based globally, have significant expertise in supporting them through their learning and accessing University services that they must use remotely.

Here are their top tips for supporting online students:

Guidance
Provide guidance on online behaviour. Basic reminders of netiquette are always useful. Model a respectful and positive learning environment and be aware of your institution's bullying and harassment policies.

Reassurance
Provide reassurance. With learning online, students often expect a quick response to queries, even if it's just a holding message. Remember, students may be feeling uncertain and unfamiliar with the digital learning environment, so some hand-holding is required.

Communication
Manage expectations. Communication is vital but being online doesn't mean you must be available 24 hours a day. Maybe set aside digital office hours for students to make contact and communicate a reasonable timeframe by which you will respond.

Details
Clarify what's expected of students and what they will be provided. Ensure all details of any synchronous events (e.g. webinars) are promoted, and students are aware of submission deadlines, any changes to assessments to facilitate online submission, etc.

Engagement
Maintain engagement. Ensuring students feel part of a community when they are not physically in class can be challenging. Encourage them to use discussion forums to create a social learning community which helps limit feelings of isolation.

Additional Help
Provide additional support. Some students will get to grips with online study more quickly than others. Be prepared to help students catch up if they start falling behind.

Signposting
Signpost to key student services, such as IT support and library services. Compile a list of links and generic support email inboxes and share where appropriate.

Collaborative workspaces
Create collaborative workspaces. You may have access to OneDrive or Google Drive, which both facilitate group projects and file sharing between students.

Online meeting platforms
Use online meeting platforms. As well as Skype, Zoom and Google Hangouts should all work for video and audio meetings with students across desktop computers or mobile phones.

For more helpful online teaching resources, visit cegdigital.co.uk/what-we-do/online-teaching-guide