

SEAtS Software webinar (3/31/2020)

Emerging challenges for students

- Increased financial burden if not able to work
- Health and well-being at risk
- Social stigma and race issues (students coming from corona hot spots)
- Uncertainty about travel (when students will return)
- Increased anxiety for international students
- Unused to remote learning

COVI-19 has accelerated e-learning

- Mass movement to online teaching is temporary but...
- Online courses were an emerging

New challenges for HE staff

- Have primarily looked at attendance for engagement metrics (if measured at all)
- On campus teaching spaces temporarily closed
- University staff feeling even more distanced from those they are supporting
- Placements suspended
- Face-to-Face on hold
- Physical student services paused
- Uncertainty around continuation rates

Big questions that need immediate answers

- How do find out how every student is doing as quickly as possible?
- How do we find out how many of our students are affected by COVID-19 and self-isolating?
- How do we help them stay engaged and keep their studies on track?

The First Steps

- Email: Email all students with some helpful resources and ask them to notify you through SEAtS if they are unwell or are struggling with related social, financial or other issues
- Open and triage: Open and triage intervention cases and schedule calls and email follow-ups for student at risk
- Schedule: Schedule emails and smartphone messaging using workflows
 - Communication must go out to all students and point them into services that already exist
 - Have students notify colleges if they feel unwell or overwhelmed
 - Schedule a follow up once cases has been identified (academic, social, covi-19)

Next steps

- Distribute Mobile App to students- get class sch, links for content pertaining to class
- Include links to class on zoom
- Link LMS data to SEAtS cloud- see who is attending class, getting info from class, overall being interactive
- Use Student Score Change to triage student interventions on wellbeing and progression- monitor if when and why student engagement drops off

Measuring Engagement Levels in this New Normal and Beyond

- Student have access to their own data- drives engagement because they can physically see their data

- Students may access live lectures delivered over the internet
- Students may “raise hand” and request assistance- raise hand button: request support with studies and financial questions. Good remotely because all of the information goes to the same place

SEAtS Quick-Response Approach

- Staff can see what other staff members have done and can support each other

Mobile app can connect to advisors- raise hand function