

Teaching and Learning Center
Roundtable
February 23, 2017

Moderator: Norah Kerr-McCurry, Director TLC

Lead Faculty Fellow: George Reklaitis

Attendees:

Burns, Bill	Qaissaunee, Mike
Fox, Carey	Riley, Tom
Healy, Terry	Roubos, Spyro
Jackson, Dinneen	Scimeca, Jane
McAuley, Mara	Shaloum, Jonathan
	Wesley, Raj

Norah opened the meeting noting that online enrollment is up and growing while the rest of the college is down in enrollment.

Because online office hours were approved in the recent faculty contract, George thought it would be an interesting topic to explore at today's roundtable. George provided a comprehensive and informative presentation on the subject. (See attachments on *Conference and Chat*)

Discussion during the presentation included:

- Online Conferencing
 - Norah noted that this type of conferencing can be used to run a study session for the entire class or have a one-on-one with a student. This is done by selecting the single individual or the whole class. Jane Scimeca added that it would be good for a review session and George said it would work for a mini-lecture. Norah would prefer to use Adobe Connect when students have to do a speech presentation in her class.
 - Mara McAuley questioned if both audio and video were available. George answered that one or both forms can be used. If video is chosen, the student must have a camera on his/her computer. The conference can be recorded and saved for 14 days. Further information will have to be researched to answer her question regarding closed captioning for the hearing impaired.
 - Mike Qaissaunee uses online conferencing and added that he provides a quick explanation of the process, etiquette rules and the ability to mute or unmute

prior to his presentation. He also said it is beneficial to have a moderator available to help identify students that want to participate.

- Jon explained that the students receive only one notification of the time for the online conference. The instructor can manually add this information to the calendar. Spiro Roubos suggested having Canvas send out a notification. Jane suggested using the announcement feature of Canvas and also explained that online office hours cannot be used for face-to-face students. Jon added that a reminder could be “fired off” an hour before the conference. Carey noted that online office hours can be “lonely.”
- Jon and George demonstrated how the student/teacher interaction would occur. Jon pointed out that the students can also type in questions they want answered.
- Tom Riley informed the group telling them that conferencing does not work on iPads and some other mobile devices
- Online Chat
 - Unlike online conferencing, the online chat is public, cannot be deleted and works on mobile devices.
 - Carey Fox explained that only one hour can be used toward office hours. Cross listing was discussed. Jon suggested setting up a course called, for example “Fox Office Hour”, providing a URL for students to self-enroll. This feature could be used for any course and any section.
 - Both Jane and Carey expressed how frustrating it is to try to set up an hour when a majority of students could participate.
 - Jane questioned what other colleges do for online chatting and conferencing. Jon explained that a learning management system could be used.
 - Jane explained that she requests the student mobile phone number so she can contact students who are in jeopardy. She tries to contact the students who do not respond or have not yet logged into Canvas. This can be an obstacle to retention.
 - A practice is needed to be put in place to update student information. Bill noted that this is a financial aid issue and the college has to be in compliance with federal regulations. Norah agreed that the college’s operations need to be refreshed.
 - Spiro thought that there should be a way for the student to update his/her personal information each term when they register for upcoming terms.
 - Bill advises that faculty not give out their cell phone numbers. Use a Brookdale phone to try to contact a student to avoid the student getting the instructor’s personal phone number.

- Tom said that faculty should be teaching “soft business skills” because in the real world they should be ready to use the official communication system – email.

Norah thanked everyone for the lively conversation. The next roundtable is scheduled for March 23rd.