

Best Practices in Retention

**A Case Study of Theory Into Practice
In A Non Postsecondary Distance
Program**

ACE Distance: A Brief Overview

- Non postsecondary courses that prepare students for admission to post secondary
- Learn to Learn (L2L) + 10 courses available
 - Biology
 - Chemistry
 - Physics
 - Communication
 - SMSD
 - Computers
 - Core math
 - Apprenticeship math
 - Business math
 - Tech math
- July 2008 36 students ; by May 2010 3300+

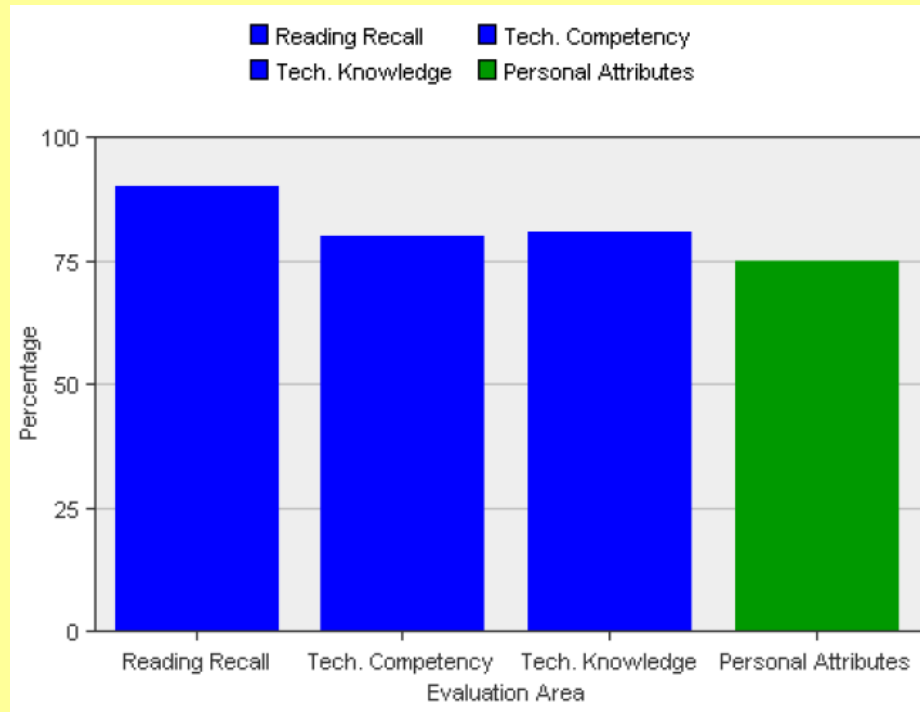


The Retention Top 10 List : #1

- Provide a student success/orientation course
 - Learn to Learn Assessment/goal setting/online experience
 - One of the retention strategies in the L2L course is the expertise of the facilitators
 - READI provides assessment of reading, keyboarding , learning styles



READI Table



**Opportunity
for
Improvement**



1



2



3



4

Strength

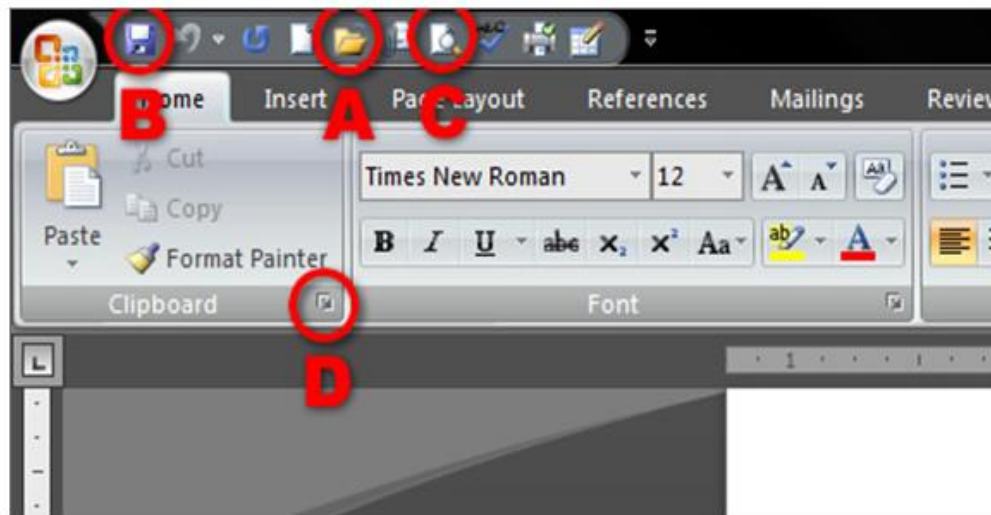


READI Example of Task Based Question

Task 3 - Open a file

In an online course you are instructed to open a word processing file. Which area of the picture below should you click on to start the process of opening the word processing file?

- A. B. C. D.



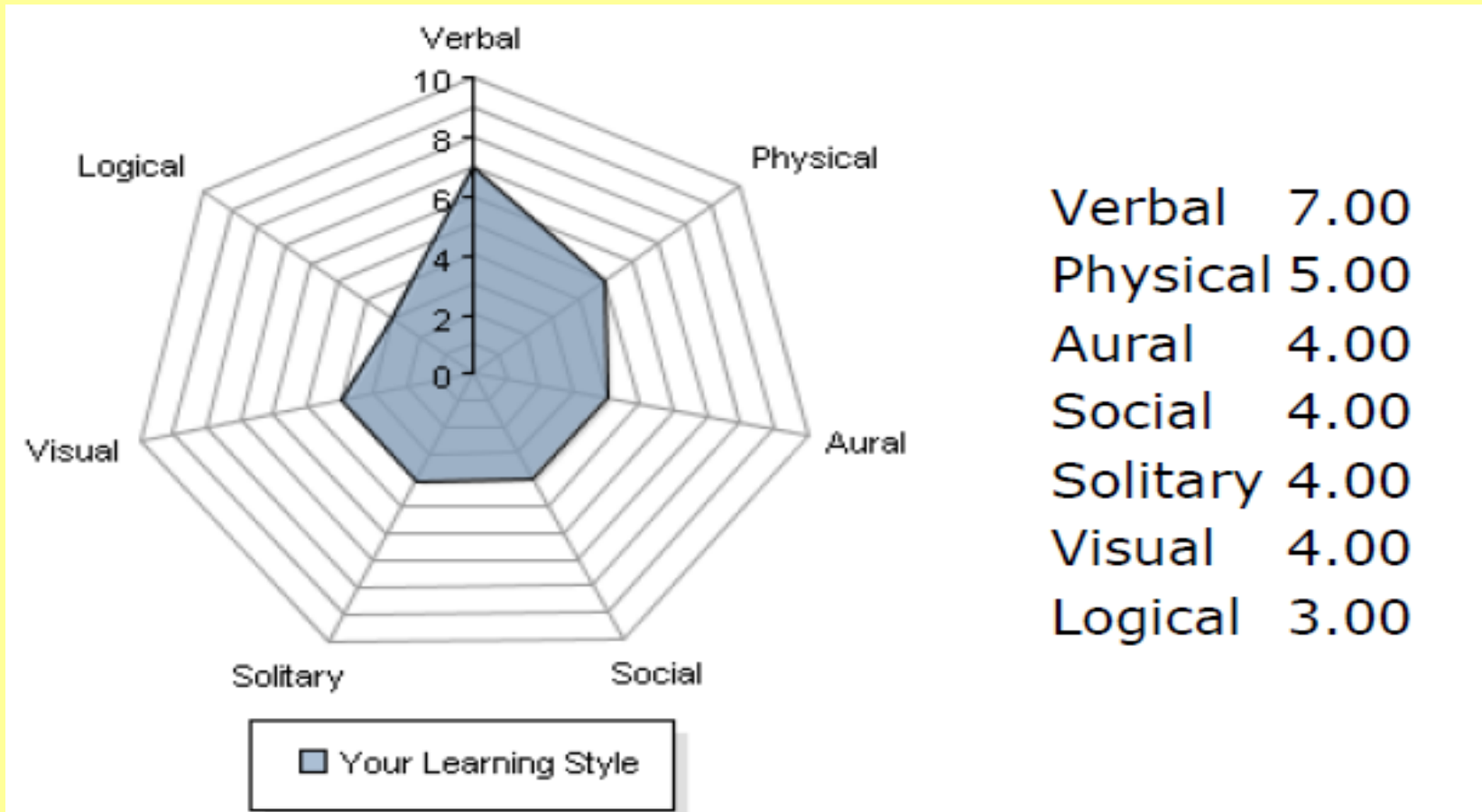
READI Personal Attributes



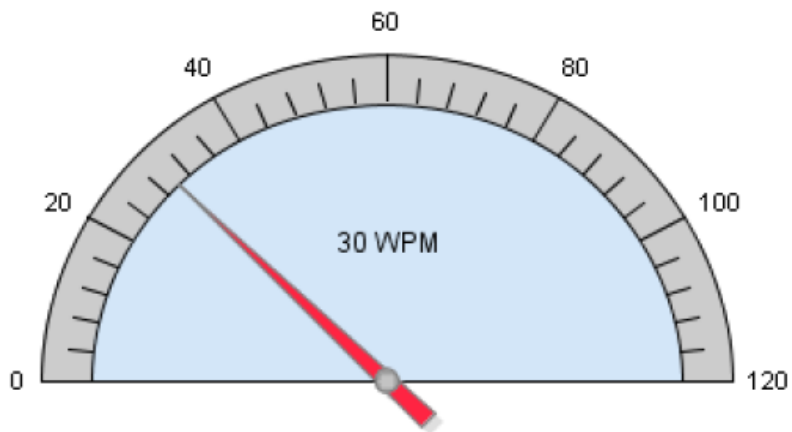
- Academics Attributes
- Help Seeking
- Persistence
- Procrastination
- Time Management
- Locus of Control



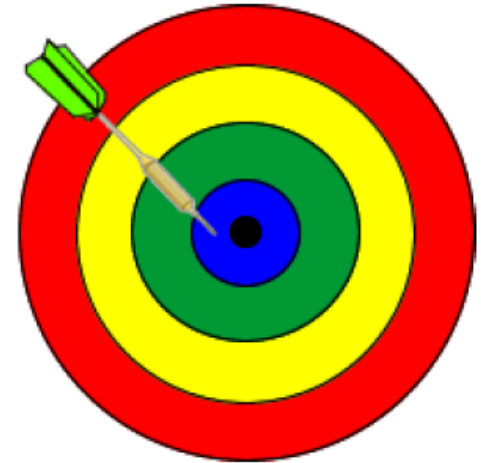
READI example of learning styles



READI example of typing speed and accuracy



Your typing speed is 30 words per minute.



Your typing accuracy is 86%.



The Retention Top 10 List: # 2

- Develop an “early warning” system to identify students at risk
 - “Prod to Reluctant learners” e-mail
 - Faculty emails to students
 - L2L 1st assignment shows example of student writing



The Retention Top 10 List: # 3

- Encourage interaction between students and staff in order to create community and communication bridges
 - Academic advisor tries to connect with each student to develop a relationship
 - The sole purpose of one of the L2L facilitators is to create community



The Retention Top 10 List: # 4

- Encourage cooperation among students
 - Ask Questions Forum in L2L is set up for students to help each other
 - Getting to Know You Forum in L2L is designed for students to get to know each other
 - Persistence Stories Forum asks students to post stories in which they have shown persistence



The Retention Top 10 List: # 5

- Encourage active learning
 - Biology and Chemistry virtual experiments
 - Assignments are task based
 - L2L must research goals and develop an ITP



ITP Development Example

ITP Goal



Goal: Further Education or Training				
School applying to	Program	Prerequisites/ Recommendations	Enrolment Date	Date Prerequisites must be complete
St. Clair College	Dental Assisting	Grade 11 Biology, Chemistry	January 2011 or September 2011	February 2011
	Dental Hygiene	Grade 11 Biology, Chemistry, Grade 12 English	September 2011	February 2011



ITP Example

Communications			Math		
COURSE TITLE	TOTAL	COMPLETED	COURSE TITLE	TOTAL	COMPLETED
No Courses			Core Math	120	0
Sciences			Self Management and Computers		
COURSE TITLE	TOTAL	COMPLETED	COURSE TITLE	TOTAL	COMPLETED
Chemistry	120	0	No Courses		
Physics	120	0			
Biology	120	0			
Total	Total Hours	Completed Hours	Total Hours	480	
Communications	0	0	Completed Hours	0	
Math	120	0	Remaining Hours	480	
Sciences	360	0			
Self Management and Computers	0	0			

Print 



The Retention Top 10 List: # 6

- Give prompt feedback
 - READI assessment scored and full colour report sent to student's email address immediately
 - Built in self scoring practice assessments
 - Pre-assessment and tests are scored online
 - Students receive feedback on all assignments
 - Emails answered within 24 hours



The Retention Top 10 List: # 7

- Set a flexible schedule for “office hours” and provide a schedule for deadlines
 - Suggested completion schedule provided
 - Faculty notes in News Forum/ emails
 - Students develop their unique schedule for completing course in L2L depending on their goals and timelines



ITP Timeline example

ACE Certificate Required		<input checked="" type="radio"/> Yes	<input type="radio"/> No
Course	Anticipated Date Started	Anticipated Completion Date	Estimated Hours Per Week
Self Management/Self Directic ▾	June 1st 2010	July 30 2010	15
Communication ▾	Aug 1 2010	oct 30 2010	15
Computers ▾	Nov 1 2010	Dec 30 2010	15
Core Math ▾	Jan 1 2011	March 30 2011	15
Biology ▾	April 1 2011	July 30 2011	15
Please select a course ▾			



The Retention Top 10 List: # 8

- Respect diverse ways of learning
 - Indigenous learning incorporated into second generation 2 Biology
 - Second generation L2L course will follow universal design concept
 - Universal Course Design (UCD) is constructing college courses including course curriculum, instruction, assessment and the environment to be usable by all students, to the greatest extent possible, without the need for accommodations.

(Retrieved on April 26th at http://www.eeonline.org/images/stories/eeonline_docs/introdocs/mor_abt_ucd.pdf)



The Retention Top 10 List: # 9

- Conduct a final exit interview
 - Exit survey in Computers



The Retention Top 10 List: # 10

- Provide training since instructor training affects retention
 - CSC's commitment to twice a year SME training
 - Technical and broader curriculum/education issues



Thanks for Coming!

- Questions?

