SOTL SNAPSHOT: TWO-WAY INSTRUCTOR TO STUDENT COMMUNICATION USING REMIND

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SOTL PROBLEM

In the online classroom, it is important for students to receive feedback and announcements on a regular basis. There are a few problems that relate to reliance on the forums and announcements in the online classroom. For one, students are only in the classroom on certain times and days, therefore it could take time for them to see an announcement or post. Another issue is that students do not always find the announcements or every post in the classroom, especially at the beginning of their online program. It is very important for students to receive this information for success in the classroom.

POTENTIAL SOLUTION

Different technologies were explored to see how to best meet the needs of the students. In addition to simply disseminating information to the students, tools that create a personal connection with students are also important. Since students are connected to technology, Web 2.0 tools were explored that were easy to use with smartphones. Most college students are connected to smartphones, tablets, or laptops, so this helped to narrow down the choices.

STEPS TAKEN

The Web 2.0 tool that was chosen is the Remind (n.d.). Students were provided with directions on how to sign up for Remind and join the specific class. Students had the option to download the app or to receive messages delivered as text messages. Once students joined the class, the students were aware that they could use this platform to communicate with their instructor whenever needed, as well as receive messages from their instructors. The instructors used the option on Remind that allows two-way communication between students and the instructor. This allows the use of text messaging without giving out any personal phone numbers.

Remind (n.d.) was used in several ways for two-way communication between the instructors and their students. First, an initial message was sent to each student welcoming them to class and encouraging them to sign up for and use Remind for communication. Remind was used to direct students towards important information inside of the online classroom. A reminder was also sent when assignments or discussion questions were due. Students who did not meet participation requirements or were missing assignments also received a message from their instructors. Students were sent messages when grading was completed each week with a reminder to check the gradebook. Personal messages were sent to students who showed outstanding work during a week. Furthermore, students were able to send messages to the instructors outside of work hours if they had questions or concerns.

RESULTS

After implementing the Remind (n.d.) in the online classrooms, the instructors have noticed a great improvement with several areas of classroom productivity, communication, and personal connection with students. Messages are sent and received instantly, which highly improves productivity for instructors and students. Messages are easily accessible by phone, which supports communication between instructors and students. Messages effectively keep students informed and involved. Students feel connected, appreciated, and empowered to achieve success.

NEXT STEPS

The instructors will conduct future research on the use of Remind (n.d.) to expand the current knowledge and perceptions of this communication tool. A survey will be sent out to participants to gather qualitative data and gain a deeper understanding of students' perceptions of the use

of Remind in the online classroom. It appears that using Remind as a two-way communication tool serves the purpose of helping students in real time and reaching them in a meaningful and easy way. It will be important to explore this further for effects on student learning.

Reference

Remind. (n.d.). Retrieved from https://www.remind.com/.