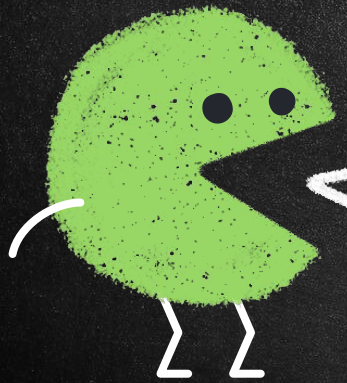
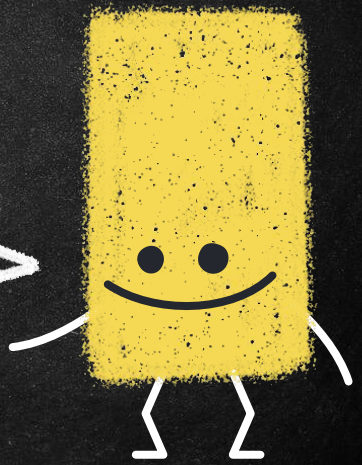
California Conference On Library Instruction 2021

Librarians are human too!

Addressing the equity gap with humanized online learning in the library

Presentation by: Terezita Overduin & Andrea Anderson





Who we are!

Howdy 👋

Terezita Overduin

she/her/hers

Chaffey College

Reference Librarian

Rock Climber 🧗

Hello!

Andrea Anderson

she/her/hers

CSU, Bakersfield

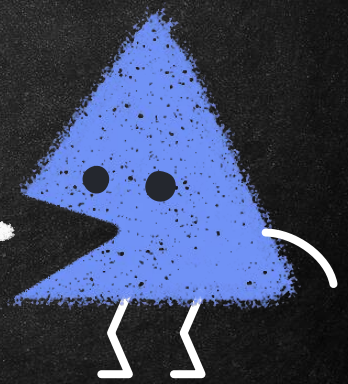
Instruction & Reference Librarian

Swimmer 🏊

#CCLI2021
#HumanizeLibrarians

What we are doing today

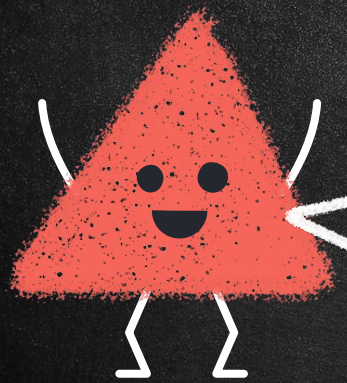
- A look at the literature: Why humanize?
- CSUB and Chaffey College: Different approaches to instruction
- Break out rooms: How do you humanize?
- What we did: Synchronous vs asynchronous
- Make your own video!

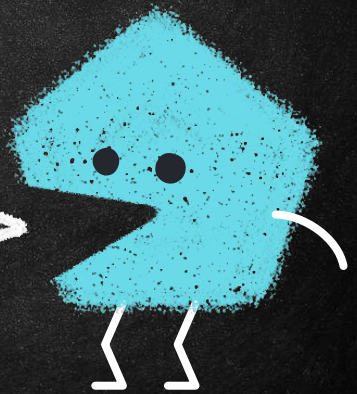


1.

Humanizing virtual Instruction

What's the Literature say?

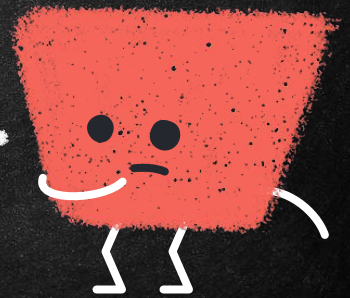




Online achievement gap between Latinx students and white students

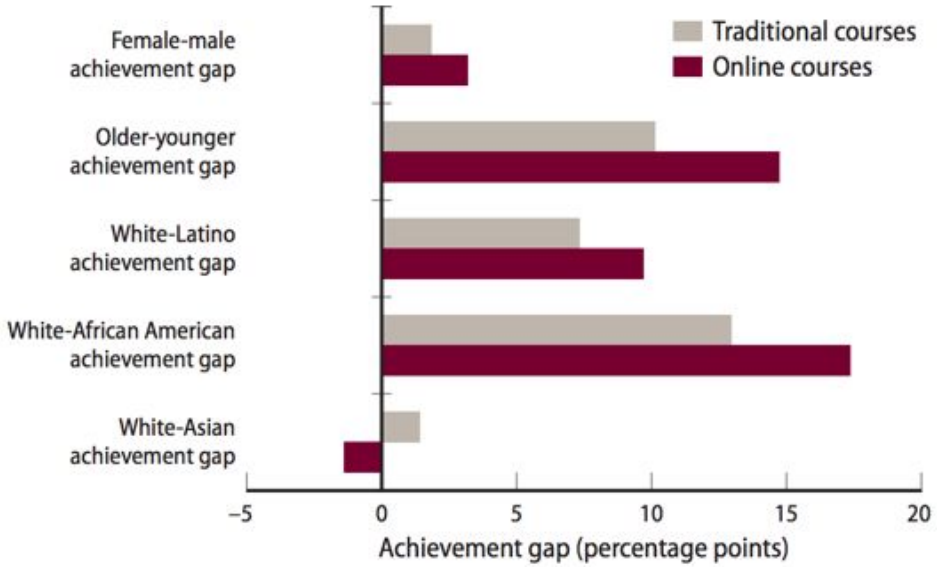
Increases 44%

Compared to traditional classes



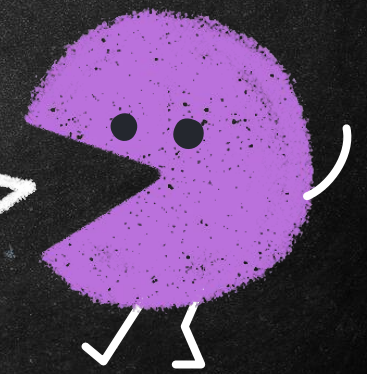
Kaupp, R. (2012) Online Penalty: The Impact of Online Instruction on the Latino-White Achievement Gap. *Journal of Applied Research in the Community College, v19* n2 p8-16

Figure 8. Achievement gaps are exacerbated in the online setting



SOURCE: Authors' analyses based on CCCCO MIS data.

NOTES: Achievent gaps are calciulated on the predicted success rates from regression models that control for differences in the student mix across terms, colleges, and subject areas. Data are based on 2006 student cohort data.



Public Policy Institute of California. (2014). Online learning and student outcomes in California's community colleges

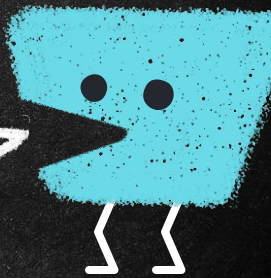
Palacios, A. M., & Wood, J. L. (2016). Is online learning the silver bullet for men of color? An institutional-level analysis of the California community college system.

Student-instructor relationships

"He was very available . . . even through email, he would respond to you as soon as he could."

"We don't really have a relationship. It's like, do your work, and so I do my work, and that is about it."

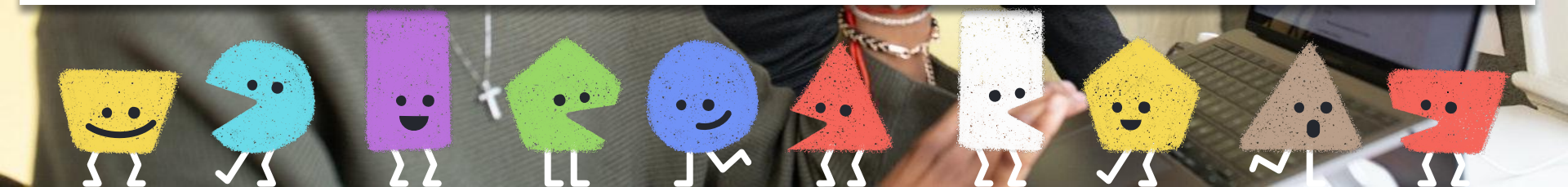
"It's very much about coursework and that is that. She doesn't care about what is going on in my life."



Kaupp, R. (2012) Online Penalty: The Impact of Online Instruction on the Latino-White Achievement Gap. *Journal of Applied Research in the Community College, v19* n2 p8-16

Student-Instructor relationships

- ➔ Interpersonal interaction is the BIGGEST predictor of student grades
- ➔ Students in courses with lower interaction earned nearly ONE GRADE LOWER than student in courses with high interaction

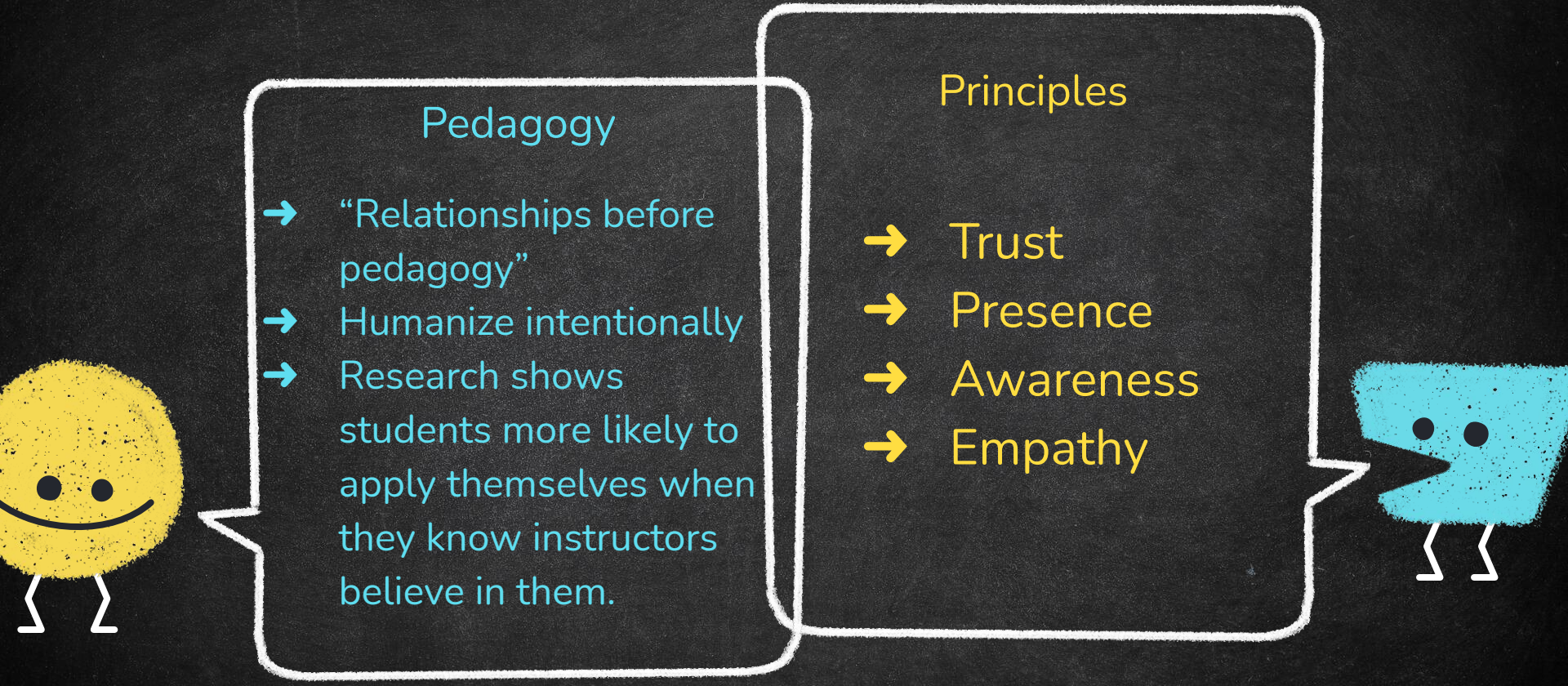


Michelle Pacansky-Brock on Humanization

"Humanizing is a pedagogical strategy that seeks to improve equity gaps by acknowledging the fact that learning environments are not neutral; rather, they often operate to reinforce a worldview that minoritizes some students."

"Humanizing removes the affective and cognitive barriers from online learning, and provides a pathway towards a more equitable future for higher education that supports the success of all students."

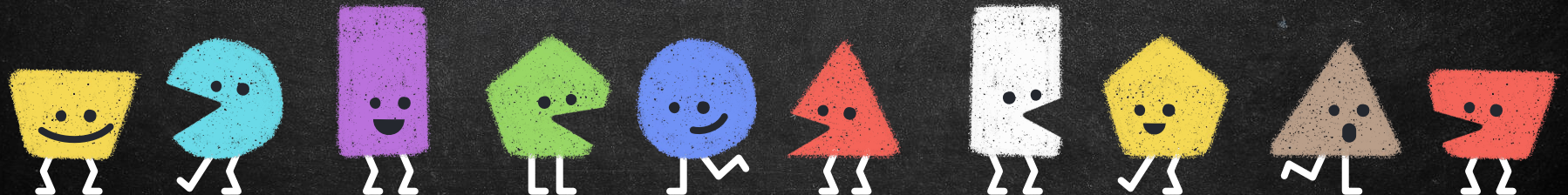
Michelle Pacansky-Brock on Humanization



Pacansky-Brock, M. (2020). How to humanize your online class, version 2.0 [Infographic]. https://brocansky.com/humanizing/infographic2

Applying Pacansky-Brock to the Library

- **Trust** — Share yourself! Show your similarities, a story, a challenge.
- **Presence** — Be authentic, put your own style/humor/personality in your voice, record videos authentically
- **Awareness** — Learn who your students are, what they struggle with
- **Empathy** — Listen, look at the class through their eyes, be willing to adapt, be available,



Instruction at our institutions

Cal State, Bakersfield

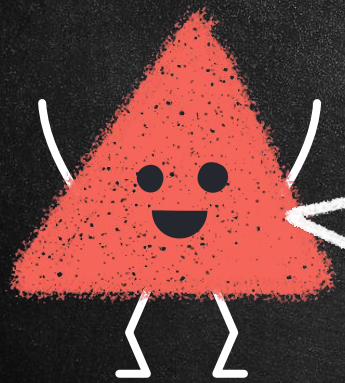
- University - (undergrad, grad, doctoral students)
- Primarily synchronous
- 7 Library courses
- Generic info lit tutorial and anonymously narrated videos

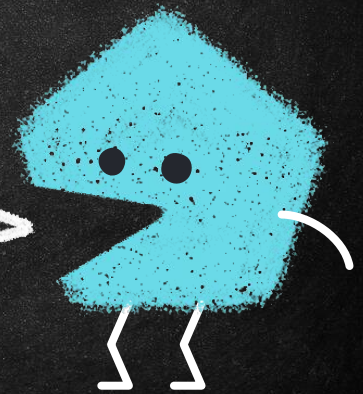
Chaffey College

- Community college (2-year)
- Primarily asynchronous
- No library courses; one-shots only
- Generic videos and tutorials

2.
Break out Room!

Meet your fellow participants!





Questions to discuss

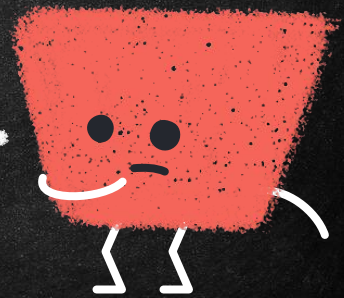
1. Show you're human!

Introduce yourself, and share how your quarantine was unique!

2. Share your experience

Librarian created videos and instructional content sometimes leave out the librarian. How do you convey tone/nuance to your students? How do you connect with them on a social/emotional level?

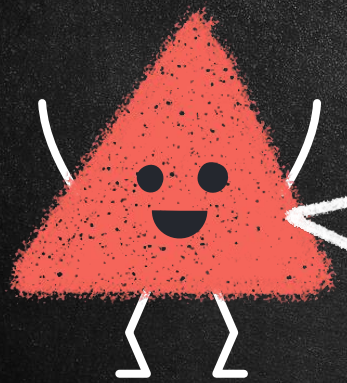
Breakout Room Questions!

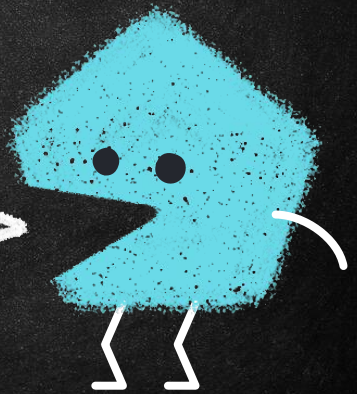


3.

Here's what we did

Synchronous vs asynchronous, one-shots, credit bearing courses





Humanizing your course

- Creating a variety of videos
- Empathetic class policies encourage learners
- Detailed, student specific Feedback

Video enhances the learning experience

"Video can enhance the *teacher's presence* when humour, wit, and personable context are applied to the online course subject matter"*

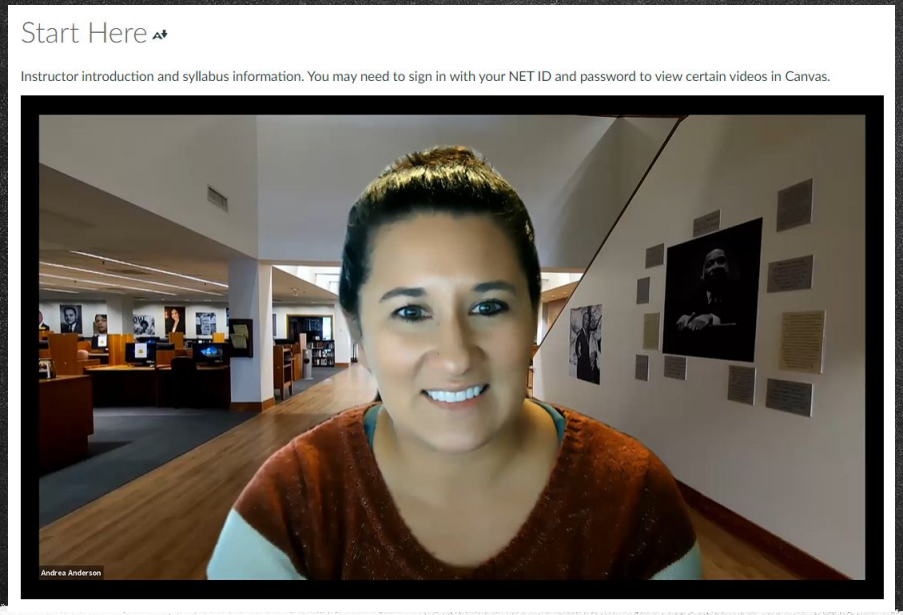
*Kilgore, W. (2016). Using video to humanize online instruction. *Humanizing Online Teaching and Learning*.

Mixing video into my course

Welcome video

Announcements

Gives students a sense of who you are right away! .



Flexible Late policy

GST 1110: Missing assignments and classwork

[redacted] Andrea Anderson
GST 1110-60: Research Sources and Skills

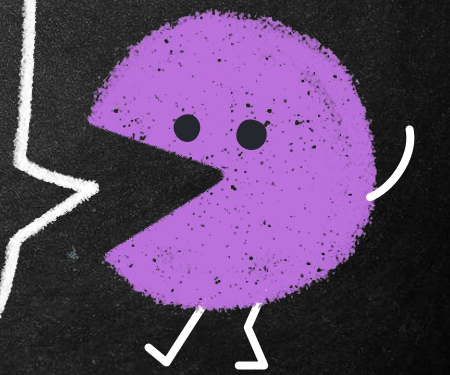
March 10, 2021 at 6:59pm

Thank you so much for reaching out and yes I am going to try my hardest to catch up. I've been really busy with school and work and trying to maintain everything but I will get my assignments done for sure even if they may be late.

Andrea Anderson [redacted]
GST 1110-60: Research Sources and Skills

March 10, 2021 at 6:56pm

Hello [redacted],
Hope you are doing well! I wanted to reach out to you because I noticed that you haven't been turning in the class assignments, and would like to know how I can help get you caught up. It can be really hard to jump back into a class once you've let a few assignments go, so I'd like to encourage you to still submit the work that is past due and know that you can still receive a lot of the points for most assignments. I'm not annoyed or upset by late work, I get that we all have a lot going on. I'd love to see some submissions for you even if they are late, and if there is something I can do to help you, let's set up a zoom and we can make a plan.



Humanize with Feedback!

Assignment Comme

Hi Hannah a
bit about you
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Assignment Comments

Hi Maria and welcome to the class and CSUB. Thanks for
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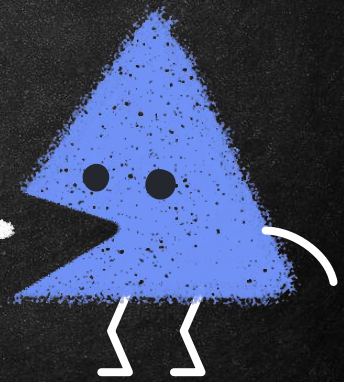
Assignment Comments

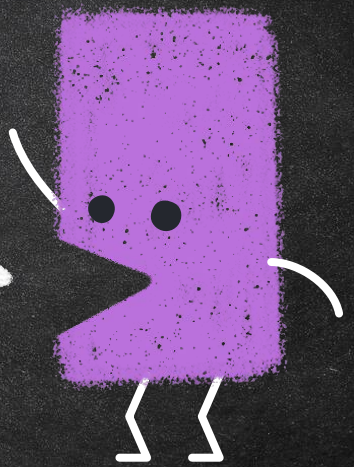
Hi Alma and welcome to the class. Thanks for sharing a little bit about yourself. I think a gap year after this kind of crazy 2020 year sounds awesome. I think a lot of people are wanting to get out and travel around and see the world again.
Thanks for sharing some of your experience with information overload as well. It is really common when researching, especially on an unknown topic, to be a little overwhelmed because of the sheer amount of information available. I hope this class helps build some skills to help you manage that. I look forward to working with you this semester!

Andrea Anderson, Feb 3 at 7:04pm

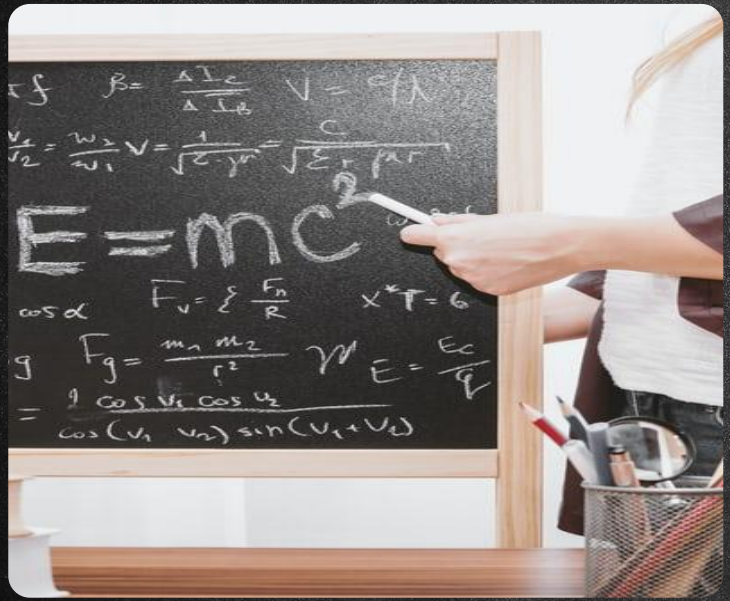


Humanize with Feedback

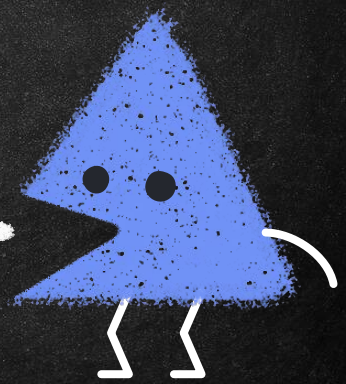
Sometimes online classes can lack or feel one sided, and the instructor made this course feel the opposite.



The One-shot zoom
Make it count!



- Keep your camera on
- Use discussion posts to get to know students
- Share a personal story in your introduction
- Use their names
- Breakout Rooms



"She was very positive and energetic about the course."

"I enjoyed interacting with the other students + instructor, even with the course being online."

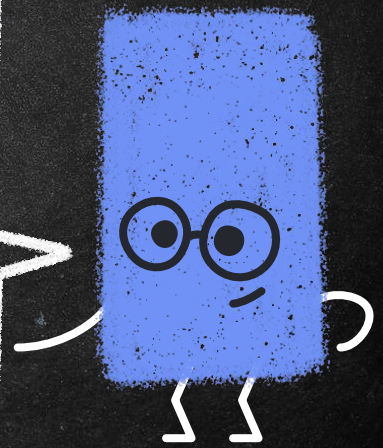
"She is kind, helpful, and attentive to emails."

"She took interest in me when I was struggling."

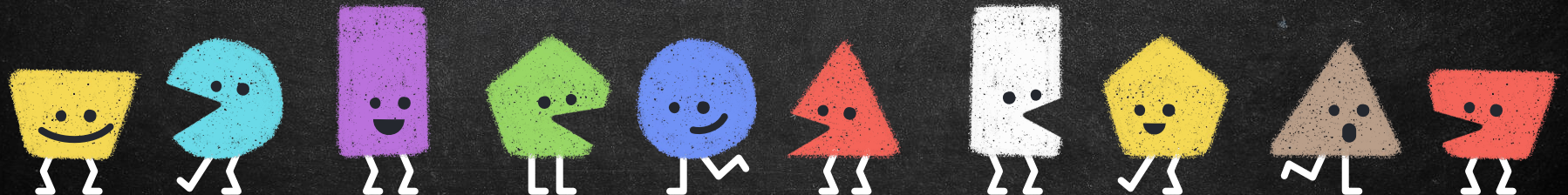
"Very helpful, and caring."

"She is very helpful and, although we never met face to face, seems like a wonderful person who cares about students' learning outcomes."

Student can see when you make an effort!



Chaffey College



The asynchronous one-shot

Chunking

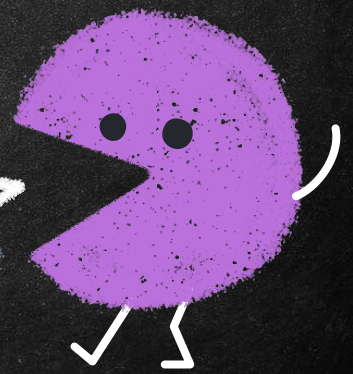
Break up content into smaller, more digestible parts with opportunity for students to pause and reflect

Connection

How do students get to know you? How do they sense that they can trust you to help them?

Re-designing content

- Embedded my profile in Canvas course
- Publish discussion forum
- Introduction focused on humanizing my presence
- Link to full guide/library module



📖 Research Help: Ask a Librarian

Terezita Overduin (She/Her/Hers)

Feb 10 at 11:20am

All Sections

Hello from Terezita, your Librarian!

My name is Terezita Overduin, and I am your librarian for this course! But what am I doing here in your course, and how can I help you? I believe in helping people achieve the goals that will make their lives better, and I believe that education makes people's lives better. Here at Chaffey, I help students gain a better understanding of the research process. I help you to achieve your goals by helping you learn to find the information you need to complete your coursework and find academic success. I want to help you become a life-long learner who will always know where to start looking for the best kinds of information.

I am really looking forward to talking with you! Here are some ways to contact me:

- Email (terezita.overduin@chaffey.edu)
- Office Hours on Cranium Cafe
- Make an appointment with me to meet on Zoom
- Ask a question here in this discussion board

I will reply within 24 hours Tuesday-Friday (excluding weekends and holidays). Let's get to researching!

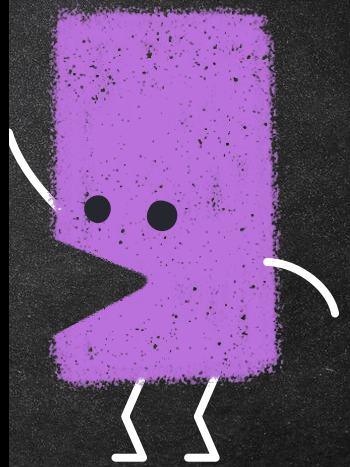
Take a look at the research guide for this course . This guide contains videos, tutorials, and other information that will help you learn about performing research for your assignment. The pages will guide you through the research process, from Picking a Topic to Citing your Sources. Armed with this information, you will be on your way to researching like a pro! At the end, you will find more contact information for the library and our 24/7 chat service, where you can reach out to librarians from around the world!

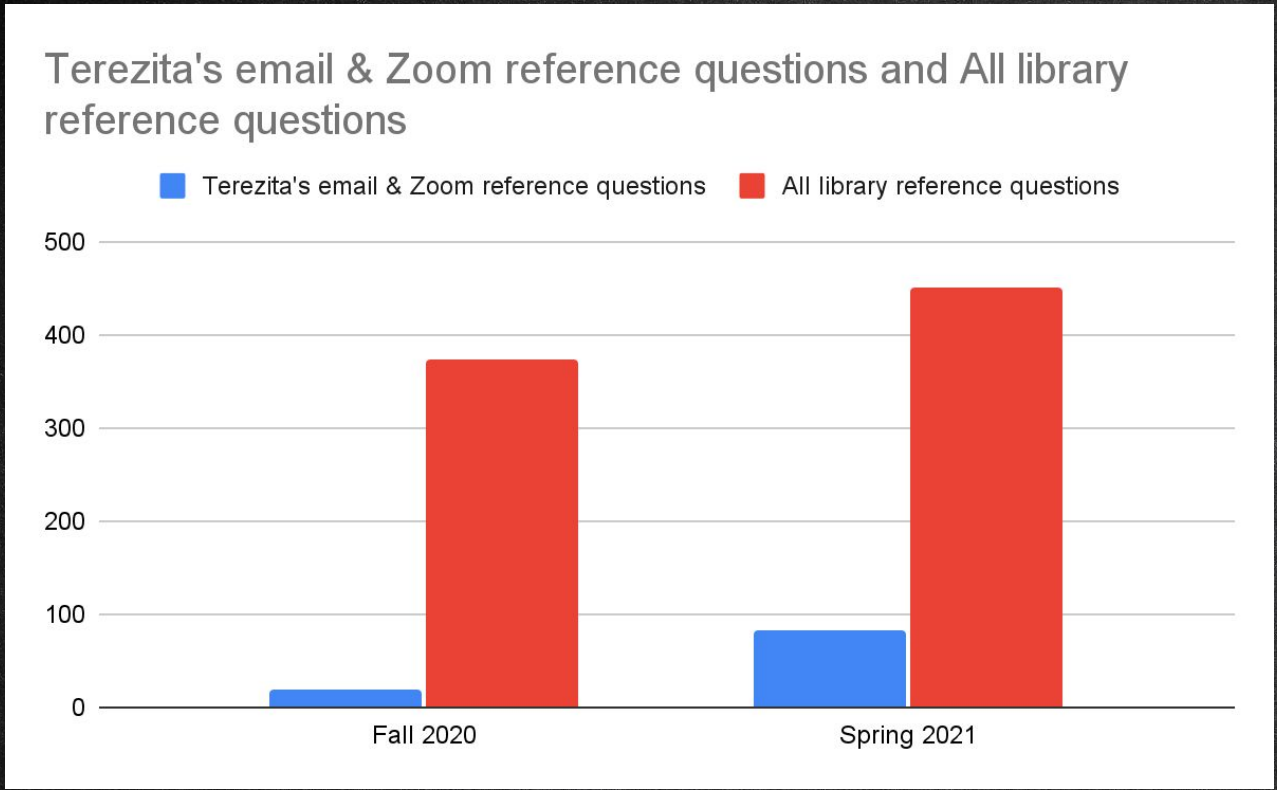
Search entries or author | Unread | ✓ Subscribed

Reply

Link to Guide

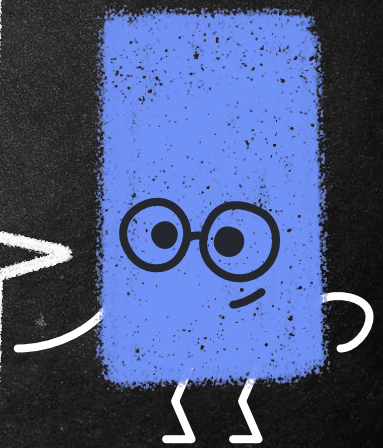
Reference Interactions



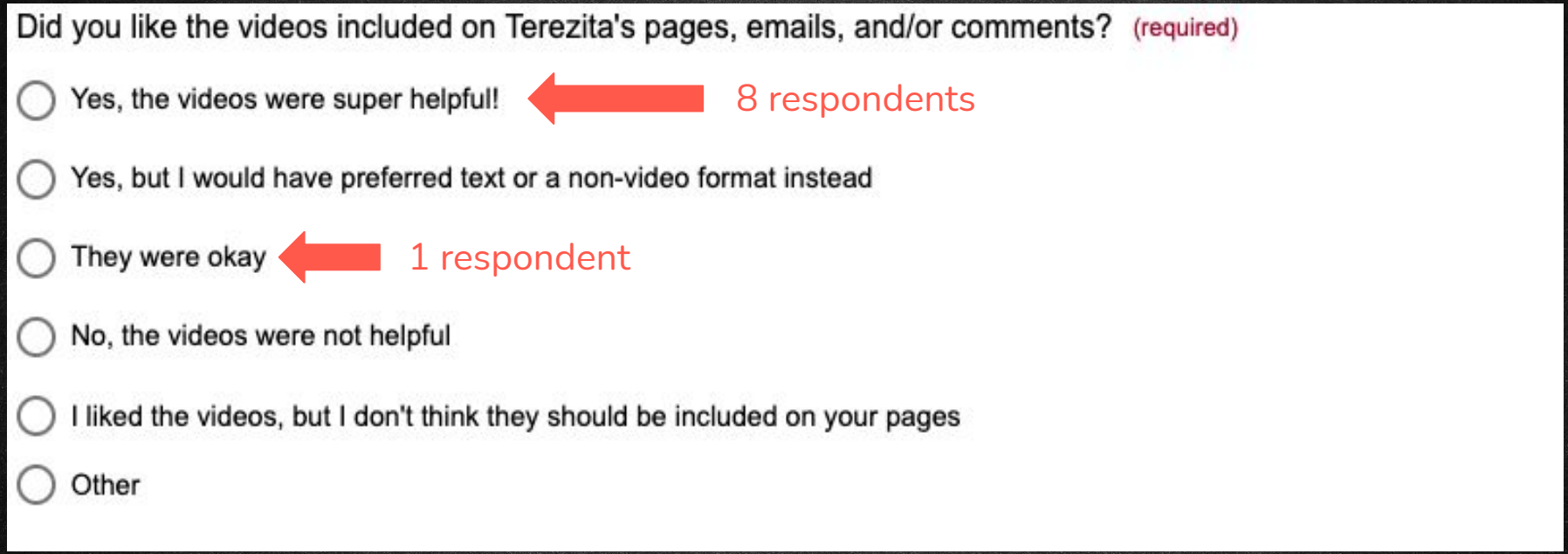


Terezita’s email & Zoom reference questions: 310% increase

All library reference questions: 20.9 % increase



Survey says...


Did you like the videos included on Terezita's pages, emails, and/or comments? (required)
Yes, the videos were super helpful!
8 respondents
Yes, but I would have preferred text or a non-video format instead
They were okay
1 respondent
No, the videos were not helpful
I liked the videos, but I don't think they should be included on your pages
Other

Survey says...

Please indicate if you agree or disagree with the following statement:

The videos helped me to feel more supported by the Library at Chaffey College (required)

- ○ Strongly Agree ← 7 respondents
- ○ Agree ← 1 respondent
- ○ Neither agree nor disagree ← 1 respondent
- ○ Disagree
- ○ Strongly Disagree

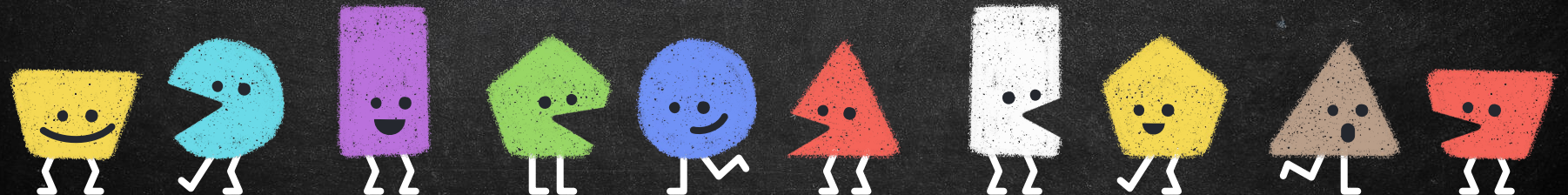
Survey says...

“I loved these videos. Watching Teresita talk about the process of using the database and Chaffey's online library helped me so much. Now I have an idea of how to find credible scholarly sources.”

“I enjoyed the videos, it provided useful information as well as getting to know a little bit about Terezita.”

“I liked how you kept the videos at a reasonable length, and there wasn't too much fluff. I have a better idea of who you are (and your subsequent services) after the videos. Since they weren't too long, I feel they were more efficacious than huge text chunks.”

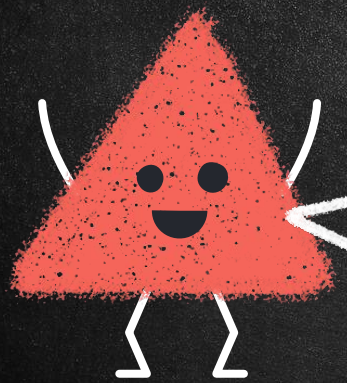
A reference story

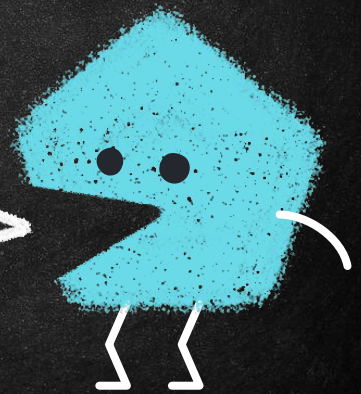


4.

Your turn!

Get your phones/tablets out- you're going to make your own welcome video!



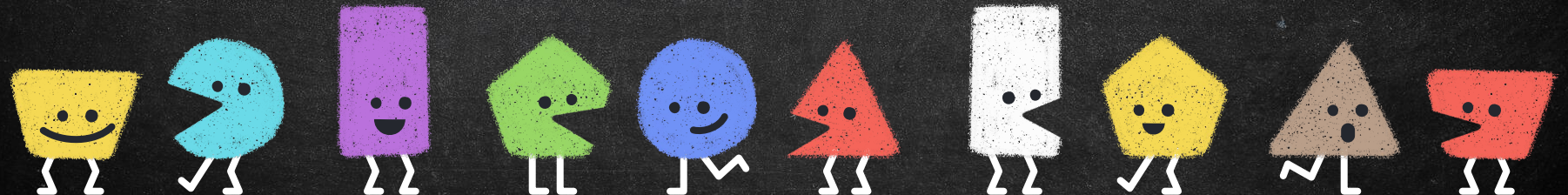


Humanize librarians

The hardest part is getting over the fear of seeing your own face and hearing your own voice on a video!

- ➔ Use your phone/tablet/any extra device near you
- ➔ Point it at your own face
- ➔ RECORD! Imagine a struggling student is asking you, “So who are you and how can you help me with my studies?”
- ➔ Imperfection is key

Share your video with us #CCLI2021 #HumanizeLibrarians



#CCLI2021
#HumanizeLibrarians

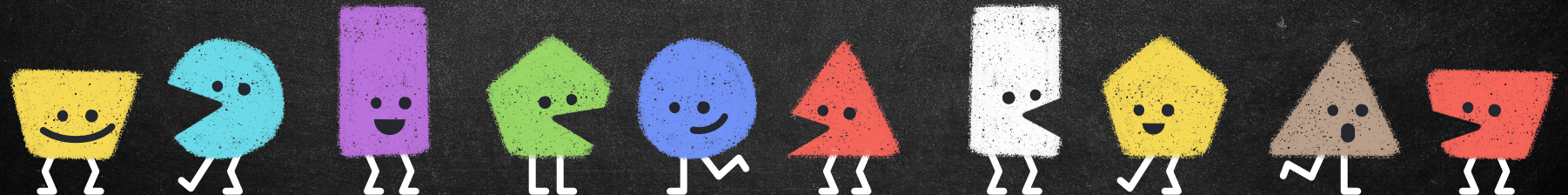
Thanks!

Any questions?

Contact us at:

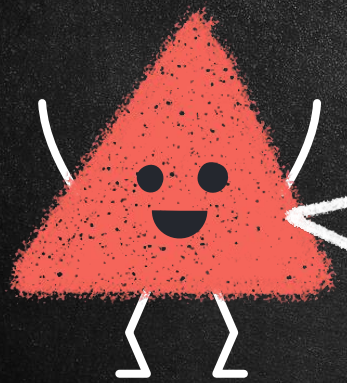
Terezita.Overduin@chaffey.edu
@Toverduin

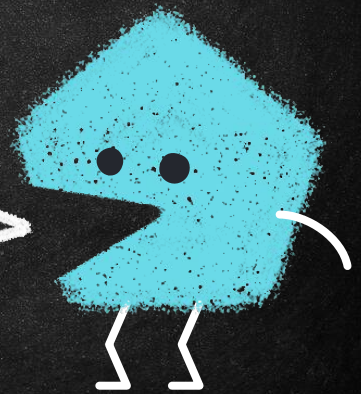
aanderson17@csub.edu
@WWStiernLibrary



5.
Extra Resources

Utilize the following links for ideas on humanizing your own virtual classroom





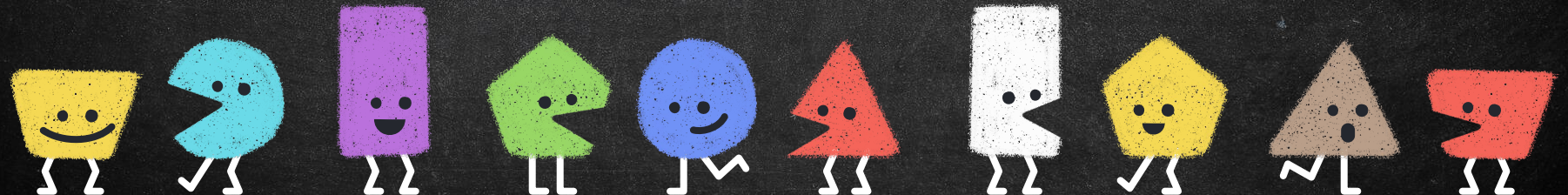
Resources

How to Humanize your Online Class Infographic

Humanizing the Online Experience Tutorial

Humanizing your online instruction: The COVID-19 version

Professors Share Ideas for Building Community in Online Courses



References

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Jaggars, S. S., Edgecombe, N., & Stacey, G. W. (2013). What We Know about Online Course Outcomes. Research Overview. *Community College Research Center, Columbia University*. https://www.achievingthedream.org/sites/default/files/resources/Online-Learning-Practitioner-Packet.pdf

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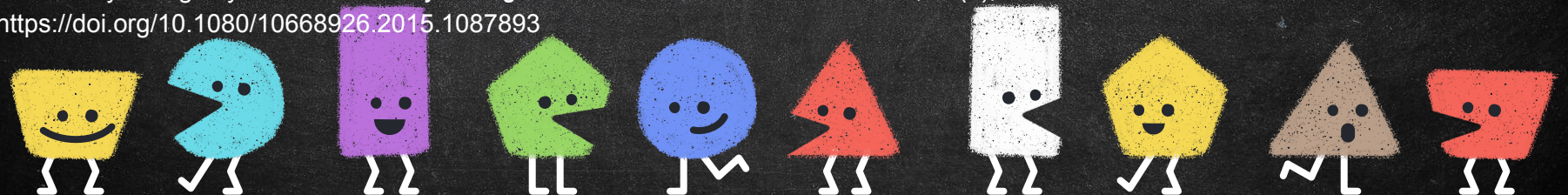
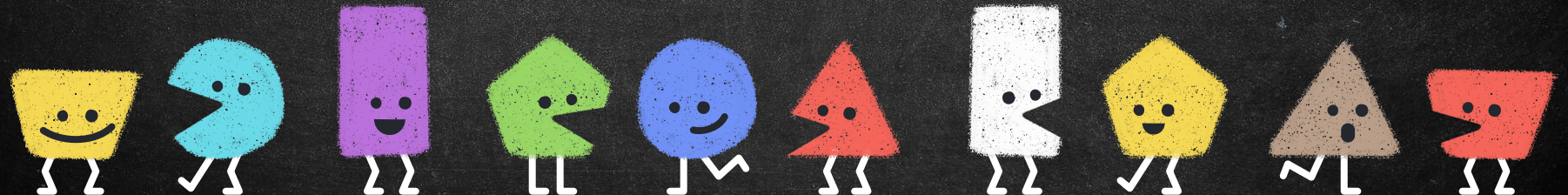
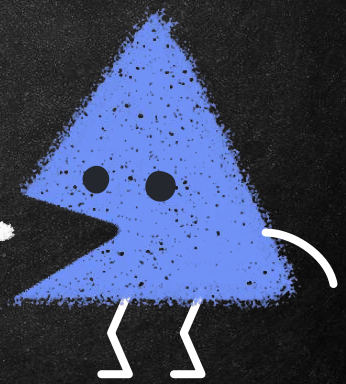


Q & A

Let us know your thoughts and questions!



Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by SlidesCarnival
- Photographs by Unsplash