Designing to Promote Interaction in Online LEARNing Systems
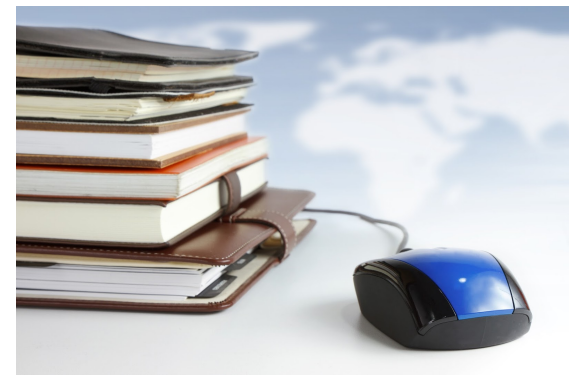
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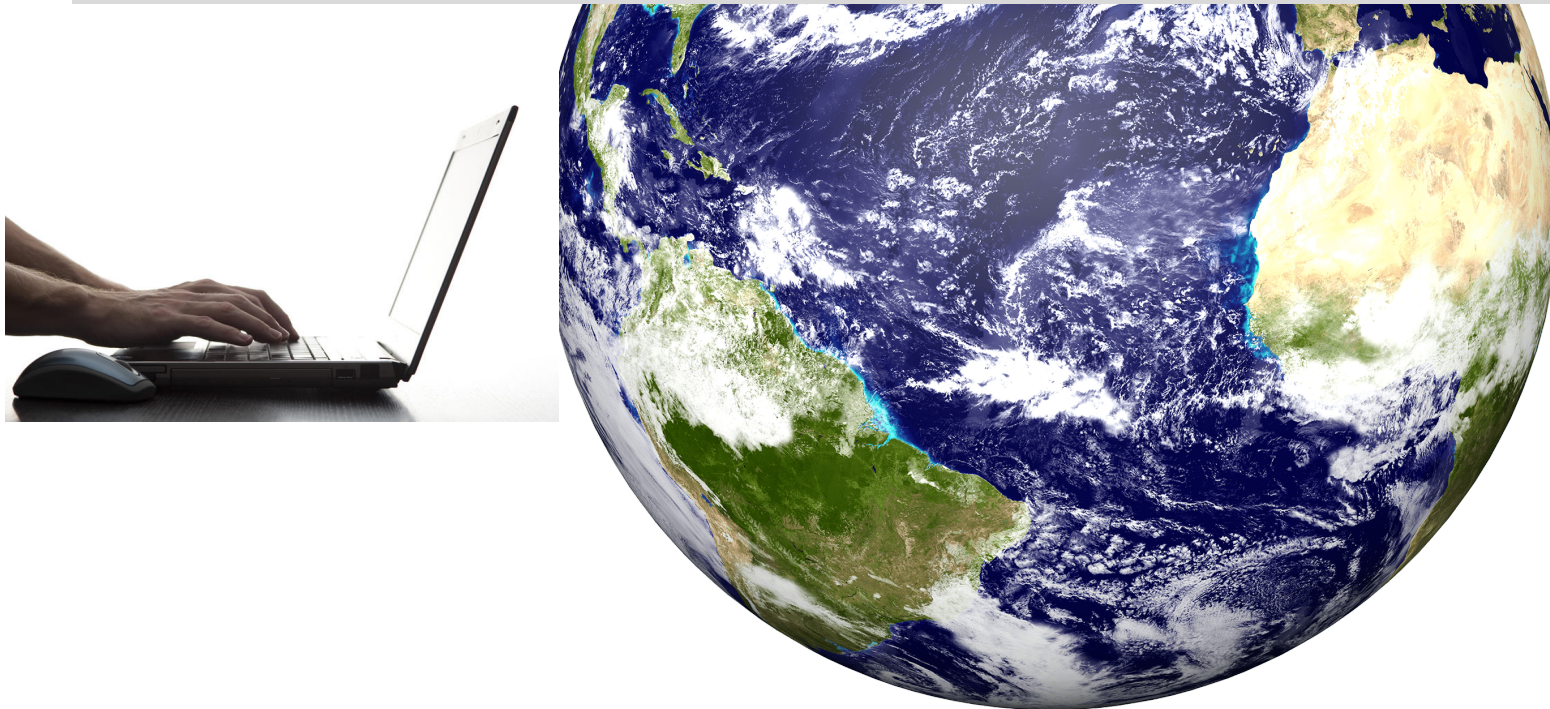# Online learning

Online learning

Advantage:

- Temporal and geographical flexibilities while learning
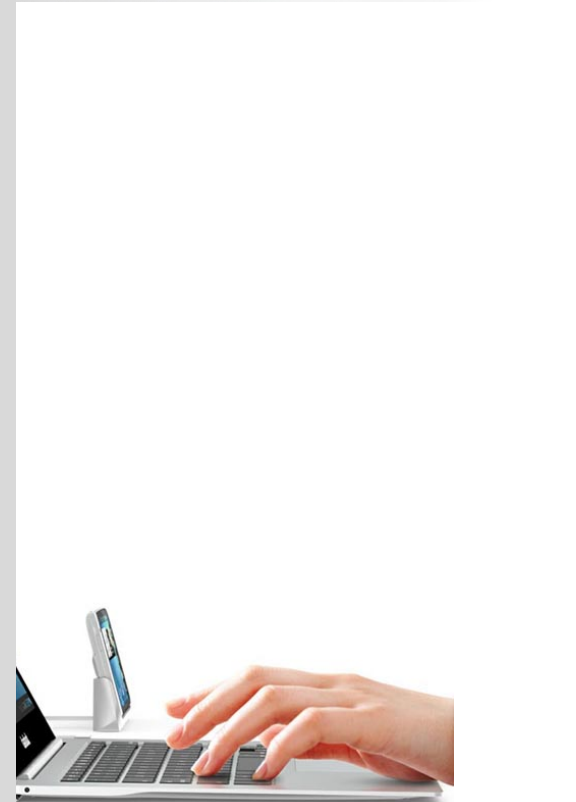- Completing the course at learner's pace
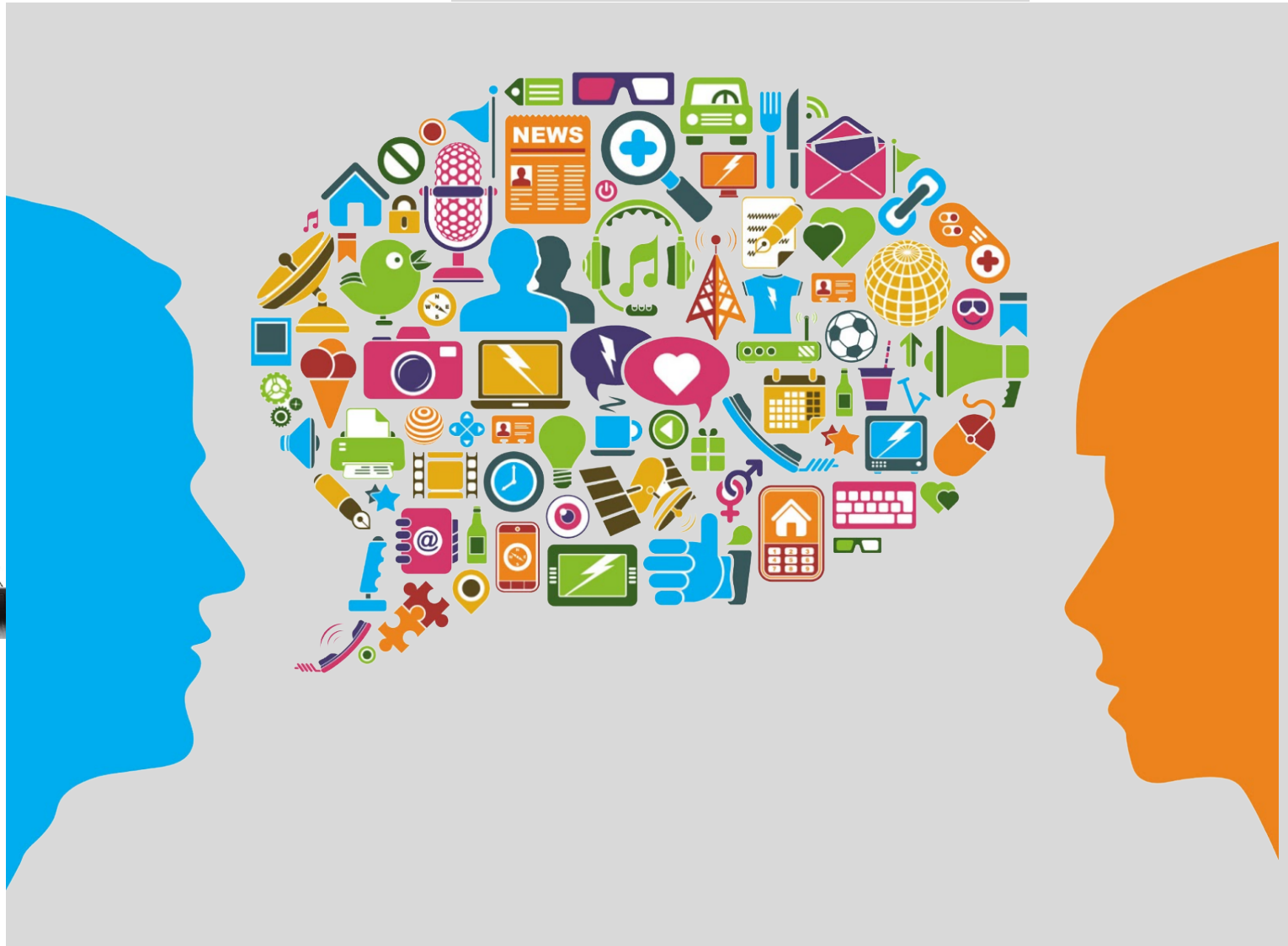
Online learning

Limitations?

Online learning Limitations?

Online learning — Limitations?

No face-to-face interaction

Some Consequences for the learners:
- Feeling isolated or disconnected from the community
  - adverse emotions like anxiety, sadness, and depression.

- Need for instructor's influence, feedback, explanation, or confirmation

- Feeling discouraged or lost

- More

Online Learning: Interaction

- By Moore (1989):
    1. Learner-learner interaction (peers)
    2. Learner-instructor interaction
    3. Learner-content interaction

- Learner-instructor and peer interaction
    1. asynchronous
    2. synchronous

OLS: Asynchronous Communication

Message passing using

- Email communication
    - perception process may take longer time
    - may require back and forth message passing
- Forums, and discussion board
    - too much interaction leading to learner overload
- Q/A

Advantages, Drawbacks?

- Interaction can happen at learner's comfort time.

- Isolation and miscommunication are still highly likely.

OLS: Synchronous Communication

Instant messaging among peers and instructor

- Live chat:
  - How long?

  - When?

  - 24/7? --- costly, impossible

  - Chatbots? --- isolation, lack of instructor's feedback, etc

  - Users may lose their own pace and flexibilities

OLS: Synchronous Communication

Instant messaging among peers and instructor

- Live chat:
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  - When?
  - 24/7? --- costly, impossible
  - Chatbots? --- isolation, lack of instructor's feedback, etc
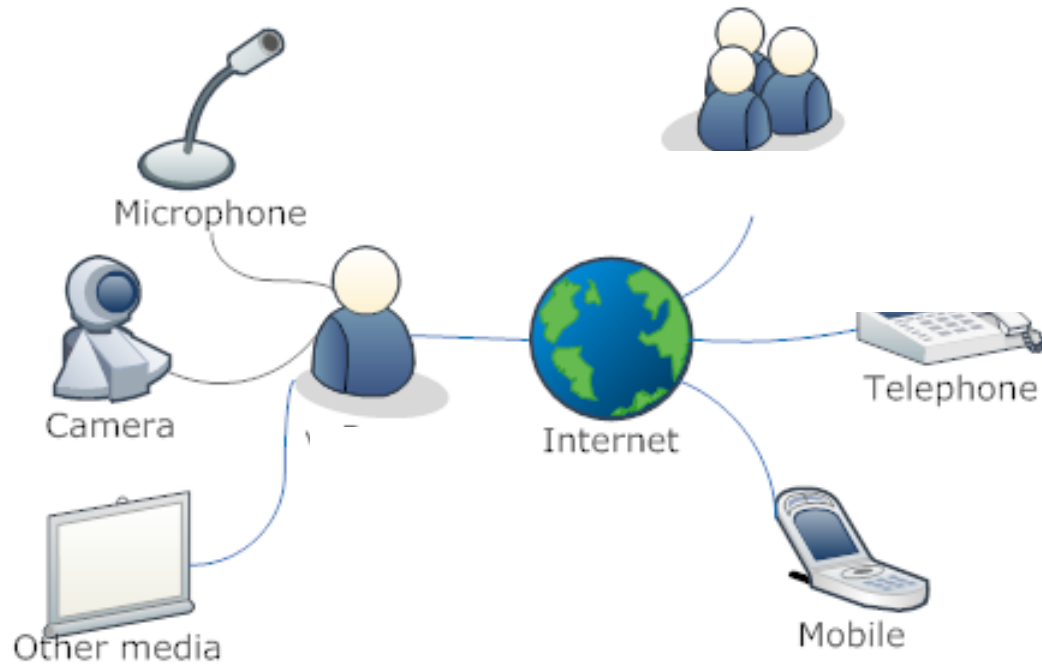 - Users may lose their own pace and flexibilities

How to learn/teach at our comfort (time and location) + still being able to interact face-to-face ?

Tele-instruction

Tele-instruction: Appointments
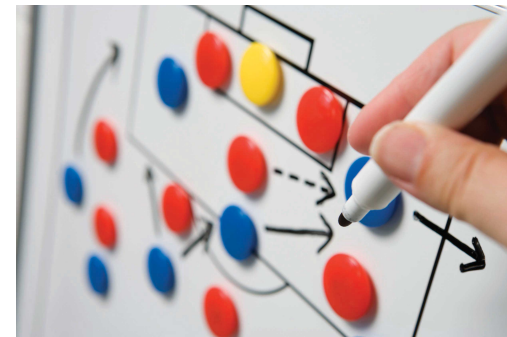
Tele-instruction: Video conferencing and File Sharing

Tele-instruction: Learning Management System

- Content and meeting management

- Addressing student's questions through the system

- Leading them to book an appointment with the instructor if needed

Tele-instruction: Trusted Technical Agents

- Agents to help instructor
- For Load balancing once needed
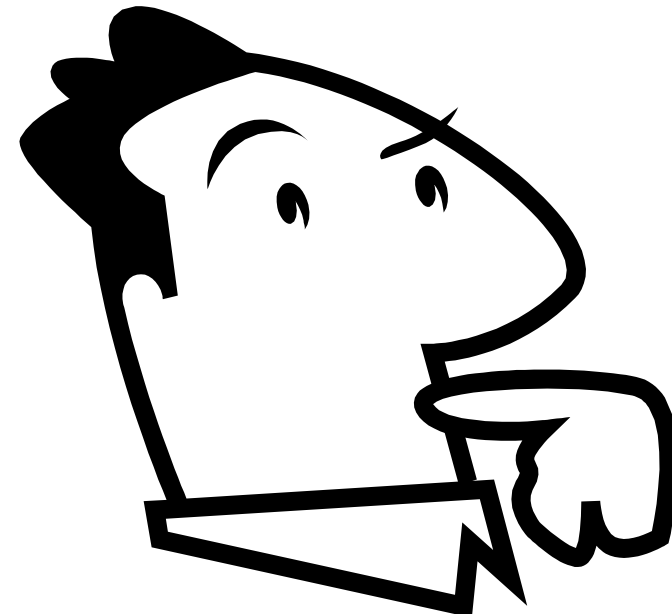 - Ex. Large online classes

Tele-instruction

Can help with:

- Tracking progress and evaluations

- Course design and instruction adjustments

The Future?

Thank you!

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