



TEACH**UP**

The Challenge

TeachUP's Research Question



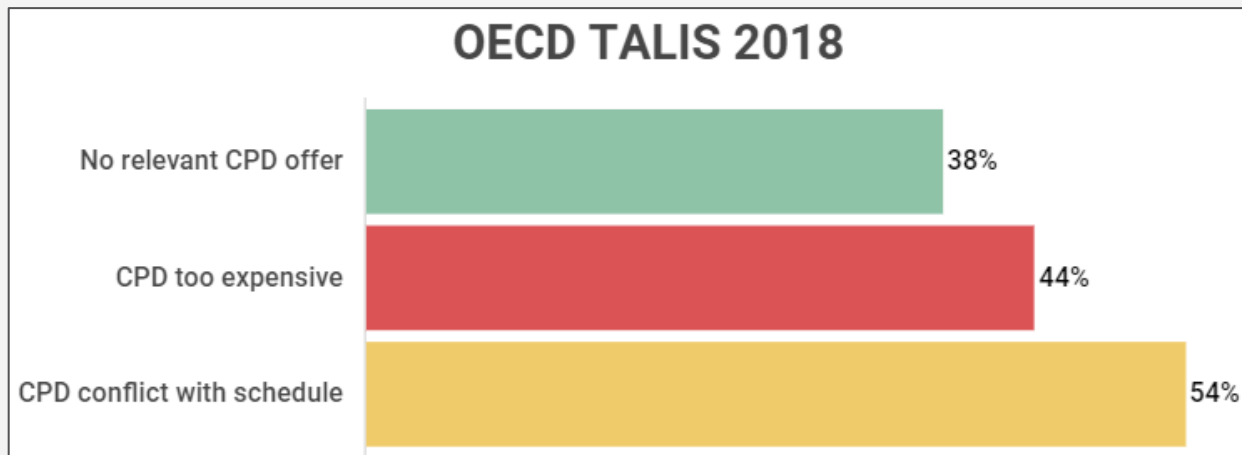
Co-funded by the
Erasmus+ Programme
of the European Union

Teachers face complex challenges


Teachers need more and more flexible training

Online training can be scaled up and is flexible

But online training suffers from low participation and high drop-outs



- **64%** of teachers have not participated in an online course (OECD 2019)
- MOOCs have an average completion rate of **12%** (Jordan 2015)



The TeachUP research questions: what we investigated

- ▶ **What are the conditions for increasing successfully the participation and completion in online courses for teachers?**

More specifically:

- ▶ *Does online personalised support increase student teachers and professional teachers' participation in scalable online courses?*

How many online courses have you completed in the past three years?



<https://www.mentimeter.com/s/ca27f6add432676d90cf282593bf3103/6899ba2cd894>



TEACH**UP**

The Treatment

Personalised Support



Co-funded by the
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**LEARNER PROFILE
& PROGRESS**

+

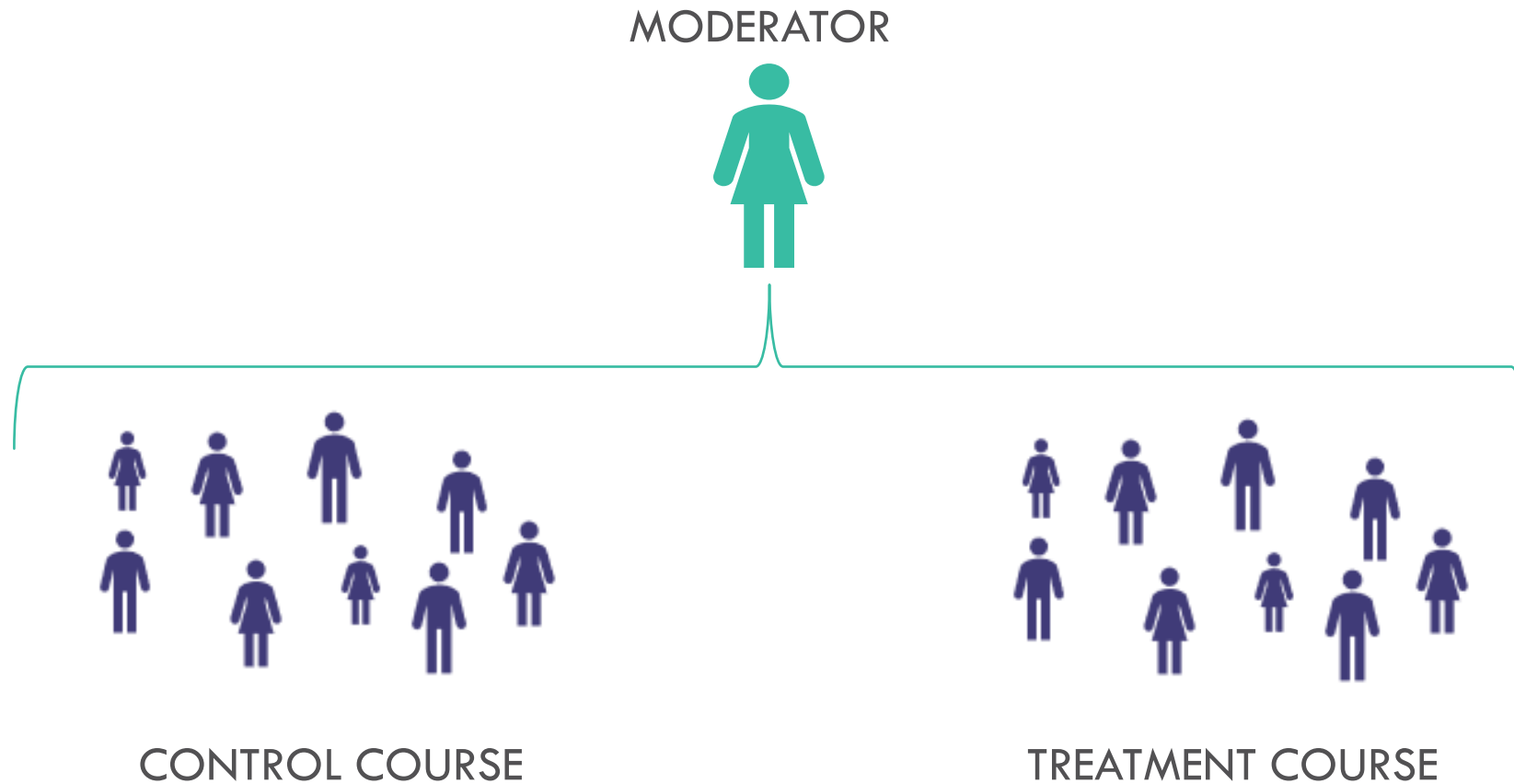
SUPPORT

=

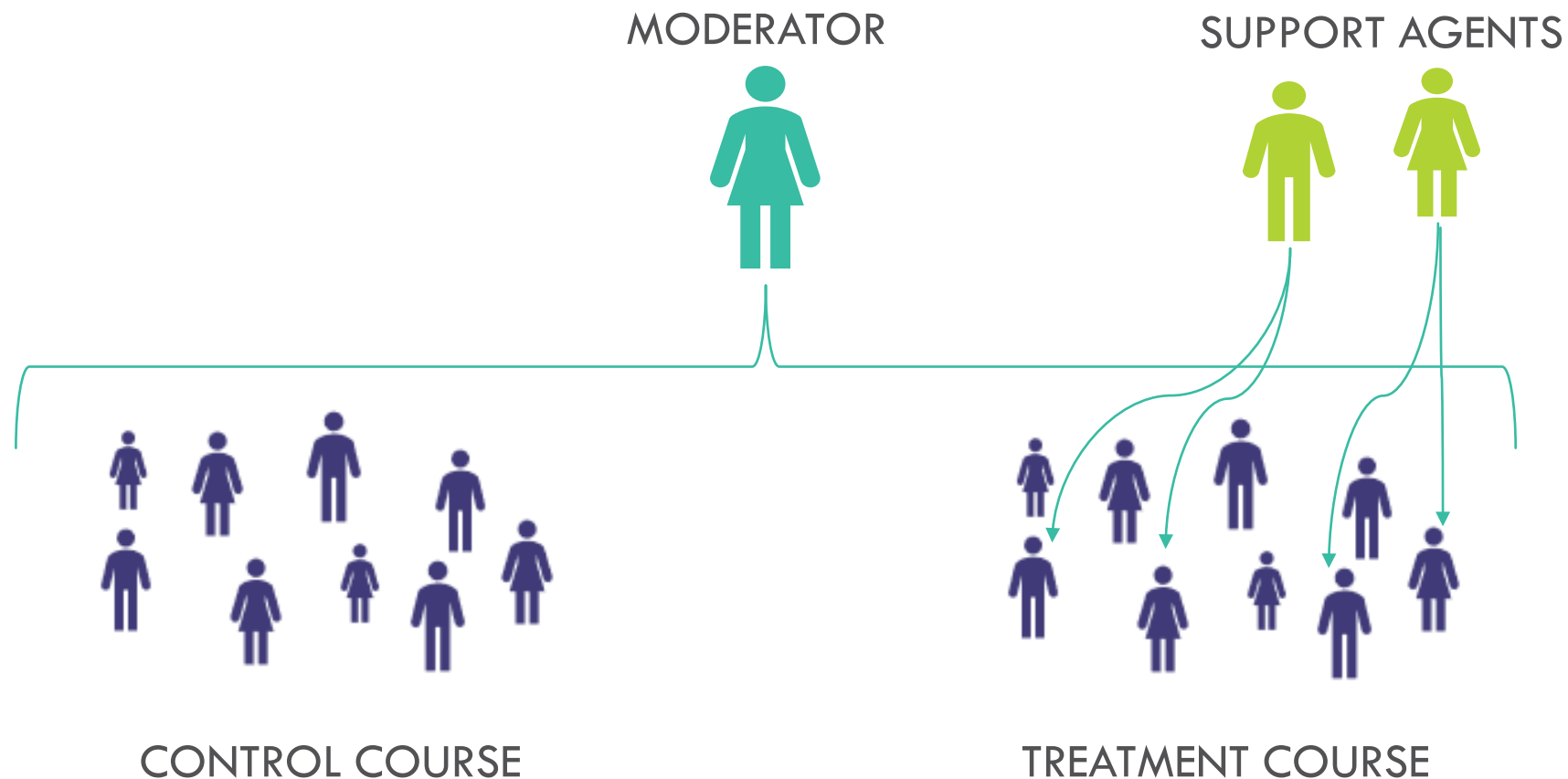
**SCALABLE
PERSONALISED
SUPPORT**



How did this work in practice?



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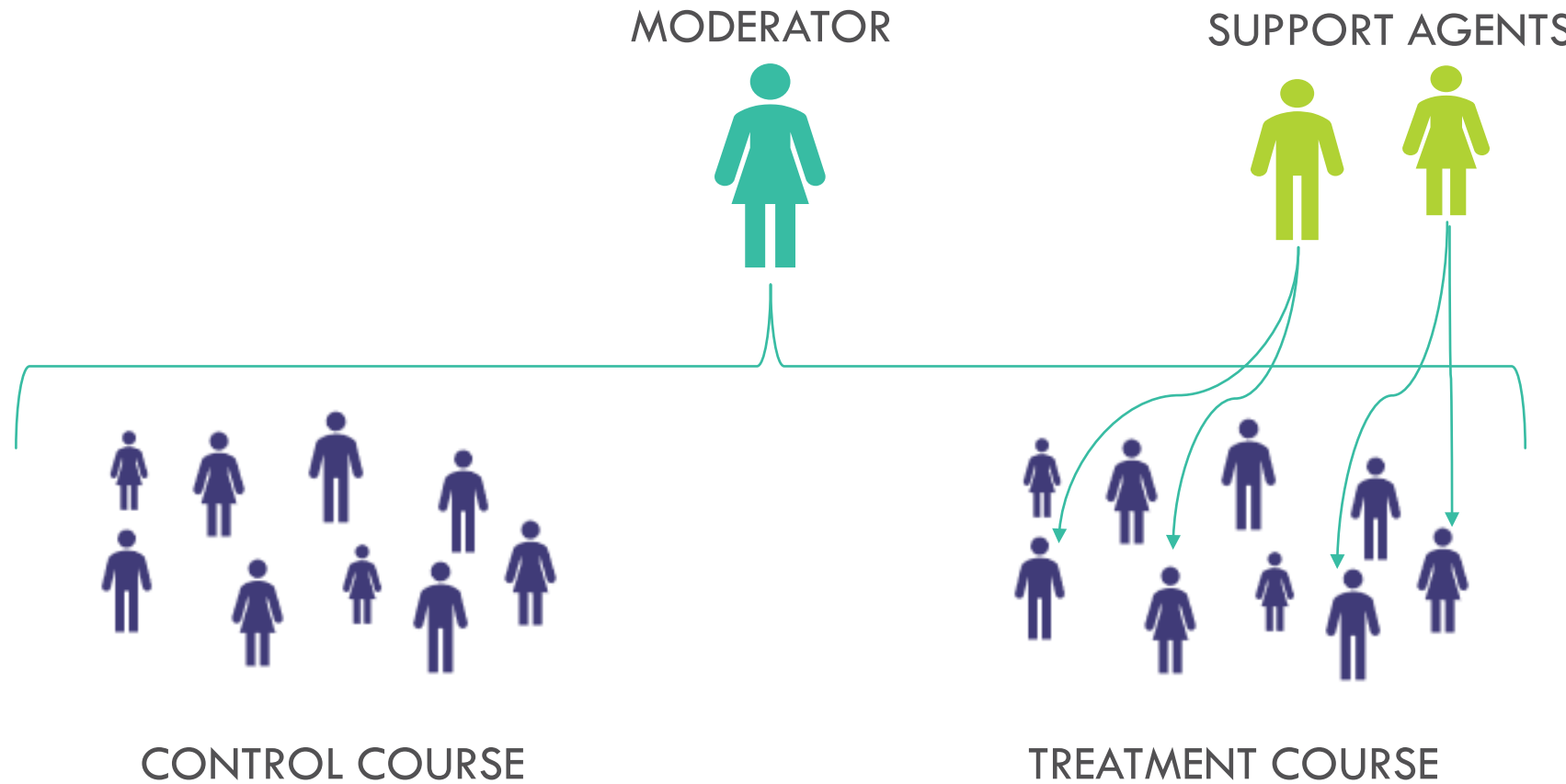
How did this work in practice?

- Started
- % course sections completed
- Time of submission of course work

User Progress + User Profile



- Beliefs
- Experience
- Professional and personal characteristics



So what did the support agents actually do?

Implemented **9** different INTERVENTIONS

Example 1: Intervention based on user's profile

INTERVENTION No.

3

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Trigger = user has low experience or low confidence with online courses

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Action = agent reaches out with personal offer to arrange 1:1 session for a course “walk-through” or to just answer questions

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INTERVENTION No.

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Trigger = user has low experience or low confidence with online courses



Action = agent reaches out with personal offer to arrange 1:1 session for a course “walk-through” or to just answer questions



Aim = help user to complete the course

Example 2: Intervention based on users' progress

INTERVENTION No.

5

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INTERVENTION No.

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Trigger = user has not started
after 5 days

Example 2: Intervention based on users' progress

INTERVENTION No.

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Trigger = user has not started after 5 days



Action = agent sends out personal reminder with an offer of additional support

Example 2: Intervention based on users' progress

INTERVENTION No.

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Trigger = user has not started after 5 days



Action = agent sends out personal reminder with an offer of additional support



Aim = get user to start course

How is personalised support different from normal support?

Normal Helpdesk	Course Moderator	Personalised Support Agent
Main Aim		
Helps individual participants address specific issues they face	Develops an active learning community where participants support and learn from each other	<i>Proactively helps individual participants benefit from the course</i>
Target Audience		
All course participants	All course participants	<i>Specific participants likely to drop-out</i>
Example Task		
Answers questions from participants with generic response	Encourages participant engagement and discussion	<i>Reaches out to participants with personalised guidance and support offer, taking into account participants' profile and progress</i>

Support agents' experience



Keith Aquilina (MT)



Javier Gascueña (ES)

1. When implementing the personalised support, what was most surprising to you?
2. Which elements of the personalised support mechanism were the most challenging/problematic in your view? How would you change them?

