



TEACHUP

Recommendations

Lessons learnt



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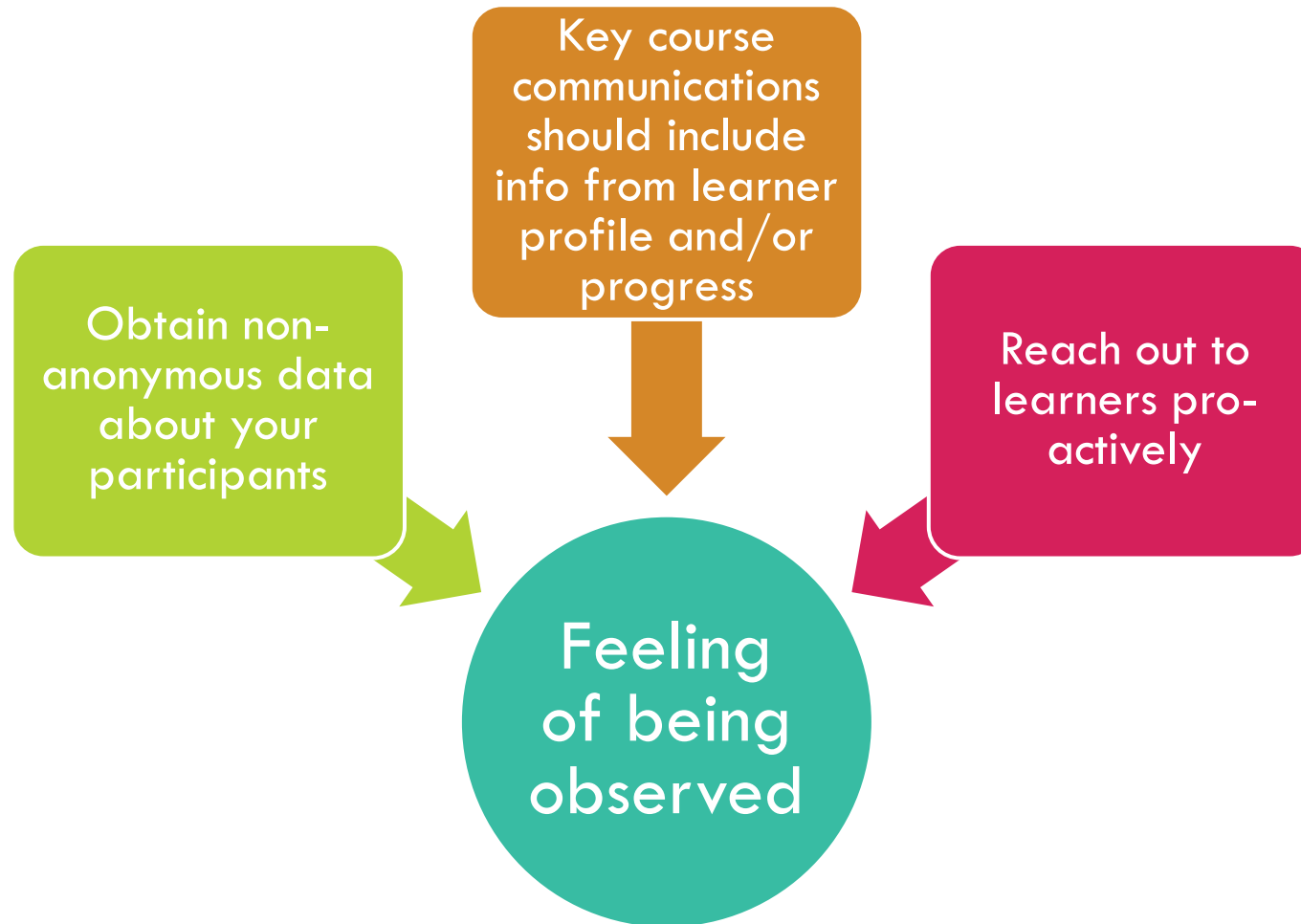
1 1 Recommendations

1. Obtain non-anonymous data about participants
2. Reach out to non-starters
3. Support newcomers
4. Generate a feeling of being observed
5. Offer 1:1 support
6. Send personalised messages
7. Pro-actively send messages to participants
8. Ensure communication is short, friendly, informal
9. Allocate more time to the course moderator
10. Consider the use of machine-based support systems
11. Offer diverse support mechanisms



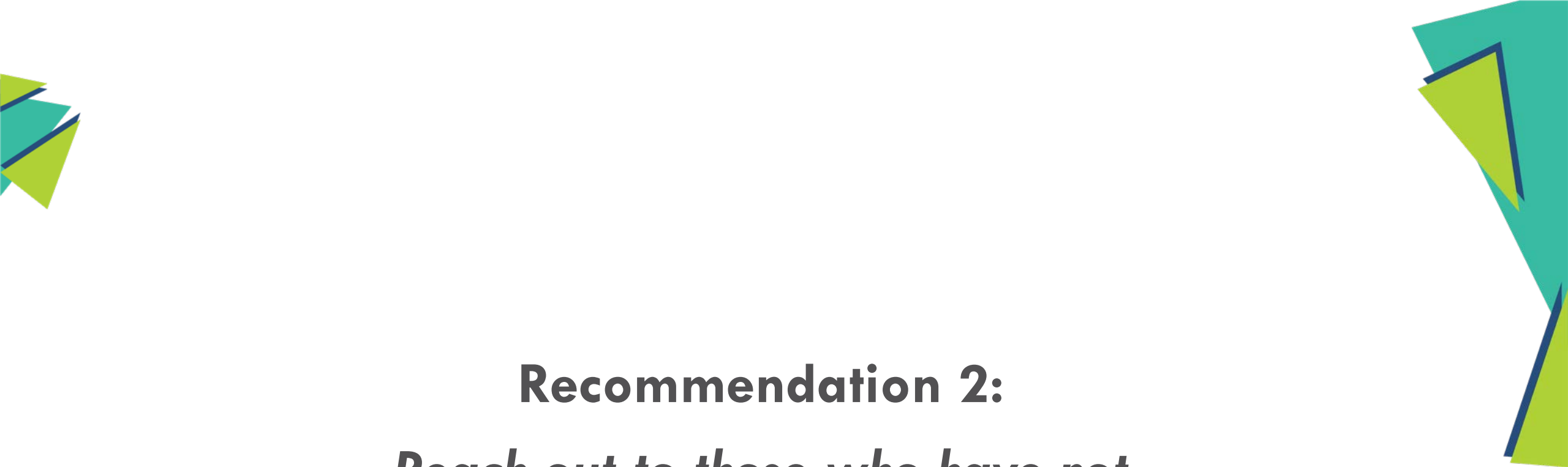
Recommendation 1:

Use mechanisms that generate a feeling of being observed for the participants



Question Remaining:

What level of personalisation is required to generate a feeling of being observed?



Recommendation 2:
***Reach out to those who have not
started after a few days***



Reac
s

Question Remaining:
Is a simple reminder
sufficient?

not

Recommendation 3:

Provide extra support for those with little online learning experience



**Provide
little**

Question Remaining:
Is simply an offer of
support sufficient?

**with
ce**





Recommendation 4:

Try out offering 1:1 support

Question Remaining:

Would the low take-up of
1:1 sessions be the same in a
different design



Recommendation 5:
*Investigate the use of machine-based
support systems*



**Invest
b**

Question Remaining:
How important was
the human factor?

ine-

Which of the following recommendations should course providers implement? Rank them by order of priority

- ▶ Generate a feeling of being observed
- ▶ Reach out to the non-starters
- ▶ Provide extra support to those with little online learning experience
- ▶ Offer 1:1 support
- ▶ Use bots or other machine-based systems

Go to [WWW.MENTI.COM](https://www.menti.com) and use the code 19 98 9

Which of the following recommendations should course providers implement? Results...



<https://www.mentimeter.com/s/5a81953dd2cbaab82d804213cfce3901/83a314389280>