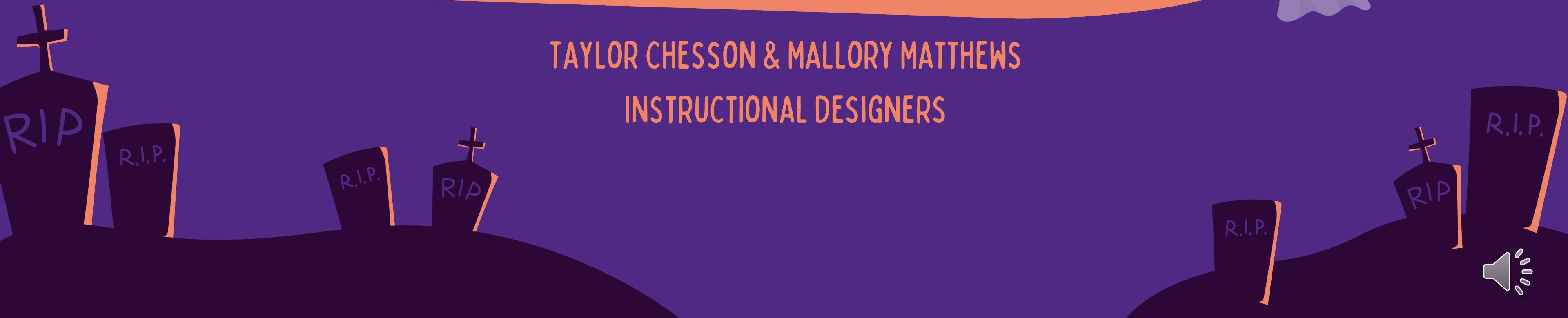




HOW TO PREVENT STUDENTS FROM GHOSTING

TAYLOR CHESSON & MALLORY MATTHEWS
INSTRUCTIONAL DESIGNERS





SESSION RESOURCES:

- SESSION WILL BE RECORDED.
- SLIDE DECK WILL BE SHARED.
- LINKS TO RESOURCES THROUGHOUT PRESENTATION.
- WE WILL BE IN THE CHAT TO ANSWER ANY QUESTIONS.
- BOOK A CONSULTATION WITH YOUR INSTRUCTIONAL DESIGNER!

AGEND



- A** What is ghosting?
- Why does it occur?
 - Who is at risk of ghosting?
 - How do we prevent it from happening?



WHAT IS GHOSTING?

IN THE ACADEMIC WORLD, GHOSTING OCCURS WHEN STUDENTS

- DISENGAGE
- STOP ATTENDING CLASS
- STOP RESPONDING TO MESSAGES (EMAIL, LMS, PHONE)
- STOP TURNING IN ASSIGNMENTS

"THE STUDENT MAY HAVE BEEN AN ACTIVE STUDENT AT ONE POINT, BUT SOMETHING HAS CAUSED THE STUDENT TO DISENGAGE AND BECOME AN INACTIVE MEMBER IN CLASS. TYPICALLY, THEY WILL GHOST WITHOUT COMMUNICATING THEIR INTENT."



**ALICIA PENNINGTON
(2020)**

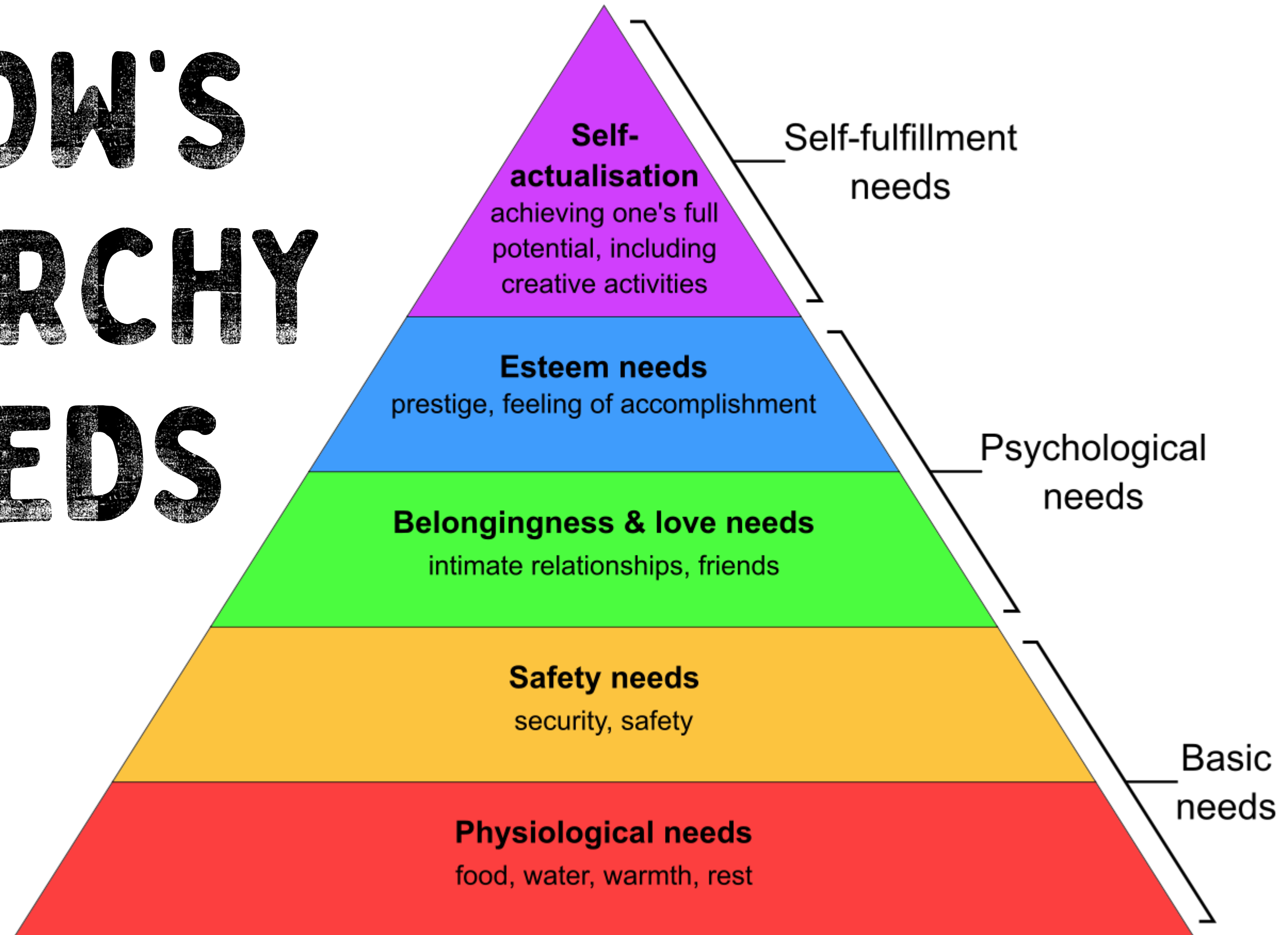
WHY DO STUDENTS "GHOST"?



- PERSONAL ISSUES
- OVERWHELMED
- STOPPED CARING
- THINK OTHERS DON'T CARE
- GUILT/EMBARRASSMENT
- MENTAL HEALTH
- UNCLEAR EXPECTATIONS
- LACK OF COMMUNICATION
- UNMOTIVATED
- CHANGES SINCE COVID



MASLOW'S HIERARCHY OF NEEDS

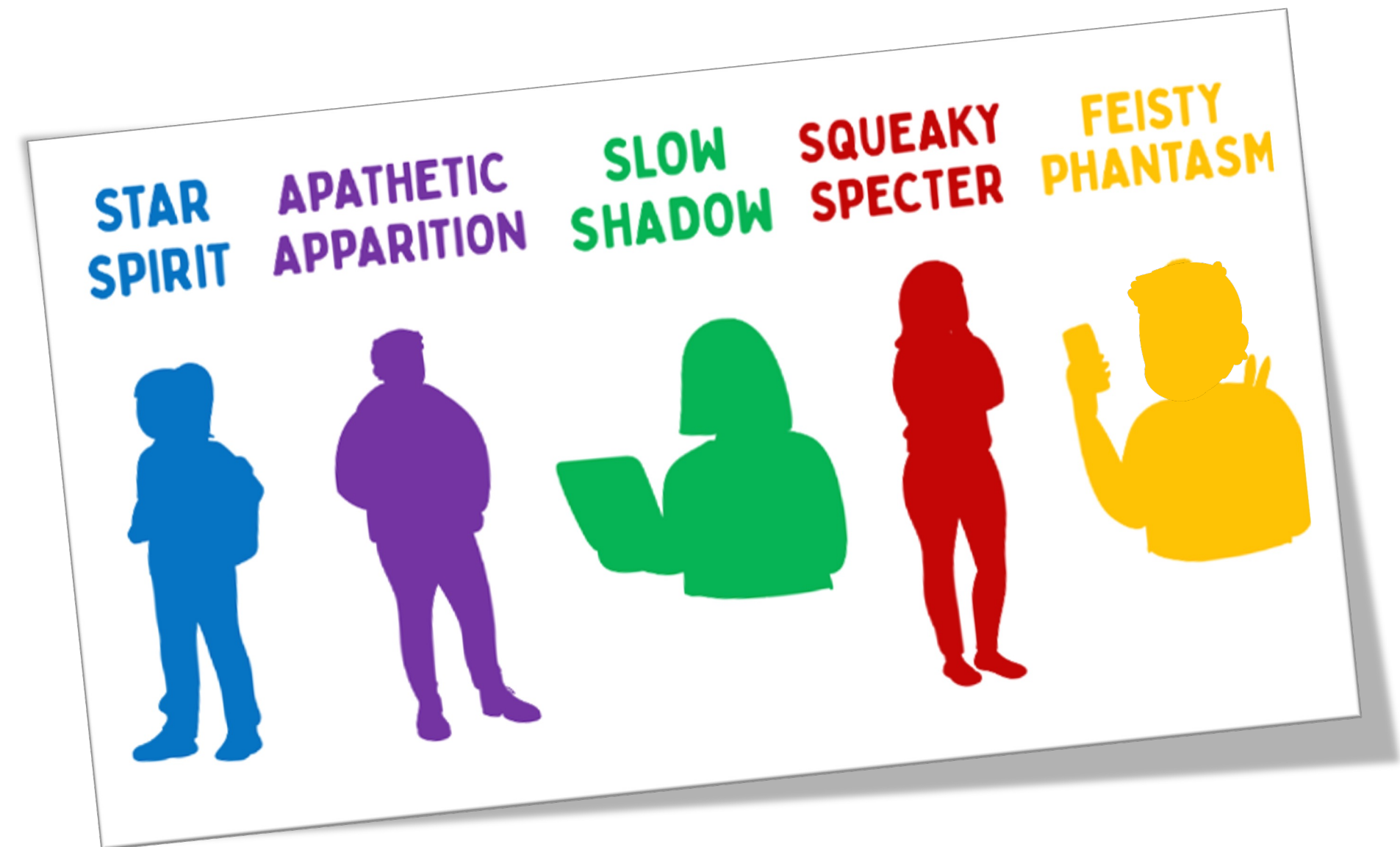




WHO IS AT RISK?



- 👻 STAR SPIRIT
- 👻 APATHETIC APPARITION
- 👻 SLOW SHADOW
- 👻 SQUEAKY SPECTER
- 👻 FEISTY PHANTASM



STAR SPIRIT

DESCRIPTION

GOES ABOVE AND BEYOND ON ASSIGNMENTS

TEMPTATIONS

CAN'T PERFORM AT THE HIGHEST LEVELS
GOOD ISN'T GOOD ENOUGH

INTERVENTIONS

PRAISE, EMPATHY, AND CONNECTION
OPPORTUNITIES TO BUILD RESILIENCE



APATHETIC APPARITION



DESCRIPTION

RELUCTANTLY SIGNED UP FOR THE COURSE
DOES THE MINIMUM AMOUNT OF WORK TO GET BY

TEMPTATIONS

HAS NO REGULAR TOUCHPOINTS WITH THE INSTRUCTOR
NO PRACTICAL APPLICATION OF THE LEARNING MATERIALS

INTERVENTIONS

SMALL, MANAGEABLE ASSIGNMENTS
BELIEF THAT THEY CAN BE SUCCESSFUL
LEARNING THROUGH EXPERIENCES (REAL LIFE EXAMPLES)

SLOW SHADOW

DESCRIPTION

DILIGENT WORKER
TAKES A LONG TIME TO COMPLETE ASSIGNMENTS

TEMPTATIONS

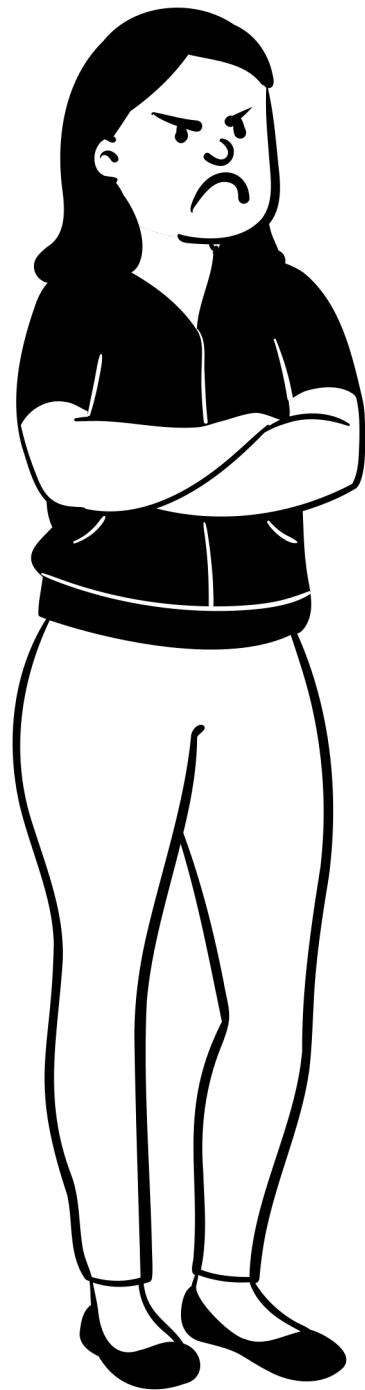
FALLS BEHIND ON WORK

INTERVENTIONS

DEADLINES AND OFFICE HOURS
EXTENSIONS AND PATIENCE
AVOID SHAMING PHRASES



SQUEAKY SPECTER



DESCRIPTION

WORKS, BUT COMPLAINS LOUDLY THE ENTIRE TIME
NEGATIVE ATTITUDE IMPACTS OTHER LEARNERS

TEMPTATIONS

FEELS CONCERNS ARE NOT VALIDATED

INTERVENTIONS

ADDRESSING CONCERNS
SHOW YOU'RE LISTENING
UNDERSTAND WHERE BEHAVIOR IS COMING FROM

FEISTY PHANTASM

DESCRIPTION

DOESN'T TAKE WORK SERIOUSLY
CAN BE DISTRACTING TO OTHERS
CAN GET THE COURSE OFF-TOPIC

TEMPTATIONS

DOESN'T GET ENOUGH ATTENTION
RESENTMENT FROM MORE ATTENTIVE STUDENTS

INTERVENTIONS

HIGHLIGHT STUDENT'S STRENGTHS
GIVE OPPORTUNITIES FOR ON-TASK "SPOTLIGHT"





HOW DO WE PREVENT STUDENTS FROM GHOSTING?

COMMUNICATION &
ENGAGEMENT





COMMUNICATION STRATEGIES

SET CLEAR EXPECTATIONS



SYLLABUS



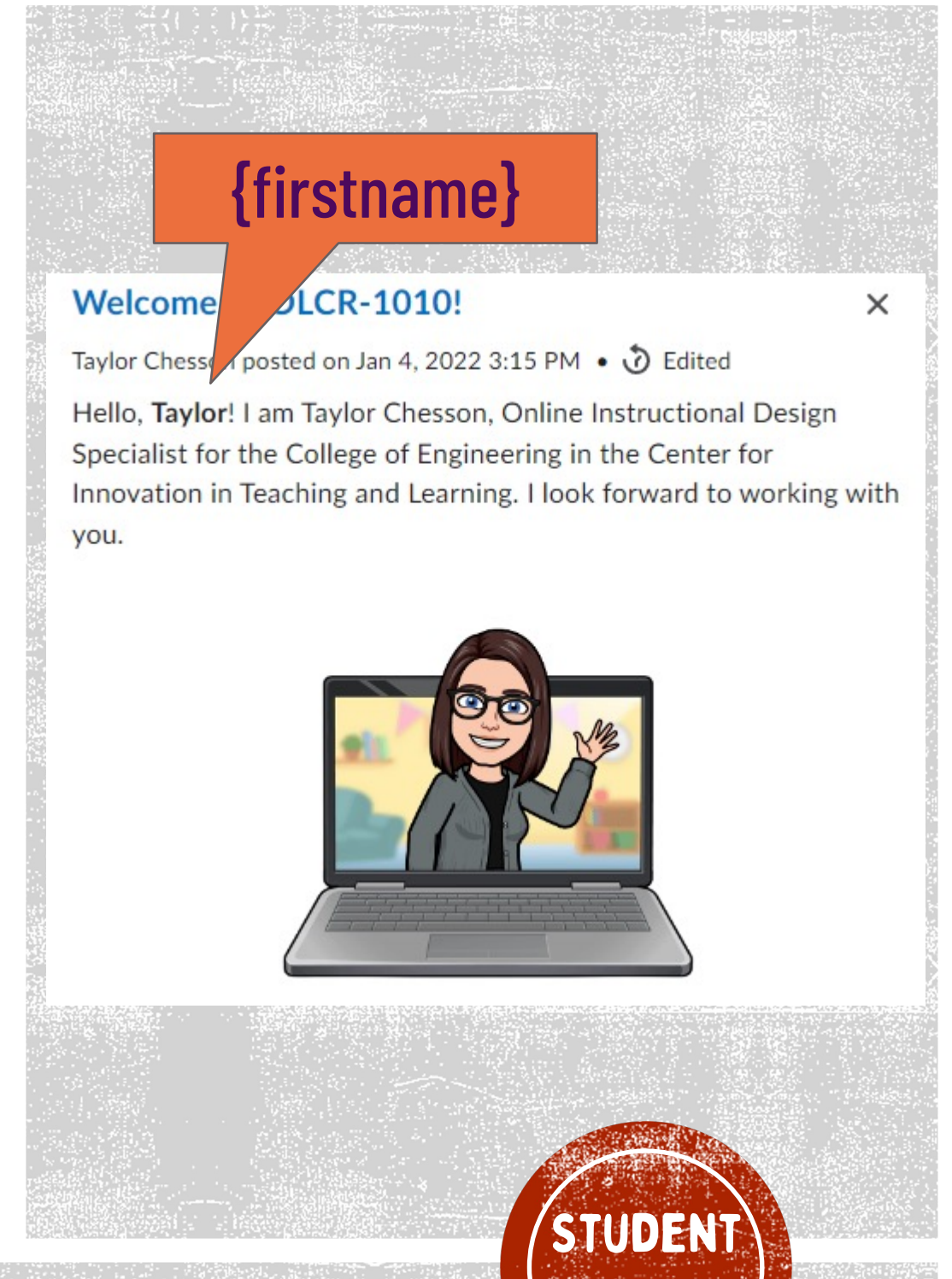
CO-CREATE EXPECTATIONS
WITH STUDENTS



IN CLASS
(DAY 1)

PERSONALIZE

- USING STRINGS LIKE {FIRSTNAME} IN ILEARN
- CONNECTION ACTIVITIES
 - INDEX CARD INTRO & MS FORMS
 - DISCUSSION POSTS
- INTRODUCTION VIDEO FROM FACULTY MEMBER IN ILEARN
- PERSONALIZE FEEDBACK





STAY IN CONTACT

- REACH OUT VIA LMS
- TALK FACE-TO-FACE
 - BEFORE / AFTER CLASS
 - OFFICE HOURS
 - TEAMS CALL
- EMAIL THE STUDENT / MESSAGE ON TEAMS
- CALL THEM

KNOW YOUR CAMPUS RESOURCES



STUDENT
SUCCESS
CENTER



ACADEMIC
ADVISORS



SPORTS TEAM
ADVISORS



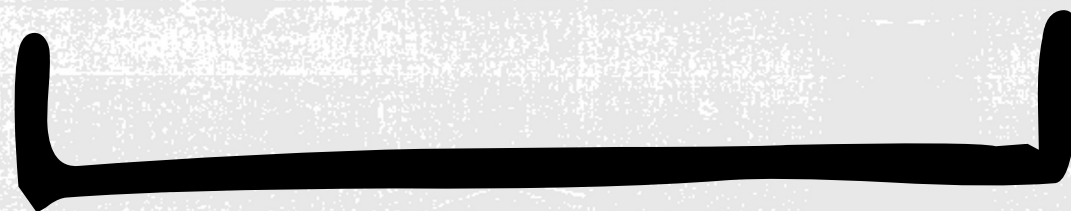
PEER
MENTORS



LEARNING
CENTER
(TUTORING)



CAMPUS
SERVICES
(ILEARN)



STUDENT ADVOCATES



Content

Assignments

Quizzes

Discussions

YuJa Media

Grades

Course Tools ▾

Resources ▾

More ▾

Awesome Eagle's Sandbox

FAQ

Glossary

Links

Brightspace Help

Campus Services

Updates ▾

 3 Unread Discussion Posts


Course Overview ▾



No one has visited this

Announcements ▾

Welcome! ▾

Awesome Eagle posted on Jan 30, 2023 4:22 PM •  Edited

Welcome to TN Tech Mascot Central, where we learn to live Wings Up!





Student Resources

- » [Advisement](#)
- » [Registration](#)
- » [Registration Forms](#)
- » [How to Register Online](#)
- » [IT Help Desk](#)
- » [TechConnect](#)
- » [Eagle Assistance Grant](#)
- » [CARES Act](#)
- » [Academic Calendar](#)
- » [Final Exam Schedule](#)
- » [Student Hardship Resources](#)
- » [Pay Online](#)
- » [Course Evaluations](#)
- » [Respondus](#)
- » [Tutoring](#)
- » [Student Government Association](#)

Campus Services

- » [Financial Aid](#)
- » [Scholarships](#)
- » [Bursar's Office](#)
- » [Health Services](#)
- » [Volpe Library](#)
- » [Counseling Center](#)
- » [Career Development](#)
- » [Student Success Centers](#)
- » [Accessible Education](#)
- » [University Police](#)
- » [Dean of Students](#)
- » [Office of Diversity & Inclusion](#)
- » [Residential Life](#)
- » [Intercultural Affairs](#)
- » [Women's Center](#)
- » [Dining](#)

LET STUDENT VOICE BE HEARD

- GROUPS
- FORMATIVE ASSESSMENTS
 - EXIT TICKETS
 - MINUTE PAPERS
- MID-SEMESTER EVALUATIONS
 - MS FORMS
 - SURVEY TOOL IN ILEARN
 - SMALL GROUP INSTRUCTIONAL DIAGNOSTIC (SGID)





ENGAGEMENT STRATEGIES

INCORPORATE INVOLVEMENT

STUDENT PARTICIPATION

- MS POLLS, ILEARN SURVEYS, JIGSAW METHOD

FEEDBACK / PROGRESS

- RUBRICS, GRADING, REFERENCING SYLLABUS

COLLABORATIVE LEARNING

- PARTNERS / GROUPWORK / TEAMWORK

HANDS-ON APPROACHES

- MANIPULATIVES, REAL WORLD APPLICATIONS, PBL

TECHNOLOGICAL COMPONENTS

- FLIP, ILEARN FEATURES, TECH EXPRESS ATTENDANCE

A photograph of three students in a library setting. A young man with dark, curly hair is smiling and looking towards a young woman with glasses. The woman is looking at a laptop screen. Another student is partially visible in the foreground, looking at the laptop. They are sitting at a table with books and a laptop. Bookshelves filled with books are in the background.

STUDENT CHOICE

- GIVE TWO DIFFERENT OPTIONS FOR AN ASSIGNMENT
 - EXAMPLE: WRITE A 3-PAGE PAPER OR CREATE A PPT
- LEARNING MENUS / CHOICE BOARDS
- STILL ASSESSING / PRACTICING THE SKILL BUT LET'S STUDENTS HAVE AN INVESTMENT IN THE ACTIVITY
- SIMPLE DIFFERENCES BUT LET'S STUDENTS PICK THE DELIVERY FORMAT BASED ON THEIR PREFERENCES

GAMIFICATION

REVIEW & REINFORCE

- KAHOOT
- POLL EVERYWHERE

RANGE OF SCORES

- BACKWARDS GRADING
- LEVELS / POINT SYSTEM

REWARDS & RECOGNITION

- ILEARN BADGES
- TANGIBLE / INTANGIBLE

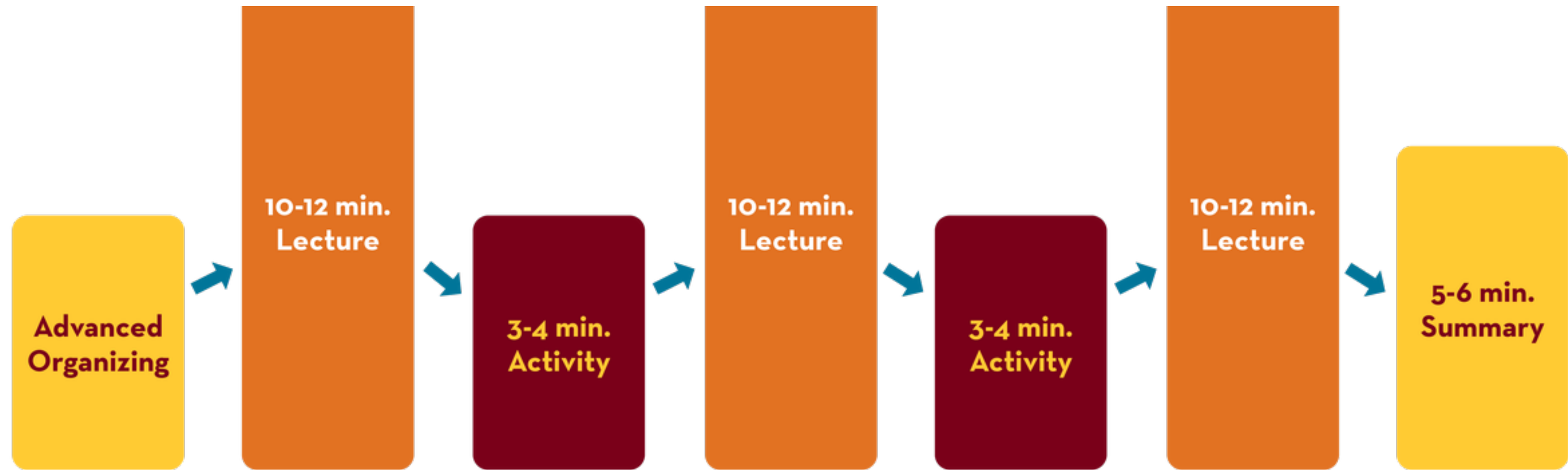
REMEMBER

- PROMOTE TEAMWORK
- PRIORITIZE LEARNING

MOVEMENT



- **CAMPUS LOCATIONS**
 - MEET OUTSIDE FOR A LAB
 - MEET IN A SPACE THEY CAN UTILIZE WHEN NOT IN CLASS
- **MOVEMENT IN THE CLASSROOM**
 - FOUR CORNERS
 - WORKING IN PARTNERS/GROUPS
 - GALLERY WALK
 - SCAVENGER HUNTS



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CHUNKING

- CHUNKING UP LECTURES, LONG CLASSES, PROJECTS TO MAKE THEM MORE MANAGEABLE
- USING MODULES IN ILEARN

FINAL NOTE:
**DON'T TAKE IT
PERSONALLY**
WHEN A STUDENT GHOSTS.



EXIT TICKET



OPTION 1

WHAT IS ONE KEY TAKEAWAY TO
PREVENT GHOSTING?

OPTION 2

WHAT STRATEGIES DO YOU ALREADY
USE TO REDUCE GHOSTING?

REFERENCES:

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THANK YOU!

COMMENTS, QUESTIONS, CONCERNS?



FEEDBACK SURVEY

Next Week's Session:

Engaging Students in Office Hours (11/7)

[Register](#)

