Substantive Feedback and Relationships

John Roberts Online Faculty Coordinator PMI

Substantive Feedback and Relationships



U2 WHAT DOES IT LOOK LIKE

D3 HOW TO PROVIDE IT



WHY IS IT IMPORTANT







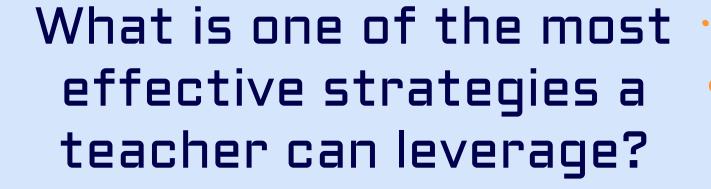
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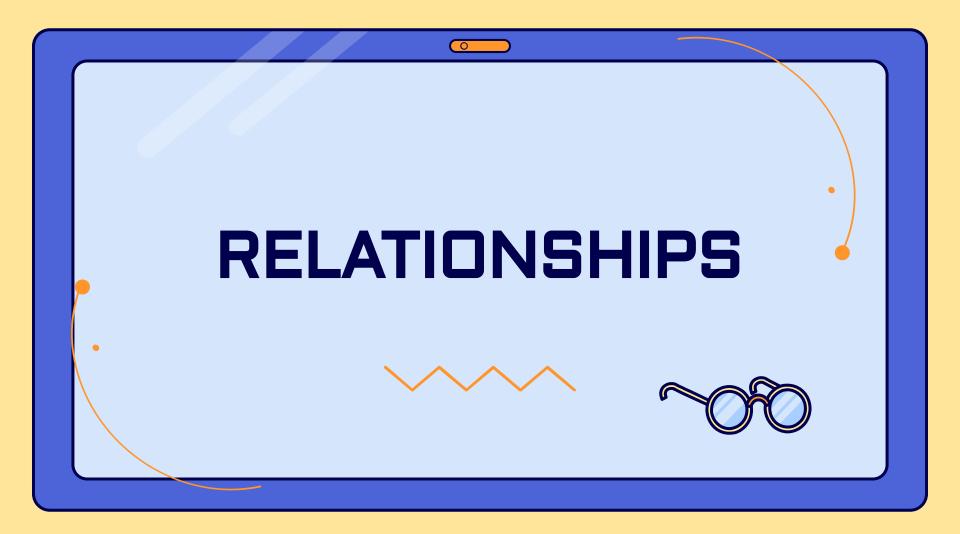
Considerable

Practical

Meaningful







• Why are **RELATIONSHIPS** important?

Benefits of strong "Connectedness"

PERSISTENCE

ENGAGEMENT



ACADEMIC SELF-CONCEPT

CONFIDENCE

INCREASED GPA

Faculty Focus: "Fostering Student Connectedness: Building Relationships in the Classroom"

• How did your teachers show you that they cared?







SUBSTANTIVE FEEDBACK

PERSONALIZED

- Use their name
- Identify positive performance
- Suggest improvements

SPECIFIC

- Provide clarification
- Explain points deducted

How would you *feel* and *react* if you received the following feedback?





"Good work. You posted the required number of times, asked questions of your fellow students, and used resources to support your posts."

"Lisa,

Good work. In this discussion, you should have explored the finer points of Medicare coverage. I like how you made a personal connection to your experiences with billing. In the future, please be sure to post at least 3 times and use resources to support your posts. - 1 pt (did not post min times) - 2 pts (did not use resources) Let me know if you have any questions. - John"

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PERSONALIZED

- Use their name
- Identify positive performance
- Suggest improvements

SPECIFIC

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RELATIONSHIPS

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Ask Yourself 4 Questions

What was the Objective? Did they meet it?

What did they do well with? Did they show improvement?

Where did they not do so well? Where did they lose points?

How can they improve? What resources can they use?



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NAME,

OBJECTIVE

GOODWORK

NOTSOGOOD

SUGGESTIONS

John

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Ask Yourself 4 Questions

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Using this formula approach:

- Creates consistency
- Is detailed
- Takes the focus off **how** you communicate
- Puts the focus on **what** you communicate
- Uses less cognitive energy



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RELATIONSHIPS

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"When you study great teachers... you will learn much more from their **caring** and **hard** work than from their **style**."

—William Glassner



Questions?





THANKS!

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