Community + Belonging = Persistence

How National University is Transforming the Online Experience with Digital Communities

Join the Conversation

Please take a minute to introduce yourself and share what brought you here today.

Katy Kappler

—

Co-Founder & CEO
Moderator

Dr. Errin Heyman

—

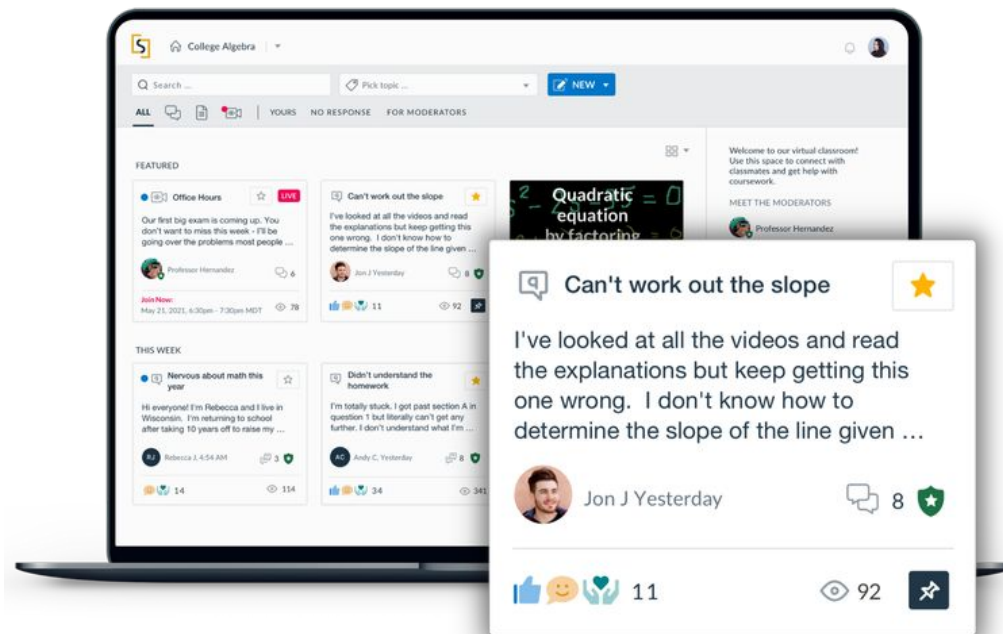Associate Vice President, Learning
Experience

InScribe

National UNIVERSITY

Meet InScribe at OLC

InScribe Community-Powered Support

InScribe Communities:

- **Increase Belonging**
- **Improve Outcomes**
- **Empower Students**

www.inscribeapp.com

Meet InScribe at OLC

InScribe

Why are we here?

InScribe

About National University

- National University is breaking barriers in education through **Whole Human Education™**.

- Reshaping higher education for busy adults and working professionals.

- 190+ career-relevant programs.

- Four- and eight-week course structure.

- Flexible online and in person class options.

190+ Degree Programs

230,000+ Alumni

40,000 Students

$77M+ in Scholarships

WSCUC Accredited

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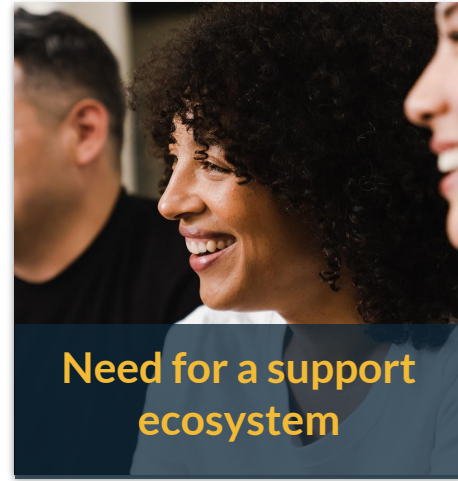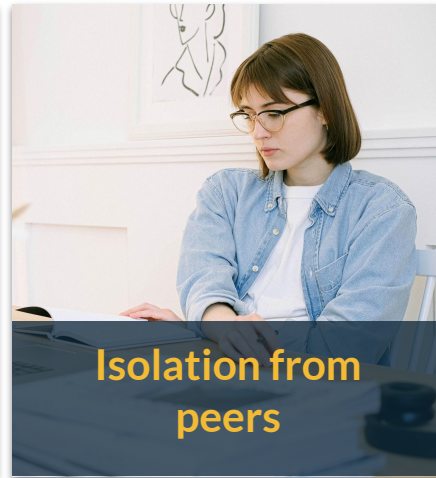**InScribe**

Belonging is when people have **positive** and **purposeful connections**, believe their **authentic self** is **valued** and **accepted**, and they **feel heard** by their community.

What challenges were you facing that led to the use of digital communities?

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Challenges

4 to 8 week courses

Online & in person learners

Isolation from peers

Need for a support ecosystem

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Driving Factors

⅓

Up to ⅓ of students **can not learn if they do not feel connected.**

- Research and the evolving teaching and learning landscape
- Neuroscience behind learning
- Providing neuro connected learning environments

Join the Conversation

What challenges have you faced engaging students in online classes?

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Introducing digital communities at National University

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Driving Initiative

Cultivate a sense of belonging by offering flexible spaces and engagement opportunities, allowing students to personalize their experience while connecting with resources, workshops, peers, and faculty in a supportive environment.

Project Goals

Enhanced Experience

Persistence + Retention

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Project Priorities

- Student Group Availability

- Student-Driven Communities

- Real-Time and Asynchronous Communication Tools

- Connecting with Faculty and Peers Outside the Classroom

- UX-Driven Group Suggestions and Synchronous Activity

- Resource Availability Based on Individual Needs

- Virtual Space Activity

How are you using InScribe communities?

What is a Digital Community?

Digital space that connects students regardless of location or teaching modality.

Safe place to ask questions, overcome challenges, and gain confidence.

Knowledge repository that automatically organizes resources, questions, and answers so everyone benefits.

Students can help answers each other's questions, share resources, and support one another.

Feb 14, 2024 · 89

What to expect in EDC 614A & B?

I'm in the process of finishing up EDC 611 and would like to hear from anyone currently in or knows what to expect from 614 A & B courses.

👍 1 🙌 1 🤲 1 ❤️ 1 +

Encourage and engage students at scale.

Good morning, everyone! Today, I am here to discuss the importance of your **WHY**. Why did you decide to make that phone call to us here at National University?

I will tell you a little bit about my **WHY**- I decided to go back to school and finish my educational journey. It was a promise I had made to the first educator in my life, my dad! I promised him I would complete what he started back home, so I could have a better life here in the United States. So, here I am today, and _I have completed my dad's dream in June of 2020._

Now, it is your turn, please take a moment to tell me what is your **WHY**? I look forward to reading your responses.

Cheers to your continued studies, and to knowing your WHY,

#MyWHY

#WhatIsYourWHY

#EstamosJuntos

❤ 4   +   👍

I work as a classified employee at a community college with many inspirational counselors. I wanted to support students in a manner they are able to on a daily basis.

👍 3   ❤ 2   +   👍

▾1 Reply

Feb 15, 2024

I love this! I went to community college and had so much support. After graduate school, I went back and taught at a community college as well. I am so glad you are finding your why in such a community!

![National University logo]

Community members share helpful resources.

Student Wellness at National University: TimelyCare

At National University, we value the whole student, including your mental health. That is why we are proud to offer TimelyCare, a virtual health and mental well-being program for students!

With unlimited 24/7 access to a mental health professional and up to 12 scheduled consultations each year, TimelyCare can help you prioritize your mental health.

Feb 4, 2024 — 👁 51

👍 3   ❤️ 4

Feb 14, 2024

Hello, and thank you for sharing this resource reminder with us, ▢. Please do not forget to take care of you; self-care is very important, and an essential part of our daily lives. TimelyCare is a great tool to add to your academic tool belt.

Cheers to self-care with TimelyCare,

Dr. Galvao

Sharing with their peers helps **build community** and a sense of **belonging**.

Embrace Diversity

NU prides itself on valuing and welcoming a diverse student, faculty, and staff population. As a nerdy fan of Harry Potter, I thought it would be fun to see how the
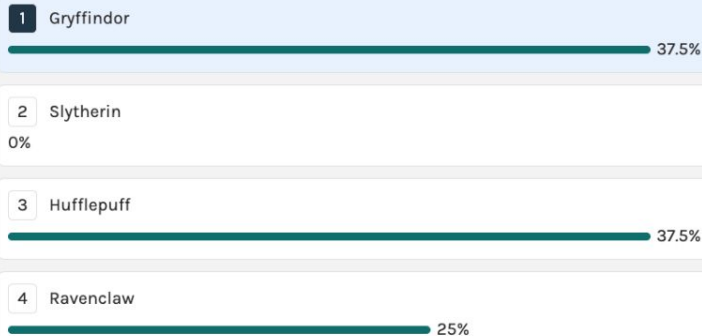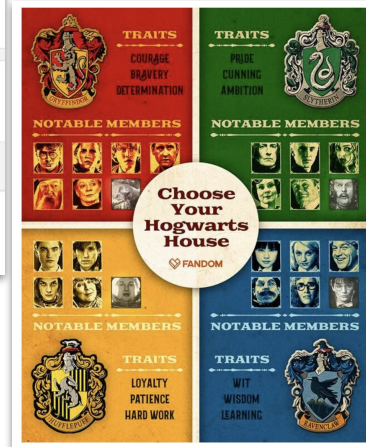
Mar 24, 2024   8   0

2   248

8 people responded
What is your Hogwarts house?

SHOW RESPONDENTS

1   Gryffindor
                                    37.5%

2   Slytherin
0%

3   Hufflepuff
                                    37.5%

4   Ravenclaw
                          25%

Thank you for responding!

1   1   -

TRAITS   TRAITS
COURAGE   PRIDE
BRAVERY   CUNNING
DETERMINATION AMBITION

NOTABLE MEMBERS   NOTABLE MEMBERS

Choose
Your
Hogwarts
House
FANDOM

NOTABLE MEMBERS   NOTABLE MEMBERS

TRAITS   TRAITS
LOYALTY   WIT
PATIENCE   WISDOM
HARD WORK   LEARNING

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What's next?

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Research Study

- Currently introducing InScribe to 1200 students

- Start small, innovate, gather data and move quickly

- A control group of 2 programs within 1 school

  - Give students access to the community

  - Track organic growth - Making students aware that the resources are there. "If they build it, they will come"

  - Test what happens once we add the directive

- Write up recommendations and share the results institution wide

THANK YOU!

Dr. Errin Heyman

—

Associate Vice President, Learning
Experience

OLC Sessions on Community + Belonging

LIVE SESSION
Promoting Belonging and Engagement in Online Learning: The Tiger-2-Tiger Success Story

Fri. April 12th @ 9:30 AM
Aurora Ballroom Corridor Position 11

Featuring:

- Dr. Andrew Feldstein, Assistant Provost for Teaching Innovation and Learning Technologies at Fort Hayes State University

- Katy Kappler, Co-Founder and CEO of InScribe

FORT HAYES STATE UNIVERSITY | InScribe inscribeapp.com

LIVE SESSION
How can AI Foster Student Connection and Belonging in Education?

Fri. April 12 @ 11:15 AM
Aurora Ballroom Corridor Position 9

Featuring:

- Dr. Tawnya Means, Asst Dean, Educ Innovation & CLO at University of Illinois at Urbana-Champaign

- Dr. Omid Fotuhi, Director of Learning Innovation at Western Governors University

- Katy Kappler, Co-founder and CEO of InScribe

Gies College of Business UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN | WGU | InScribe inscribeapp.com

LIVE SESSION
Empowering Faculty and Building a Support Ecosystem through Digital Communities

Fri. April 12th @ 1:30 PM
Aurora Ballroom Corridor Position 4

Featuring:

- David Des Armier Jr., Instructional Designer at The University of Tennessee-Knoxville

- Katy Kappler, Co-Founder and CEO of InScribe

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Stay Connected

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