

Connecting With Online Students Using Web-Conferencing Technologies

Drexel University Libraries

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Your Presenters



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Sciences



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Drexel Online at a Glance



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Drexel has been a premier **online university** since 1996, when it began offering degrees online as an option for students. As a university with a strong background in technology and


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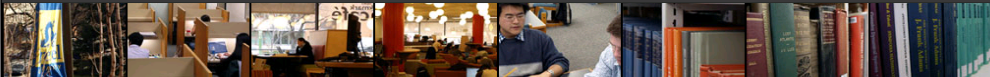
www.library.drexel.edu

The screenshot displays the Drexel University Libraries website. At the top, the 'DREXEL UNIVERSITY LIBRARIES' logo is on the left, and a navigation bar contains buttons for 'Libraries Home', 'Health Sciences', 'Research', 'Services', and 'Get Help'. A banner image shows various library activities. The main content area is divided into several sections: on the left, a sidebar for 'Hagerty Library' lists services like 'Today's Hours', 'Copying', and 'Printing', along with 'Quick Links' such as 'Academic OneFile' and 'Proquest Research Library'. The center features a large search box with the text 'Search the catalog...' and a 'Go' button, with options for 'by Keyword' and 'Advanced Keyword Search'. Above the search box are tabs for 'Books & Journals', 'Databases', 'Research Guides', 'Course Reserves', and 'This Site'. Below the search box is a section titled 'Get more out of your library...' with links to 'New Students' Guide', 'Freshman Writers' Toolbox', and 'Research Guides'. On the right, there is a 'LIBRARY CHAT' button, a 'My Library Accounts' section with links to 'My Library Record / Renew Books', 'ILLiad', and 'E-Z Borrow', and a 'Suggestion Box' section with a 'Lights Out!' announcement and a 'Read the Response >>' link.

Services for Distance Students




[Libraries Home](#)[Health Sciences](#)[Research](#)[Services](#)[Get Help](#)



Services

- [Renew a Book](#)
- [Interlibrary Loan](#)
- [Subject Librarians](#)
- [The Suggestion Box](#)
- [Reserve a Group Study Room](#)

Quick Search

The Catalog 

Services for Distance Learners

The Drexel University Libraries provide services to Drexel's distance learning community equivalent to those available on the physical campuses. Here are some special tips for Distance Learners for:

- [Doing Research](#)
- [Getting Books and Articles](#)
- [When You Need Help](#)

Our extensive collections of online databases, books, journals, etc. will provide many of the research tools that you need. With very few exceptions, all online resources in our collections are available to students regardless of whether they are on-campus or not.

Doing Research

Databases/Article Indexes

The Drexel Libraries offer more than 500 online databases. Most provide indexing of journal articles; some include technical reports, conference papers and other monographs. Some specialized databases provide business data, chemical structure information, economic and political information, etc. See: [Databases and Article Indexes for listings, alphabetically and by subject specialty](#).

Encyclopedias, Dictionaries, etc.

Reference works including dictionaries, encyclopedias, handbooks and biographical dictionaries are available in nearly every subject area. These can be found in the Library Catalog (search by keyword, subject or title, limiting to "All Electronic Resources"). Also see: [Electronic Reference Resources](#) and [Health Sciences E-books](#)

Librarian-recommended Resources


Information Services (Reference) librarians maintain Research Guides listing recommended resources and providing research tips in course-related and subject-specialty areas. Look for the Red Stars for highly recommended sources! See: [Research Guides by Subjects](#)

Electronic (Online) Journals and Books

Use the [Library Catalog](#) to find a book or journal; you can restrict what you find to resources available online by selecting "All Electronic Resources" in the pull-down box under "Search In".

Getting Books and Articles

Sometimes, even our extensive collection of electronic (online) books and journals might not be enough. ILiad, our interlibrary loan service can help you get journal articles that aren't available electronically, and [print] books from our collections and from other libraries. Please try to provide as much information as possible about the book or journal article; it will help us to fill your request faster

LIBRARY CHAT
is available 

My Library Accounts

- [My Library Record / Renew Books](#)
- [ILiad](#)
- [E-Z Borrow](#)

Wimba

The screenshot displays a Mozilla Firefox browser window with the address bar showing "Drexel University Health Sciences Libraries | Drexel University Libraries". The website features a navigation bar with links: Libraries Home, Health Sciences, Research, Services, and Get Help. Below this is a banner image of the library interior. The main content area includes a search bar with the text "Search the catalog..." and a "Go" button. To the left, there are sections for "Health Sciences Libraries" listing "Hahnemann Library" and "Queen Lane Library" with their hours and contact information. To the right, there is a "Latest News" section with two articles: "3/16/10 - An Energizer Break at the Hahnemann Library!" and "3/15/10 - Epigenetics added to Journal Collections".

Below the browser window, a Wimba chat window is open. The chat window shows a status bar at the top with "TALK" and "Exit - Lobby - Help". The main chat area displays the message: "Connecting to server... You have connected successfully! You have entered 'Testing'. Your media format is WimbaMedia." The chat window also shows a list of people in the chat, including "Gary_Childs_MS". The Wimba logo and tagline "people teach people" are visible in the bottom right corner of the chat window.

Wimba: Typical Use

- Synchronous Scheduled Events
- Archive Feature Allows for Asynchronous Learning & Review

User Interaction/Participation Features

- Voice Chat
- Text Chat
- Yes/No Icons
- “Raise Hand” Icon
- Emoticons (Happy, Sad, etc.)

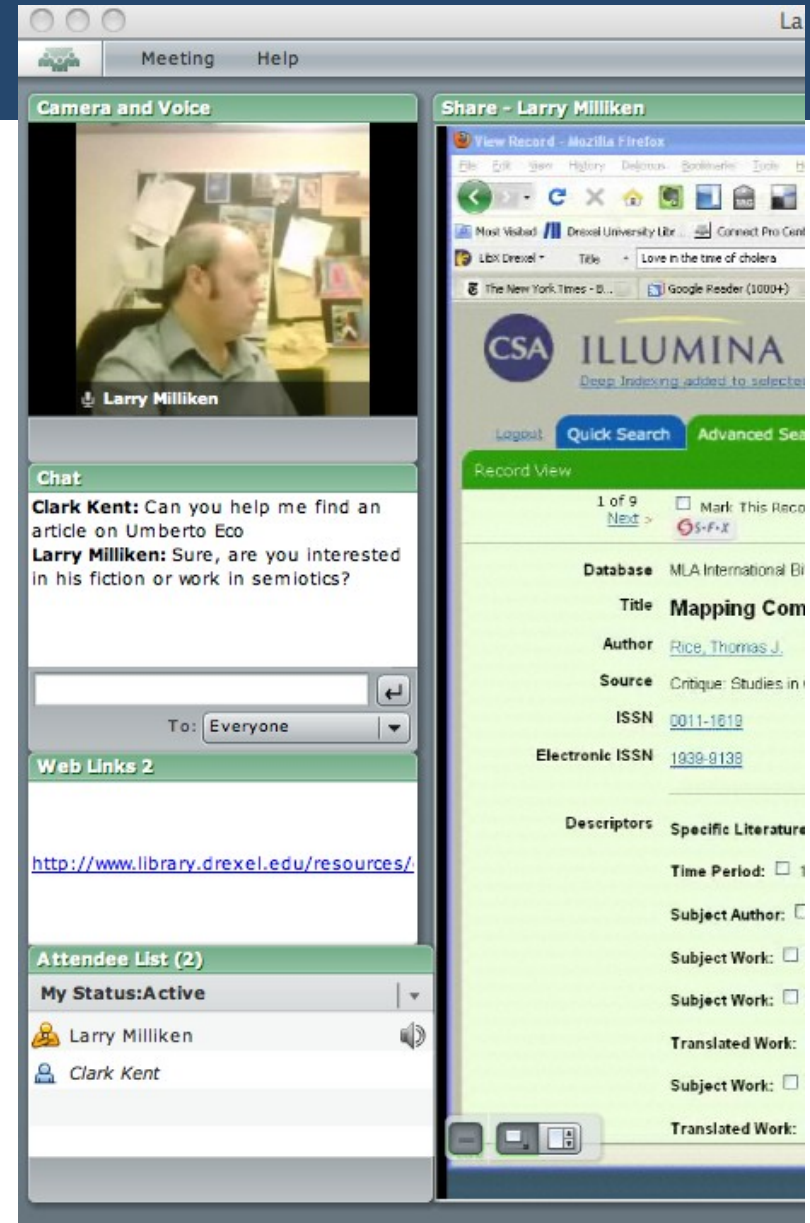
Semi-structured setting

Experiment: Hold Adobe Connect office hours in Fall/Winter/Spring terms

Goal: Gauge student interest in an open research assistance forum online

Challenges:

- Difficult to monitor. Need to limit times offered.
- Marketing
- Small number of distance learners in my fields



Monitoring:

- Hours limited to avoid missing student logins
- Hours chosen for times when monitoring is most feasible

Marketing:

- Blog/Research Guide announcements
- Added to Freshman Writer's Toolkit and mentioned in ENGL101 Library Orientations
- Added to many course syllabi for Winter/Spring
- Direct outreach to distance learners for Spring term

Author Info



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Librarian for Humanities/Social Sciences

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215-895-2765

IM me at:

AOL IM: DrexelHumSoc

Yahoo IM: Drexel.HumSoc

GoogleTalk: Drexel.HumSoc

Meebo IM: Drexel.HumSoc

Virtual Office Hours

Meet with me online via your web browser.

Monday and Thursday 3pm to 4pm

[Click here to launch meeting.](#)

■ My Delicious Tags

history

political-

science

politics

government

data

statistics archives maps

policy international-

relations sociology ais

- Call the Hagerty Library reference desk at 215.895.2755, **IM us or send us a question online.**
- Stop by Humanities/Social Sciences Librarian Larry Milliken's **Virtual Office Hours** on Mondays and Thursdays from 3pm to 4pm. We can meet online via your web browser. **Just click here to join the meeting!**



It looks like this:

Results (so far)

- Very limited usage
- Most consultations still in-person walk-ins/appointments, most questions still email or IM
- Direct marketing to distance learners may lead to changed times
- Most Adobe Connect sessions start as **IM**/phone reference questions

E-Reference via Adobe Connect

Synchronous instruction (scheduled)

- Scheduled sessions for individuals or groups

Asynchronous instruction (monologue)

- Pre-recorded “tutorials on the cheap”

Spontaneous instruction (1:1)

- Conversion of a phone call or IM session

Camera and Voice



Attendee List (2)

- Tim Siftar
- Observer

Note

www.wallacefoundation.org
www.edutopia.org
<http://www.nea.org/home/32073.htm>
<http://www.iste.org/>

Share - Tim Siftar

EBSCOhost: Result List: professional development and (trend or controvers*) - Mozilla Firefox

File Edit View History Bookmarks Tools Help

<http://web.ebscohost.com/ehost/resultsadvanced?vid=4&hid=1048ad-64e75519-69f43b4-83bc-03d715cf28>

<http://www.library.cder...>
[ReGrab-It bookmarklet](#)

[Educational Administra...](#)
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Professional Development

PROFESSIONAL education

TEACHING methods

CONTINUING education

TEACHERS

More »

Publication

Geography

Database

Results: 1-50 of 251 Sort by: Date Add (1-50)

Page: 1 2 3 4 5 Next

Results for:

professional development and (trend or controvers*)

Alert / Save / Share »

Options set

Search Mode: Boolean/Phrase

1. Reflections on trends and challenges in internationalizing an Ontario community college.

By: Grabove, Valerie L.; New Directions for Teaching & Learning, Summer2009, Vol. 2009 Issue 118, p15-23, 9p; DOI: 10.1002/tl.349; (AN 42222498)

Database: Professional Development Collection

Add to folder

[Check SFX for availability](#)

2. A Consideration of Contemporary Factors Influencing Professional Development in Health Research.

By: Cleary, Michelle L.; Walter, Garry; Horsfall, Jan; Matheson, Sandra. Journal of Continuing Education in Nursing, Jun2009, Vol. 40 Issue 6, p273-279, 7p, 1 chart; (AN 42009130)

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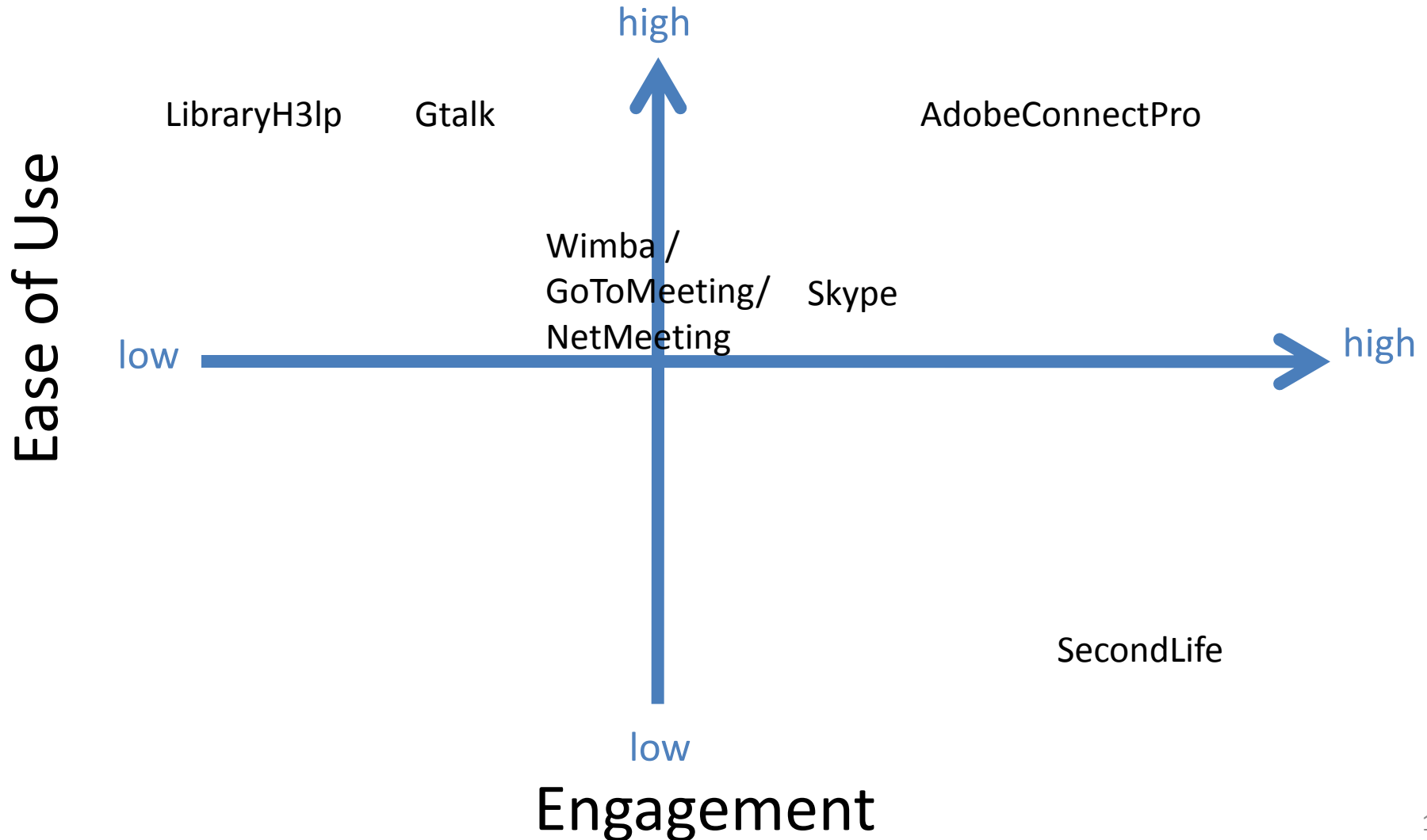
Options set

Chat

File Share

Name	Size

E-Reference Services ranked by Engagement vs. Ease of Use



An example of faculty recommendation

- Professors include librarian contact information in their syllabus
- Recommend students to consult librarians for research help

CHE 481-483: Process Design — Resources

[General Class Resources](#)

[Finding Books](#)

[Key Chemistry and Chemical
Engineering Databases](#)

[Key Engineering Databases](#)

An example of faculty recommendation

- Student contacts Jay by email.
- Apparently, student did not do well in the mid-term.
Professor recommended him to contact the librarian.
- What now?



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AOL IM jaybhatt59
YAHOO IM jay_bhatt_98

facebook	Name:	Jay Bhatt
	Email:	bhattjj@drexel.edu

Simple technologies still powerful!

- Jay asked student to see if it was okay to give him a call
- Through phone conversation, blog page, and gmail chat, we explored databases to find scholarly articles

Engineering Management



Simple technologies still powerful!

- Telephone consultation combined with computer access – helped!
- Final email from student:
“Thanks for your help earlier in retrieving electronic journals and resources. I've attached an updated copy of my paper. It's due by 5pm on Saturday (3/13). If you have time, can you please review it”



Questions?

<http://www.library.drexel.edu/>