

Class Roll

Creating a collaborative mobile higher education support and resources center for rural and isolated areas focusing on supporting online, first-generation and low-income learners across a wide age level line-long learning spectrum.

Class Roll is a mobile extension and enhancement of the OpenIDEO idea ‘Have Advise/Will Travel’

<https://challenges.openideo.com/challenge/future-of-highered/ideas/have-advice-will-travel>

User Experience Map

Referencing Amy’s Story

<https://challenges.openideo.com/challenge/future-of-highered/research/amy-s-story-the-needs-of-first-generation-rural-students>

How might we better prepare all learners for the needs of tomorrow by reimagining higher education?

Amy Dreams of College

User Description: This is Amy!



- Amy lives in a very small mountain community.
- Amy is 19 years old.
- She is a full time college student in her first year. Due to transportation issues, Amy has online class access only.
- Amy is a first generation, very low-income, rural student isolated from the closest campus over 20 miles away.

- Amy has no reliable transportation. Her family has only one 'rattle trap' car and her brother takes it to get to work.

Amy is the first in her family to graduate high school. She dreams of college but due to transportation issues, online classes are her only option.

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Amy is in Distress - Becoming high risk for failure

Amy tries to complete college classes but has little help in understanding how to negotiate the online tools needed for success in class assignments and other campus requirements.



She is too embarrassed to tell her professor that she is lost on how to do her project and has no transportation to go to advisement or tutoring.

She feels isolated and incapable.

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CLASS ROLL Support Bus arrives!



The CLASS ROLL Bus arrives every other Tuesday morning to the market parking lot only a mile from Amy's house.

Equipped with a satellite dish for internet connection nearly anywhere, the support bus has onboard workstations and

wireless router and printer.

It is a joint project by a college access program and collaboration of many local colleges and universities.

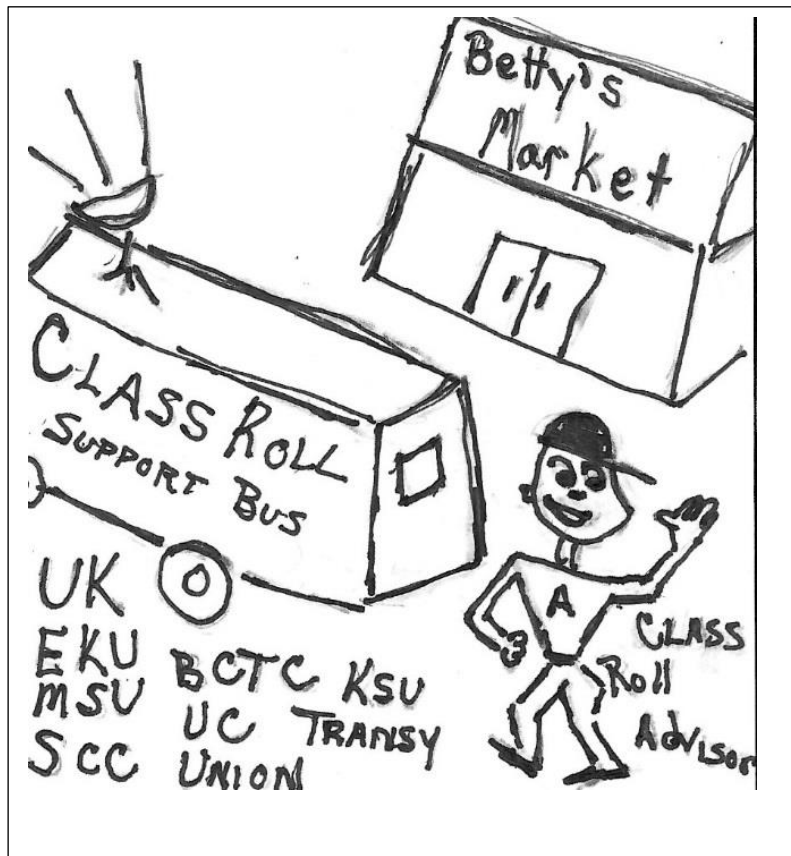
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Class Roll Advisor

The advisor on the Class Roll Support Bus works with multiple colleges to assist students in their own community.

The advisor does not work for any one college but for the college access agency. He is there to help students

navigate online tools and processes as well as explain process, define jargon and terminology, assist with the financial aid application and acceptance process and foster communication with campus based assistance programs such as tutors, advisors and student support services in whatever college the student is attending.



Amy gets help!



There are 8 workstations on the Class Roll Bus.

The Class Roll On-Board Advisor helps Amy learn to use tools on Blackboard for her online class project.

At the same time, Mike is working on his FAFSA on another Class Roll

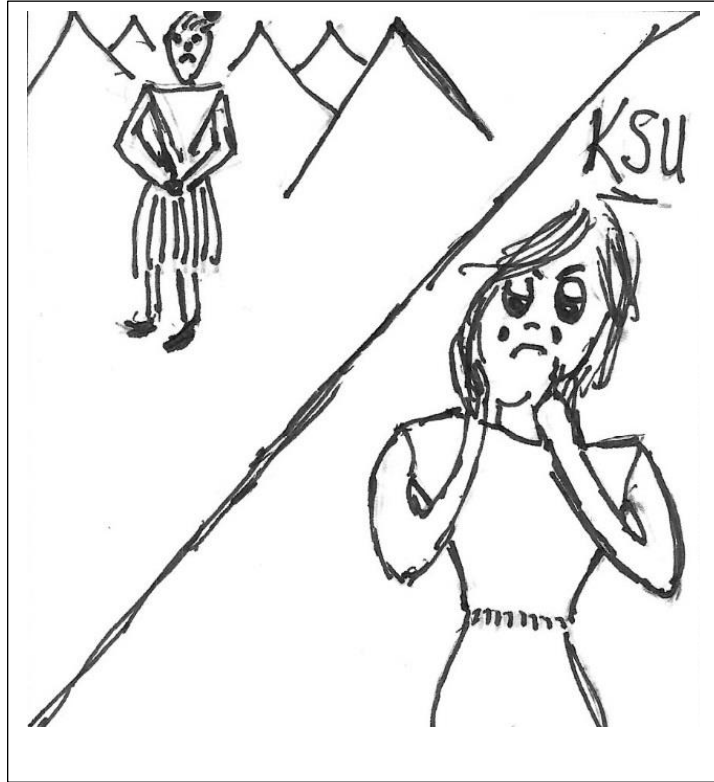
workstation. Mike take online classes at a different college than Amy.

Lulu just left. She was discovering how to do online research for a paper in her class. Mark is coming today for backup explanations while doing his online college orientation.

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Class Roll Connections for Retention and Persistence Support

Amy's classmate Katie lives on a campus over 80 miles away with no car to visit home and no public transportation.



Missing and worrying about family puts Katie at a high dropout risk.

Gramma doesn't have a computer or internet access. She doesn't have a cell phone as there is no signal in on her back mountain road.

She never finished high school but is Katie's biggest support base.

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Multi-Generational Lifelong Learner Support



Class Roll Advisor works with Gramma to learn basic computer skills using Class Roll resources. Gramma learns how to SKYPE Katie.

Gramma is more comfortable with a new skill. She is beginning to not feel so 'left behind'. She

also knows who she can contact for assistance and explanation of Katie's new experiences and needs.

Katie feels encouraged with seeing and talking with Gramma and recommits to staying in school and seeking on-campus help when needed.