1- Three Keys of SoTL

Reflective practice / Inquiry
Put yourself in the shoes of your student, what am I doing that is working and what am I doing that is not. Am I just teaching or am I facilitating within an environment of learning?

Culture of Enquiry
In my class, students should always feel comfortable asking questions, although due to students where English is not their first language or cultural differences, some students may feel uncomfortable asking questions. For these students, I encourage them to message or email me.

Teachers who have industry experience can by example give real-world answers to their questions. Answers out of a textbook are just that, but when you can take the question and answer it using real-world experience, my students can get more out of their questions. They may even ask follow-up or more probing questions

In my years of teaching and mentoring other instructors, I have sat in classes where the instructor will brush off the question with such answers as "I answered that already", "I will get to it", and never does, or just tried to make up an answer to move on. If I do not know the answer to my student's questions or do not feel that I can adequately answer them at the time, I will put them into our discussion thread (parking lot) and will investigate and be sure to answer it, next class.

When a student asks a question via messenger/email that is course-related, I always add that question to the start of next week's material so that all students can benefit from the question.

Through the course, students are given formal stop-gates to ask questions. At the end of every class, there is always time to ask questions. As well, during key points in any class, there will be an opportunity to ask questions.

At the beginning of the course, students are encouraged to ask questions anytime during the class.

Surveying students
Many Colleges and Universities will survey the students near the end of the course. The perception of many students is that this is a waste of their time. To ask questions at the end of the course may help with future courses but does nothing for them in a real-time environment. This is more of a reactive than proactive approach.

As a father of four, all my children have expressed dissatisfaction at times with the survey system. Every college has great instructors, but we may also have some that

require assistance in their teaching. The horror stories that I have heard from my children about instructors have left me shaking my head. Their opinion is that the college does nothing to mitigate or help poor Professors.
If we are going to survey our students, we need to provide a feedback loop that their thoughts and that concerns are addressed.

Throughout my semester, I have predetermined gates in the curriculum that allow for "start, stop, continue" which allows students to provide feedback on what is being taught, what they found useful, and what should be continued. As well, by examining student emails and messages I can determine if students are struggling with a topic being taught and reach out to determine where we can alter the delivery to make it easier for them to consume.

I teach Project Management Courses, and I have provided supplementary lectures that are an option for the students to view on key terms. I mention the term "CRITICAL PATH" throughout my course. Although we don't dig deep into how to calculate the critical path, I have received many questions on it. I have created a separate lesson calculating the critical path. Although students know that this is optional and will not be on the exam, I find that over 90% of the students will review this lesson, and have received positive feedback on the material.

At key points in my course (usually after every 3 weeks), I will sit down with my class and we will talk about things they have liked about the class, things they did not like about it. The different methods of teaching that I have used (i.e. videos, games, lectures, power point, supplemental material) to gauge and understand what is working for the students and what is not working.