

Transformative Learning & Technology: The Case of Peer Support AMICAL 2022

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The Context and Connections

- Transformative Learning involves exposure to new experiences and using them for learning and growth.
- Online is Transformative Learning
- Peer Support is Transformative Learning
- Peer Support > Online > Transformative Learning
- How did this work at SASS?

Case Study: SASS @ Deree - ACG

Description / Overview

- Student Academic Support Services (SASS) provides **support to the learning** of DEREЕ students through a variety of approaches encouraging **participatory learning**. SASS follows a **learner-centered** approach in order to promote individual development and to respond to the needs of each student.

Operation

- The academic support is provided by a group of Learning Facilitators (students with high grade average, at least in their third year of studies). They provide assistance with courses and college skills.

The Positive Effect of Online Peer Support

- The Transformative Learning benefit is the addition and use of online tools.
- The Transformative Learning process is equally important and valuable for the Learning Facilitators as well as the students receiving support.
- Learning Facilitators and students are in the same position. As such, students are more understanding and the online tools have a strong Transformative Learning effect.

Online Support at SASS, Some Specifics

- Learning Facilitators reported they were following many of the same practices as the on-campus support
 - **But:** with more empathy, realizing the online challenges for all:
 - “More time at the beginning of the session to relate to the student”
 - “Tried harder to create a friendly and more personalized environment”
 - “Central to my approach was support, support, support”

Transformative Learning & Content

Statement: “Online Support has a positive impact on the coverage of content”

55% Strongly Agree or Agree

➤ this highly depends on the material supported

Transformative Learning & Method

Statement: “The Method of providing online support helps the student being supported.”

73% Strongly Agree or Agree

➤ very high. This is an e-ready generation

- Indicative statements:
 - “I was more patient”
 - “I provided more space & time”
 - “The use of the whiteboard for math support worked for me”

Conclusions

- Transformative learning relates to both content and method of providing support.
 - Transformative learning applies to both on-campus and online environments.
 - Online learning has a strong transformative nature when provided by peers.
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- ★ Learn to trust our students to provide support
 - ★ Learning Facilitators became more critical and sceptical. That is
Transformative Learning!

