



Unwavering Support for Whatever's Next

No matter how you're asked to teach this summer and fall—whether online in a virtual classroom, or in person and on campus—feeling prepared matters. Read on to hear how one educator adjusted her curriculum and teaching approaches in response to COVID-19—and how the right support has her prepped for whatever's next for her course and students.



Donna Sue Shellman,
CPC, EdS

Faculty Member

Gaston College
Dallas, North Carolina

DISCIPLINE:

Office Systems Technology/
Medical Office Administration

CENGAGE PLATFORM:

MINDTAP

**PRIOR EXPERIENCE
TEACHING ONLINE:**

YES

What was helpful in your transition to remote teaching?

The quality of assistance and ease of access made moving to online an easier process than I initially imagined, especially as I rely on *MindTap* to observe my students' participation and progress. Cengage listens to my specific course setup and delivery needs. I also appreciate the ongoing support during the adoption process, throughout the implementation phase when linking *MindTap* with my college's LMS and all semester long to answer any questions.

How did the services and support help you get the most out of your digital product?

It helped to have an explanation of the various functions and features of *MindTap*, with clear descriptions and examples—including suggestions of how other faculty have used the product. In the end, I chose to use *MindTap* to fit the needs of my students but hearing how other instructors use it helped me so much! I always feel comfortable asking questions because everyone seems to enjoy teaching me how the product works and how it can be most effective and impactful for me and my students.

How did this support make a difference for your students?

Moving to an online course delivery method can be stressful, regardless of the circumstances, and can be even more stressful when faculty and students have to transition quickly. Having a strong, consistent working relationship with Cengage support was key to an effective transition. I stressed to students that Cengage works hard to help us complete our educational goals. Students have expressed that they have had overall positive experiences; overall, I believe having access to this support created a sense of security for me and my students.

Has your opinion of fully online courses changed?

During the COVID-19 pandemic, my opinion about the value of online education has been strengthened as I continue to witness students and faculty using technology in ways they never imagined. Moving online has not been easy, but our collective teamwork will strengthen us and increase our confidence. And, in the meantime, we will continue to learn.

As new semesters approach, what would help you and your students feel most prepared?

The flexibility and reliability of *MindTap* content makes me confident that I can provide consistent and effective learning opportunities for my students. The variety of tools within *MindTap* help my students learn the material and gain confidence.

Moving your course online? Curious how a digital platform can amplify your instruction?
You've got this. We've got you. Get started with tailored-to-you support:

cengage.com/services