

# The Ultimate Showdown SUPPORT vs. CHALLENGE

## Biggest Challenge

Classes include a diverse range of backgrounds, learning styles, and levels of academic preparedness. Dealing with various language proficiencies is especially difficult:

### Module Facts

Module Coordinator: Isna Kruger  
Faculty: The Humanities  
Module: Introduction to Psychology (PSIN1514\_SC)

*"There is a huge gap between first language speakers and second/third language speakers of English. I am also a second language user. Sometimes [I] over or underestimate students language capabilities."*

**Module Coordinator**

The module coordinator used an informal method to evaluate how the students experienced the interventions, and thinks the students found it to be a good addition to the module. The module coordinator also used the interventions in other modules, and has recommended the use of it to colleagues.

### The module coordinator also uses:

You tube videos "...to illustrate difficult theoretical constructs. Sometimes also just to motivate students, or provide fun while learning"

### Makeover intervention

The module implemented informal and formal writing activities in-class and added a glossary to the Blackboard module as a first attempt to promote students' language development. A unit of the module was adapted to be placed into an e-guide, which caters for a diversity of students, and was made available through Blackboard. This included a message from the lecturer, a concept map illustrating how students will learn, unit specific resources, and short quizzes.

MAJOR

MAKEOVER

### What to consider?

A makeover takes a long time. The module coordinator indicated that the time it took to implement a strategy was underestimated, and did not implement all the interventions which was initially planned.

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How does one ensure that students receive the support they need, and at the same time, challenge them to exceed expectations?

### Results:

#### Informal writing activity



Effective



Neutral



Not Effective

#### Formal writing activity



Effective



Neutral

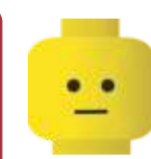


Not Effective

#### Glossary



Effective



Neutral

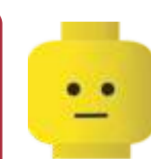


Not Effective

#### Concept map



Effective



Neutral



Not Effective

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