

CONNECTING BETTER WITH OUR ONLINE LEARNERS

INTENTIONAL

Learning more about our students



- Connect with students BEFORE and DURING classes.
- Learn about their interests a using a survey (e.g. Moodle, MS forms, etc.) before classes begin
- During the term, ask HOW class is going ... early and often (use MS forms, polling, jamboard, etc.). The following can be used -
 - In one word, describe how you feel about this course.
 - What most interferes with your success in this class?
 - What is one thing I can do to help you in this class?

FREQUENT

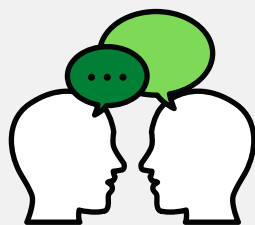
Be a frequent communicator



- Show we care. Students value when we are invested in their learning and care about them as individuals.
- Be present. Use a medium that you are most comfortable with, whether it's Moodle announcements (video or text), or email, or some other format.
- Respond promptly. It can be helpful to consistently respond to students' messages within 24 hours AND to set parameters for when you will respond (e.g., not on weekends or after 9 p.m.)

PERSONAL

Be personal in communication



Students notice the following:

- when we use their names as much as possible - in class, in email, and in a discussion posts
- the tone of our responses - try to use a tone that reflects: "I'm here to help and I want you to be successful." (review messages before sending)
- student-friendly language that is complete, supportive, and understanding

VISIBLE

Be visible to our students



- Create videos in our own space(s). Students appreciate seeing us and where we work. They want to know we are human with our own families, hobbies, and interests.
- We might even make a weekly 'announcement' video (in Moodle or with another tool) were we greet our students each week, share what is coming up, and provide encouragement and support.
- The link below provides an excellent example:

<https://photos.google.com/share/AFIQipPHS6Giqx1zE2Mh1gwfwmFLQVQH2IYNIN6cSmtLXsE2AuTXZYJNn3Zxyai2GoQ/photo/AFIQipPi6tDobXDjp6ECVgpyJDc9oiWkeIPiGMI-lu2v?key=OTdWeVZic182OWVnWWpvbIVIUjRzWkZvS09uMTJB>

EMPATHETIC

Be empathetic with our students



- Students want to know we care about them and recognize the challenges they face
- Read between the lines of their messages and reach out when there is pain or stress
- Be flexible with due dates, when possible - perhaps even offering a number of 'grace days' overall they can choose to use as needed

