Magna 2 Minute Mentor

What Are the Communication 'Musts' in an Online Class?

Presented by:

Jill Schiefelbein







Presenter Bio:

Over the past eight years, Jill has taken, taught and developed online courses. At Arizona State University, she worked in multiple capacities of online administration, including serving as the Director of Online Programs for ASU's College of Liberal Arts and Sciences, where she developed the office of online programs and grew it into an organization with hundreds of online course offerings across dozens of academic units. Currently, Jill is the owner and guru of Impromptu Guru, a company focused on helping individuals and groups improve communication in both face-to-face and online environments.

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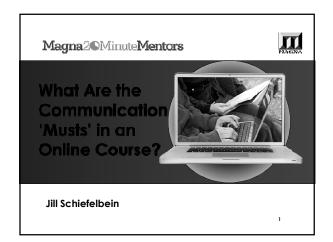
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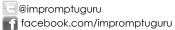
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One cannot not communicate	
4	
Five steps to establish communication credibility	
Instructor introduction and course expectation videos	

 The instructor introduction Introduce yourself Creative credentials Give personality 	
 The course expectations Set-up for success Communication policies Time usage Late policies Grading notes 	
2. Hallway conversations	

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2. Hallway conversations	
 Replicates the "out of class" environment General questions about course Refer to others' posts for answers Students answer students 	
3. Voice announcements aka housekeeping	
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aka housekeeping	
 About the week (or unit) About the content Due dates Personal message Observations 	
12	

4. Quarterly check-ins	
 4. Quarterly check-ins Current grade Encouragement Grading scale Points remaining Feedback opportunity 	
5. Genuine connection	

We'd like to know what you think!

Our evaluation form is located here: https://www.surveymonkey.com/s/musts



10