

EDUC C096N: COMMUNICATING IN ONLINE CLASSES

Item	Value
Curriculum Committee Approval Date	04/22/2022
Top Code	493013 - Academic Guidance
Units	0 Total Units
Hours	6 Total Hours (Lecture Hours 6)
Total Outside of Class Hours	0
Course Credit Status	Noncredit (N)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	Yes; Repeat Limit 99
Open Entry/Open Exit	No
Grading Policy	P/NP/SP Non-Credit (D)

Course Description

This course addresses the communication skills needed to successfully engage with instructors and peers in an online learning setting, including appropriate and professional communication strategies. Additionally, course will cover how to access and use student email and videoconferencing software to communicate with instructors, peers, and college staff. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

Course Level Student Learning Outcome(s)

1. Communicate effectively and appropriately with college instructors, classmates, and college support services staff using their student email, discussion forums, and other methods.

Course Objectives

- 1. Compose and send a professional and articulate email message to an instructor, classmate, or college staff.
- 2. Formulate a thoughtful discussion post and reply to two classmates, utilizing proper netiquette.
- 3. Explain the method to contact instructors, peers and college offices and recommend when to utilize each method.
- 4. Compare and contrast online learning support resources and determine which one(s) to reach out to if challenges with online learning arise.

Lecture Content

How to communicate professionally with instructors Options to contact (email, telephone, Canvas inbox, office hours) and response time Establishing a connection How to communicate professionally with peers Understanding netiquette Options to contact (Canvas inbox, discussion forums) Collaboration tools Videoconferencing software File sharing Email How to access and navigate student email Create, send, and receive email Composing a clear, succinct email Send and receive attachments through email Email forwarding Asking for help Identifying where to get help Seeking help from an instructor Getting

technical support Interfacing with offices on campus Assembling your team Evaluation

Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Online Enhanced NC Lect (NC5)
- Live Online Enhanced NC Lect (NC9)

Instructional Techniques

A variety of instructional techniques will be used for the diverse skill levels and learning styles of the students. These may include lecture, practical skills demonstration, activity-based instruction, class discussions, collaborative learning, and facilitation of personal reflection. Opportunities for live coaching will be provided for students who need extra support.

Reading Assignments

Assigned readings may include textbook excerpts, online lectures, and outside web resources.

Writing Assignments

Writing assignments may include online discussion, drafted written electronic communication, and responses to essay questions.

Out-of-class Assignments

Out-of-class assignments include performance tasks submitted using the features and functions of the Learning Management System and video conferencing software.

Demonstration of Critical Thinking

Students will analyze their intended purpose and audience (peer, staff, faculty) to determine and apply appropriate communication strategies and conventions.

Required Writing, Problem Solving, Skills Demonstration

Students will compose clear and appropriate written communication, including emails and discussion posts, using effective interpersonal skills.

Eligible Disciplines

Education: Master's degree in education OR the equivalent. Master's degree required.

Textbooks Resources

1. Required Kwantlen Polytechnic University Learning Centres. Learning to Learn Online, ed. Surrey, BC: Kwantlen Polytechnic University, 2018

Other Resources

1. The Core Rules of Netiquette, excerpted from the book Netiquette by Virginia Shea 2. OEI Online Learning Readiness Tutorial: Communication Skills for Online Learning