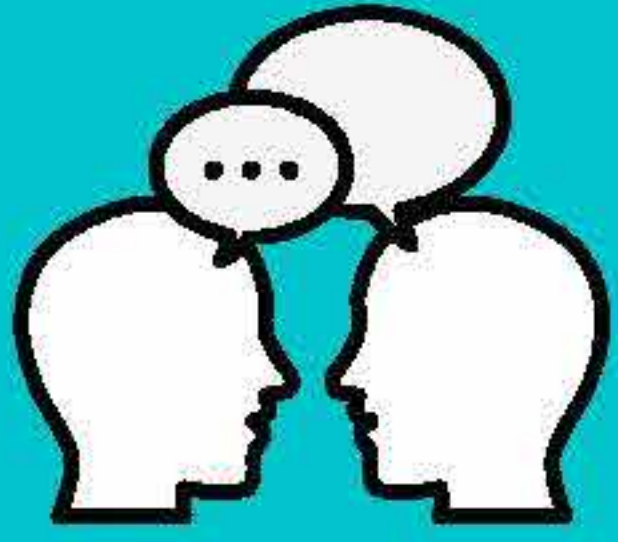


HOW TO ENGAGE AND COMMUNICATE IN ONLINE CLASSES



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ASK GOOD QUESTIONS

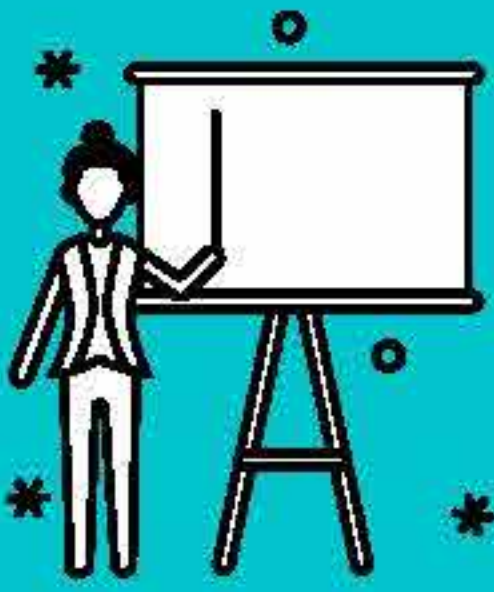
Just like when you're in class on campus, asking questions is an effective and important way to clarify your understanding



Is there an FAQ or Q&A discussion board in your course? Review your resources as a starting point and to avoid asking questions that have already been answered for you. If you're participating in an online discussion, be aware of how to ask questions in a virtual group discussion or lecture. Either ask them right away or write down your question and follow up afterward so you don't forget.

KNOW WHO TO ASK

Has your instructor indicated who you can go to for help and how you can reach them? Whether it's sending an email or a message through a discussion board on Moodle to an instructor, TA, or classmate, know how you should be contacting them. This will help make sure that your question gets addressed as soon as possible. This information can often be found in your syllabus. Note: Don't post personal or sensitive information in an open Q&A discussion board. Everything posted is public and openly available to your classmates.



ASK EARLY

Be proactive in your online courses. It's hard to follow along and you'll miss out on things when you aren't prepared ahead of time. Get started early on readings, assignments and studying. If you do have questions, you can make sure your instructor, TA, or even peers have a chance to respond or give you feedback before any deadlines. If you're asking a question about an assignment the night before it's due, you most likely won't hear back!

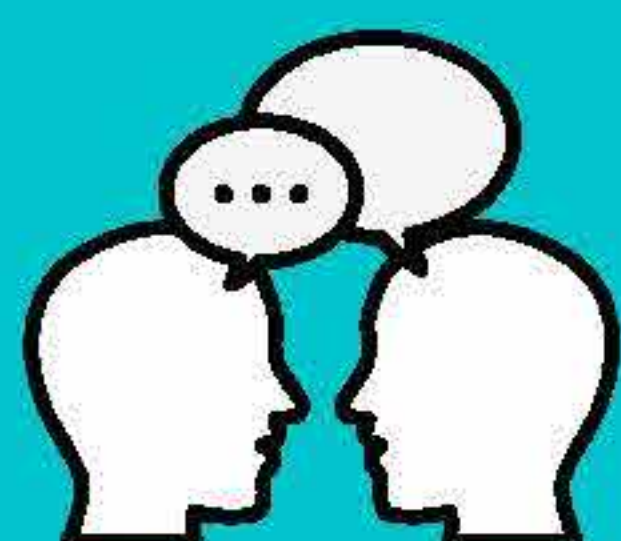


FOLLOW THE RULES OF ONLINE ETIQUETTE

The way you conduct yourself online, especially in an online classroom, it is just as important as the way you conduct yourself in person. You're making connections with professors who may become references for you in the future, and networking with classmates who could support your professional growth. Because of this, it's important to have a professional online presence and follow the rules of online etiquette.



HOW TO ENGAGE AND COMMUNICATE IN THE ONLINE CLASSES



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ADDRESS YOUR PROFESSOR PROPERLY

Before sending an email to your professor, make sure the information isn't already available on Moodle or in your syllabus. Here are a few more best practices for emailing your professor:

- Write a specific subject (include the course name/code/section). E.g., CHEM 1200 - 01 Question on Assignment 1
- Begin with a formal greeting. E.g., Hello Dr. Marta
- Be direct and to the point with your email. E.g., I'm emailing you to ask...
- End with a formal sign-off with your full name and student number. E.g., Sincerely, Jane Smith, T000123.



HOW TO CONNECT WITH CLASSMATES

In online classes, you aren't physically surrounded by your classmates and able to build community and connection in the same way you would in person. That's why it's even more important to maintain good practices online with your classmates to build those connections in new ways. Assignments like group projects and discussion boards can provide an opportunity for you to develop good working relationships, and friendships, within your classes. Good etiquette can help you to do so effectively.



DISCUSSION FORUMS

Discussion posts are a great way to make connections. Finding a learning partner in your class can be very beneficial, especially if you're used to studying in groups. To make the most of online discussions consider the following:

- Make sure you're clear on your instructor's expectations about how discussion boards will be used. Are they for asking questions? Will they be required for participation marks?
- Subscribe to discussion topics to stay up to date on discussion threads.
- Engage in respectful discussions with your classmates.



FOLLOW THE RULES OF ONLINE ETIQUETTE

- Test out the technology, download any applications to make sure you're ready a few minutes before the start time.
- Find a quiet, tidy space free from distractions. Let those you live with know ahead of time that you'll be in an online meeting.
- If you are sharing your screen during the meeting, make sure all tabs are closed.
- Be aware that you're on camera and people are watching you.
- Try to be engaged and avoid doing other things that can distract you or others from what's happening (eating, checking emails, checking your phone).
- Consider muting your microphone if there are any disruptions in your space.
- Follow the ground rules set out by the host or facilitator of the meeting (professor, TA, etc.).