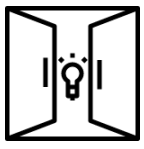


A GUIDE TO

COMMUNICATION

Maintain clear, open, reliable channels for communication among instructors and students, as well as among students



SET THE STAGE!

Send a **welcome email** to all students before classes begin; **include syllabus and links to tech and other support.**



TEST THE CHANNELS

Early in the semester, create low-stakes, graded activities that **introduce students to new communication tools** (example: require them to check a **Collab Announcement**).

LIMIT # OF CHANNELS



Share course information using just **one** or **two** channels (example: **email** + **Collab Announcements**).

SET PROTOCOLS

Clarifying good protocol—**respect for others, openness to all questions, etc.**—sets up sustainable interactive processes in the class.



BE CLEAR

Publish clear expectations for your communication with students (example: **"I will answer emails within 24 hours."**)

MONITOR CHANNELS

Expect to give course communications **more attention** when moving online (limited face to face interaction or entirely asynchronous).



CREATE COMMUNITY

Create and encourage channels for **student-to-student communications** (example: a Forum in **Collab Discussions**, for students to answer one another's questions).

Consider using **Collab Piazza** for answering common questions.

ALLOW CHECK-IN

In synchronous online class meetings, use **Zoom** chat to have **all students check in with a classmate for two minutes at the start of class.**



GET FEEDBACK

Allow students to send comments using **Collab Anonymous Feedback**.

See also: [Inclusive Virtual Learning](#).



COLLAB TOOLS:

[Overview](#)

[Messages](#)

[Announcements](#)

[Notifications](#)

[Discussions](#)

[Site Email](#)

[Zoom](#)

[Piazza](#)

[Anonymous Feedback](#)