

REACH ME

Creative Course Delivery  
Toolkit Training #6

I WANT MY STUDENTS  
TO KNOW HOW TO  
REACH ME.

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In-person -- communication happens informally before, during, and after class...

Important to be proactive in online environments and to let your students know how and when to reach you

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Include in your syllabus & on Blackboard:

1. Your preferred contact method
2. Your availability
3. How you will be primarily communicating
4. Office Hours – time & modality

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## ESTABLISH EXPECTATIONS FOR YOUR AVAILABILITY!

You should not need to be online 24/7 – instead  
establish expectations and routines and  
communicate those to your students

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## BEST PRACTICES: AVAILABILITY

ACUE, 2020

- Schedule your online time & create a regular schedule
- Be available at high traffic times!
  - Students are likely going to be online around deadlines – try to be present to answer immediate questions!

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## BEST PRACTICES: AVAILABILITY

ACUE, 2020

- Communicate your availability – this helps manage their expectations for a response!
  - Consider setting up an automatic reply for the hours you are not online.
  - Suggest students post their question to a Q&A discussion board

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DEMONSTRATION:  
INTEGRATION OF WEBEX INTO  
BLACKBOARD & OFFICE HOURS

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## Information Technology Services - Customer Services

Select service

Appointment to Pick-up/Drop-off Loa... 10 minutes

Appointment to Pick Up/Drop Off YSU... 10 minutes

Select time

< > July 2020

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Select a service and date to see available times.

Add your details

Name

Email

Phone number (optional)

Address (optional)

Please let us know if you have any special requests. Thank you.

Notes (optional)

Book

Maag Library, Room 406 C • 330-941-1595 • <http://ysu.edu/>

# Microsoft Bookings



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## MICROSOFT BOOKINGS

- Create an account and service (meeting purpose)
- Set your schedule of availability
- Publish a link to your Bookings calendar

[www.book.ms](http://www.book.ms)

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## BEST PRACTICES: AVAILABILITY

ACUE, 2020

- Provide a response to student inquiries within 24 hours
  - Online learners are managing their time carefully, and timely responses are important
  - If it will take longer for you to respond, let students know within 24 hours when they can expect a more detailed response

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DEMONSTRATION: SETTING  
UP AN AUTOMATIC REPLY IN  
YOUR EMAIL