



Instructor Expectations

The following are common considerations for instructor communication in an online course. If your instructor hasn't specified these expectations, ask them! Your instructor and classmates will all benefit from setting these expectations.

- **Messages** – When will your instructor be responding to your messages (e.g. Monday through Friday? Holidays?) How soon will your instructor respond to your message? (e.g. 24 hours, 2 days, etc.)
- **Grading** – How soon will your work be graded? (e.g.: within a week of the due date, or sooner?)

Online Discussions – Will your instructor respond to everyone's discussion reply? If not, how will you know that your instructor is monitoring and participating in online discussions (e.g.: will they provide clarifying information on inaccurate or misleading student posts and highlight exceptional posts? Will they leave you private comments when grading discussions? A combination of these?)

Student Expectations

The following are common considerations for student communication in an online course. If your instructor hasn't specified these expectations, ask them! Your instructor and classmates will all benefit from setting these expectations.

- **Messages** - When is it appropriate to message your instructor with questions about course policies? Should you look over the syllabus before asking a question? How should you send your instructor a message (e.g.: Canvas inbox, SU email, phone?)
- **Checking into the course** – How often should you check for course communications (*three times a week, every weekday?*) Where should you look for these messages (e.g.: Canvas announcements, Canvas Conversations Inbox, Canvas Discussions, SU email?)
- **Netiquette** – what are the expectations for online discussions with your classmates? What is considered a polite, respectful and constructive discussion reply? What is considered a hurtful comments to your classmates? Are you expected to use proper grammar and correct spelling? CAN YOU WRITE IN ALL CAPS (**Tip:** probably not, it looks like you're shouting).
- **Group Work** – What tools are you expected to use for group work? (e.g.: Canvas student group workspaces?) Can you use tools outside Canvas for group work? If so, does your instructor ask that you provide them access to your group work area so they can help facilitate your group collaboration?