eLearning Technology Applications Team (eLTAT)

TU DUBLIN
OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH
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Sample Communication Statement

This module is an online module meaning that all teaching activities, learning activities, assessments, and communications will take place online. This statement focuses on how we will communicate with each other as a group online and sets out what expectations and boundaries are in place for both you and me.

When and how will you hear from me?

- **Monday morning emails:** Every Monday morning you will receive an email from me to your TU Dublin email address. In this email I will introduce you to the topic under consideration for the week and direct you to what content I want you to watch/read/review, and what tasks I expect you to undertake that week and when they are due for submission etc. The specific details and instructions for each individual task will be available within the Brightspace module itself.
- **Announcements:** I will make use of the announcements tool to alert you to any change of plan during the week so, for example, if the live lecture has to be rescheduled. Please regularly check the announcements in the Brightspace module. It is also recommended that you set your notifications in Brightspace to send you an email any time I post a new announcement or update an existing one. You can do this by clicking on your profile in Brightspace, clicking on 'Notifications', and making your selections and clicking 'save'.
- **Live Lectures:** We will meet online in the virtual classroom for live lectures and/or tutorials at certain points throughout the module. The dates of these live sessions will be communicated to you in advance, and the links to them can be found in the Brightspace module in the 'Live Classroom' unit. It is expected that you will attend these live sessions. Please let me know by email if you cannot attend. I will be keeping an attendance record.
- **Personal emails:** If I need to contact you directly I will email you at your TU Dublin email address. Please check this email account regularly.

How can you contact me?

- **For general queries:** If you have a general query about the module or any of the tasks set for the week, please post your query in the module discussion board in the forum called "General Queries". Please make the subject line of your post as descriptive as you can. I will reply to your post within 36 hours. Before posting your query, please check the other posts in the discussion forum to make sure that your question hasn't already been asked and answered there. Please also check the module FAQs for the same reason. These FAQs can be found under Module Tools>FAQ.
- **For emergencies or more personal requests or queries:** If you have an emergency, or a question or query that is personal or private and confidential in nature, please email me directly to xxx.xxx@tudublin.ie. I will reply to your email as soon as I can in the case of an emergency, or within 36 hours for other requests or queries. For urgent matters, please also leave me a voicemail at (01) 220xxxx.
- **Online office hours:** I will be available to chat in person each week on [name the day] from 2pm-3pm in the virtual classroom. If I cannot answer your question there and then, we can agree to a follow up on-to-one chat at a later time or date that suits us both. The link to each week's virtual office hours can be found in the Brightspace module in the 'Virtual Office Hours' unit.

Netiquette and the Discussion Board

Etiquette, our customary code of polite behaviour, is referred to as 'netiquette' when you are working in an online environment. Effective communication online can be really difficult as you are missing the usual visual and auditory cues on which we all rely so much to 'read' any situation, and so you must do all you can to ensure that your message is communicated effectively at all times without any easily avoided misunderstandings. So we must all remember to:

- Be patient.
- Be brief but use proper writing styles. Please refrain from using emoticons or text message shortcuts such as 'c u l8r'. Correct spelling and grammar, to the best of your ability, is expected.
- Do not write in capital letters - this is the same as shouting at someone in person.
- No 'rants' at another contributor. Any disagreement with someone's opinion or any criticism of their arguments, must be well-meaning and helpful and constructive in nature. 'Rants' will not be tolerated. Neither will any obscene language.
- If your contribution refers to, or quotes from, other sources of information such as newspapers, academic journal articles or book chapters, please include the correct reference. If you reference a classmate's discussion posting in your post, please reference it using the format (author name, date of post).
- Review and proof-read your contributions before posting to ensure that they are conveying what you intended.
- Any inappropriate use of the discussion board will not be tolerated. Please see the Brightspace Usage Policy for further information on what this constitutes. Violations of these terms may result in the termination of your Brightspace account and other disciplinary actions may follow.

Netiquette and the Live Classroom

Netiquette also applies during live meetings and live classes or tutorials. During such sessions we must all remember the following:

- Be on time - please log in a few minutes early to check video and audio settings so that the session can start on time.
- Stay in one place for the duration of the live session - don't be out walking or constantly moving about the house.
- Do turn the camera on for meetings but please turn the camera off at the beginning of live lectures unless asked to put it on.
- Eliminate background noises and distractions - this includes putting your phone on silent.
- Keep the mic on mute while not speaking.
- No eating during live sessions.
- Keep the meeting chat box for comments and discussions related directly to the topic in hand - don't start unrelated conversations there with other participants.
- Use the 'raise hand' function and wait to be called on before starting to speak, or put a message in the chat asking to participate.

Assessments & Feedback

Information about module assessments can be found in the Brightspace module - an overview has been provided in the Welcome unit - and the assessments themselves will be accessible during the module from the Assessments link in the main module menu.

Any feedback due on your tasks or assessments will be provided in a timely manner and will be available from within the Brightspace module - you can either click on 'Grades' from the Assessments menu, or click back into the assessment itself. Only you (or your group members if it was a group task or assessment) will be able to see your grade/feedback.

At the end of the module, you will be provided with a quality enhancement feedback form. Here you will be asked to provide anonymous feedback on the module and on your learning experiences. The data given on this form will be collated and fed up to college boards and onto the Quality Enhancement office.

Contact information

If you need any help other than that related to module content, support staff can be contacted at the following emails/number:

- IT Support Desk: itsupport@tudublin.ie
- Library Support: https://www.tudublin.ie/library/
- Disability Support Services for Learning Support, Assistive Technology Support, Occupational Therapy Services, Examination Support: https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/disability-support-services/
- Career Development Centre: https://www.tudublin.ie/for-students/career-development-centre/
- Student Health Centre: https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/student-health-centres/
- Counselling Services: https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/counselling-service/