



# Instructor Orientation

## Frequently Asked Questions

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ARTS AND SCIENCE ONLINE  
CONTINUING AND DISTANCE STUDIES

# INSTRUCTOR ORIENTATION: FREQUENTLY ASKED QUESTIONS

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## INSTRUCTOR ORIENTATION: FREQUENTLY ASKED QUESTIONS

### COMMUNICATION

#### **Can you schedule announcements/reminders?**

Yes! Post can be sent immediately or scheduled to appear at a set date and time. You can also choose a date for posts to be removed, should you so desire.

#### **What's an acceptable reply time?**

Within 24 hours. Set expectations upfront on how you will communicate and how often, and encourage students to use the discussion forums to reduce redundancy and promote peer to peer community-building and learning. If students ask a question that would benefit other students, feel free to tell them to post their question in the discussion forum and that you will answer their question there so all students can see the answer.

#### **How often should you communicate with your students?**

At least once a week. Research shows that the more often you engage - with a mixture of formal and informal communications - the better. If you can, every day is great to ideal an announcement or communication. Especially in the beginning of the course, when you're trying to build community and enthusiasm for the course, encourage students with frequent communication.

#### **Does where you communicate matter?**

The best place to communicate is to post a course announcement. Instructors can also email directly to the entire class list (or a segment thereof) to double up communication methods. Students can always set their notifications and reminder preferences in onQ (via email or even text message).

## INSTRUCTOR ORIENTATION: FREQUENTLY ASKED QUESTIONS

### **Can you post video announcements?**

Yes. Under Announcements, select New Announcements. In the Content Box, select the Insert Stuff button, then select Video Note from the pop-up menu. Here you can upload a pre-recorded video, embed a video that has been uploaded to YouTube, or record a 3-minute video from your webcam.

### **Do instructors communicate with TAs as they do in offline courses?**

Instructors should be in touch with TAs the same way they would in any other course, and can look to structure and share the online workload with TAs to ensure the online course forum is being looked at daily.

## ONLINE OFFICE HOURS

### **Do instructors know what time zone their students are in?**

Not necessarily. It's best to assume diverse time zones and be as flexible as possible. You can conduct a poll to see which are the preferred office hours for your particular students.

### **Are office hours conducted through Zoom?**

They can be; it's up to you. It's recommended to ask students to send their questions ahead of time so you can address them more efficiently. Office hours can also be conducted through Skype, or another platform of your choosing depending on how formal or informal you would like your office hour sessions to be.

## INSTRUCTOR ORIENTATION: FREQUENTLY ASKED QUESTIONS

### TA STUDENT ENGAGEMENT

#### **Do TAs engage with students online?**

Yes. TAs should engage with students as often as possible.

#### **Is there a role for TAs to play to track online presence/progress/engagement of their students?**

TAs can go to onQ->People->Classlist->Class Engagement to see which students have not engaged in the course in the past 7 days. Students can be selected by clicking the button with the highlighted number of students who have not engaged and this group can be emailed directly by clicking the “Email Class” button (you will see the filter applied of last visit more than 7 days ago).

Similarly, various groups of students can be emailed by applying different filters (i.e. current grade: 0%-50%), or the whole class can be emailed by removing all filters.

### ADDITIONAL TRAINING & RESOURCES

#### **Where can the online TA resource guide be downloaded?**

The TA Resource Guide for Online Learning can be downloaded from your course’s Teaching Team Resources widget, or at [https://onq.queensu.ca/content/cds/cds/Teaching%20Assistant%20Resources/TA%20Resource%20Guide%20for%20Online%20Learning\\_update%20Aug%2031.pdf](https://onq.queensu.ca/content/cds/cds/Teaching%20Assistant%20Resources/TA%20Resource%20Guide%20for%20Online%20Learning_update%20Aug%2031.pdf).

#### **Are Training Videos available for onQ?**

Yes. They are available through your course’s Teaching Team Resources widget, or at [https://stream.queensu.ca/Playlist/o8JSc6z4?destinationID=sTvO-tQ-\\_UmNQm6ov4Nv3g&orderBy=videoTitle&orderByDirection=asc&pageIndex=1&pageSize=10](https://stream.queensu.ca/Playlist/o8JSc6z4?destinationID=sTvO-tQ-_UmNQm6ov4Nv3g&orderBy=videoTitle&orderByDirection=asc&pageIndex=1&pageSize=10).

## INSTRUCTOR ORIENTATION: FREQUENTLY ASKED QUESTIONS

### **Where do you find assignment rubrics?**

Assignment rubrics can be found when grading by selecting either a dropbox or forum under Activities->Assignments or Activities->Discussions.

### **Where do you grade assignments?**

Assignments can be graded by accessing the proper activity under the Activities menu item in the navigation bar.