Instructor Interaction Statement Examples

The Department of Education defines a distance learning class as including Instructor Initiated regular and substantive communication. Online students rely on faculty voice, input, feedback, interpretation, contextualization, and more; all of the same things provided by the teacher in a face-to-face course are needed in the online space as well.

The same way they know when they will see you in the classroom and when office hours are online, students need to know what to expect from their online course instructor.

For example:

- How frequently will you log into the course space?
- What will be your availability evenings and weekends (when most online students are doing their school work)?
- How frequently will students hear from you?
- How quickly will students hear from you? (Note WSU Online Teaching Standards require a 24-response time from instructors to students in answer to emails/questions/concerns).
- What is your expected turn-around-time for grading and does it differ for exams, quizzes, assignments
- How should students contact you, for which types of issues?
- Specifics regarding communication
  - Subject line
  - Complete sentences,
  - Grammar, punctuation
  - Response time

Your Instructor Interaction tone is ideally warm and welcoming. Think of the conversation you have with students on the first day of class.
Example Policy:

I want to hear from you! Are you experiencing problems? Do you have questions, concerns or confusion? Or perhaps you’d like to chat about the course. Whatever the reason, you will find that I am accessible and that I really enjoy interacting with my students.

In general, I approach my on-line courses much as I would the classes I teach face-to-face. You can expect me to log into the course 3-4 days a week (including one weekend period) for approximately 2-3 hours each time.

Discussion Forums: If you have a question related to the course content, please first consult the syllabus. If you are unable to find answer there, consult the following:

**Announcements from the Instructor:** Located under the Discussion Board, the “Announcements from the Instructor” forum is where I will provide general class feedback, clarify assignment instructions, submissions procedures, due dates or other issues related to the course. You should subscribe to this forum or access it frequently. I find this is an effective way to ensure that everyone “hears” me.

**Questions to Instructor:** Also located under the Discussion Board, the “Questions to Instructor” forum is where you should post your questions if you are unable to find an answer in the syllabus or “Announcements from the Instructor” forum. Posting your questions here allows your classmates to benefit from my response to your question. You can use this forum to post questions or comments of general interest that you would be likely to ask or make in a regular classroom that could benefit other students. I will check the Questions for Instructor at least every other day.

**Email:** If you would like to discuss a confidential matter, you should contact me directly by either sending an email directly to my WSU account, or going to Course Tools on the left and using the "Send Message" tool – your message will be forwarded directly to my WSU account. I will respond to emails within 24 hours.

**By Appointment (Phone/Virtual):** It is sometimes easier to explain things when we are in direct contact, so don't hesitate to call (my number is XXX-XXX-XXXX)! I am typically in my office from XX:XX-XX:XX on [insert days]. Alternatively, call or email to set up a time to chat.

**Grading:** I typically grade within one week following the due date. If you have not received a grade two weeks after the due date, feel free to contact me.

For Technical Questions contact wsuonline.support@wsu.edu.