

COMMUNICATION IN THE VIRTUAL WORLD

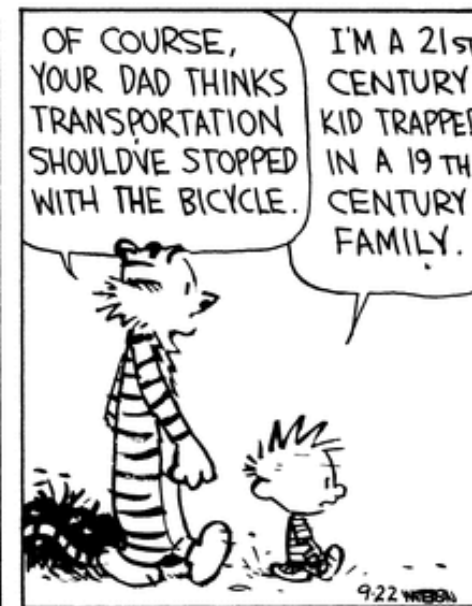
June 29, 2022

*Professional Email and Ongoing
Dialogue*

Calvin and Hobbes by Bill Watterson



PRETTY SOON, COMPUTERS, TELEPHONES AND TV'S WILL ALL BE HOOKED TOGETHER TO BRING INSTANTANEOUS, INTERACTIVE COMMUNICATION RIGHT INTO OUR HOMES!



slido



What words come to mind when you think of professional communication?

ⓘ Start presenting to display the poll results on this slide.

*Keep the lines of
communication open.*

FINDING THE RIGHT BALANCE



Garfield by Jim Davis

THINGS TO CONSIDER

There are factors to think about when communicating with students via email.



Garfield by Jim Davis

Intended recipients

- Know the preference
- Consider perspective
- Understand possible interpretation

RULES OF EMAIL ETIQUETTE

Minimize communication obstacles

- Use humor and sarcasm sparingly - if at all.
- Be courteous as you would in a face-to-face interaction.
- Compose a clear subject line.
- Try to avoid emails longer than a full screen.
- Review before hitting send.
- Respect privacy.
- Reply in a timely manner.
- Avoid careless writing errors.

Photo from dilbert.com by Scott Adams

(Langford, 2020)



COMMON COMMUNICATION

Email often serves in the virtual world like face to face communication

Face to face



Photo from dilbert.com by Scott Adams

- Keep it nice and professional.
- Do not criticize harshly.
- Do not use words like “hey”.
- Do not email when you are upset.
- Do not get too personal.
- Do not ask if it makes sense.
- Do not pass the blame.
- Follow through

Email communication

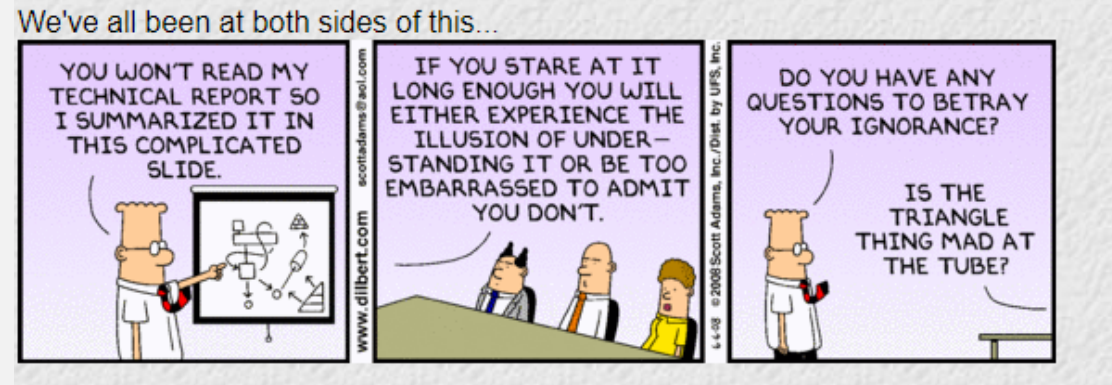


Photo from dilbert.com by Scott Adams

(Nelson, 2016)

ONGOING DIALOGUE

Other places to engage in ongoing written communication with students

Discussion Boards

- Replying to threads
- Guiding discussions
- Redirecting
- Sharing perspectives
- Momentum



Photo from dilbert.com by Scott Adams

Grading commentary

- Annotations
- Rubric feedback
 - Specific rubric content
 - Overall rubric content

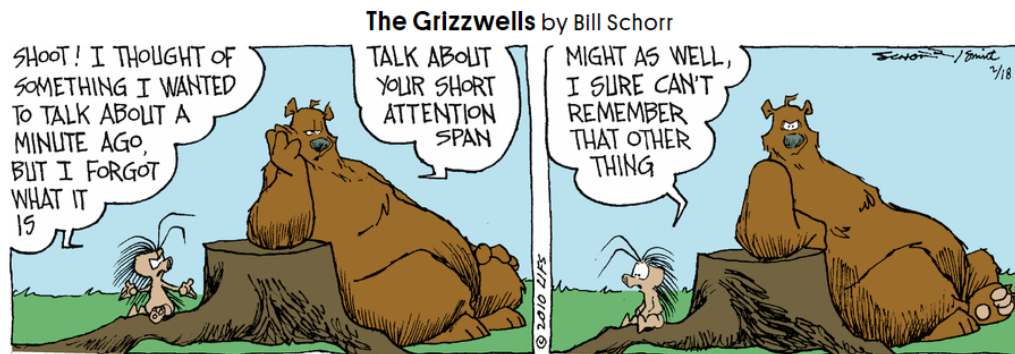
Peer Reviews

- Modeling collaboration
- Encouraging the process
- Teaching critical thinking

THINGS TO REMEMBER

Minimizing the frustrations of back and forth communication.

IF	THEN	WHY
A student sends an email from their personal email account	Retrieve the PMI email address and cc that into your reply.	PMI issued email addresses are there for the privacy protection of the student.
A student sends a formal email to you and you need to send an immediate response from your phone until you are in front of your computer	Make sure that you clarify that a follow-up is coming and remove the “Sent from my iPhone” message at the end of your response.	The student is taking the time to formulate a communication to you and may feel a brush off with a rushed response.
A student reaches out asking what he/she can do to improve the course grade.	Reply with a call to action, even if passing the course is an impossibility.	The student is asking for direction. As the instructor, it is up to you to provide it clearly.
A student reaches out asking for supplemental content material.	Make sure that you remember the attachment or link in your reply.	Responses missing attachments or links can be very frustrating for the receiver.



NODS TO OUR OWN PMI PRESENTERS

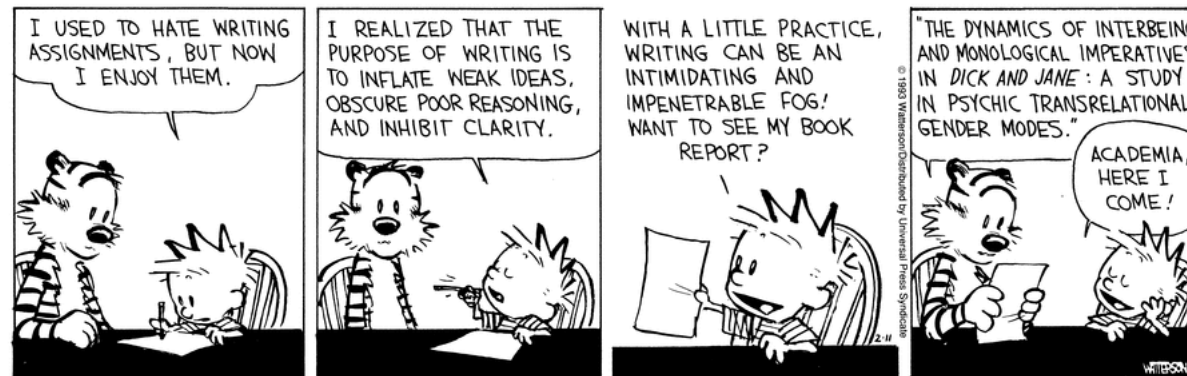
How the experts in this very virtual conference address communications

Sherri Cooper stated that sentences do not share emotions and written communication becomes a part of the permanent record.

MJ Rodriguez says when students are given rubrics, they feel it has a positive impact on their writing skills and helps promote good internalization for criteria in writing.

Rhonda Baughman says that we need to sound like ourselves in our communication and that most of our communication with students is ultimately workforce preparation.

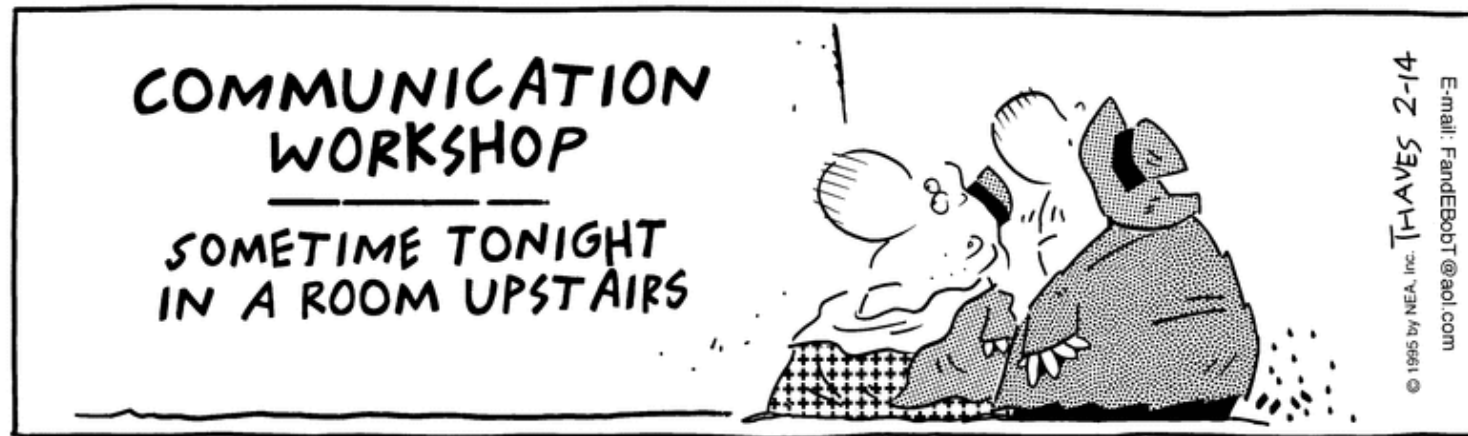
Calvin and Hobbes by Bill Watterson



LET'S BE CLEAR

Communication in the virtual world cannot be a one way street and we must strive for clarity.

Frank and Ernest by Thaves



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