

TEACHING ELEMENTS

DISCUSSION

ACTIVITY: QUESTION

AND ANSWER FORUM

VERSION 1.0 | 7/3/14

Description: For an online course, the instructor creates a Discussion topic designated for general course questions that students may have related to due dates, assignment requirements, exams, etc.

BENEFITS:

- The instructor can more efficiently address the same questions that several students within the course may have by posting one response in a common, online location visible to all students.
- Students have the opportunity to help one another by addressing questions, themselves.

ACTIVITY STEPS:

1. The instructor sets up a Discussion Forum that includes a “Question and Answer” topic
2. Students are instructed to post general questions related to the course such as requirements and expectations on assignments, exams, or aspects of the course that the instructor has identified as often generating many of the same questions from students.

TIPS FOR THIS ACTIVITY:

- Establish expectations with students on turn-around time for your responses to their questions in this “Q & A” area.
- Encourage students to respond to each other’s questions if they have an answer. Inform them that you will ‘jump in’ to clarify, if needed.
- Provide students with your direct contact information for any question or concerns they would like to address with you privately.
- Post a “Thank You” to students who have taken the initiative to respond to other student questions before you, especially if they have demonstrated an exceptional answer.
- Keep a ‘repository’ of the most common questions being asked. If you find that the same questions come up over and over, consider creating an “FAQ” topics area the next time you teach the course so that students can refer to this before posting their own question.