<https://h5p.org/node/100161>

Enter your "Students" response:

Students will have access to the FAQ questions platform through FOL under Resources--> FAQ. Students will be supported in the use of this technology because it is a part of FOL. As long as they have access to the internet and FOL, students will have access to this technology. Basic understanding of FOL navigation will allow students to use this technology. I can explain how to access the platform in my opening course announcements. Simplicity is especially important because the challenge I was trying to address is student overwhelm/confusion related to course navigation, deadlines, and assignment instructions. Therefore, having it right in FOL is ideal. It will also be free since it is already in FOL.

Enter your "Ease of Use" response

The technology is very easy to use. Most students will be aware of how an FAQ list works, though some may not be aware there is one available in FOL (I was not until now), so I will have to explain in my opening classes/announcements how to navigate to it in FOL. It is very reliable and easy to maintain since it is part of and supported by FOL. The provider of the tech is stable since it is a feature of FOL. If for some reason the FAQ list on FOL goes down, I can create a backup of my FAQ list in a word document so I could always post that in the "course information" section of FOL if necessary. Yes, technical support will be available directly from Fanshawe's tech support since it is a function of FOL, or I can ask Lisa Steele the FOL support person for the Kinlin school.

Enter your "Cost" response

Use of the technology will take relatively little time to develop. The longest part will be organizing compiling common student questions that I have had in my course thus far, rewording so that they are clear and concise, and providing thorough and clear answers. Going forward, I can maintain this list on an ongoing basis so it will only take more time initially upfront since I haven't been keeping a list to date. Once I go through my emails to get a better sense of recurring questions, the actual compiling of the list on the FAQ page should not take that long.   
  
There is no formal cost associated with this resource since it is in FOL. Time to setup is fairly minimal, as well. If I need professional support re: the FAQ section of FOL, I can ask Fanshawe tech support or Lisa Steele our FOL technologist in the Kinlin School.   
  
Since all my students will be students of Fanshawe and thus will have access to the FOL course site, they will all have free access to the FAQ page. Therefore, additional OERs aren't necessary to support this particular tool. However, I could also support some of my answers to the FAQ with video responses on youtube if that would add additional clarity/engagement.

Your Teaching and Pedagogical Considerations response:

My learning challenge was:  
  
There is sometimes difficulty understanding and meeting course expectations and deadlines, keeping track of all assignments, and navigating all the course requirements in the online format since it can be more self-directed at times than the face to face format. There are many things due, and any lack of clarity or confusion can also lead to student overwhelm and procrastination, which can be detrimental to student performance.   
  
The use of an FAQ page within FOL works to mitigate this learner challenge because it helps to consolidate common questions in an easy-to-access page that students can go see to help support them as they attempt to navigate the course & meet the required deadlines and expectations. Though I will be focusing on the FAQ page since this is a new find/technology to me within FOL, this learner challenge can also be mitigated with the use of several tools within FOL, including: making sure to link all quizzes and assignments to the FOL calendar function so everything shows up neatly in the FOL course calendar, so students are less likely to miss deadlines or be confused about them. Additionally, ensuring all information offered on FOL, the FAQ page, and the calendar is consistent is critical in order to ensure students confidently understand the requirements/expectations with little confusion. At the bottom of the FAQ page, I should also put my email and encourage students to email me if they have additional questions that I can help them with. Overall, an FAQ page is a good start to addressing common student questions and confusion points.   
  
In terms of content presentation, the FAQ page is useful because it helps to address confusing issues within the content or assignment expectations in a concise, easy-to-use list/platform. In terms of skill development, the FAQ page should help to ease student overwhelm and confusion by providing them with a quick resource to go to if they have questions. It will also include my email so they know that I am also happy to help with any questions. This will help them to develop their organizational skills by supporting them in their understanding of the content, course requirements, and deadlines.

Your "Interaction" response:

In terms of facilitating interactions, the FAQ page is a tool that students can use whenever they are unsure of something. I will include my email and encourage students to email me at both the top and bottom of the FAQ list in order to ensure they know they are welcome to reach out to me with any questions they have. This will help to facilitate interactions since it will encourage them to contact me if the FAQ page does not answer their specific question.   
  
The FAQ page helps to support students in their understanding of the course content as they go through it. It will also include my email, which will work to encourage them to reach out with any questions they have, which should effectively support a good balance of instructor interaction time (should they choose to email me for a video chat meeting) while also supporting their independent comprehension of course content of requirements (supporting them by providing easy to access answers to common confusion points).

Your "Organisational Issues" response:

The FAQ list is right in FOL so there is support from Fanshawe tech support if necessary. It seems very easy to use so this will likely not be necessary, but if anything comes up I can reach out to them.   
  
This is part of FOL so I do not anticipate any issues with starting it. It is mostly just an addition to the existing course FOL structure, it shouldn't be too intrusive with the way we already do things. It will hopefully just add additional clarity for students.

Your "Networking" response:

This technology doesn't relate to social media sharing and collaboration, however, by virtue of me compiling common student questions, it will help students to see what other students have asked in the past. This will perhaps allow them to consider things they may not have considered before, by getting a summarized glimpse into the thoughts/questions that other students had.

Your Security and Privacy response:

When I compile the list of FAQs, I will keep the questions anonymous since all questions would have been directed only to me in the first place, so students will likely not want their name directly on the FAQ page. When I compile the questions, I will also change the wording to ensure it is clear and concise for all students, and provide some context if necessary.  
  
As long as I don't include the names of the students who asked the questions, there is virtually no risk of privacy breach.   
  
Since this is a function directly on FOL, it will only be available to students who have access to the course site.