

PATCH NINETEEN: BE KIND ONLINE

One passage in particular when reading the article really stood out to me:

"I tend to work with faculty tasked with the development and / or delivery of fully online courses. When I follow-up with faculty after they've taught an online course for the first time, I notice that regardless of subject area, a few key themes emerge. Here are three concerns that I hear from online instructors time and again:

- ***Students are far more demanding and even blatantly rude within the online environment when compared to in-class***
- ***Students assume the online course is a "bird course" and are upset when they learn that the time required to successfully complete an online course is as much or more than the time required in a fully face-to-face environment***
- ***Faculty strongly suspect that online students are engaging in various types of academic dishonesty to a greater degree within online courses than in-class"***



I see all these situations more often than I would like to admit within online courses. When helping a faculty member with discussion posts, where a student has posted rude or very ignorant comments. Where I know if that student was in a "face-to-face" classroom there would be no way the student would say such things. We have posted in all our online courses a "Netiquette" area that we encourage the faculty to direct their students to right at the start of the course.

Or, when I am dealing with a student who once they are registered for an online course come to me stating they wanted to drop the course because it was way harder than they thought it would be! I see students enroll for

online courses and make little to no effort in the course, and then expect to still pass. I have had students state they have spent hours and hours in a course, and do not understand why they were given a failing grade, only to find out that once I run course reports, and review the performance dashboard the student might have spent a total of a couple of hours on the course. I have as well been many discussions where faculty feel that online students are more likely to cheat, and I have help faculty setup certain graded assessments where it would be harder for a student to commit academic dishonesty.

