

Web Instructor's Certification Course, Part I (WICC I)

Email and Messaging Protocols

Private interaction between instructor and student in an online course usually take place using the email or messaging electronic communication tool. (Other areas may include "snail" mail or telephone conversations.)

It is essential a test run between teacher and student be completed before a web-course is scheduled to begin. **Many times, pop-up window blockers or firewalls prevent email from being delivered.** Your students' school districts may use SPAM control programs, which might block email sent from an online course platform such as Blackboard. It is imperative these issues be resolved **before** an academic course begins; thus, the reason for this email test run.

Because of the enormous SPAM problem and number of different online courses we are teaching this summer, it will be necessary for the following email/messaging protocols to be followed:

1. **Always include either WICC I on the subject line**
(Region 4 is now using a SPAM blocker software, without an appropriate subject line...emails may go directly into my removal bin.)
2. **Always sign your name (first and last) to your email and/or message**
(Many times students send communications without signatures, I am running three overlapping online training sessions this summer. Many participants have duplicate first names. Please make it a habit to always sign your name to all emails and course submissions.)
3. **Always cc both instructors when sending an email or message**
Often online courses are team taught (as in this course). Often students will send a request to only one of the instructors. This may lead to a delay in response. Make it a habit to cc both instructors...unless you are sending a private request or message.

Remember, one of the major instructional goals of this course is to **model online teaching strategies and techniques**. Watch everything we do...this attached letter and email is an example of establishing online course protocols before a course begins.

Hint: It is an excellent idea to print emails received from an online instructor, highlight included instructions, and place in notebook for quick referral. (Use these emails and directions, as triggers when you begin to teach in this environment.)

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