

Case Study 1 aka "The Flame War"

Solution to the Problem:

Send a group email remind all persons that they are to continue to act in a professional and courteous manner to participants. (Also remind them that high need does **not** mean stupid, slow or lazy.) The class discussion atmosphere should be positive, helpful and educational.

Policy: Students are reminded to use only constructive language and to use appropriate online etiquette. *For more information, see onlinenetiquette.com*

Case Study 2 aka "The Critiquee"

Solution to the Problem:

Explain that we all need peer review and while it may sting for awhile, it is (usually) given with the best intentions. Because of the non face-to-face atmosphere, continue to explain that the critique is not a reflection of the person (receiving the criticism) in general but rather **one** person's response to one lesson.

Policies:

1. Students are reminded to use only professional, constructive language and to use appropriate online etiquette. *For more information, see onlinenetiquette.com*
2. All students should participate in class discussions. Everyone has something that is worth saying. Students who do not participate in class discussion in a positive manner will lose seat time.

Case Study 3 aka "Late Assignments"

Solution to the Problem:

Send group emailing when new information is posted, reminding them of the due dates. Email the student directly asking if there is anything I can do to help. Remind the student that they agreed to the set upon schedule and if they can not keep up with it, they will lose some of their seat time.

Policies:

1. Students should login into Caucus at least 3 times a week.
2. Assignments are due by 11:59:59 pm of their due date. All late assignments must be posted in the late assignment thread and must be submitted within one week of the due date. Late assignments will lose credit and will result in the loss of seat time.

Case Study 4 aka "Non-Groupee"

Solution:

Remind the student of their agreement to the schedule and roadmap of the course. If they do not help with the group's assignment, he will be docked the hours that he was suppose to give towards the groups assignment. (whatever the time was set in the roadmap)

Policy: Students must read and agree to all class policies and roadmap.

Case Study 5 aka "Discussion Hog"

Solution: Remind all students that everyone has something important to add to the discussion. Encourage other points of view by asking a directed leading question.

Policy: All students should participate in class discussions. Everyone has something that is worth saying. Students who do not participate in class discussion in a positive manner will lose seat time.

Case Study 6 aka "The Vacationer"

Solution: If the student has made previous travel arrangements, this is a situation that can be remedied, otherwise...the student will need to do work early or turn it in late. Turning it in late results in a loss of seat time, turning it in early impresses the teacher. *(I had a situation like this happen in the class I just taught, but the students had told me before we got into the class and I sent the assignments ahead early and they were posted early. And to be totally honest, some emergencies do arise....I had a participant's close member of the family die in the class I taught and I gave that person an extension.)*

Policy: Any student having an issue with the time frame or assignment schedule of this course, should contact the instructor directly, within the first week, to make other arrangements.