

Posting Frequently Asked Questions

With each course that you teach, you may notice several questions that arise frequently. Collecting these will help you determine if any class sessions or assignments may benefit from an adjustment or redesign. At the same time, some questions may not relate to things that you can redesign. They may be more general questions or topics that are of particular concern to students. In such cases, it is helpful to collect these questions and create a Frequently Asked Questions (FAQ) document that you post for the class. This will save you time as you can simply post the document to the FAQ section each time you teach the course.

The table below presents a sample FAQ document with responses.

LMS	Quizzes	Assignments
<p>What if I can't log into the LMS? Contact our Tech Support department at 800-234-5678. Please note this number so you have it available without going into the course.</p>	<p>What purpose do the quizzes serve? The quiz feature in the modules allows you to revisit the most important concepts. This process of having to recall information strengthens your ability to recall this information later on.</p>	<p>What are the consequences of late submissions? As stated in the syllabus, there is an automatic deduction of 5 points from the assignment grade. If you are anticipating that you will have difficulty meeting a due date, please contact me so we can discuss options.</p>
<p>What if I don't have internet access so I can't get into the LMS? I recommend that you go to a space you can use that has shared internet access. If this is an ongoing problem, please contact me so we can discuss your options.</p>	<p>Can I take a quiz after the Sunday night deadline? No, there are no late submissions for quizzes because this information is used to inform our work in the next module.</p>	<p>Are you available to help with assignments before they are due? Yes, that is a great reason to log into my virtual office hours. If that time is not convenient, email me and we will schedule another time.</p>
<p>What if my assignment isn't posting to the LMS and it is due? You can email the assignment to me while you contact the Tech Support department at 800-234-5678 and have the issue resolved.</p>	<p>What if I miss a quiz? You are allotted one dropped quiz. You can decide which quiz to drop, either because you missed one or didn't score as high as you would have liked. You will receive the full 10 points for the quiz you choose to drop.</p>	<p>What differentiates an A paper from a B paper? Refer to the rubric for more detailed information, but generally an A is given on an essay when it is well organized, the thesis is clearly stated, all references are appropriately cited, and the topic is carefully chosen and researched.</p>

Sources

Bowen, J., & Watson, E. (2012). *Teaching naked techniques: A practical guide to designing better classes*. Jossey-Bass.

Darby, F., & Lang, J. M. (2019). *Small teaching online: Applying learning science in online classes*. Jossey-Bass.

