



Communication

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Center for Innovation in Teaching and Learning

Summer Series

Learning Skills



critical thinking



creativity



collaboration



communication

critical thinking

creativity

collaboration

communication



June: Learning Skills



6/7 – Critical Thinking

6/14 – Creativity

6/21 – Collaboration

6/28 – Communication

Communication

- Articulate thoughts and ideas effectively using oral, written, and nonverbal communication skills in a variety of forms and contexts
- Listen effectively to decipher meaning, including knowledge, values, attitudes, and intentions
- Use communication for a range of purposes (e.g. to inform, instruct, motivate, and persuade)
- Communicate effectively in diverse environments (including multi-lingual)



●●● Agenda

1

Multiple Means of Communication

What ways (aside from the obvious) do we communicate with others?

2

Instructor-to-Student

How do you communicate with your students?

3

Student-to-Instructor

What are your expectations for students when interacting with you?

4

Student-to-Student

How do you encourage students to talk to each other in class?



Multiple Means of Communication

What ways do we communicate with others?

Types of Communication and Ways to Use Them



Verbal

- Use a strong, confident speaking voice.
- Use active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.



Nonverbal

- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications you find effective.



Visual

- Ask others before including visuals.
- Consider your audience.
- Only use visuals if they add value.
- Make them clear and easy-to-understand.



Written

- Strive for simplicity.
- Don't rely on tone.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.

Multiple Means of Communication

Verbal



- Can be both in-person and online
- Tone, stress, and voice inflection
- Tools
 - Yuja Media
 - Record Audio and Video Feedback
 - Synchronous MS Teams calls
 - Flipgrid
 - Engagement Strategies for Student Participation (July 12th at 11:00am)



Nonverbal



- Body Language
- Eye contact
- Fist-to-Five
- Wait Time
- Cameras on
- Reactions on MS Teams



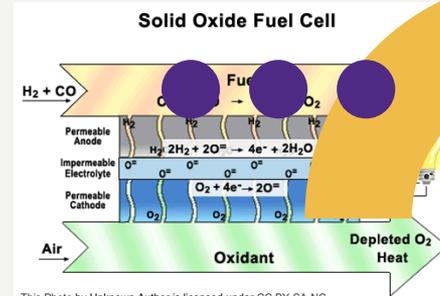
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In the context of classroom instruction, the relatively small percentage of communication that occurs verbally will primarily stimulate cognitive meanings (cognitive domain) for the student, while the more pervasive nonverbal communication stimulates the students' feelings and attitudes (affective domain) about the material.

(McCroskey, Richmond, & McCroskey, 2006)



Visual



- Adds clarity to your message
- Simplifies the message conveyed
- Adds personality and humor
- Increases audience attention and memory
- Evokes emotional connection
- Breaks the monotony



Written



- Students need to write more – even in STEM courses!
- Improves Critical Thinking Skills
- Written Communication has changed in
 - Social Media
 - Texting
 - Emails
 - MS Teams Chats

“Even if you’re very, very good with numbers, you also have to understand how to tell your audience what results you obtained. . . It’s really important for students to realize that if they want the gift of making the discovery, they have to be the ones who can tell the story.”

Susan Holmes
Professor of Statistics
Stanford University



Instructor-to-Student

How do you communicate with your students?

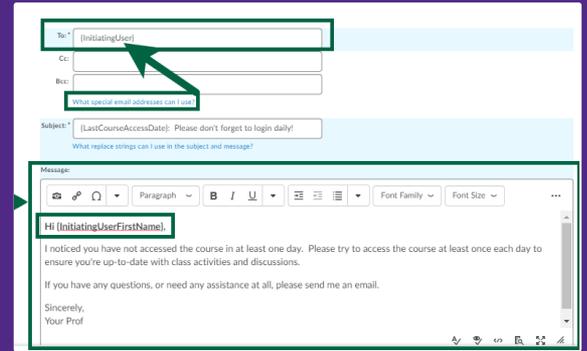
- [D2L](#)
- [CDI](#)
- [Vanderbilt](#)

Intelligent Agents in iLearn

Sends automated email when instructor-defined criteria are met.

An Intelligent Agent can send an email for a student who has (or hasn't)

- **Accessed** your course recently
- **Logged in** to iLearn recently
- **Opened** a content page
- **Authored** a discussion post
- **Earned** a certain grade



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Students do not like when instructors are condescending. If they feel like they will be made fun of for asking a question, they simply won't ask. Then, true communication (which should be two-way) ceases to exist in that classroom. This carries over into their other courses until the new professor can prove he/she is not like the last one.

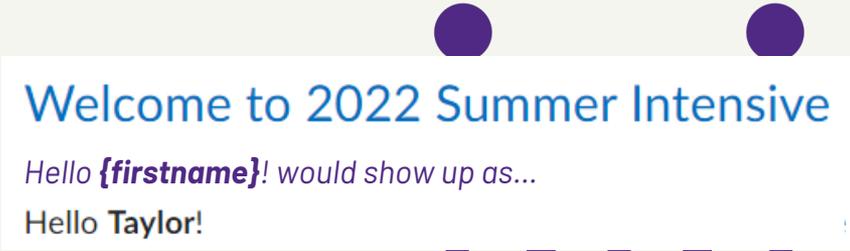
-TN Tech Instructor



Instructor-to-Student



- Create an environment where communication is encouraged.
- Talk to them as future _____.
- Give them an estimated response time.
- Feedback
- Personalize
 - Office Hours
 - Announcements
 - Strings in iLearn
{firstname}



Welcome to 2022 Summer Intensive

Hello **{firstname}**! would show up as...

Hello Taylor!



●●● Communication Tools for Various Course Information

Course Logistics Information

- Course Homepage
- Class Email
- Discussion Board
- Course Overview Video
- Online Announcements
- Course Calendar

Content Communication

- Lecture videos
- Podcasts
- Readings
- Interactive Modules
- Assignments
- Activities
- Live webcasts

Content Questions

- Individual student emails
- Class emails
- Synchronous online lessons
- Discussion boards
- Online office hours
- Video messages
- Embedded Questions in Lecture

Student Feedback

- Graded assignments and exams
- Embedded questions in lectures
- Individual Emails
- Discussion Board posts

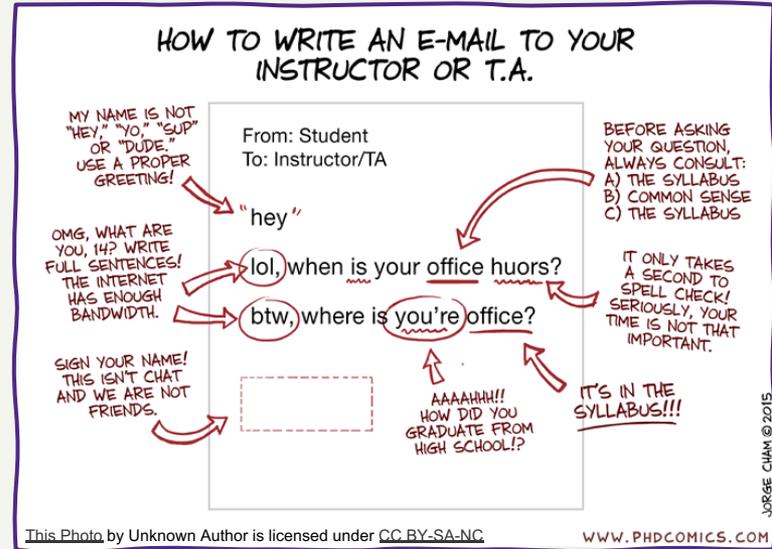


Student-to-Instructor

What are your expectations for students when interacting with you?

Student-To-Instructor

- Set clear expectations at the beginning of the course
- Netiquette
 - University of Memphis
 - University of Texas at El Paso
 - University of North Texas
- Strive for comfortable **and** respectful communication
- Student Feedback during semester
 - Survey Tool (iLearn, Qualtrics, MS Forms)
 - Small Group Instructional Diagnostic



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Comfortability is a big factor. As a student, if I wasn't comfortable with a professor, I just tended to interact minimally with them. Creating a comfortable classroom environment where students are encouraged to communicate with one another and with the teacher frequently is a big help, as well as showing students that you are a person they can trust.



Haley Pope
TTU Graduate



Student-to-Student

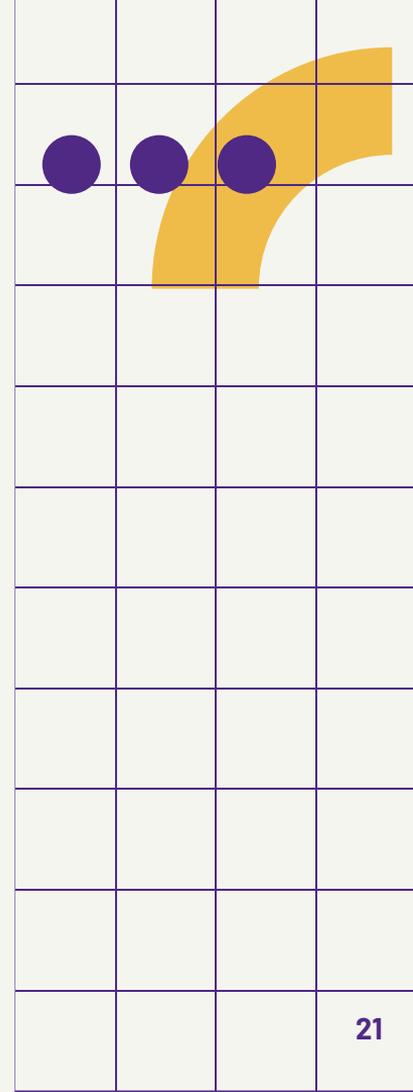
How do you encourage students to talk to each other in class?

Student-to-Student

Peer communication can

- Increase student retention
- Increase engagement
- Build a sense of community
- Offer multiple perspectives
- Give students a chance to practice content communication

(21st Century Skill!)



Tools for S2S Communication

- Unstructured/Prompted discussion boards
- Study groups
- Group assignments and activities
- Video Assignments
- MS Teams Chat
- Student Presentations
- Peer evaluation





References:

**Thank
you!**

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