

## Chapter 4: Case Study Discussion Board

(This assignment consists of three different scenarios, and we were to read each scenario, then respond with a letter or email to the appropriate party)

Crewes\_case 1

\*Before responding to this email, I would have to know if the student was given time during the school day to work on the online class. I am assuming that one period of this student's day is devoted to the online class and that student has the entire period to work on that class. If this is truly the situation, I would respond as follows:

Dear Mr. Smith,

Thank you for taking the time to contact me. I appreciate your concern in the progress your son is making in his online class. I apologize for any misunderstanding in the course requirements and the expectations on your son as he enrolled in this class. I hope we can clear come to understanding in this matter fairly quickly so Jonny can continue in his efforts to catch up and complete the requirements of the course.

Let me address the requirements of the class first. Jonny has been given one period of his day, every day, to complete the required readings and course work. This time should be sufficient for most students to complete the requirements. If it is not, I suggest a meeting of all parties involved to determine where the problem is occurring.

Secondly, the late policy for work was clearly stated in the syllabus, and a letter of understanding was sent home to be signed by you and Jonny. By signing this letter, Jonny understood what the requirements were and what the timeline for those assignment looked like. My policies for late work are the same for every student, online or not. If problems concerning completion arise, student communication with me is expected. Allowances can then be made at that time. Since no communication has been initiated, I have no choice but to consider the assignment late. I do have the letter and will be happy to bring it to the aforementioned meeting if you would like.

Thirdly, as with most High School classes, time outside of the normal school day is sometimes required. Since this is an online class and Jonny is behind in his work, he needs to be able to access this class outside of school. By signing up for this class, it was understood that the ability to access this class outside of school is possible. If this is not the case, we should also address this topic in our meeting. I would be happy to offer some alternatives that will benefit all parties.

Again, I appreciate your communication in this matter, and know that I care about the education of all my students. I want the best for Jonny, and would love for the opportunity to resolve this matter and assist Jonny in his requirements for completion of this course.

Sincerely,

David Crewes

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Crewes\_case 2

\* Before setting up any online class, I would have made up a fictitious student and attempted to login as that student to determine if everything was set up properly. I will assume for this email that everything is working properly, and my logging in as a student has shown me what I expected to see.

Wesley,

I apologize for the problems with the Moodle Course. Let's see if we can determine where the problem is.

When you say "the course makes no sense," does that mean you can login and the site is fairly hard to understand and follow? Or, by saying "you see nothing," do you truly see a blank screen?

I have other questions as well: What operating system are you using? What browser are you using? Are you logging in with the name and password previously set up? Have you checked your internet settings to allow for the content not to be blocked?

If you could respond to these questions first, I know we can find a solution to this problem. One thing I can try at my end is to delete you from my roster, then re-add you to the class with a different login name and password. I will try this after I receive word from you about the above material.

This could just be a computer glitch. Before I sent out the invitation to all the class members, I created a fictitious student and logged in as that student. I was able to see everything and respond to a couple of posts and online assessments as well.

One last question, do you wear glasses and do you have them on? JK 😊 (Just trying to lighten the mood!)

I look forward to your response, so we can solve this problem ASAP and you can start working in the first module. We will figure this out, no worries.

Thanks for contacting me,

Dave Crewes

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Crewes\_case 3

\*This one is tricky. If this is truly an online class, then the students really don't know each other. They also do not know the intricacies of everyone's personalities as well. If the students did know each other, then certain attitudes and responses could be overlooked or ignored. For the sake of argument, I will assume they don't know each other.

This email would go to all students:

Students of Mr. Crewes class,

In light of recent posts concerning the collaborative work on the group project, let me remind the entire course of the proper and expected format for online discussions and collaborative group discussions. Each of you have read, understood, and signed the syllabus saying you will abide by the policies of this course and this instructor. That being said, there should be no circumstances where demands are made to the other students. This is a collaborative setting and each of you has a say in what happens in a group. This should be in the form of suggestions, proposals, and offerings, not demands. There should be no reason that two people cannot work together on the same part of the project.

Another aspect of the online policies is that everyone has agreed to play nice. At any time during the course, I have the right to revoke the privileges of any student who I feel is creating unrest and do not truly have the goodwill of the

course and the other students in mind. We are to be civil to each other and we will work out our problems in a calm, controlled and democratic nature. Anything other than that will result in consequences.

True collaboration cannot occur if anyone is feeling bullied, threatened or insulted. Please keep this in mind when posting. If you are feeling threatened, please discuss the issues in a closed email format with that person rather than dragging your dirty laundry out for everyone to deal with. Communicate your feelings, but more importantly DO NOT TYPE ANGRY. This is supposed to be a healthy environment, and I would like to foster a sense of security in our own opinions when discussing things with a group.

Thank you for your attention to this matter. If there are any problems or questions, please do not hesitate to contact me.

Dave Crewes

\*I would then send the following email to Carl only concerning his actions with the group and this project.

Carl,

I hope that you had a chance to read my email concerning the discussion policies for the members of this class. The most important thing to remember is that we should never let our emotions get the better of us. What you might think someone is saying may not be the case at all. Before we accuse someone of doing us wrong, we need to communicate. Find out if what you read from their message is actually what they intended to say. This should probably be done in a more private setting than a discussion forum, to help alleviate any embarrassment or hurt feelings.

After reading the posts of the group from earlier, I think this is a simple case of misunderstanding and lack of communication. From what I can determine, I'm not sure you understood what Amy wanted to do with her website and no one really responded to your idea of a company history page. Be that as it may, there was no reason to lash out at anyone like you did in your posts. Did you find out any details of her proposal? Did you ask if there were any issues with anyone if you did a company history? Please work out your problems in a calm democratic manner before going ballistic and accusatory. Even if you did feel like you were being attacked, we all deserve respect, and to be treated fairly. I think proper communication is the key to that. Please try to remember that.

Incidences like this will not be tolerated by any member of this course. Repercussions will include expulsion and documentation in personal files. Remember that I am also here to help solve problems. If you have issues with anything, or anyone, in this class, please contact me and I will do my best to help. I look forward to your continued excellence in this course and I hope we can all work together to put this behind us.

Thank you for your consideration,

Dave Crewes