

Strategies To Address Diverse Communication Needs In The Online Setting



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INTRODUCTION

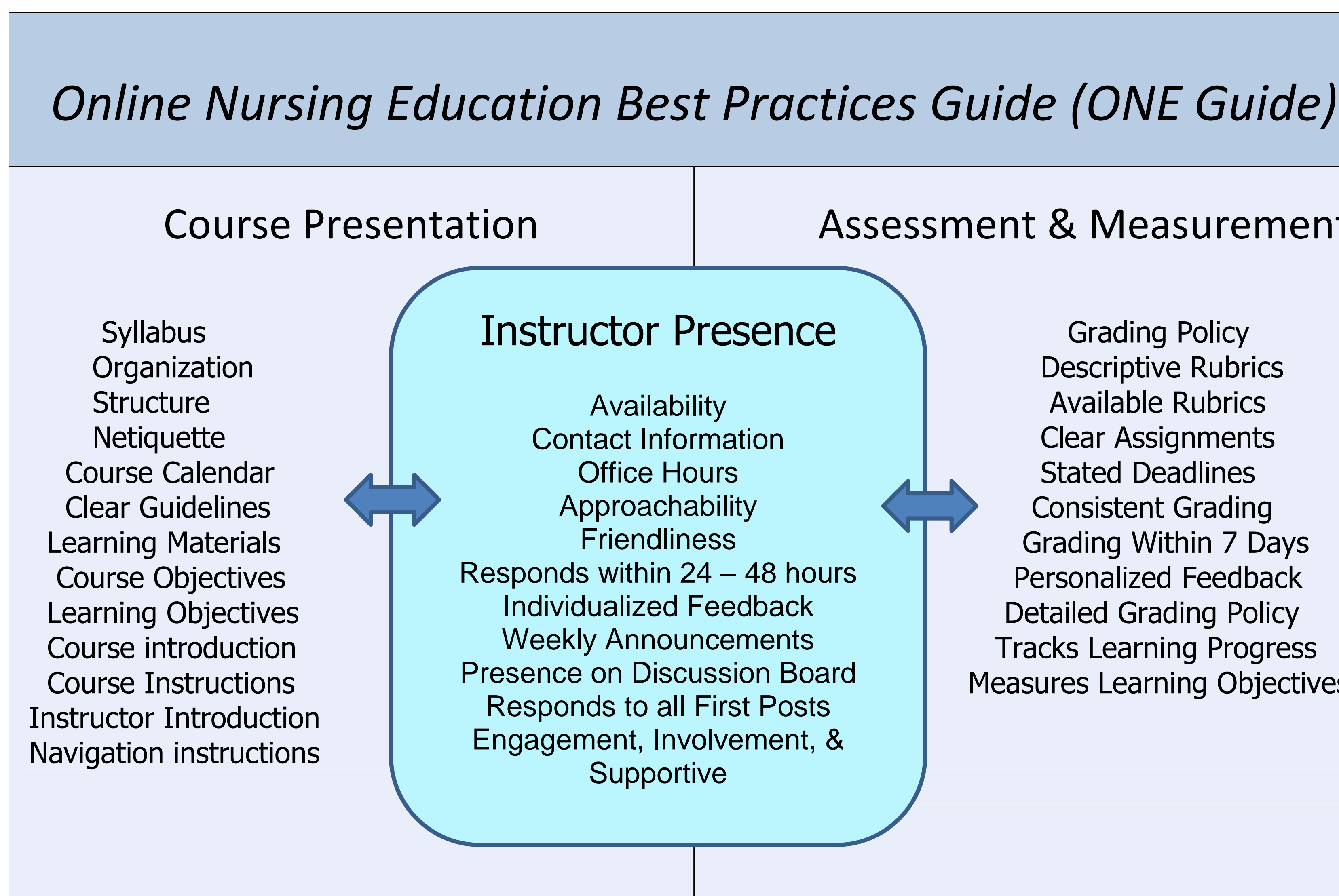
- Communication is the foundational to all effective teaching.
- Attention to communication is perhaps the most significant aspect of quality online teaching.
- One fundamental principle for success in online teaching is instructor presence; the teacher as a facilitator of learning is illustrated throughout the guide.
- An ONE Guide and Online Instructor Checklist facilitates systematic implementation of best practice principles and includes communication strategies.
- The five essential elements (GUARD) provides faculty a tool to assure effective, evidence-based communication in the online setting.

Methods

- The ONE Guide and Instructor Checklist is based on a focused literature review and concept analysis resulting in a comprehensive guide for delivery of effective communication through best practices in the online environment.
- The GUARD tool helps assure nurse educators that effective communication is carried out to a diverse student population in their teaching practice.
- The GUARD tool assists online instructors to assure best practices in effective communication are met.

Review of GUARD

- GUARD stands for greet, understand, answer, reassure, and dedication. Greet points to the need to address each student personally. Understand represents acknowledgement of student concerns. Answer reminds the instructor to supply the student with information and resources that answer the question. Reassure is a reminder to encourage the student. Dedication prompts reassurance of the student by the instructor offering availability and support.



Online Nursing Education Best Practices Guide (ONE Guide)
Instructor Checklist

Course	Yes	No		Yes	No
Course Introduction			Discussion Board Interaction		
Course begins with a "Start Here" page			Responds to all first posts		
A brief welcome video is provided			Engages conversations		
Syllabus is provided			Asks questions that promote collaborative learning		
Course Calendar is easily available			Actively involved & Supportive in every discussion		
Course objectives are explained			Announcements:		
Netiquette expectations are explained			Posts at least one announcement weekly		
Course Delivery: Module or Units			Includes weekly expectations of the students		
Learning objectives are explained			Posts are informative and encouraging		
Reading assignments are noted			Feedback & Grading:		
Resources are provided			Responds to queries within 24 – 48 hours		
Instructions are clear			Responses are personalized and meaningful		
Assignments are clearly explained			Feedback is constructive and extensive		
Available:			Rubrics are clear, descriptive, and easily accessible		
Contact information is provided			Grading policy details grade calculations		
Office hours posted			Grades are posted within 7 days		
Approachable:			Email Interaction (Acronym GUARD):		
Interaction is welcoming & pleasant			Greet - addresses the student personally		
Every post and response is friendly & encouraging			Understand - acknowledges the concern		
			Answer - provides information and resources		
			Reassure - provides encouragement		
			Dedication - assures availability		

Conclusion

- Online learning continues to be in high demand in nursing programs across the nation.
- Assuring effective communication to diverse student populations is critical in assuring best practices are met in the online learning environment.
- The ONE Guide and its Online Instructor Checklist apply comprehensive, evidence-based teaching strategies to give a roadmap for success in the online teaching environment.
- The quality of online education received is fundamental to long term outcomes for the profession.

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