

# Efficient Communication in fully online teaching & learning

Sang Nam,  
*Associate Professor, Computer Game Design*  
Ying-Ying Kuo,  
*Instructional Designer & Learning Analyst*



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# *Who we are...*

Sang Nam



Associate Professor,  
Computer Game Design

Ying-Ying Kuo



Instructional Designer  
& Learning Analyst



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# *How did it begin...*

## **Sang Nam:**

big advocate for the SOTL, Scholarship of Teaching & Learning.

2008 Wisconsin Teaching Fellow (UW Systems)

2010-2012 Elon CATL Teaching Scholar

2010 National Teaching Scholar (Carnegie Academy of the Scholarship of Teaching & Learning)

Prior to joining Mason, taught at 100% online MA in Interactive Media program at Quinnipiac University, Hamden, CT

## **Ying-Ying Kuo:**

applies multivariate analysis to study complex topics in teaching & learning.

conducts survey studies and analyzes student usage data to derive research outcomes.

research topics include quality of online teaching and learning,

learner behavior analysis, student engagement, and learning satisfaction.



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# *How did it begin... (cont'd)*

We've worked together on converting 2 Computer Game Design courses to online courses:

GAME 232 Online and Mobile Gaming

GAME 399 Augmented and Virtual Reality Design

We've struggled together to create the best online version of these courses. We believe that we've found a few things worth your attention.

Thus, we'd like to share them with you.



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*Do you remember this???*



you've got mail!



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Efficient communication???



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# Efficient Communication in fully online teaching & learning

Efficient communication???

E might means “email”

# Efficient Communication in fully online teaching & learning

Efficient communication???

E might means “email”  
or something else...

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Efficient communication???

E might means “email” or something else...

For now, let’s say it’s something ”electronic...”



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# Efficient Communication in fully online teaching & learning

Efficient communication???

E might means “email”  
or something else...

For now, let’s say it’s something ”electronic...”  
Electronically/digitally mediated communication



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# Teaching Challenge (please pause & read)

The Computer game design (CGD) instructors have the need for efficient communication channels, in addition to emails and discussion forum, which allow students to interact with their classmates, team members, and the instructors in a fully online class setting.

Students need to solve technical issues in the learning process and/or for agile process of team projects so they requires fast-speed like real-time conversations.

The responses need to be cared immediately but at an informative and informal manner, rather than formal and thoughtful responses on emails and the thread on the Blackboard discussion forum.



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# Solution Strategy (please pause & read)

Due to the pedagogy of CGD, the demand for more efficient conversations, beyond using the emails and discussion board, has merged. This presentation shares two types of team chat tools, Slack and Discord, which can support effective and efficient communications in a real-time for online teaching and group projects.

Instructors can set up a channel of Slack/Discord and invite students to join it. Slack/Discord acts as an alternative communication tool, in addition to emails and Bb discussion board, to support a real-time conversation as students work on group projects and receive fast and in-time feedback from the instructor or peers.

When the communications may happen suddenly and instant responses are expected, Slack/Discord can provide more efficient service.



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# Context/Evidence (please pause & read)

The purpose of integrating technology into online education is to support teaching objectives and instructional methods. Using Slack/Discord allows communication happens anytime and anywhere, as users can access them on mobile devices, e.g. cell phone and iPad, and computers.

This design can support any fully online courses that require interactions happen in a fast pace. A learning community is established, in which instructors can provide supplementary content in text, graphic, and videos and students can support each other or work as groups.



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# Takeaways/Adaptation

(please pause & read)

Participants will be able to:

learn how to consider their pedagogy and make instructional decision on selecting communication tools for their online teaching and learning design team projects with using Slack/Discord understand pros and cons of using Slack/Discord



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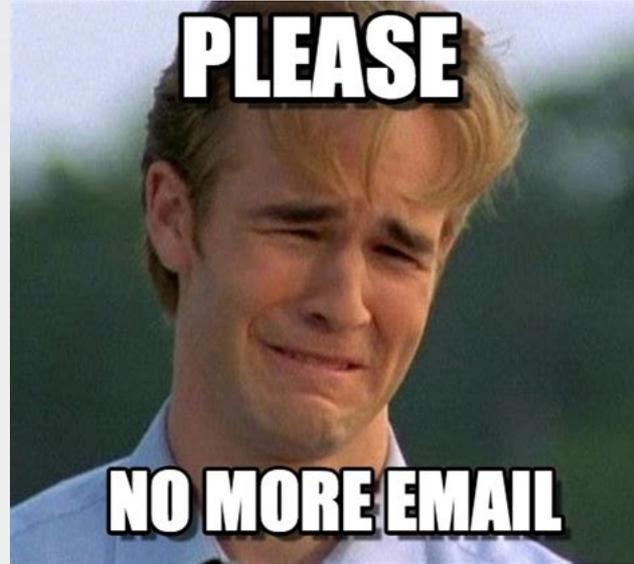
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# Teaching Challenge



Sometimes,  
Email is not enough.  
Discussion Board on BB doesn't help much either.



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# Teaching Challenge

These digitally mediated communication tools are good. They help us abandon “space,” and now, we can email students anytime we want. Students can also contact instructors anytime they want. But, it might not be enough because we need a communication tool that doesn’t have much time gap.

Especially, when students work on time-sensitive assignments/projects, we need something faster. It matters more in technology-intensive courses where students need instructor’s help for troubleshooting.

Another thing about email is sometimes students hesitate to email instructors because of the formality of it. Students feel this burden of emailing instructors because they have to be formal.

So, sometimes, informal and immediate communication help connect students and instructors.



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# Solution Strategy

More “efficient” communication tool:  
A cloud-based communication platform



→ Slack & Discord



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# Solution Strategy

More “efficient” communication tool:

A cloud-based communication platform → Slack & Discord

Advantage:

Supports real-time communication

Supports “grouping” feature for topic-based or group-based communication

Build a sense of community

Can be integrated with other cloud-based tools, such as DropBox, Google Drive, Miroboard, and etc.

Record & store communications between/among people

Supports audio & video (Discord) meeting features

Easily Scalable



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# Slack/Discord Demo

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# Slack/Discord Demo

Advantage:

Supports real-time communication

Supports

community

Build a

Can be i

Google

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Easily S



sed

DropBox,



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# Context/Evidence

Online instruction that abandon time and space!

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# Questions?

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*Thank you for watching!*



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