

# Assessing Online Facilitation Instrument

*Adapted from: 2007 TIGERS Project Sponsored by CSU Center for Distributed Learning*  
<http://www.humboldt.edu/~aof/>

## Before class begins the facilitator ...

Completed



<b>Managerial</b>	Completed
Updates the Syllabus with facilitator's name and contact information, preferred communication method, expected response times to messages and assignments, list office hours and other policies specific to this course or facilitator.	
Update dates and assignments on the Course Schedule	
Corrects spelling or grammatical errors and checks for calendar date references throughout the course content.	
Updates and reviews assessment due dates for accuracy.	
Confirms online grade book settings are accurate for total assessment.	
<b>Pedagogical</b>	
Reviews past course feedback and instructor notes determine if enhancements for instructional strategies are required.	
Makes enhancements to course design where necessary.	
Makes sure instructions are clear for completing and submitting assignments throughout course materials.	
<b>Technical</b>	
Updates hyperlinks to remove dead or broken links.	
Checks all media for proper display (broken images, video playback, etc.)	
Updates course to reflect new features of the course management software.	

**Comments:**

**During the first week the facilitator ...**

Completed  
√

<b>Managerial</b>	
Contacts missing students to encourage their participation.	
Provides support information when needed, e.g., how to get remote access to the library, or use publisher's online study materials.	
<b>Social</b>	
Provides a personal and welcoming introduction to develop a personal presence.	
Designs a discussion forum for students to post introductions and share experiences. Responds to each student's introduction.	
Encourages (but not require) students to share pictures of themselves.	
Models discussion response behavior and tone. Uses a conversational tone for responses that is inviting, personal, friendly, and encouraging.	
Uses humor sparingly and carefully; use emoticons to express jesting.	
Invites and encourages students to use online office hours and/or to make appointments.	
Adds a social forum for non-class related topics (informal coffee break area).	
<b>Pedagogical</b>	
Creates an interactive learning object related to a key course objective or concept.	
Communicates with students daily to maintain positive rapport.	
Determines areas in which students need to improve and notifies students.	
Challenges the students by asking questions which apply to the readings and communicating high expectations.	
<b>Technical</b>	
Provides detailed tutorial links and/or instructions on using the technology within the assignment information to help the students feel comfortable with the technology.	

**Comments:**

**Throughout the course the facilitator ...**

Completed  
√

	Completed √
<p style="text-align: center;"><b>Managerial</b></p> <p>Updates the online grade book promptly after assignment due dates.            Conducts course according to designated schedule with any deviations communicated in advance.            Enforces guidelines for learner behaviors such as netiquette and due dates.            Reminds students of upcoming deadlines            Posts group rosters before group project begins.            Creates areas for group members to work on group projects.            Monitors attendance in class in order to follow up with missing students.            Maintains privacy of student grades and feedback.            Continues updates to the Facilitation Activity Record.            Opens course materials and activities to optimize student learning and avoid confusion.            Announces absences to students with guidance on what to do during absence.</p>	
<p style="text-align: center;"><b>Social</b></p> <p>Organizes collaborative projects (small, large and dyads) to achieve strong social interaction.            Monitors discussions for respectfulness based on netiquette standards and University behavior policies.            Immediately contacts students with inappropriate posts for explanation and clarification.            Immediately makes disrespectful posts unavailable to the class at large.            Blocks disruptive students from class activity if behavior continues to conflict with University policy.            Uses announcements to keep class current and personal. Announcements may include holiday wishes and real world social issues (e.g. Katrina) as well as course information.            Continues to maintain daily presences in discussion forums.            Provides individual messages (email, postings, announcements) of encouragement.</p>	
<p style="text-align: center;"><b>Pedagogical</b></p> <p>Provides supportive information to support course content.            Responds to student questions promptly--consistent with timeline for feedback stated in syllabus. (48 hours required but 24 hours recommended)            Provides practical suggestions to students to complete their work on time.            Detects and corrects misconceptions.            Summarizes discussions.            Assigns groups or creates a method for students to select groups before beginning group projects.            Provides feedback indicating areas in which the students have succeeded as well as areas that require further development in a timely manner.            Creates transitions from one topic to the next to help students recognize time on task.            Communicates clearly, as measured by responses from students            Respects and facilitates diverse talents and ways of learning            Invites and encourages students to complete a peer review of individual and group projects.            Utilizes specific teaching/learning strategies which promote self-directed learning.            Focuses discussions on specific issues and uses discussion questions and problems to actively engage students in the learning process.            Implements rubrics established in course design.            Uses illustrations and examples to clearly explain important concepts.            Provides helpful, constructive suggestions to students to complete assignments</p>	
<p style="text-align: center;"><b>Technical</b></p> <p>Announces information related to interruptions of access to servers delivering course materials in advance (when possible) or after (when necessary)            Makes reasonable accommodations due to technical difficulties beyond the students' control consistent with policies in the syllabus.            Models competency with course management system delivery tools and uses tools appropriately.            Appropriately uses other technologies for the course.            Provides handouts in easy-to-use formats, providing details for successfully downloading if necessary.            Receives and responds to completed student assignments electronically.</p>	



**During the last week, the facilitator ...**

<b>Managerial</b>	
Provides general information concerning the nature and format of the final assessment(s).	
Alerts students on how long course materials will continue to be available after the end of class.	
Informs on availability of, and encourages students to complete, the course evaluation.	
Completes the Facilitation Activity Record.	
Posts final grades promptly.	
<b>Social</b>	
Sends an email with a closing personal message to students.	
Encourages students to share their class experience and say good bye in a closing forum.	
<b>Pedagogical</b>	
Provides feedback on final project and makes it available to students even after the class is over.	
<b>Technical</b>	
Lists technical aspects that worked well and those that need improvement. Forwards to, or discusses with, technical support staff.	

**Comments:**