

POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

Consider the following issues (Top 10 pet-Peeves of Online Instructors) that might occur in your course. Choose the most appropriate response that will help each student succeed, while maintaining your presence in the course.



Dunce, Brian Diskin, (b.20th C./American), Drawing . [Fine Art]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/107_3348023/1/107_3348023/cite

10. **Academic Andy**: Students using bigger words than necessary in essays and discussions to look smart, and the words are used inappropriately.

- a) Publically embarrass him in the online discussion board, calling him out on his lack of intelligence.
- b) Send him a private message in the course message area, suggesting he check the definitions of words before using them in his writing, and give him permission to use more common language.
- c) Ignore it
- d) Create a Movenote podcast, showing how not to write, emphasizing the use of big words used out of context, in discussions and essays. Add humor by wearing a dunce cap. Use Andy's work as an example of what not to do.
- e) Do not respond to any of his discussions because he is driving you crazy.



Hispanic businessman resting head on desk. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/154_2896181/1/154_2896181/cite

9. **Last Minute Larry**: Sends you an e-mail the day before a major assignment requesting directions. Or complains that the system was down and he just began his assignment after having 3 weeks to work on it.

- a) Provide the directions using a podcast and let him know where the directions are located in the course. Explain that success in online courses depends a great deal on organization and timeliness. Ask him to make an appointment with you after this assignment is done to plan ahead for the next.
- b) Ignore his request, he is driving you crazy.



POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

- c) Call Larry on the phone and telling him that it is too late and that he will need to figure it out on his own.
- d) Tell him to ask his classmates, they have already figured it out.
- e) Use SnagIt to capture an image of where to find the directions in the course.



Frustrated teacher and Hispanic female student. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/154_2904049/1/154_2904049/cite

8. **Tattle-Tale Tess:** When she does not agree with how the course is running or her grade on an assignment, Tess runs to the supervisor rather than discussing the issue with you.

- a) Place an announcement in the course, letting students know that it is completely inappropriate to run to the administration if they have issues.
- b) Send Tess a message in the course, letting her know that you are angry with her because she got you in trouble.
- c) Explain that the appropriate channel of communication is to talk with you first and that you truly care about her learning and success in the course.
- d) Ignore her, she is driving you crazy.
- e) Call Tess on the phone and tell her she was completely out of line and that she will be lucky to pass the course.



Warning Consider the possible consequences if you are careless in your work'.
American World War I poster, 1917, showing a biplane crashed in the ocean and survivors waiting for rescue. Aircraft Accident USA Air Warfare . [Photography]. Retrieved from Encyclopædia Britannica ImageQuest. http://quest.eb.com/#/search/300_2293546/1/300_2293546/cite

7. **Careless Cary:** Submits work that is sloppy, and apparently not proofread. He appears to not care about the learning. The time you spend grading the work appears to be more time than the student spent working on the assignment. UGH!!

- a) Spend less time providing feedback on his work, he didn't work hard, so why should you?
- b) Just give him a C, don't bother grading the work, he's driving you crazy.



POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

- c) Send back his work, and tell him that you will put time in to grading it when he puts time in to writing it.
- d) Send him a copy of the assignment and ask why he even bothered submitting it.
- e) Provide rich feedback and refer him to the Excelsior Library, Excelsior OWL, Smarthinking, and Grammarly. Suggest that he uses the exceptional resources provided by Excelsior College to improve his work.



Businesswoman running at office. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/154_2889690/1/154_2889690/cite

6. Urgent Ursula: Expects you to respond to any correspondence immediately, no matter what time of day.

- a) Tell Ursula to take a chill-pill.
- b) Ignore her pleas for assistance, she is driving you crazy.
- c) Make an announcement in the course that you do not want to be bothered with every little concern.
- d) Let her know your availability and reassure her that you check messages as promised in your introduction. Let her know that if she has an emergency, she is able to reach you via the course or personal e-mail.
- e) Send Ursula a message in the course explaining that you have a life and do not sit at your computer all day awaiting her urgent calls for help.



Portrait of a confused business man. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest. http://quest.eb.com/#/search/115_3952329/1/115_3952329/cite

5. Pointless Peter: Off topic in discussions and assignments, this is a waste of time for you and other students, as well as somewhat distracting and confusing.

- a) Call him out on the discussion board, letting him and the other students know that he is off topic and a real pain in the neck.
- b) Ignore it, this is driving you crazy.
- c) Ask another student to put Peter in his place.



POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

- d) Redirect the conversation in the discussion board, pointing out the appropriate content-based information. Send a private message to Peter, explaining the purpose of the discussion is an academic conversation regarding the course content.
- e) Delete his discussions and tell him to rewrite them or earn a zero grade.

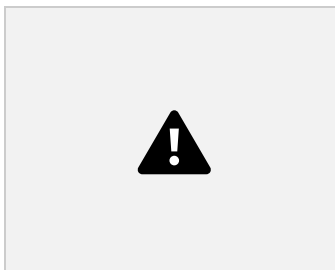


African businesswoman yawning on train. [Photography]. Retrieved from Encyclopædia

Britannica ImageQuest. http://quest.eb.com/#/search/154_2901879/1/154_2901879/cite

4. **Disengaged Diane:** Does not participate in class or group discussions, or is often late in to the academic conversations. When she posts, her discussion tend to be book reports from her text.

- a) Give Diane a failing grade, she obviously has better things to do than go to school.
- b) In the discussion forum, threaten the entire class that they will receive failing grades if they do not fully participate and begin to think at a higher level.
- c) Ignore it, she is driving you crazy.
- d) Send Diane a message in the course asking if she is okay and if there were issues that kept her from participating, showing concern for her success. Remind her of the course expectations. Ask her questions that promote higher level thinking.
- e) Call her on the phone and tell her if she does not quit slacking, she will not succeed in the class.



NAUGHTY NINETIES, THE (1945) - ABBOTT, BUD; COSTELLO, LOU.

[Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/144_1551623/1/144_1551623/cite

3. **No-No-Netiquette Nate:** Inappropriate discussions posted and unprofessional e-mails.

- a) Refer Nate to the Netiquette Policy and contact your Faculty program Director to inquire whether to delete the inappropriate posts.
- b) Call him out publically in the discussion board on his inappropriate behavior.
- c) Ignore it
- d) Ask a classmate to deal with it.



POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

- e) Post a YouTube video that tells students to avoid inappropriate posts such as Nate's discussions.



London, England.. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/137_3326528/1/137_3326528/cite

2. **Fail-to-follow Frank**: Does not follow instructions, even when you clearly explain the expectations and fails to even read the syllabus.

- a) Ignore it; adults should know how to follow instructions.
- b) Ask a classmate to help poor Frank.
- c) Send a message in the course telling Frank where to find the directions and to clearly follow them.
- d) Refer Frank to the Disabilities office.
- e) Create a podcast where you clearly explain directions for the assignment and share it with the entire class.



Determined woman sitting at her laptop. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest.
http://quest.eb.com/#/search/154_2881611/1/154_2881611/cite

1. **Plagiarizing Patti**: UGH! Really, does she think we are not going to catch this?

- a) Immediately send her a personal message in the course and let her know that you have found issues with her plagiarized work and that you know that she is a liar and a cheat.
- b) People are so busy these days. She most likely was ill. Or, something terrible happened, so she had to copy the work. Call Patti and discuss what issues cause her to plagiarize, and then let it slide.
- c) Provide resources from the Excelsior OWL, Excelsior Library and Writing Lab, and tips on academic writing for the entire class before assignments are due.. Using a YouTube video or a podcast explaining how to avoid unintentional plagiarism would be a good way to make students aware of possible issues. Prevention is the key.
- d) Plagiarism could be intentional or unintentional. Students really cannot write well these days. Thus plagiarism is usually it is unintentional, so ignore it.



POP Part 2 Self-Assessment

The Top 10 Pet Peeves for Online Instructors

Developed by Robin Dewald, Excelsior College
and provided for the TLT Group's FridayLive! Session - December 10, 2014

- e) Don't bother grading the work. No need to provide feedback to those who cheat.

Self- Assessment 2 Key
10. b
9. a
8. c
7. e
6. d
5. d
4. d
3. a
2. e
1. c

