

E-mail and Update Examples for LfLC Online Courses

Overview of contents

For the best results, please download this document rather than viewing it in your browser. The formatting is optimised for Microsoft Word.

The table of contents on the right can be used to directly access the course or communication type you need: e-mails for MOOCs, e-mails for ProfEds, or updates to be posted directly in the course. Ctrl + Click on the section title you would like to be taken to.

Sample e-mails and their corresponding html code are provided inside the drop-down headings for each section. To view them, click on the small black arrow to the left of the heading title.

If you copy and use any of our samples, carefully check that you have replaced all key information and URLs with those of your course.

If you have any doubts about what e-mails or updates to send and what timing is best, you may consult the [Community Management: Tasks, expectations, and planning for LfLC online courses](#) document, or check with your Learning Developer.

General guidelines

E-mails for MOOCs

- Start of course
- During the course
- End of course
- Other communication

E-mails for ProfEds

- Start of course
- During the course
- End of course
- Other communication

Updates (in-course announcements)

- Welcome message
- Motivational update
- Bug fix announcement
- Reminder



Image by [EURO_ELF](#) from [Pixabay](#)

General guidelines

The e-mails you send out will keep students informed and motivated, but you are competing in a world saturated with communication, and should avoid spamming your learners. Here are some general tips to make the most of e-mail communication:

- **Keep it short!** Only include important information, so your readers don't lose interest.
- Use formatting intelligently to make your e-mail easier to read. For example:
 - divide information into **paragraphs**,
 - use (colour-coded) **headings** to break up the text and signpost the information,
 - make use of **bullet point lists** to make content more structured and easier to find,
 - **bold information** you want to draw attention to.
- Include **hyperlinks** to important content. Your learner is busy - make it easier for them to access key elements of the course.
- Keep the e-mail's tone **consistent** with the course (preferably inviting and conversational). In addition to this, be consistent from one e-mail to the next. For the whole run of the course, use the same formatting, tone, opening and signature.
- Each e-mail should include: encouragement, key information (like upcoming deadlines, descriptions of new available content), and action points.
- If possible and relevant, add one **small image** per e-mail to liven it up. Don't forget to correctly attribute it!
- Personalise the e-mail by using **edX keywords**. An example of this is starting your e-mails with "Dear %%USER_FULLNAME%%" instead of "Dear participant". The full list of edX keywords and more information about how they work can be found [here](#). Keywords will only work in the body of e-mails sent through the platform's e-mail tool.

In most cases it will make sense to also post an update directly in your course. Updates appear at the top of your course outline. They will only be seen by learners who are active inside the course. When should you send e-mails, and when should you post updates?

- We recommend sending e-mails at strategic moments in the course, so learners know what is happening and what is expected of them. These moments include the start of the course (welcome message), the release of any new content (weekly in Instructor-paced courses, whenever necessary in Self-paced courses), and close to the end date (reminder of deadlines and end date).
- Important announcements are best sent by e-mail so that you are sure they reach all learners, regardless of whether or not they are (still) active in the course. You should double up by posting a condensed version containing the most important points as an update, to reinforce your message.
- Smaller announcements, notifications of bug fixes, and reminders can be posted as updates only.
- Motivational messages can be posted as updates. Think of the kinds of messages that would entice you to keep working and to interact with other participants in a course, or that would make you feel like the course staff is more present in the course.

For more detailed information and step-by-step guides on how to carry out the communication tasks listed here, refer to the [online course space](#) of the Manage & Moderate an (Open) edX course training (if you don't have access, register on the [Opleidingsportaal](#)). For more information on how to plan your communication to match your course type, consult the [Community Management: Tasks, expectations, and planning for LfLC online courses](#) document.

E-mails for MOOCs

Start of course

Teaser before the course starts

Boost enrolments and create more enthusiasm by inviting your learners to think about and share the course ahead of the official launch date. This can be done about a week before the course opens, for example.

Things to include in this e-mail:

- What learners will get in your course (that they cannot get anywhere else)
- Course start date and time, course link
- Course duration and/or workload; some other key practical information (don't overdo this)
- Optional: a promotional video
- Optional: a spark or question for learners to think about ahead of the course start
- Optional: encouragement to share the course in their networks

Example: 'One week to course launch!' from Managing Building Adaptation (adapted)

Hello %%USER_FULLNAME%%,

Thank you for enrolling in [Managing Building Adaptation: A Sustainable Approach](#). One of the biggest sustainability challenges for cities worldwide is to adapt existing buildings and make them future-proof. This is a constantly evolving process which requires special attention to management. During this course, you will learn how different management tools can be used to convert old buildings for sustainable reuse, and will create your own building adaptation proposal.

The course will open in one week, on **15 September 2026**, and will run for 6 weeks until 27 October 2026. We can't wait to start! With several hundred participants from over twenty we think it's going to be an interesting and exciting experience for all of us.

Maybe you have colleagues, friends or family who are as interested in this subject as you are. Feel free to invite them to join us in this journey. The more participants, the more knowledge there is to share.

Let's all get ready, see you next week!

Regards,

The Managing Building Adaptation course team

HTML version

```
<p>Hello %%USER_FULLNAME%%,</p>
<p>Thank you for enrolling in <a href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/home"
target="_blank" rel="noopener"><strong>Managing Building Adaptation: A Sustainable Approach</strong></a>. One of the
biggest sustainability challenges for cities worldwide is to adapt existing buildings and make them future-proof. This is a
constantly evolving process which requires special attention to management. During this course, you will learn how different
management tools can be used to convert old buildings for sustainable reuse, and will create your own building adaptation
proposal</p>
<p>The course will open in one week, on <strong>15 September 2026 at 12:00 UTC</strong>, and will run for 6 weeks until 27
October 2026. We can't wait to start! With several hundred participants from over twenty countries we think it's going to be an
interesting and exciting experience for all of us.</p>
<p>Maybe you have colleagues, friends or family who are as interested in this subject as you are. Feel free to invite them to
join us in this journey. The more participants, the more knowledge there is to share.</p>
<p>Let's all get ready, see you next week!</p>
<p>Regards,</p>
<p><em>The Managing Building Adaptation course team</em></p>
<p></p>
```

Welcoming e-mail on the start date

On the day the course opens, send a welcoming e-mail. The welcoming e-mail is very important to get things started. You can use it not only to inform students about general practicalities of the course, but also to motivate, start building a learning community and show that you're there to guide, give feedback, support and answer any question. This helps building confidence, a crucial element when fostering the development of an online learning community. Things to include in this e-mail:

- Welcome message
- Course link
- Brief description of the course and its goals
- Brief overview of course structure, duration/pacing, and workload
- How to get started
- Encouragement to introduce themselves in the discussion board

Example: 'Hello and Welcome!' from Managing Building Adaptation (adapted)

Hello %%USER_FULLNAME%%,

Welcome to Managing Building Adaptation: A Sustainable Approach.

This course will introduce you to the challenging task of redeveloping buildings for sustainable future use. You will learn how to identify areas for improvement in existing buildings, and how to translate design concepts into practical solutions. The course is taught by a multi-disciplinary team of instructors and professors. They will guide you through the content of the course, and answer your questions. Have a further look at what to expect from this course below.

Course set-up

All 6 course modules have gone live today, and are available for you to study. Each of these modules addresses a main theme related to the management of the building life cycle process:

- Module 0. Welcome!
- Module 1. Introduction to Managing Building Adaptation
- Module 2. Urban Development Management
- Module 3. Adaptive Reuse Management
- Module 4. Construction and Project Management
- Module 5. Sustainable Housing Management
- Module 6. Recap of Managing Building Adaptation

Since [this course](#) is self-paced, you can determine your learning schedule yourself! However, we advise you to follow the course in a structured way, and to find time to work on the course regularly in the way that fits you best. You can expect to spend 4-6 hours per module.

How to get started

So what can you expect from this first week? **Take your time to look around [Module 0](#).** There you will find the syllabus, the course team's introduction and more additional information that will be important throughout the course. Besides this, it is an opportunity for you, the learner, to introduce yourself. This way, you can get to know your colleagues in the course, and get acquainted with the learning environment. **After that, head on to Module 1** and start learning!

Is this your first time learning with an online course? Don't worry, we will take you through it step by step. You can, for example, take this [edX demo course](#), which you will also find in the introductory week of our course.

Thank you for following this path together with us to redevelop buildings for future use! The course team will be present to support you in any way they can, so please do not hesitate to **share your thoughts or ask your questions in the course discussion board**. We are happy to help.

HTML version

```
<p>Hello %%USER_FULLNAME%%,</p>
<p><span style="color: #00A6D6"><strong>Welcome to Managing Building Adaptation: A Sustainable
Approach.</strong></span></p>
<p> This course will introduce you to the challenging task of redeveloping buildings for sustainable future use. You will learn
how to identify areas for improvement in existing buildings, and how to translate design concepts into practical solutions. The
course is taught by a multi-disciplinary team of instructors and professors. They will guide you through the content of the
course, and answer your questions. Have a further look at what to expect from this course below.</p>
<p><span style="color: #00A6D6"><strong>Course set-up</strong></span></p>
<p><strong>All 6 course modules have gone live today, and are available for you to study.</strong> Each of these modules
addresses a main theme related to the management of the building life cycle process:</p>
<ul>
<li><em>Module 0. Welcome!</em></li>
<li><em>Module 1. Introduction to Managing Building Adaptation</em></li>
<li><em>Module 2. Urban Development Management</em></li>
<li><em>Module 3. Adaptive Reuse Management</em></li>
<li><em>Module 4. Construction and Project Management</em></li>
<li><em>Module 5. Sustainable Housing Management</em></li>
<li><em>Module 6. Recap of Managing Building Adaptation</em></li>
</ul>
<p>Since <a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@4f1f14c87cab4bbc962d5d5ff300da2f/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@30a0486779e241b1b61
2a129fda4433b" target="[object Object]">this course</a> is self-paced, you can determine your learning schedule yourself!
However, we advise you to follow the course in a structured way, and to find time to work on the course regularly in the way
that fits you best. You can expect to spend 4-6 hours per module. </p>
<p><span style="color: #00A6D6"><strong>How to get started</strong></span></p>
<p>So what can you expect from this first week? <strong>Take your time to look around <a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@4f1f14c87cab4bbc962d5d5ff300da2f/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@30a0486779e241b1b61
2a129fda4433b" target="[object Object]">Module 0</a>.</strong> There you will find the syllabus, the course team's
introduction and more additional information that will be important throughout the course. Besides this, it is an opportunity for
you, the learner, to introduce yourself. This way, you can get to know your colleagues in the course, and get acquainted with
the learning environment. <strong>After that, head on to Module 1</strong> and start learning!</p>
<p>Is this your first time learning with an online course? Don't worry, we will take you through it step by step. You can,
for example, take this <a href="https://www.edx.org/course/demox">edX demo course</a>, which you will also find in the
introductory week of our course.</p>
<p>Thank you for following this path together with us to redevelop buildings for future use! The course team will be
present to support you in any way they can, so please do not hesitate to <strong>share your thoughts or ask your
questions in the course discussion board.</strong> We are happy to help.</p>
<p>Good luck, and have fun!</p>
<p>The Managing Building Adaptation course team</p>
```

During the course

(Weekly) Content release

Send out an e-mail whenever a new module/week releases (Instructor-paced) or whenever you add new or updated content to a running course (Self-paced), to notify learners of the new content that is now available to them. A secondary purpose of these content release e-mails is to remind learners about the course and re-activate them. Things to include in this e-mail:

- A quick recap of the previous week or key features of the course, highlighting and praising relevant learner contributions
- Description of the new content (and the exact date and time when it became or will become available)

- Optional: description of newly available (graded) assignments, including condensed instructions
- Optional: reminder of upcoming (assignment) deadlines
- Optional: reminder to upgrade to the verified track
- Activating closing sentence: next steps, or encouragement to pick up where they left off

Example 1: 'Welcome to Module 2' from Forensic Engineering (adapted)

Dear %USER_FULLNAME%,

What is a good way to perform a proper Forensic Engineering Investigation, from start to finish?

That is exactly what we examine in **Module 2** of Forensic Engineering – Learning from Failures, which launched today (3 May) at 12:00 UTC.

Recap

Last week, you learned about the Tree House of Failures and how to use it in combination with the Life-Cycle phases. By now, you should know how to systematically look for potential causes of failure, and have a pretty good idea of everything that can go wrong in a technical system. But in spite of knowing how to list these potential causes, you have not yet learned to establish the actual cause of failure.

Coming up

[In Module 2](#), we will explore the investigation part of the TU Delft Forensic Engineering approach:

- First, we will discuss the theory of the different investigation steps used in a Forensic Engineering investigation.
- Then we will look at how these are applied, before delving into the Delft mindset.

Forums

We were glad to see many insightful contributions in our discussion topics last week. It was very interesting to get some insight into what failure look like in each of your contexts and fields of work. We look forward to hearing from you all again this week!

Kind regards,

The Forensic Engineering course team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>What is a good way to perform a proper Forensic Engineering Investigation, from start to finish?</p>
<p>That is exactly what we examine in <strong>Module 2</strong> of %%COURSE_DISPLAY_NAME%%, which launched
today (3 May) at 12:00 UTC.</p>
<p><span style="color: #00A6D6;"><strong>Recap</strong></span></p>
<p>Last week, you learned about the Tree House of Failures and how to use it in combination with the Life-Cycle phases. By
now, you should know how to systematically look for potential causes of failure, and have a pretty good idea of everything that
can go wrong in a technical system. But in spite of knowing how to list these potential causes, you have not yet learned to
establish the actual cause of failure.</p>
<p><span style="color: #00A6D6;"><strong>Coming up</strong></span></p>
<p>In <a
href="https://courses.edx.org/courses/course-v1:DelftX+TUDF-FE01x+3T2017/courseware/b2dd0cc3b91547e78bfac40804b87
98f/5a61bf88ae6f40a0bb560b4e38390bc8/?activate_block_id=block-v1%3ADelftX%2BTUDF-FE01x%2B3T2017%2Btype%40
sequential%2Bblock%405a61bf88ae6f40a0bb560b4e38390bc8">Module 2</a>, we will explore the investigation part of the
TU Delft Forensic Engineering approach: </p>
<ul>
<li>First, we will discuss the theory of the different investigation steps used in a Forensic Engineering investigation.</li>
<li>Then we will look at how these are applied, before delving into the Delft mindset.</li>
</ul>
<p><strong><span style="color: #00A6D6;">Forums</span></strong></p>
<p>We were glad to see many insightful contributions in our discussion topics last week. It was very interesting to get some
insight into what failure look like in each of your contexts and fields of work. We look forward to hearing from you all again this
week!</p>
<p>Kind regards,</p>
<p>The Forensic Engineering course team</p>
```

Example 2: 'Week 6 opens today' from Sustainable Aviation (adapted)

Dear %%USER_FULLNAME%%,

Welcome to the Final Week of the Sustainable Aviation MOOC!

This week, we combined all our new skills in Sustainable Aviation to investigate two topics in more detail: the full spectra of emissions and climate effects of aircraft, and novel ways of designing those aircraft. You came up with some brilliant solutions for the human aspect of the problem. In the last week of the MOOC, you will round out your knowledge by learning about the system surrounding the aircraft: the airports, airlines, and air traffic controllers. Week 6 of the MOOC will open on **10 July 2027, 11:00 UTC**.

Week 6

An aircraft is not a vehicle that can operate on its own: take-off and landing require long runways, which need to be precisely controlled in order to ensure a safe and smooth operation. Because most of us will never own our own aircraft, we require airlines to purchase, maintain, and exploit the aircraft. Lastly, in order for us to use the aircraft, we require airports, fuel loading systems, taxi systems, baggage loading systems, and many more. In the coming week, you will learn about the context in which the aircraft operates, and how this interacts with the sustainability of the aircraft.

Specifically, we will have lectures on:

- Airline Operations
- Air Traffic Management
- Sustainable Airports

Final Assignment

Lastly, the final assignment of the MOOC will open on **10 July 2027, 11:00 UTC**. You will present your ideas for the aircraft, airlines, and airports of the future, implementing the new insights you gained in the past six weeks. This assignment represents 100% of the grade of the MOOC for Verified Learners. Verified Learners working to obtain a certificate for the course have until **22 July 2027, 11:00 UTC** to hand in their assignment. Next to scoring at least 60% on the final assignment, those learners who wish to obtain a verified certificate will be required to grade the work of two of their fellow students. The deadline for the peer review is **25 July 2027, 11:00 UTC**. The content of the final assignment is available freely, and learners in the Audit track are free to complete the assignment on their own, although it will not be graded.

Good luck!

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<h3><span style="color: #00A6D6;">Welcome to the Final Week&nbsp;</span></h3>
<p>This week, we combined all our new skills in Sustainable Aviation to investigate two topics in more detail: the full spectra of emissions and climate effects of aircraft, and novel ways of designing those aircraft. You came up with some brilliant solutions for the human aspect of the problem. In the last week of the MOOC, you will round out your knowledge by learning about the system surrounding the aircraft: the airports, airlines, and air traffic controllers. Week 6 of the MOOC will open on&nbsp;<strong>10 July 2027, 11:00 UTC.</strong>&nbsp;</p>
<p>&nbsp;</p>
<h3><span style="color: #00A6D6;">Week 6</span></h3>
<p>An aircraft is not a vehicle that can operate on its own: take-off and landing require long runways, which need to be precisely controlled in order to ensure a safe and smooth operation. Because most of us will never own our own aircraft, we require airlines to purchase, maintain, and exploit the aircraft. Lastly, in order for us to use the aircraft, we require airports, fuel loading systems, taxi systems, baggage loading systems, and many more. In the coming week, you will learn about the context in which the aircraft operates, and how this interacts with the sustainability of the aircraft.</p>
<p>Specifically, we will have lectures on:</p>
<ul>
<li>Airline Operations</li>
<li>Air Traffic Management</li>
<li>Sustainable Airports</li>
</ul>
<p>&nbsp;</p>
<h3><span style="color: #00A6D6;">Final Assignment</span></h3>
<p>Lastly, the final assignment of the MOOC will open on&nbsp;<strong>10 July 2027, 11:00 UTC</strong>. You will present your ideas for the aircraft, airlines, and airports of the future, implementing the new insights you gained in the past six weeks. This assignment represents 100% of the grade of the MOOC for Verified Learners. Verified Learners working to obtain a certificate for the course have until <strong>22 July 2027, 11:00 UTC&nbsp;</strong>to hand in their assignment. Next to scoring at least 60% on the final assignment, those learners who wish to obtain a verified certificate will be required to grade the work of two of their fellow students. The deadline for the peer review is&nbsp;<strong>25 July 2027, 11:00 UTC</strong>. The content of the final assignment is available freely, and learners in the Audit track are free to complete the assignment on their own, although it will not be graded.</p>
<p>&nbsp;</p>
<p>Good luck!</p>
<p>The <span style="color: #00A6D6;">SA01x</span> Team</p>
<p>&nbsp;</p>
```

Motivating learners

In Self-paced courses where there are no weekly content release e-mails to keep learners on track, you may find that you need to send occasional e-mails to keep up interest in the course. This is especially recommended if you notice that significant numbers of learners are dropping out, participation is low in the discussion forums, or if you are not seeing many assignment submissions or peer feedback in your course. In these cases, reach out to learners specifically to revive their interest in the course and increase their motivation to actively take part in it. Things to include in this e-mail:

- Highlight the part of the course that you want learners to engage with (an activity, discussion topic, etc.). Hype it up and point out how it is relevant/fun/useful.
- Optional: highlight existing quality contributions
- Explicitly encourage learners to join in

Example 1: 'Looking back on 3 successful months!' from Managing Building Adaptation (adapted)

Dear %%USER_FULLNAME%%,

We are already halfway through the course, and a lot has been done already. Let's take a moment to reflect on what we have seen and learned so far.

- Around 400 learners from over 80 countries are participating, learning and helping within the course!
- Some clear trends are starting to emerge in the Module 0 [word cloud](#). 'Sustainability' is by far the most the chosen word. For the rest, we saw a large variation. Several popular words refer to the physical adaptation process: 'refurbishment', 'reconstruction', 'adaptation'. Others relate to ecological aspects (climate, up-cycle, circularity) or social aspects (team, authority, history). Finally, there are several words that appeal to more managerial aspects (leading, managing, planning). Are you missing anything in this list? Feel free to go back and add to the word cloud!
- Finally, we really appreciate your engagement and [activity in the Sketchdrive environment](#). However, we have noticed that there are still some visuals without feedback... So we'd like to encourage you to help each other out by posting tops and tips on another learner's work! Make sure to take a look at your colleagues' portfolios as they are incredibly inspiring and valuable for your own work as well.

If you have questions or you are experiencing problems, don't hesitate to post in the [General Questions Forum](#), we are happy to help you in any way we can.

Keep up the good work!

All the best,

The Managing Building Adaptation Course Team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>We are already halfway through the course, and a lot has been done already. Let's take a moment to reflect on what we
have seen and learned so far. </p>
<ul>
<li>Around 400 learners from over 80 countries are participating, learning and helping within the course!</li>
<li>Some clear trends are starting to emerge in the Module 0< a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@98a7a2c20b3c43fb9b095b8356d2ecc0/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@03db3bdab0cc4fe2b
54e30ffa46991a9" target="_blank" rel="noopener">word cloud</a>. 'Sustainability' is by far the most the chosen word. For the
rest, we saw a large variation. Several popular words refer to the physical adaptation process: 'refurbishment', 'reconstruction',
'adaptation'. Others relate to ecological aspects (climate, up-cycle, circularity) or social aspects (team, authority, history).
Finally, there are several words that appeal to more managerial aspects (leading, managing, planning). Are you missing
anything in this list? Feel free to go back and add to the word cloud!</li>
<li>Finally, we really appreciate your engagement and activity in the <a
href="https://my.sketchdrive.com/courses/2846">Sketchdrive environment</a>. However, we have noticed that there are still
some visuals without feedback... So we'd like to encourage you to help each other out by posting tips and tips on another
learner's work! Make sure to take a look at your colleagues' portfolios as they are incredibly inspiring and valuable for your own
work as well.</li>
</ul>
<p>If you have questions or you are experiencing problems, don't hesitate to post in the< a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@98a7a2c20b3c43fb9b095b8356d2ecc0/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@d1de89cddc584b0cb
72c27ff93165884" target="_blank" rel="noopener">General Questions Forum</a>, we are happy to help you in any way we
can.</p>
<p>Keep up the good work!</p>
<p>All the best,</p>
<p>The Managing Building Adaptation Course Team</p>
```

Example 2: 'Week 4 and a feedback video' from Models in Architecture (adapted)

Hi everyone,

We still see some learners joining Module 1, and we want to keep encouraging you to do so! And just keep going!

The first three modules were about physical sketch models, digital photogrammetry models, your guiding theme and urban contextual models. **We've uploaded a feedback video for Module 3 on edX.** So, thank you for sending in your assignments. It's really great to see all these examples of housing from all over the world – especially during this period when travel is limited for most of us.

We love seeing you reply on the discussions or starting them yourselves. Giving feedback to each other and helping each other is a great way of learning as well. So keep commenting on each other's work! We loved seeing your opinions about the architecture contests and the mixed feelings some of you had about them. We were very pleased with your interesting guiding themes for the dream houses and also with the contextual models you have created.

Looking ahead:

- **Module 4** will extend this knowledge with a focus on detailed models;
- **Module 5** will provide an 'a la carte' structure in which you can choose several topics for further exploration to improve your own project.

For now, we would like to wish you good luck with Module 4.

Best wishes,

The course team

HTML version

```
<p>Hi everyone, </p>
<p>We still see some learners joining Module 1, and we want to keep encouraging you to do so! And just keep going!</p>
<p>The first three modules were about physical sketch models, digital photogrammetry models, your guiding theme and urban contextual models. <strong>We've uploaded a feedback video for Module 3 on edX.</strong> So, thank you for sending in your assignments. It's really great to see all these examples of housing from all over the world &ndash; especially during this period when travel is limited for most of us.</p>
<p><strong>We love seeing you reply on the discussions or starting them yourselves.</strong> Giving feedback to each other and helping each other is a great way of learning as well. So keep commenting on each other's work! We loved seeing your opinions about the architecture contests and the mixed feelings some of you had about them. We were very pleased with your interesting guiding themes for the dream houses and also with the contextual models you have created.</p>
<p>Looking ahead:</p>
<ul>
<li><strong>Module 4</strong> will extend this knowledge with a focus on detailed models;</li>
<li><strong>Module 5</strong> will provide an 'a la carte' structure in which you can choose several topics for further exploration to improve your own project.</li>
</ul>
<p>For now, we would like to wish you good luck with Module 4!</p>
<p>Best wishes,</p>
<p>The course team</p>
```

Reminders

There may be situations where a reminder e-mail is warranted. This could be a reminder of information you have shared in a previous e-mail or course module, that you feel deserves more visibility (for example an important deadline or a special course event such as a live Q&A session). These e-mails should be succinct and to-the-point. Things to include in this e-mail:

- The name and date/deadline of the element you would like to draw attention to
- If possible, a direct link to it
- Optional: encouragement to add it to their agendas

Example: 'Reminder: Sign up for an assignment case' from Building with Nature (adapted)

Dear %%USER_FULLNAME%%,

We notice that not all of you have selected a case for the **Building with Nature: Design Assignment** in Week 4. If you are still interested in participating in this assignment, you have one last chance to sign up for a case.

Please [sign up here](#) before **Monday, 3 April at 9:00 UTC** in order to be granted access to the Assignment 4 case submission section.

Please note that this process is unfortunately not automatic, so if you sign up by 3 April 9:00 UTC, you will only be given access to the upload section of Assignment 4 by 3 April 11:00 UTC. However, you can still [download the form](#) and work on your case in the interim.

The deadline for submitting Assignment 4 is still **4 April 2027 23:59 UTC**, so please ensure that you have completed and submitted your case as a pdf by then once you sign up.

Sincerely,

The **Building with Nature** course team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>We notice that not all of you have selected a case for the <span style="color: #00A6D6;"><strong>Building with Nature:
Design Assignment</strong></span> in Week 4. If you are still interested in participating in this assignment, you have one last
chance to sign up for a case.</p>
<p>Please <a
href="https://courses.edx.org/courses/course-v1:DelftX+BwN101x+1T2017/courseware/135680609b2246fc9d96c3fe80d9d5b1
/0ee15c61c608441b9762292fe96b9573/" target="_blank" rel="noopener">sign up here</a> <span style="color:
#008080;"><strong>before Monday, 3 April at 9:00 UTC</strong></span> in order to be granted access to the Assignment 4
case submission section.</p>
<p>Please note that this process is unfortunately not automatic, so if you sign up by 3 April 9:00 UTC, you will only be given
access to the upload section of Assignment 4 by 3 April 11:00 UTC. However, you can still <a
href="https://courses.edx.org/courses/course-v1:DelftX+BwN101x+1T2017/courseware/8d09b620f8204e45ad4753a9f3d3e2f2/
ff59db8e141149aca55093bf5131a5b1/" target="_blank" rel="noopener">download the form</a> and work on your case in the
interim.</p>
<p>The deadline for submitting Assignment 4 is still <span style="color: #00A6D6;"><strong>4 April 2027 23:59
UTC</strong></span>, so please ensure that you have completed and submitted your case as a pdf by then once you sign
up.</p>
<p>Sincerely,</p>
<p>The <strong><span style="color: #00A6D6;">Building with Nature</span></strong> course team</p>
```

End of course

Reminder to complete course

In the final weeks of the course, remind learners of the course end date and assignment deadlines. For Instructor-paced courses, this information can simply be included in your weekly content release e-mail, but for Self-paced courses a standalone e-mail is needed. We recommend sending this specific end of course reminder one to three weeks before the course end, depending on the expected assignment workload. Encourage learners to plan accordingly and give themselves enough time to finish working on the course. It may make sense to plan different e-mails for audit learners and verified learners, as their end of course experience surrounding assignments will likely be different. Things to include in this e-mail:

- Course end date
- Reminder of assignment deadlines for verified learners
- Optional: estimated workload for assignments, specific points to consider
- Optional: if the deadline to upgrade to verified has not passed, a reminder of this deadline and the possibility to upgrade
- Encouragement to plan according to deadlines and finish everything on time

Example 1: 'Three weeks to course end!' (sent to audit learners only) from Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

Congratulations! You have reached the final weeks of the MOOC **Zero-Energy Design: an approach to make your building sustainable**. We hope it has been an enjoyable yet valuable learning experience for you.

If you'd like a certificate to prove your hard work, it's not too late to **upgrade for a [Verified certificate](#)**. You have until **20 June at 23:59 UTC** to do so. You will then have until the course end date to work on the assignments.

Thank you for your participation, and keep up the good work!

Warm regards,

Course team Zero-Energy Design

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>+Congratulations! You have reached the final weeks of the MOOC <strong>Zero-Energy Design: an approach to make
your building sustainable</strong>. We hope it has been an enjoyable yet valuable learning experience for you.</p>
<p>If you'd like a certificate to prove your hard work, it's not too late to <strong>upgrade for a <a
href="https://ecommerce.edx.org/basket/add/?sku=79C6EE1">Verified certificate</a></strong>. You have until <span
style="color: #00A6D6;"><strong>20 June at 23:59 UTC</strong></span> to do so. You will then have until the course end
date to work on the assignments.</p>
<p>Thank you for your participation, and keep up the good work!</p>
<p>Warm regards,</p>
<p><em>Course team Zero-Energy Design</em></p>
```

Example 2: 'Course ending soon' (sent to verified learners only) from Hello (Real) World with ROS (adapted)

Dear %%USER_FULLNAME%%,

First of all, thank you for enrolling and opting for the verified track in the **Hello (Real) World with ROS** course, we hope you are enjoying your learning experience.

If you already finished the course, great job and congratulations!

For learners that are still working on the assignments, we want to remind you the **course is closing next Friday the 23rd of September**, and that this is the deadline for handing in your work (and thus for obtaining a certificate).

After this date, you will still be able to view the content of the course; however, your assignments will no longer be graded.

If you have any questions or if you need help with the assignments, please don't hesitate to contact us in the [discussion forum](#).

We wish you success in the final week of the course.

Best Regards,

The Course Team

HTML version

```
<p></p>
<p>&nbsp;</p>
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p>First of all, thank you for enrolling and opting for the verified track in the <strong>Hello (Real) World with ROS</strong>
course, we hope you are enjoying your learning experience.</p>
<p>If you already finished the course, great job and congratulations!</p>
<p>For learners that are still working on the assignments, we want to remind you the <strong>course is closing next Friday
</strong><strong>the 23rd of September</strong>, and that this is the deadline for handing in your work (and thus for
obtaining a certificate).</p>
<p>After this date, you will still be able to view the content of the course, however, your assignments will no longer be
graded.</p>
<p>If you have any questions or if you need help with the assignments, please don't hesitate to contact us in the <a
href="https://courses.edx.org/courses/course-v1:DelftX+ROS1x+1T2021/discussion/forum/" target="_blank"
rel="noopener">discussion forum.</a></p>
<p>We wish you success in the final week of the course.</p>
<p>&nbsp;</p>
<p>Best Regards,<br />The Course Team</p>
```

Closing e-mail on the course end date

Your final e-mail should be sent on the day the course ends. It is a nice moment to celebrate this run's highlights, remind learners to give you feedback in the final survey, and share some closing information. This e-mail can also be used to do a little TU Delft Online Course promotion, either for your own courses or those of colleagues in your field. Things to include in this e-mail:

- Thank learners for their hard work and participation
- Encouragement to complete the feedback survey in the course (with a link to the unit where it is hosted – not to the survey itself)
- Optional: if you have already planned the next run, include the dates and link
- Optional: Next steps - actions they can carry out with their new knowledge and skills; other TU Delft courses they can join on similar topics (with links and optional short descriptions)

Example: 'Thank you and goodbye!' from Architecture, Algorithms, and Protocols of a Quantum Computer and Quantum Internet (adapted)

Dear %%USER_FULLNAME%%,

The course %%COURSE_DISPLAY_NAME%% has come to an end and we hope that you enjoyed it and gained a solid foundation on quantum computing. If you successfully finished it, congratulations!

Once you reach the end of the course, please take 5-10 minutes to complete our [course evaluation survey](#). Your feedback helps us continue to improve our courses, we really appreciate it.

A new run of [%%COURSE_DISPLAY_NAME%%](#) will launch on **July 1st**, so if you didn't have a chance to finish this time around, we hope to see you in the new run. Enrol now!

As you might know, we also offer three other edX self-paced courses, all of which will also **start** on July 1st:

- [The Quantum Internet and Quantum Computers: How Will They Change the World?](#) In this course you can discover the potential impact of quantum technologies (beginner level).
- [The Hardware of a Quantum Computer](#). In this course you can learn how qubits are actually built (intermediate level).
- [Fundamentals of Quantum Information](#). This course will introduce you to the theory of quantum information and to the secrets of qubits, gates, and measurements. You will learn how to create and manipulate superposition and entanglement with quantum circuits and algorithms (advanced level).

We are looking forward to seeing you in the new run or in one of our other courses, if you are interested.

All the best,

The QuTech Academy Team

P.S. Want to stay up to date about everything that is happening at QuTech? Check out our website: <https://qutechacademy.nl/>.

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>The course %%COURSE_DISPLAY_NAME%% has come to an end and we hope that you enjoyed it and gained a solid
foundation on quantum computing.&nbsp;If you successfully finished it, congratulations!</p>
<p>Once you reach the end of the course, please take 5-10 minutes to complete our <a
href="https://learning.edx.org/course/course-v1:DelftX+QTM3x+3T2021/block-v1:DelftX+QTM3x+3T2021+type@sequential+bl
ock@42521f1dca7a41aea4891b53a0079d73/block-v1:DelftX+QTM3x+3T2021+type@vertical+block@6814c1202b7b4a6dab0
b215a439e1120" target="_blank" rel="noopener">course evaluation survey</a>. Your feedback helps us continue to improve
our courses, we really appreciate it.</p>
<p>A <strong><span style="color: #4472c4;">new run</span></strong> of <a
href="https://www.edx.org/course/architecture-algorithms-quantum-computer-internet"><strong><span style="color:
#4472c4;">%%COURSE_DISPLAY_NAME%%</span></strong></a> will launch on <strong><span style="color:
#4472c4;">July 1st</span></strong>, so if you didn't have a chance to finish this time around, we hope to see you in the new
run. Enroll now!&nbsp;</p>
<p>As you might know, we also offer three other edX self-paced courses, all of which will also <strong><span style="color:
#4472c4;">start</span></strong>&nbsp;on July 1st:</p>
<ul>
<li><strong><a href="https://www.edx.org/course/the-quantum-internet-and-quantum-computers-how-w-2" target="_blank"
rel="noopener"><span style="color: #00688d;">The Quantum Internet and Quantum Computers: How Will They Change the
World?</span></a></strong> In this course you can discover the potential impact of quantum technologies (beginner
level).</li>
<li><strong><a href="https://www.edx.org/course/hardware-of-quantum-computer" target="[object Object]"><span style="color:
#00688d;">The Hardware of a Quantum Computer</span></a></strong>. In this course you can learn how qubits are actually
built (intermediate level).</li>
<li><strong><a href="https://www.edx.org/course/fundamentals-of-quantum-information" target="[object Object]"><span
style="color: #00688d;">Fundamentals of Quantum Information</span></a></strong>. This course will introduce you to the
theory of quantum information and to the secrets of qubits, gates, and measurements. You will learn how to create and
manipulate superposition and entanglement with quantum circuits and algorithms (advanced level).</li>
</ul>
<p>We are looking forward to seeing you in the new run or in one of our other courses, if you are interested.</p>
<p>All the best,</p>
<p>The QuTech Academy Team</p>
<p>P.S. Want to stay up to date about everything that is happening at QuTech? Check out our website:<a
href="https://qutechacademy.nl/" target="_blank" rel="noopener noreferrer">https://qutechacademy.nl/</a>.</p>
```

Other communication

Postponing course start date

If for any reason you find yourself having to postpone the start of your course, but it has already been published and learners are already enrolled and waiting for it, you will need to inform them of the new start date and apologise for the delay. Things to include in this e-mail:

- A reason for postponing
- The new course start and end dates
- An apology for any inconvenience caused by this change
- Encouragement to enter the new dates in their agendas
- Optional: A spark, teaser video, question, or discussion point for them to think about between now and the course start

Example: 'New course start date' from Efficient HVAC Systems (adapted)

Dear %%USER_FULLNAME%%,

Thank you for your interest and enrolment in the upcoming course:
%%COURSE_DISPLAY_NAME%%.

Our course development has been slowed down by unexpected events and factors. We are approaching completion but will not be able to launch on the date we previously announced.

Therefore, **we would like to delay the start of %%COURSE_DISPLAY_NAME%%**. This will allow us to put the final touches on the course, and will ensure a better learning experience for you.

The new start date will be 8 November 2026, and the course will end on 22 December 2026.

We look forward to welcoming you in the course in November. You do not need to take any action because of this change, beyond updating your agenda.

Our related [Professional Certificate Program on Buildings as Sustainable Energy Systems](#) is currently under way. Should you be interested in any of the courses of this Program, please do not hesitate to enrol yourself.

In the meantime, keep track of any questions you may think of related to energy demand and building design. For example:

- how to shift or reduce building's peak heating demand to obtain a better match with a smart grid or renewable energy system?
- how to model the thermal consequences of using a glazed second skin façade?
- how effective is night ventilation in warm periods?

We will be happy to answer them in detail once %%COURSE_DISPLAY_NAME%% begins.

We apologize for any inconvenience caused and thank you for your understanding. We are very much looking forward to seeing you in the course!

Kind regards,

The ECObuild course team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>Thank you for your interest and enrollment in the upcoming course, %%COURSE_DISPLAY_NAME%%.</p>
<p>Our course development has been slowed down by unexpected events and factors. We are approaching completion but will not be able to launch on the date we previously announced.</p>
<p>Therefore, <strong><span style="color: #00A6D6;">we would like to delay the start of %%COURSE_DISPLAY_NAME%% one more time.</span></strong> This will allow us to put the final touches on the course, and will ensure a better learning experience for you.</p>
<p><strong><span style="color: #00A6D6;">The new start date will be 8 November 2027, and the course will end on 22 December 2027.</span></strong></p>
<p>We look forward to welcoming you in the course in November. You do not need to take any action because of this change, beyond updating your agenda.</p>
<p>Our related <a href="https://www.edx.org/professional-certificate/delftx-buildings-as-sustainable-energy-systems"><span style="color: #13bdf3;">Professional Certificate Program&nbsp;on Buildings as Sustainable Energy Systems</span></a> is currently under way. Should you be interested in any of the courses of this Program, please do not hesitate to enroll yourself.</p>
<p>In the meantime, keep track of any questions you may think of related to energy demand and building design. For example:</p>
<ul>
<li>how to shift or reduce building&rsquo;s peak heating demand to obtain a better match with a smart grid or renewable energy system?</li>
<li>how to model the thermal consequences of using a glazed second skin fa&ccedil;ade? </li>
<li>how effective is night ventilation in warm periods?</li>
</ul>
<p>We will be happy to answer them in detail once %%COURSE_DISPLAY_NAME%% begins.</p>
<p>We apologize for any inconvenience caused and thank you for your understanding. We are very much looking forward to seeing you in the course!</p>
<p>Kind regards,</p>
<p><strong><span style="color: #00A6D6;">The ECObuild course team</span></strong></p>
```

Announcing issue/bug fix

If learners notify you of issues or bugs during the course run, you will need to react quickly. Often these conversations will start and end in the discussion forums. You should first react there to let learners know you have heard their feedback, and follow up with a post once you know more and once you have fixed the source of the problem. If the issue is significant enough, you will need to communicate about it more widely, using updates (see below), to make sure all active learners are aware of the status of the issue as you work on solving it. For the most major issues only (anything that affects assignment submission/certificates and that might result in learners needing to re-submit, for example), you can also consider sending an e-mail to all (verified) learners. Things to include in this e-mail:

- A brief description of the issue/bug, including what you know about its cause
- The new current steps being undertaken to address the issue
- Optional: a timeline for the issue being fixed
- Optional: if you have already fixed the issue, a clear announcement that this is the case (if not, you will need to send a follow-up e-mail once you do have a fix)
- An apology for any inconvenience caused by this issue

Example: 'Submission bug fixed! Read for the steps you need to take' from Sustainable Aviation (adapted)

Dear %%USER_FULLNAME%%,

Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners. We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.

The issue is now solved and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so [here](#).

The new deadline for submitting your assignment is 11 August 2026, 11:00 UTC. After handing in your essay, you will be required to review the work of two of your fellow students. The new deadline for this peer assessment step is **13 August 2026, 11:00 UTC.**

Furthermore, we are reviewing peer-review cases that were problematic. If you think this might apply to a review you received, please reach out in the discussion boards.

Thank you for your patience as we wrap up this run of the course!

The **SA01x** Team

[HTML version](#)

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p><strong>Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners.</strong> We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.&nbsp;</p>
<p><strong>The issue is now solved</strong> and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so <a href="https://learning.edx.org/course/course-v1:DelftX+SA01x+1T2021/block-v1:DelftX+SA01x+1T2021+type@sequential+block@50cf2036ef674689b91099fbee247463/block-v1:DelftX+SA01x+1T2021+type@vertical+block@1c1ce773831a4f8cafe79f8a80632a61">here</a>.</p>
<p><strong>The new deadline for submitting your assignment is&nbsp;</strong>11 August 2026, 11:00 UTC.&nbsp;</strong>After handing in your essay, you will be required to review the work of two of your fellow students. The new deadline for&nbsp;</strong>this peer assessment step is&nbsp;<strong>13 August 2026, 11:00 UTC.</strong></p>
<p>Furthermore, we are reviewing peer-review cases that were problematic, and we will be present on the discussion board in case new problems arise.</p>
<p>Thank you for your patience as we wrap up this run of the course!</p>
<p>&nbsp;</p>
<p>The <span style="color: #00A6D6;">SA01x</span> Team</p>
```

Announcing extensions

You may receive requests from learners to extend an assignment deadline or postpone the course end date (or both). If the course team agrees to do so, you should communicate about any changes to the course schedule as soon as they go into effect. Things to include in this e-mail:

- Optional: a reason for postponing
- The new assignment deadline(s) and/or course end date
- Encouragement to make the most of this extension and submit their work
- Optional: for assignments, a reminder of the instructions for submitting

Example 1: 'Course extension' from Introduction to Aeronautical Engineering (adapted)

Dear %%USER_FULLNAME%%,

Thank you for your ongoing participation in the %%COURSE_DISPLAY_NAME%% MOOC.

In order to keep %%COURSE_DISPLAY_NAME%% open and available for longer, we are glad to announce that we are going to **extend** the course by 3 months. **The new course end date is %%COURSE_END_DATE%%.**

Verified learners, make the most of this extra time to browse the course content and take the Final Test! The deadline for this assignment is the same as the end date, %%COURSE_END_DATE%%.

If you have any questions, please reach out on the discussion board; we are always happy to help!

Kind regards,

The AE1110X course team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p>Thank you for your ongoing participation in the %%COURSE_DISPLAY_NAME%% MOOC.</p>
<p>In order to keep %%COURSE_DISPLAY_NAME%% open and available for longer, we are glad to announce that we are
going to <strong>extend </strong>the course by 3 months. <strong>The new course end date is
%%COURSE_END_DATE%%.</strong></p>
<p>Verified learners, make the most of this extra time to browse the course content and take the Final Test! The deadline for
this assignment is the same as the end date, %%COURSE_END_DATE%%.</p>
<p>If you have any questions, please reach out on the discussion board; we are always happy to help!</p>
<p>&nbsp;</p>
<p>Kind regards,</p>
<p>The AE1110X course team</p>
```

Example 2: 'Course extension' from Building with Nature (adapted)

Dear Course Participants,

We have decided to extend the course closing date by one week so that all participants can complete the last assignment. A number of course participants requested this as they have had to devote attention elsewhere in the last days.

Please note that the **deadline for submitting Part 1 of the final assignment is now 12:00 UTC on Monday March 23, 2027**, and that you will have one additional day after that to complete the peer feedback step in Part 2 of the assignment, before the **course closes on Tuesday March 24, 2027**.

We trust that this extension will enable you to compete the course.

Sincerely,

The **Building with Nature** course team

HTML version

```
<p>Dear Course Participants,</p>
<p>We have decided to extend the course closing date by one week so that all participants can complete the last assignment.
A number of course participants requested this as they have had to devote attention elsewhere in the last days.</p>
<p>Please note that the <span style="color: #00A6D6;"><strong>deadline for submitting Part 1 of the final assignment is now
13.00 CET on Monday March 27, 2020</strong></span>, and that you will have one additional day after that to complete the
peer feedback step in Part 2 of the assignment, before the <strong><span style="color: #00A6D6;">course closes on Tuesday
March 27, 2020</span></strong>.</p>
<p>We trust that this extension will enable you to compete the course.</p>
<p>Sincerely,</p>
<p>The <strong><span style="color: #00A6D6;"> Building with Nature</span></strong><span> course team</span></p>
```

Announcing new run

If you did not do so in the closing e-mail on the course end date, you can send a separate e-mail to announce a new run of your course. Things to include in this e-mail:

- Course start date and time, course link
- Optional: short pitch of the course to remind learners of the key topics and main learning objectives
- Encouragement to share the course in their networks
- Optional: links to other related courses

Example: 'New run starting 1 December 2020' from Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

New run

We are excited to announce that [Zero-Energy Design: an Approach to Make Your Building Sustainable](#) will run again. Designed to bring architectural expertise directly to the learners' own buildings, this self-paced version will start on 1 December 2026. If you didn't complete the previous run, didn't earn a certificate, or simply want to share this course with your networks, this is your opportunity.

Deepen your knowledge in Zero Energy Design with a new professional education course

TU Delft is launching a new advanced course, specifically created for professionals: [Advanced Zero-Energy Design: Validate Your Building's Energy Performance](#), starting on 16 September 2026. This course is a continuation of our MOOC. Learners who completed the MOOC Zero-Energy Design will be able to progress through the course rapidly given the knowledge they already have.

We hope to see you again online!

Course team Zero-Energy Design

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p><strong>New run</strong></p>
<p>We are excited to announce that <a
href="https://online-learning.tudelft.nl/courses/zero-energy-design-an-approach-to-make-your-building-sustainable/">Zero-Ener
gy Design: an Approach to Make Your Building Sustainable</a> will run again. Designed to bring architectural expertise directly
to the learners&rsquo; own buildings, this self-paced version will start on 1 December 2026. If you didn't complete the previous
run, didn&rsquo;t earn a certificate, or simply want to share this course with your networks, this is your opportunity.</p>
<p><strong>Deepen your knowledge in Zero Energy Design with a new professional education course</strong></p>
<p>TU Delft is launching a new advanced course, specifically created for professionals: <a
href="https://online-learning.tudelft.nl/courses/advanced-zero-energy-design-validate-your-buildings-energy-performance/">Ad
vanced Zero-Energy Design: Validate Your Building&rsquo;s Energy Performance</a>, starting on 16 September 2026. This
course is a continuation of our MOOC. Learners who completed the MOOC Zero-Energy Design will be able to progress
through the course rapidly given the knowledge they already have.</p>
<p>We hope to see you again online!</p>
<p><em>Course team Zero-Energy Design</em></p>
```

E-mails for ProfEds

Start of course

Teaser before the course starts

Remind your learners of the upcoming course start and create more enthusiasm by inviting them to think about the course ahead of the official launch date, and block time in their agendas. This can be done about a week before the course opens, using the list of learners provided in Coachview. Please note that at this point learners will not have been enrolled and given access to ProfEd. Any communication up to and including the course start date has to be sent by e-mail from a TU Delft Outlook account – the responsible lecturer's, or the course team's functional mailbox if there is one. Things to include in this e-mail:

- Course start date and time, course link, information about when they will be given access
- Course duration and workload; other key practical information (don't overdo this)
- Encouragement to plan time to work on the course in their agendas
- Optional: a promotional video
- Optional: a spark or question for learners to think about ahead of the course start
- Optional: encouragement to share the course in their networks

Example: 'Design Leadership and Innovation starts next week' from Design Leadership and Innovation (adapted)

Dear %%USER_FULLNAME%%,

We are one week away from the official start of the [Design Leadership and Innovation](#) course. **The course will go live on 25 May 2027 at 12:00 UTC!** We are looking forward to starting this four-week learning experience with you.

In this Professional Education course, you will learn how to be an innovative leader, and how to harness your existing design practices – such as envisioning, orchestrating, inspiring, etc., and transform them into powerful innovation drivers.

The content of week 1 will be released on Wednesday 25 May 2027 at 12:00 UTC/ 14:00 CET and then every Wednesday at that same time. The course consists of 4 weeks of content and activities, as well as 2 extra weeks to work on your assignments. **It will end on 6 July 2027 at 12:00 UTC.** Make sure to plan some time in your agendas to work on the course! We estimate the workload to be around 6 hours per week.

If you do not already have access to the course at the link above, this will be arranged in the next few days. If by 25 May at 12:00 UTC this has not happened, please reach out to us.

We would like to share one additional important reminder for your agendas: for this edition of the course we will have live sessions, which will be great opportunities to discuss weekly topics, meet some guest speakers and get to know each other. **The live sessions will take place every Wednesday at 15:00 UTC / 17:00 CET.** More specifically, these are the dates to mark in your agenda:

- Week 1 live session: 01 June 2027, 15:00 UTC
- Week 2 live session: 08 June 2027, 15:00 UTC
- Week 3 live session: 15 June 2027, 15:00 UTC
- Week 4 live session: 22 June 2027, 15:00 UTC

Don't worry in case you cannot join one or more of them, as they will be recorded and put on the course platform shortly afterwards.

See you next week!

The Design Leadership and Innovation Team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>We are one week away from the official start of the <a
href="https://profed.tudelft.nl/courses/course-v1:TU Delft+IDEMC2p+2022_Q2/course/">Design Leadership and Innovation</a>
course. <strong>The course will go live on 25 May 2027 at 12:00 UTC!</strong> We are looking forward to starting this
four-week learning experience with you.</p>
<p>In this Professional Education course, you will learn how to be an innovative leader, and how to harness your existing
design practices &ndash; such as envisioning, orchestrating, inspiring, etc., and transform them into powerful innovation
drivers.</p>
<p>The content of week 1 will be released on Wednesday 25 May 2027 at 12:00 UTC/ 14:00 CET and then every Wednesday
at that same time. The course consists of 4 weeks of content and activities, as well as 2 extra weeks to work on your
assignments. <strong>It will end on 6 July 2027 at 12:00 UTC.</strong> Make sure to plan some time in your agendas to work
on the course! We estimate the workload to be around 6 hours per week.</p>
<p>If you do not already have access to the course at the link above, this will be arranged in the next few days. If by 25 May at
12:00 UTC this has not happened, please reach out to us.</p>
<p>We would like to share one additional important reminder for your agendas: for this edition of the course we will have live
sessions, which will be great opportunities to discuss weekly topics, meet some guest speakers and get to know each other.
<strong>The live sessions will take place every Wednesday at 15:00 UTC / 17:00 CET.</strong> More specifically, these are
the dates to mark in your agenda:</p>
<ul>
<li>Week 1 live session: 01 June 2027, 15:00 UTC</li>
<li>Week 2 live session: 08 June 2027, 15:00 UTC</li>
<li>Week 3 live session: 15 June 2027, 15:00 UTC</li>
<li>Week 4 live session: 22 June 2027, 15:00 UTC</li>
</ul>
<p>Don't worry in case you cannot join one or more of them, as they will be recorded and put on the course platform
shortly afterwards.</p>
<p>See you next week!</p>
<p>The Design Leadership and Innovation Team</p>
```

Welcoming e-mail on the start date

On the day the course opens, send a welcoming e-mail. The welcoming e-mail is very important to get things started. You can use it to inform learners about general practicalities of the course, to get them to enter the platform for the first time, to motivate them to get started, to start building a learning community, and to show that you're there to guide, give feedback and support, and answer any question they have. This helps build confidence, a crucial element when fostering the development of an online learning community. Please note that at this point learners will only just have been enrolled, and may not yet have activated their ProfEd account. It is still wise to send this e-mail to the learners' e-mails provided in Coachview, from a TU Delft Outlook account – the responsible lecturer's, or the course team's functional mailbox if there is one – rather than through the ProfEd e-mail tool. Things to include in this e-mail:

- Welcome message
- Course link
- Brief description of the course and its goals
- Course duration and workload
- Brief overview of course structure, including schedule for any webinars/live sessions
- How to get started
- Encouragement to introduce themselves in the discussion board

Example: 'Welcome to the Cyber Security for Managers and Executives course!' from Cyber Security for Managers and Executives (adapted)

Dear %%USER_FULLNAME%%,

Welcome to the [Cyber Security for Managers and Executives course](#)! We are excited that you are joining us. In the next 5 weeks, we will:

- Discover strategies to build a cyber-resilient organisation
- Learn to identify cyber threats, assess their risk levels, and determine how to mitigate these risks to acceptable levels
- Develop solutions, including the design and implementation of cyber security action plans
- Share crisis management good practices

The course is open as of today, 26 May 2027 at 12:00 UTC. Both the 'Getting started' module and Week 1 are now available. From now on, **content will be released on a weekly basis, on Wednesdays at 12:00 UTC, until the end date of 30 June 2027, 12:00 UTC.** Please block out some time for the course in your agenda to stay on track! We expect the weekly workload to be 4-5 hours.

Get started

In the introductory module, 'Getting started', we will share information about the course set-up and the lecturers with you. **We would also love to hear from you in the 'Introduce yourself' activity!** It will help both you and us to get to know each other and find out about our goals, priorities and interests.

In Week 1, Prof.dr. A and Dr. B will talk about the different facets of cyber security:

- Common cyber incidents
- Different types of organisations
- And the regulatory framework for cyber security

You will reflect on your organisation's ICT-dependency and on the importance of cyber security for your organisation. Please aim to finish the 'Getting Started' module and Week 1 before the 2nd of June.

We hope your learning experience is both active and engaging! If at any point you have any questions, please reach out to us on the discussion forum. Our instructors and course moderator will be happy to help you.

Good luck! We look forward to working with you this week.

Kind regards,

HTML version

```
<p id="docs-internal-guid-3cf97564-7fff-117c-e75d-637b6593f1fb" dir="ltr">Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p>Welcome to the <strong><a href="https://profed.tudelft.nl/courses/course-v1:TUdelft+CyberRiskx+2021_Q2/course/"
target="_blank" rel="noopener">Cyber Security for Managers and Executives course</a></strong>! We are excited that you
are joining us. In the next 5 weeks, we will:</p>
<ul>
<li>Discover strategies to build a cyber-resilient organisation</li>
<li>Learn to identify cyber threats, assess their risk levels, and determine how to mitigate these risks to acceptable levels</li>
<li>Develop solutions, including the design and implementation of cyber security action plans</li>
<li>Share crisis management good practices</li>
</ul>
<p><strong>The course is open as of today, 26 May 2027 at 12:00 UTC</strong>. Both the &lsquo;Getting started&rsquo;
module and Week 1 are now available. From now on, <strong>content will be released on a weekly basis, on Wednesdays at
12:00 UTC, until the end date of 30 June 2027, 12:00 UTC.</strong> Please block out some time for the course in your
agenda to stay on track! We expect the weekly workload to be 4-5 hours.</p>
<p>&nbsp;</p>
<p><strong>Get started</strong></p>
<p>In the introductory module, &lsquo;Getting started&rsquo;, we will share information about the course set-up and the
lecturers with you. <strong>We would also love to hear from you in the 'Introduce yourself' activity!</strong> It will help both
you and us to get to know each other and find out about our goals, priorities and interests.</p>
<p>In Week 1, Prof.dr. A and Dr. B will talk about the different facets of cyber security:&nbsp;</p>
<ul>
<li>Common cyber incidents&nbsp;</li>
<li>Different types of organisations&nbsp;</li>
<li>And the regulatory framework for cyber security</li>
</ul>
<p>You will reflect on your organisation's ICT-dependency and on the importance of cyber security for your organisation.
Please aim to finish the &lsquo;Getting Started&rsquo; module and Week 1 before the 2nd of June.</p>
<p>We hope your learning experience is both active and engaging! If at any point you have any questions, please reach out to
us on the discussion forum. Our instructors and course moderator will be happy to help you.</p>
<p>Good luck! We look forward to working with you this week.</p>
<p>Kind regards,</p>
<p>The Cyber Security for Executives Course Team</p>
```

Participation activation

At the end of Week 1 (for Instructor-paced courses), check that all enrolled learners have activated their accounts and joined the course, and started participating (either posting in the discussion board or submitting activities). Reach out individually to any learner that has not (using the responsible lecturer's e-mail, or the course team's functional mailbox if there is one), with a friendly encouragement to get started. Things to include in this e-mail:

- Observation that they have not joined the course/got started
- Encouragement to join, reassurance that they can still catch up
- Link to the course, instructions on how to get started

Example: 'ProfEd AZED has already started!' from Advanced Zero-Energy Design (adapted)

Dear learner,

The course **Advanced Zero-Energy Design: validate your building's performance** started last week. We noticed that you haven't joined the course yet.

We are about to finish the first week and we want to encourage you to join us! For this, you will need to activate your account, click on the course in your dashboard, and get started browsing the content. There is still plenty of time for you to catch up.

We hope to see you soon!

Course team Zero-Energy Design

HTML version

```
<p>Dear learner,</p>
<p></p>
<p>The course <strong>Advanced Zero-Energy Design: validate your building's performance</strong> started last
week. We noticed that you haven't joined the course yet.&nbsp;</p>
<p></p>
<p><strong>We are about to finish the first week and we want to encourage you to join us!</strong> For this, you will need to
activate your account, click on the course in your dashboard, and get started browsing the content. There is still plenty of time
for you to catch up.</p>
<p></p>
<p>We hope to see you soon!</p>
<p></p>
<p><em>Course team Zero-Energy Design</em></p>
```

During the course

(Weekly) Content release

Send out an e-mail whenever a new module/week releases (Instructor-paced) or whenever you add new or updated content to a running course (Self-paced), to notify learners of the new content that is now available to them. A secondary purpose of these content release e-mails is to remind learners about the course and re-activate them. If you include webinars/live sessions in your course, communicate about them early and clearly, in several places, so that learners are aware of when and where they will take place. An overview of sessions should be given in the syllabus and Module 0, and each session should be announced in the weekly content release e-mail. From this point on, all communications can be sent through the ProfEd e-mail tool in the Instructor tab. Things to include in this e-mail:

- Optional: a quick recap of the previous week or key features of the course, highlighting and praising relevant learner contributions

- Description of the new content (and the exact date and time when it became or will become available)
- Optional: description of newly available (graded) assignments, including condensed instructions
- Optional: reminder of upcoming (assignment) deadlines and live sessions (with direct link)
- Activating closing sentence: next steps, or encouragement to pick up where they left off

Example 1: 'Welcome to Week 2' from Railway Engineering (adapted)

Dear %%USER_FULLNAME%%,

[Week 2](#) of the course **Railway Engineering** opened today, 11 October at 12:00 UTC. Head over to the course to check the new content out!

We've seen many interesting forum discussions and Worldmap entries so far, so thank you for your lively participation. During Week 1, participants from over 50 countries added information about railways in their homeland. We were particularly pleased to see railway maps from places as diverse as Colombia, Saudi Arabia, Botswana and Finland. But we're still missing information from a few key players, like China, Japan and Denmark though.

In Week 2, we will explore the impact of railways on the environment and the users. We will start the week by defining our [different user types and needs](#), and then examine the [role of a station](#): both its utilitarian function and its social and architectural significance. We will also examine some of the science behind moving crowds of people within a station.

We have provided a few outstanding examples of real-world stations, but hope you will add to this list in the [Worldmap exercise](#) this week!

Week 2 paves the way for Week 3, when we will learn about Real Time Traffic Control - or railway operations, so if the architectural and user perspective don't excite you, bear with us until next week.

Finally, Professor A will post a video on Friday with his answers to your questions from the [Week 1: Ask the Professor section](#). If you didn't manage to submit your question last week, but have something to ask him, you have an opportunity to ask more questions in Week 3.

See you in the course!

Best regards,

The Railway Engineering course team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p><a
href="https://courses.edx.org/courses/course-v1:DelftX+RAIL101x+2T2017/jump_to/block-v1:DelftX+RAIL101x+2T2017+type
@sequential+block@cb70d2bd512f4c83b6aff08aefd9f591">Week 2</a> of the course <strong>Railway Engineering</strong>
opened today, 11 October at 12:00 UTC. Head over to the course to check the new content out!</p>
<p>We've seen many interesting forum discussions and Worldmap entries so far, so thank you for your lively participation.
During Week 1, participants from over 50 countries added information about railways in their homeland. We were particularly
pleased to see railway maps from places as diverse as Colombia, Saudi Arabia, Botswana and Finland. But we're still missing
information from a few key players, like China, Japan and Denmark though.</p>
<p></p>
<p>In Week 2, we will explore the impact of railways on the environment and the users. We will start the week by defining our
<a
href="https://courses.edx.org/courses/course-v1:DelftX+RAIL101x+2T2017/jump_to/block-v1:DelftX+RAIL101x+2T2017+type
@sequential+block@cb70d2bd512f4c83b6aff08aefd9f591">different user types and needs</a>, and then examine the <a
href="https://courses.edx.org/courses/course-v1:DelftX+RAIL101x+2T2017/jump_to/block-v1:DelftX+RAIL101x+2T2017+type
@sequential+block@10a9a978e0c94b25a3ef1cd1a1dc04fe">role of a station</a>: both its utilitarian function and its social
and architectural significance. We will also examine some of the science behind moving crowds of people within a station.</p>
<p>We have provided a few outstanding examples of real-world stations, but hope you will add to this list in the <a
href="https://worldmaprail.tudelft.nl/">Worldmap exercise</a> this week!</p>
<p>Week 2 paves the way for Week 3, when we will learn about Real Time Traffic Control - or railway operations, so if the
architectural and user perspective don't excite you, bear with us until next week.</p>
<p>Finally, Professor A will post a video on Friday with his answers to your questions from the <a
href="https://courses.edx.org/courses/course-v1:DelftX+RAIL101x+2T2017/discussion/forum/">Week 1: Ask the Professor
section</a>. If you didn't manage to submit your question last week, but have something to ask him, you have an opportunity
to ask more questions in Week 3.</p>
<p>See you in the course!</p>
<p>Best regards,</p>
<p><em>The Railway Engineering course team</em></p>
```

Example 2: 'Welcome to Week 3' from Strategic Leadership (adapted)

Dear %%USER_FULLNAME%%,

Welcome to Week 3, available from Thursday 14 November onwards. We hope that the past two weeks on Responsible and Frugal Innovations have inspired you to think of what is possible in your own context. You might already have a brilliant idea, but how can you convince others to buy-in and collaborate to realise it? In Week 3 we will outline the strategies you will need to make your innovations work in the real world.

Highlights from Week 2

Thank you to all our active participants who contributed to the forums this week. We saw plenty of interesting discussions around frugal innovations, which Professor A reacts to in this week's [Feedback from the Professor](#) section.

Preparing for the final assignment

Week 3 is the course's final week of content. After that, Weeks 4 and 5 of the course are dedicated to your final assignment, a case study. We have decided to give you a short description of it now so you can start considering your own case:

- PART 1 is the shorter assignment section, in which you will watch and analyse a documentary and answer questions about leadership, responsible innovation and frugal innovation. **Deadline: 28 November, 12:00 UTC.**
- PART 2 is a larger assignment, which requires you to do some research into your own company or a company of your choice, and present an innovation strategy in a 6-minute video recording. **Deadline: 5 December, 12:00 UTC.**

While it is possible to complete both parts in a single week, we have allowed for 2 weeks to give you time to prepare Part 2 especially. More information on the assignment will be released at the start of Week 4, but we ask in the interim that you consider:

- Which company you will want to use for your case study
- The current business and R&D processes of this company
- How you would develop a strategy on how to improve R&D productivity in a responsible way
- How you would implement this strategy in this company (including what resources you would need)

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p><strong>Welcome to Week 3</strong>, available from Thursday 14 November onwards. We hope that the past two weeks on Responsible and Frugal Innovations have inspired you to think of what is possible in your own context. You might already have a brilliant idea, but how can you convince others to buy-in and collaborate to realise it? In Week 3 we will outline the strategies you will need to make your innovations work in the real world.</p>
<p>&nbsp;</p>
<p><strong>Highlights from Week 2 </strong></p>
<p>Thank you to all our active participants who contributed to the forums this week. We saw plenty of interesting discussions around frugal innovations, which Professor A reacts to in this week's <a href="https://profed.tudelft.nl/courses/course-v1:TU Delft+EREM106+2017/courseware/d842f9a8d21a4291b42af6c30e1cbca8/0e4516cc341b4f589ceae33a2cd095fe/"><em>Feedback from the Professor</em></a> section.</p>
<p>&nbsp;</p>
<p><strong>Preparing for the final assignment</strong></p>
<p>Week 3 is the course's final week of content. After that, Weeks 4 and 5 of the course are dedicated to your final assignment, a case study. We have decided to give you a short description of it now so you can start considering your own case:</p>
<ul>
<li><strong>PART 1</strong> is the shorter assignment section, in which you will watch and analyse a documentary and answer questions about leadership, responsible innovation and frugal innovation. <strong>Deadline: 28 November, 12:00 UTC.</strong></li>
<li><strong>PART 2</strong> is a larger assignment, which requires you to do some research into your own company or a company of your choice, and present an innovation strategy in a 6-minute video recording. <strong>Deadline: 5 December, 12:00 UTC.</strong></li>
</ul>
<p>While it is possible to complete both parts in a single week, we have allowed for 2 weeks to give you time to prepare Part 2 especially. More information on the assignment will be released at the start of Week 4, but we ask in the interim that you consider:</p>
<ul>
<li>Which company you will want to use for your case study</li>
<li>The current business and R&D processes of this company</li>
<li>How you would develop a strategy on how to improve R&D productivity in a responsible way</li>
<li>How you would implement this strategy in this company (including what resources you would need)</li>
</ul>
<p>If you have any questions at this stage, please do reach out in the <a href="https://profed.tudelft.nl/courses/course-v1:TU Delft+EREM106+2017/courseware/d842f9a8d21a4291b42af6c30e1cbca8/0e4516cc341b4f589ceae33a2cd095fe/">General Questions</a> topic. We look forward to seeing you in the discussion forums this week!</p>
<p>&nbsp;</p>
<p>Kind regards,</p>
<p><em>The Strategic Leadership for Responsible Innovation team</em></p>
```

Motivating learners

In Self-paced courses where there are no weekly content release e-mails to keep learners on track, you may find that you need to send occasional e-mails to keep up interest in the course. This is especially recommended if you notice that significant numbers of learners are dropping out, participation is low in the discussion forums, or if you are not seeing many assignment submissions or peer feedback in your course. In these cases, reach out to learners specifically to revive their interest in the course and increase their motivation to actively take part in it. Things to include in this e-mail:

- Highlight the part of the course that you want learners to engage with (an activity, discussion topic, etc.). Hype it up and point out how it is relevant/fun/useful.
- Optional: highlight existing quality contributions
- Explicitly encourage learners to join in

Example 1: 'Looking back on 3 successful months!' from Managing Building Adaptation (adapted)

Dear %%USER_FULLNAME%%,

We are already halfway through the course, and a lot has been done already. Let's take a moment to reflect on what we have seen and learned so far.

- Around 400 learners from over 80 countries are participating, learning and helping within the course!
- Some clear trends are starting to emerge in the Module 0 [word cloud](#). 'Sustainability' is by far the most the chosen word. For the rest, we saw a large variation. Several popular words refer to the physical adaptation process: 'refurbishment', 'reconstruction', 'adaptation'. Others relate to ecological aspects (climate, up-cycle, circularity) or social aspects (team, authority, history). Finally, there are several words that appeal to more managerial aspects (leading, managing, planning). Are you missing anything in this list? Feel free to go back and add to the word cloud!
- Finally, we really appreciate your engagement and activity in the [Sketchdrive environment](#). However, we have noticed that there are still some visuals without feedback... So we'd like to encourage you to help each other out by posting tops and tips on another learner's work! Make sure to take a look at your colleagues' portfolios as they are incredibly inspiring and valuable for your own work as well.

If you have questions or you are experiencing problems, don't hesitate to post in the [General Questions Forum](#), we are happy to help you in any way we can.

Keep up the good work!

All the best,

The Managing Building Adaptation Course Team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>We are already halfway through the course, and a lot has been done already. Let's take a moment to reflect on what we
have seen and learned so far. </p>
<ul>
<li>Around 400 learners from over 80 countries are participating, learning and helping within the course!</li>
<li>Some clear trends are starting to emerge in the Module 0< a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@98a7a2c20b3c43fb9b095b8356d2ecc0/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@03db3bdab0cc4fe2b
54e30ffa46991a9" target="_blank" rel="noopener">word cloud</a>. 'Sustainability' is by far the most the chosen word. For the
rest, we saw a large variation. Several popular words refer to the physical adaptation process: 'refurbishment', 'reconstruction',
'adaptation'. Others relate to ecological aspects (climate, up-cycle, circularity) or social aspects (team, authority, history).
Finally, there are several words that appeal to more managerial aspects (leading, managing, planning). Are you missing
anything in this list? Feel free to go back and add to the word cloud!</li>
<li>Finally, we really appreciate your engagement and activity in the <a
href="https://my.sketchdrive.com/courses/2846">Sketchdrive environment</a>. However, we have noticed that there are still
some visuals without feedback... So we'd like to encourage you to help each other out by posting tips and tips on another
learner's work! Make sure to take a look at your colleagues' portfolios as they are incredibly inspiring and valuable for your own
work as well.</li>
</ul>
<p>If you have questions or you are experiencing problems, don't hesitate to post in the< a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@98a7a2c20b3c43fb9b095b8356d2ecc0/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@d1de89cddc584b0cb
72c27ff93165884" target="_blank" rel="noopener">General Questions Forum</a>, we are happy to help you in any way we
can.</p>
<p>Keep up the good work!</p>
<p>All the best,</p>
<p>The Managing Building Adaptation Course Team</p>
```

Example 2: 'Week 4 and a feedback video' from Models in Architecture (adapted)

Hi everyone,

We still see some learners joining Module 1, and we want to keep encouraging you to do so, and to keep going!

The first three modules were about physical sketch models, digital photogrammetry models, your guiding theme and urban contextual models. **We've uploaded a feedback video for Module 3 on edX.** So, thank you for sending in your assignments. It's really great to see all these examples of housing from all over the world – especially during this period when travel is limited for most of us.

We love seeing you reply on the discussions or starting them yourselves. Giving feedback to each other and helping each other is a great way of learning as well. So keep commenting on each other's work! We loved seeing your opinions about the architecture contests and the mixed feelings some of you had about them. We were very pleased with your interesting guiding themes for the dream houses and also with the contextual models you have created.

Looking ahead:

- **Module 4** will extend this knowledge with a focus on detailed models;
- **Module 5** will provide an 'a la carte' structure in which you can choose several topics for further exploration to improve your own project.

For now, we would like to wish you good luck with Module 4.

Best wishes,

The course team

HTML version

```
<p>Hi everyone, </p>
<p>We still see some learners joining Module 1, and we want to keep encouraging you to do so, and to keep going!</p>
<p>The first three modules were about physical sketch models, digital photogrammetry models, your guiding theme and urban contextual models. <strong>We've uploaded a feedback video for Module 3 on edX.</strong> So, thank you for sending in your assignments. It's really great to see all these examples of housing from all over the world &ndash; especially during this period when travel is limited for most of us.</p>
<p><strong>We love seeing you reply on the discussions or starting them yourselves.</strong> Giving feedback to each other and helping each other is a great way of learning as well. So keep commenting on each other's work! We loved seeing your opinions about the architecture contests and the mixed feelings some of you had about them. We were very pleased with your interesting guiding themes for the dream houses and also with the contextual models you have created.</p>
<p>Looking ahead:</p>
<ul>
<li><strong>Module 4</strong> will extend this knowledge with a focus on detailed models;</li>
<li><strong>Module 5</strong> will provide an 'a la carte' structure in which you can choose several topics for further exploration to improve your own project.</li>
</ul>
<p>For now, we would like to wish you good luck with Module 4!</p>
<p>Best wishes,</p>
<p>The course team</p>
```

Reminders

There may be situations where a reminder e-mail is warranted. This could be a reminder of information you have shared in a previous e-mail or course module, that you feel deserves more visibility (for example an

important deadline or a special course event such as a live Q&A session). These e-mails should be succinct and to-the-point. Things to include in this e-mail:

- The name and date/deadline of the element you would like to draw attention to
- If possible, a direct link to it
- Optional: encouragement to add it to their agendas

Example: 'Join the 3rd live session!' from Advanced Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

Week 3's live session will start in a few hours!

Today from 16:00 to 17:30 UTC, Jane Professor and John Lecturer will host the course's third live session!

In this live session, we will look at examples of building energy demand calculations, and you can get some help with drawing up your own. We will also discuss energy consumption and brainstorm about ways you can reduce yours in your own contexts. Be prepared with questions, remarks and topics for discussion related to the content of module 3, for a more efficient session. We encourage you to take advantage of this opportunity and join our conversation!

The live session will take place via Zoom. **Join the live webinar via this [link](#). Use the passcode xxxxxx.**

If you are not able to join the webinar, the video will be uploaded in ProfEd within 2 days.

We hope to see you there!

Course team Zero-Energy Design

[HTML version](#)

```
<p>Dear %%USER_FULLNAME%%,</p>
<p><strong>Week 3's live session will start in a few hours!</strong></p>
<p>Today from 16:00 to 17:30 UTC, Jane Professor and John Lecturer will host the course's third live session!</p>
<p>In this live session, we will look at examples of building energy demand calculations, and you can get some help with drawing up your own. We will also discuss energy consumption and brainstorm about ways you can reduce yours in your own contexts. Be prepared with questions, remarks and topics for discussion related to the content of module 3, for a more efficient session. We encourage you to take advantage of this opportunity and join our conversation!</p>
<p>The live session will take place via Zoom. <strong>Join the live webinar via&nbsp;this&nbsp;<a href="https://tudelft.zoom.us/j/exampleProfEdwebinar" target="[object Object]">link</a>. Use the passcode xxxxxx.</strong></p>
<p>If you are not able to join the webinar, the video will be uploaded in ProfEd within 2 days.</p>
<p>We hope to see you there!</p>
<p><em>Course team Zero-Energy Design</em></p>
```

End of course

[Reminder to complete course](#)

In the final weeks of the course, remind learners of the course end date and assignment deadlines. For Instructor-paced courses, this information can simply be included in your weekly content release e-mail, but for Self-paced courses a standalone e-mail is needed. We recommend sending this specific end of course

reminder one to three weeks before the course end, depending on the expected assignment workload. Encourage learners to plan accordingly and give themselves enough time to finish working on the course. Things to include in this e-mail:

- Course end date
- Reminder of assignment deadlines
- Optional: estimated workload for assignments, specific points to consider
- Information about timing of grading and certificate release
- Encouragement to plan according to deadlines and finish everything on time

Example: 'Welcome to the final week!' from Advanced Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

Welcome to the last week of the ProfEd Advanced Zero-Energy Design!

This week we will wrap up the course and give feedback on the final assignment. **The course will end on Wednesday, November 30th, 2026 at 12:00 UTC.**

On **Monday the 21st of November at 15:00 UTC**, you are invited to join the last live session with all the lecturers to ask questions and get pointers on your final assignment. We encourage you to actively participate in this session.

The deadline for the final assignment is November 30th, 2026 at 12:00 UTC. After this, the final assignment will be assessed by the course team. The grades will be available within 15 working days of the assignment deadline, and the certificates will be sent out shortly after this.

The course will remain available to you in the ProfEd platform for 6 months after the course end date. If you want to consult materials after this date, we recommend you download these materials prior to your access expiring. You can download videos and PowerPoint slides with the download tool below each video. You can also download the reading materials and matrix.

Make the most of the remaining days to finish working on the discussions, quizzes, and assignments, so that you can **earn your course certificate!** We remain available in the discussion forums if you have any questions or need any help.

Kind regards,

Course team Zero-Energy Design

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p><span style="color: #3598db;"><strong>Welcome to the last week of the ProfEd Advanced Zero-Energy Design!</strong></span></p>
<p>This week we will wrap up the course and give feedback on the final assignment. <strong>The course will end on Wednesday, November 30th, 2026 at 12:00 UTC.</strong></p>
<p>On <strong>Monday the 21st of November at 15:00 UTC, you are invited to join the last live session</strong> with all the lecturers to ask questions and get pointers on your final assignment. We encourage you to actively participate in this session.</p>
<p><strong>The deadline for the final assignment is November 30th, 2026 at 12:00 UTC.</strong> After this, the final assignment will be assessed by the course team. The grades will be available within 15 working days of the assignment deadline, and the certificates will be sent out shortly after this.</p>
<p>The course will remain available to you in the ProfEd platform for 6 months after the course end date. If you want to consult materials after this date, we recommend you download these materials prior to your access expiring. You can download videos and PowerPoint slides with the download tool below each video. You can also download the reading materials and matrix.</p>
<p>Make the most of the remaining days to finish working on the discussions, quizzes, and assignments, so that you can <strong>earn your course certificate</strong>! We remain available in the discussion forums if you have any questions or need any help.</p>
<p>&nbsp;</p>
<p>Kind regards,</p>
<p><em>Course team Zero-Energy Design</em></p>
```

Closing e-mail on the course end date

Your final e-mail should be sent on the day the course ends. It is a nice moment to celebrate this run's highlights, remind learners to give you feedback in the final survey, and share some closing information. This e-mail can also be used to do a little TU Delft Online Course promotion, either for your own courses or those of colleagues in your field. Things to include in this e-mail:

- Thank learners for their hard work and participation
- Information on grading and certificates, with time estimate of when they should receive them (grading should be completed within 15 working days of the course end date, and certificates released within 5 days of the grades being submitted)
- Encouragement to complete feedback survey in the course (with link to the unit where it is hosted – not to the survey itself)
- Optional: if you have already planned the next run, include the dates and link
- Next steps: actions they can carry out with their new knowledge and skills; other TU Delft courses they can join on similar topics (with links and optional short descriptions)

Example: 'Thank you and goodbye!' from Railway Engineering (adapted)

Dear %%USER_FULLNAME%%,

The course has ended

It has been a great pleasure to share our holistic approach to railway systems engineering and interact with your thoughts and ideas during this course. Thank you for your input, we hope you enjoyed the ride!

The course has ended, and we will now begin grading your assignments. Your grades will be posted in the platform within the next 15 working days. If you receive a passing grade, you will be sent your certificate by e-mail shortly after that.

If you have any remaining questions, please do reach out in the discussion forums, we will keep monitoring them during the grading period.

We would like to remind you to please give us feedback on the course by filling in the [end of course survey](#). Your feedback helps us continue to improve our courses, we really appreciate it!

Interested in continuing this journey?

If you are a professional working in the railway sector or interested in more detailed material, problem cases, and solutions, TU Delft offers an in-depth and interactive online program. More information regarding this matter and corresponding discount codes can be found [here](#).

We would like to thank you for your participation and hope to see you again in one of our follow-up courses!

Kind regards,

The Railway Engineering Team

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p><span style="color: #00A6D6;"><strong>The course has ended </strong></span></p>
<p>It has been a great pleasure to share our holistic approach to railway systems engineering and interact with your thoughts and ideas during this course. Thank you for your input, we hope you enjoyed the ride!</p>
<p>The course has ended, and we will now begin grading your assignments. Your grades will be posted in the platform within the next 15 working days. If you receive a passing grade, you will be sent your certificate by e-mail shortly after that.</p>
<p>If you have any remaining questions, please do reach out in the discussion forums, we will keep monitoring them during the grading period.</p>
<p>We would like to remind you to please give us feedback on the course by filling in the <a href="https://urldefense.com/v3/__https://learning.edx.org/course/course-v1:DelftX*RAIL101x*1T2022/block-v1:DelftX*RAIL101x*1T2022?type@sequential*block@73057255a0dd41818974c48c57df5b85/block-v1:DelftX*RAIL101x*1T2022?type@vertical*block@44d0b7a0c7094e33bbdec1fdad70450a__;KysrKysrKysrKw!!PAKc-5URQIII5Spj08FpHY9BcpbWBE35LL6nLnYQ7cTkg hvdZQ2mbQ04UESJmQ9aJlozT0dXvJR3UOG5njscm8tVYK77LIGL_hpQ2DnyKZutN6pDHZo$" target="_blank" rel="noopener">end of course survey</a>. Your feedback helps us continue to improve our courses, we really appreciate it!</p>
<p><span style="color: #00A6D6;"><strong>Interested in continuing this journey? </strong></span></p>
<p>If you are a professional working in the railway sector or interested in more detailed material, problem cases, and solutions, TU Delft offers an in-depth and interactive online program. More information regarding this matter and corresponding discount codes can be found <a href="https://urldefense.com/v3/__https://learning.edx.org/course/course-v1:DelftX*RAIL101x*1T2022/block-v1:DelftX*RAIL101x*1T2022?type@sequential*block@1a5beb0527fb4fdc848997bd3fc155a5/block-v1:DelftX*RAIL101x*1T2022?type@vertical*block@912e597514f242acbc2f163095a2b140__;KysrKysrKysrKw!!PAKc-5URQIII5Spj08FpHY9BcpbWBE35LL6nLnYQ7cTkg hvdZQ2mbQ04UESJmQ9aJlozT0dXvJR3UOG5njscm8tVYK77LIGL_hpQ2DnyKZutx7mPiuk$" target="_blank" rel="noopener">here</a>.</p>
<p>We would like to thank you for your participation and hope to see you again in one of our follow-up courses!</p>
<p>Kind regards,</p>
<p><span style="color: #00A6D6;">The Railway Engineering Team</span></p>
```

Other communication

Postponing course start date

If for any reason you find yourself having to postpone the start of your course, but it has already been published and learners are already enrolled and waiting for it, you will need to inform them of the new start date and apologise for the delay. Things to include in this e-mail:

- A reason for postponing
- The new course start and end dates
- An apology for any inconvenience caused by this change
- Encouragement to enter the new dates in their agendas
- Optional: A spark, teaser video, question, or discussion point for them to think about between now and the course start

Example: 'New course start date' from Efficient HVAC Systems (adapted)

Dear %%USER_FULLNAME%%,

Thank you for your interest and enrollment in the upcoming course:
%%COURSE_DISPLAY_NAME%%.

Our course development has been slowed down by unexpected events and factors. We are approaching completion but will not be able to launch on the date we previously announced.

Therefore, **we would like to delay the start of %%COURSE_DISPLAY_NAME%%**. This will allow us to put the final touches on the course, and will ensure a better learning experience for you.

The new start date will be 8 November 2026, and the course will end on 22 December 2026.

We look forward to welcoming you in the course in November. You do not need to take any action because of this change, beyond updating your agenda.

Our related [Professional Certificate Program on Buildings as Sustainable Energy Systems](#) is currently under way. Should you be interested in any of the courses of this Program, please do not hesitate to enroll yourself.

In the meantime, keep track of any questions you may think of related to energy demand and building design. For example:

- how to shift or reduce building's peak heating demand to obtain a better match with a smart grid or renewable energy system?
- how to model the thermal consequences of using a glazed second skin façade?
- how effective is night ventilation in warm periods?

We will be happy to answer them in detail once %%COURSE_DISPLAY_NAME%% begins.

We apologize for any inconvenience caused and thank you for your understanding. We are very much looking forward to seeing you in the course!

Kind regards,

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>Thank you for your interest and enrollment in the upcoming course, %%COURSE_DISPLAY_NAME%%.</p>
<p>Our course development has been slowed down by unexpected events and factors. We are approaching completion but will not be able to launch on the date we previously announced.</p>
<p>Therefore, <strong><span style="color: #00A6D6;">we would like to delay the start of %%COURSE_DISPLAY_NAME%% one more time.</span></strong> This will allow us to put the final touches on the course, and will ensure a better learning experience for you.</p>
<p><strong><span style="color: #00A6D6;">The new start date will be 8 November 2026, and the course will end on 22 December 2026.</span></strong></p>
<p>We look forward to welcoming you in the course in November. You do not need to take any action because of this change, beyond updating your agenda.</p>
<p>Our related <a href="https://www.edx.org/professional-certificate/delftx-buildings-as-sustainable-energy-systems"><span style="color: #13bdf3;">Professional Certificate Program&nbsp;on Buildings as Sustainable Energy Systems</span></a> is currently under way. Should you be interested in any of the courses of this Program, please do not hesitate to enroll yourself.</p>
<p>In the meantime, keep track of any questions you may think of related to energy demand and building design. For example:</p>
<ul>
<li>how to shift or reduce building&rsquo;s peak heating demand to obtain a better match with a smart grid or renewable energy system?</li>
<li>how to model the thermal consequences of using a glazed second skin fa&ccedil;ade? </li>
<li>how effective is night ventilation in warm periods?</li>
</ul>
<p>We will be happy to answer them in detail once %%COURSE_DISPLAY_NAME%% begins.</p>
<p>We apologize for any inconvenience caused and thank you for your understanding. We are very much looking forward to seeing you in the course!</p>
<p>Kind regards,</p>
<p><strong><span style="color: #00A6D6;">The ECObuild course team</span></strong></p>
```

Announcing issue/bug fix

If learners notify you of issues or bugs during the course run, you will need to react quickly. Often these conversations will start and end in the discussion forums. You should first react there to let learners know you have heard their feedback, and follow up with a post once you know more and once you have fixed the source of the problem. If the issue is significant enough, you will need to communicate about it more widely, using updates (see below), to make sure all active learners are aware of the status of the issue as you work on solving it. For the most major issues only (anything that affects assignment submission/certificates and that might result in learners needing to re-submit, for example), you can also consider sending an e-mail to all learners. Things to include in this e-mail:

- A brief description of the issue/bug, including what you know about its cause
- The new current steps being undertaken to address the issue
- Optional: a timeline for the issue being fixed
- Optional: if you have already fixed the issue, a clear announcement that this is the case (if not, you will need to send a follow-up e-mail once you do have a fix)
- An apology for any inconvenience caused by this issue

Example: 'Submission bug fixed! Read for the steps you need to take' from Sustainable Aviation (adapted)

Dear %%USER_FULLNAME%%,

Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners. We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.

The issue is now solved and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so [here](#).

The new deadline for submitting your assignment is 11 August 2026, 11:00 UTC. After handing in your essay, you will be required to review the work of two of your fellow students. The new deadline for this peer assessment step is **13 August 2026, 11:00 UTC.**

Furthermore, we are reviewing peer-review cases that were problematic. If you think this might apply to a review you received, please reach out in the discussion boards.

Thank you for your patience as we wrap up this run of the course!

The **SA01x** Team

[HTML version](#)

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>&nbsp;</p>
<p><strong>Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners.</strong> We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.&nbsp;</p>
<p><strong>The issue is now solved</strong> and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so <a href="https://learning.edx.org/course/course-v1:DelftX+SA01x+1T2021/block-v1:DelftX+SA01x+1T2021+type@sequential+block@50cf2036ef674689b91099fbee247463/block-v1:DelftX+SA01x+1T2021+type@vertical+block@1c1ce773831a4f8cafe79f8a80632a61">here</a>.</p>
<p><strong>The new deadline for submitting your assignment is&nbsp;</strong>11 August 2026, 11:00 UTC.&nbsp;</strong>After handing in your essay, you will be required to review the work of two of your fellow students. The new deadline for&nbsp;</strong>this peer assessment step is&nbsp;</strong>13 August 2026, 11:00 UTC.</strong></p>
<p>Furthermore, we are reviewing peer-review cases that were problematic, and we will be present on the discussion board in case new problems arise.</p>
<p>Thank you for your patience as we wrap up this run of the course!</p>
<p>&nbsp;</p>
<p>The <span style="color: #00A6D6;">SA01x</span> Team</p>
```

Announcing extensions

You may receive requests from learners to extend an assignment deadline or postpone the course end date (or both). If the course team agrees to do so, you should communicate about any changes to the course schedule as soon as they go into effect. Things to include in this e-mail:

- Optional: a reason for postponing
- The new assignment deadline(s) and/or course end date
- Encouragement to make the most of this extension and submit their work
- Optional: for assignments, a reminder of the instructions for submitting

Example 1: 'Course extension' from Advanced Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

In order to give everyone a bit more time to finish the assignments, we have agreed on a course extension. The new end date is the **5th of December, 12.00 UTC**.

This means that the course will be open for an extra week, and you will be able to submit your assignment up to the moment the course closes (as a reminder, you can upload the JPG, PDF, Excel and DesignBuilder files through the 'Final Submission Point' box [here](#)).

Please be aware that this is the final possible extension.

Good luck!

Kind regards,

Course team Advanced Zero-Energy Design

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p>In order to give everyone a bit more time to finish the assignments, we have agreed on a course extension. The new end date is the <span style="text-decoration: underline;"><strong>5th of December, 12.00 UTC</strong></span>.</p>
<p>This means that the course will be open for an extra week, and you will be able to submit your assignment up to the moment the course closes (as a reminder, you can upload the JPG, PDF, Excel and DesignBuilder files through the 'Final Submission Point' box <a href="https://profed.tudelft.nl/courses/course-v1:TU Delft+AZED01+2022_Q4/courseware/2352b615fbb240429b7ab8c89109a1e8/f28d72009b3c424d81e878ba66958e6f/3?activate_block_id=block-v1%3ATU Delft%2BAZED01%2B2022_Q4%2Btype%40vertical%2Bblock%40aa17d4d888ac4e3e9261246dea102429" target="_blank" rel="noopener">here</a>).</p>
<p>Please be aware that this is the final possible extension.</p>
<p>Good luck!</p>
<p>Kind regards,</p>
<p><em>Course team Advanced Zero-Energy Design</em></p>
```

Example 2: 'Course extension' from Building with Nature (adapted)

Dear Course Participants,

A number of course participants have requested a little more time to work on their assignments. In light of this, we have decided to extend the course closing date by one week.

Please note that the new **deadline for submitting Part 1 of the final assignment is now 12:00 UTC on Monday March 23, 2027**, and that you will have one additional day after that to complete the peer feedback step in Part 2 of the assignment, before the **course closes on Tuesday March 24, 2027**.

We trust that this extension will enable you to complete the course.

Sincerely,

The **Building with Nature** course team

HTML version

```
<p>Dear Course Participants,</p>
<p> A number of course participants have requested a little more time to work on their assignments. In light of this, we have
decided to extend the course closing date by one week.</p>
<p>Please note that the new <span style="color: #00A6D6;"><strong>deadline for submitting Part 1 of the final assignment is
now 13.00 CET on Monday March 23, 2027</strong></span>, and that you will have one additional day after that to complete
the peer feedback step in Part 2 of the assignment, before the <strong><span style="color: #00A6D6;">course closes on
Tuesday March 24, 2027</span></strong>.</p>
<p>We trust that this extension will enable you to complete the course.</p>
<p>Sincerely,</p>
<p>The <strong><span style="color: #00A6D6;"> Building with Nature</span></strong><span> course team</span></p>
```

Announcing new run

If you did not do so in the closing e-mail on the course end date, you can send a separate e-mail to announce a new run of your course. Things to include in this e-mail:

- Course start date and time, course link
- Optional: short pitch of the course to remind learners of the key topics and main learning objectives
- Encouragement to share the course in their networks
- Optional: links to other related courses

Example: 'New run starting 1 December 2020' from Zero-Energy Design (adapted)

Dear %%USER_FULLNAME%%,

New run

We are excited to announce that [Zero-Energy Design: an Approach to Make Your Building Sustainable](#) will run again. Designed to bring architectural expertise directly to the learners' own buildings, this self-paced version will start on 1 December 2026. If you didn't complete the previous run, didn't earn a certificate, or simply want to share this course with your networks, this is your opportunity.

Deepen your knowledge in Zero Energy Design with a new professional education course

TU Delft is launching a new advanced course, specifically created for professionals: [Advanced Zero-Energy Design: Validate Your Building's Energy Performance](#), starting on 16 September 2026. This course is a continuation of our MOOC. Learners who completed the MOOC Zero-Energy Design will be able to progress through the course rapidly given the knowledge they already have.

We hope to see you again online!

Course team Zero-Energy Design

HTML version

```
<p>Dear %%USER_FULLNAME%%,</p>
<p><strong>New run</strong></p>
<p>We are excited to announce that <a
href="https://online-learning.tudelft.nl/courses/zero-energy-design-an-approach-to-make-your-building-sustainable/">Zero-Ener
gy Design: an Approach to Make Your Building Sustainable</a> will run again. Designed to bring architectural expertise directly
to the learners&rsquo; own buildings, this self-paced version will start on 1 December 2026. If you didn't complete the previous
run, didn&rsquo;t earn a certificate, or simply want to share this course with your networks, this is your opportunity.</p>
<p><strong>Deepen your knowledge in Zero Energy Design with a new professional education course</strong></p>
<p>TU Delft is launching a new advanced course, specifically created for professionals: <a
href="https://online-learning.tudelft.nl/courses/advanced-zero-energy-design-validate-your-buildings-energy-performance/">Ad
vanced Zero-Energy Design: Validate Your Building&rsquo;s Energy Performance</a>, starting on 16 September 2026. This
course is a continuation of our MOOC. Learners who completed the MOOC Zero-Energy Design will be able to progress
through the course rapidly given the knowledge they already have.</p>
<p>We hope to see you again online!</p>
<p><em>Course team Zero-Energy Design</em></p>
```

Updates (in-course announcements)

Welcome message

Once you have sent a welcome e-mail, we recommend you set up a welcome announcement inside the course in the form of an update. This will be the first thing learners see when they enter your course, above the content modules. It is the ideal place to guide learners in taking their first steps in the course. You can re-use your e-mail text, although it is advised to shorten it and only highlight key information. You can also start from scratch, and formulate your message in whatever way you find most clear and welcoming. Things to include in this update:

- Welcome message
- Optional: course dates, pacing, and workload
- Brief description of the course and its goals
- Optional: brief overview of course structure
- How to get started (where to find module 0, the syllabus, the edX demo course, and/or an encouragement to introduce themselves in the discussion board)

Example 1 from Sustainable Aviation (adapted)

Welcome to Sustainable Aviation!

This course will teach you how aircraft impact the environment, and what solutions are being worked on to transition towards climate-neutral aviation. You will gain present-day knowledge of technical solutions and possibilities of modern engineering to make aviation more sustainable. You will also discover the importance of the ecosystem surrounding aviation for its sustainability: manufacturing, operations, and the role of the individual in our airborne society.

To get started with the course, **click on 'Week 0: Welcome' below!** You can always navigate back to this course outline by clicking on 'Course' in the top menu bar. Learners new to edX are encouraged to follow [this short introduction to edX](#).

We look forward to getting to know you, and hope you have a great learning experience with us!

Course team SA01x

HTML version

```
<p><strong>Welcome to Sustainable Aviation!</strong></p>
<p></p>
<p>This course will teach you how aircraft impact the environment, and what solutions are being worked on to transition
towards climate-neutral aviation. You will gain present-day knowledge of technical solutions and possibilities of modern
engineering to make aviation more sustainable. You will also discover the importance of the ecosystem surrounding aviation for
its sustainability: manufacturing, operations, and the role of the individual in our airborne society.</p>
<p>To get started with the course, <strong>click on 'Week 0: Welcome' below</strong>! You can always navigate back to this
course outline by clicking on 'Course' in the top menu bar. Learners new to edX are encouraged to follow a <a
href="https://learning.edx.org/course/course-v1:DelftX+SA01x+1T2021/block-v1:DelftX+SA01x+1T2021+type@sequential+blo
ck@47847ea3506a4639bcf585b6fde11cf5/block-v1:DelftX+SA01x+1T2021+type@vertical+block@4daa02cf51264384b1b6ba
09a4ae6ed1" target="[object Object]">this short introduction to edX</a>.</p>
<p>We look forward to getting to know you, and hope you have a great learning experience with us!</p>
<p></p>
<p><em>Course team SA01x</em></p>
```

Example 2 from Managing Building Adaptation (adapted)

Welcome to Managing Building Adaptation: A Sustainable Approach!

This course will introduce you to the challenging task of redeveloping buildings for sustainable future use. It consists of **6 content modules**, which have gone live today, and are available for you to study. Each of these modules addresses a main theme related to the management of the building life cycle process. You can find these modules at any time by clicking on 'Course' in the main menu.

Since [this course](#) is self-paced, you can determine your learning schedule yourself! However, we advise you to follow the course in a structured way, and to find time to work on the course regularly in the way that fits you best.

How to get started

First of all, **take a look around [Module 0](#)**. There you will find the syllabus, the course team's introduction, and more additional information that will be important throughout the course. You can also **introduce yourself**. This way, you can get to know your colleagues in the course, and get acquainted with the learning environment. **After that, head on to Module 1** and start learning!

Is this your first time learning with an online course? Don't worry, we will take you through it step by step. For extra support, take this [edX demo course](#), which you will also find in Module 0.

Thank you for following this path together with us to redevelop buildings for future use! The course team will be present to support you in any way they can, so please do not hesitate to **share your thoughts or ask your questions in the course discussion board**.

Good luck, and have fun!

The Managing Building Adaptation course team

HTML version

```
<p><span style="color: #00A6D6;"><strong>Welcome to Managing Building Adaptation: A Sustainable
Approach!</strong></span></p>
<p>This course will introduce you to the challenging task of redeveloping buildings for sustainable future use. It consists of
<strong>6 content modules, </strong>which have gone live today, and are available for you to study. Each of these modules
addresses a main theme related to the management of the building life cycle process. You can find these modules at any time
by clicking on 'Course' in the main menu.</p>
<p>Since&nbsp;<a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@4f1f14c87cab4bbc962d5d5ff300da2f/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@30a0486779e241b1b61
2a129fda4433b" target="[object Object]">this course</a> is self-paced, you can determine your learning schedule yourself!
However, we advise you to follow the course in a structured way, and to find time to work on the course regularly in the way
that fits you best.&nbsp;</p>
<p><span style="color: #00A6D6;"><strong>How to get started</strong></span></p>
<p>First of all, <strong>take a look around&nbsp;<a
href="https://learning.edx.org/course/course-v1:DelftX+MBA10x+2T2021/block-v1:DelftX+MBA10x+2T2021+type@sequential+
block@4f1f14c87cab4bbc962d5d5ff300da2f/block-v1:DelftX+MBA10x+2T2021+type@vertical+block@30a0486779e241b1b61
2a129fda4433b" target="[object Object]">Module 0</a>.</strong> There you will find the syllabus, the course team's
introduction, and more additional information that will be important throughout the course. You can also <strong>introduce
yourself</strong>. This way, you can get to know your colleagues in the course, and get acquainted with the learning
environment. <strong>After that, head on to Module 1</strong> and start learning!</p>
<p>Is this your first time learning with an online course? Don't worry, we will take you through it step by step. For extra
support, take this <a href="https://www.edx.org/course/demox">edX demo course</a>, which you will also find in Module
0.</p>
<p>Thank you for following this path together with us to redevelop buildings for future use!&nbsp;<strong>The course team will be
present to support you in any way they can, so please do not hesitate to <strong>share your thoughts or ask your questions in
the course discussion board.</strong></p>
<p>Good luck, and have fun!</p>
<p>The Managing Building Adaptation course team</p>
```

Example 3 from Electric Cars: Introduction (adapted)

Welcome to the self-paced MOOC **Electric Cars: Introduction!**

To get started, please find the syllabus for this course by clicking syllabus on the top menu. The syllabus contains all the important information about the course. You can also find a lot of general information about the course in **0. Getting Started**. To do so, scroll down and click on the Module 0 title.

If you have questions, you can post them on the Discussion forum in one of the corresponding sections for each module. We will monitor the forums, but not on a daily basis. So, please work with your fellow learners to find answers to questions you have.

Good luck, and we hope you enjoy the course!

The eCARS course team

HTML version

```
<p>Welcome to the self-paced MOOC <strong>Electric Cars: Introduction!</strong></p>
<p>To get started, please find the syllabus for this course by clicking syllabus on the top menu. The syllabus contains all the
important information about the course. You can also find a lot of general information about the course in <strong>0. Getting
Started</strong>. To do so, scroll down and click on the Module 0 title.</p>
<p>If you have questions, you can post them on the Discussion forum in one of the corresponding sections for each module.
We will monitor the forums, but not on a daily basis. So, please work with your fellow learners to find answers to questions you
have.</p>
Good luck, and we hope you enjoy the course!
<p>The eCARS course team</p>
```

Motivational update

You can use updates to show that you are active as an instructor, and care about your learners' contributions and learning experience. Think of the kinds of messages that would entice you to keep working and to interact with other participants in a course, or that would make you feel like the course staff is more present in the course. Other types of motivational content include commenting on world events and sharing relevant news from your course's field. Things to include in this update:

- Highlight the part of the course that you want learners to engage with (an activity, discussion topic, etc.) or share a new piece of information that is relevant to the course (article, video, breaking news, seasonal wishes, etc.). Hype it up and point out how it is relevant/fun/useful.
- Optional: highlight and praise existing quality contributions if there are any
- Activate learners: encourage learners to reflect on the information you have shared or join in if there is a way to do so

Example 1 from Managing Building Adaptation (adapted)

Christmas is around the corner and we would like to share our thoughts about all your hard, creative work in **Managing Building Adaptation: A Sustainable Approach** up to this point!

First let us say that we really appreciate all your posts and questions in the *Discussion forum*. They paint a clear picture of your varying views on Managing Building Adaptation, and help us to improve the course. In addition, we have seen that you took our advice to comment on each other's work to heart, as many of you have given constructive feedback to uploaded proposals. Keep up this online community spirit! In this way everyone can learn more from this MOOC.

We hope you continue in this way with the other assignments. You can expect the next update from us in the new year! If you have any additional questions or comments, don't hesitate to contact us via the [General Questions Forum](#).

For now all that remains to be said is: Merry Christmas and a prosperous 2027!

All the best,

The MBAX Course Team

HTML version

```
<p>Christmas is around the corner and we would like to share our thoughts about all your hard, creative work in
<strong>Managing Building Adaptation: A Sustainable Approach</strong> up to this point!</p>
<p>First let us say that we really appreciate all your posts and questions in the <em>Discussion forum</em>. They paint a
clear picture of&nbsp;your varying views on Managing Building Adaptation, and help us to improve the course. In addition, we
have seen that you took our advice to comment on each other's work to heart, as many of you have given constructive
feedback to uploaded proposals. Keep up this online community spirit! In this way everyone can learn more from this MOOC.
</p>
<p>We hope you continue in this way with the other assignments. You can expect the next update from us in the new year! If
you have any additional questions or comments, don't hesitate to contact us via the&nbsp;<a
href="https://courses.edx.org/courses/course-v1:DelftX+MBA10x+3T2018/courseware/4eafb9f2b6f14282b39785a234bed140/9
8a7a2c20b3c43fb9b095b8356d2ecc0/1?activate_block_id=block-v1%3ADelftX%2BMBA10x%2B3T2018%2Btype%40vertical
%2Bblock%406546746929c54f0ea4e00c81338a6611" target="_blank">General Questions Forum</a>.</p>
<p>For now all that remains to be said is: Merry Christmas and a prosperous 2027!</p>
<p>All the best,</p>
<p><br /><strong>The MBAX Course Team</strong></p>
```

Example 2 from Advanced Transport Phenomena (adapted)

Happy New Year!

We want to wish you a wonderful new year full of transport phenomena!

Did you enjoy the fireworks during New Year's Eve? Can you explain why all the different colours are produced or how the sparkling works? Or how fast the bubbles in your champagne glass rise?

Try to think about these examples of transport phenomena around you, trigger yourself, and continue learning in 2027!

For more examples of transport phenomena, check out our [Week 1 discussion](#).

HTML version

```
<p><strong>Happy New Year! </strong></p>
<p>We want to wish you a wonderful new year full of transport phenomena!</p>
<p>Did you enjoy the fireworks during New Year's Eve? Can you explain why all the different colours are produced or how the
sparkling works? Or how fast the bubbles in your champagne glass rise?</p>
<p>Try to think about these examples of transport phenomena around you, trigger yourself, and continue learning in 2027!</p>
<p>For more examples of transport phenomena, check out our <a
href="https://www.edx.org/course/advanced-transport-phenomena" target="_blank" rel="noopener">Week 1
discussion</a>.</p>
```

Bug fix announcement

If learners notify you of issues or bugs during the course run, you will need to react quickly. Often these conversations will start and end in the discussion forums. You should first react there to let learners know you have heard their feedback, and follow up with a post once you know more and once you have fixed the source of the problem. If the issue is significant enough, you will need to communicate about it more widely, in one or more update, to make sure all active learners are aware of the status of the issue as you work on solving it. For the most major issues only (anything that affects assignment submission/certificates and that might result in learners needing to re-submit, for example), you can also consider sending an e-mail to all learners (see above). Things to include in this e-mail:

- A brief description of the issue/bug, including what you know about its cause
- The new current steps being undertaken to address the issue
- Optional: a timeline for the issue being fixed
- Optional: if you have already fixed the issue, a clear announcement that this is the case (if not, you will need to send a follow-up e-mail once you do have a fix)
- An apology for any inconvenience caused by this issue

Example 1 from Hello (Real) World with ROS (adapted)

Dear learners,

As some of you noticed, we made a mistake in the grading settings of Week 5 Assignment 2 Part 2. Most of you had answered correctly but did not receive points for this part. We have fixed the accepted answer and have manually checked your answers again and given points back where needed!

We apologise for any inconvenience or confusion this may have caused.

If you still have problems, please don't hesitate to contact us through the discussion forums.

Best Regards,

The Course Team

HTML version

```
<p>Dear learners,</p>
<p>As some of you noticed, we made a mistake in the grading settings of Week 5 Assignment 2 Part 2. Most of you had answered correctly but did not receive points for this part. We have fixed the accepted answer and have manually checked your answers again and given points back where needed!</p>
<p>We apologise for any inconvenience or confusion this may have caused.</p>
<p>If you still have problems, please don't hesitate to contact us through the discussion forums.</p>
<p>Best Regards,<br />The Course Team</p>
```

Example 2 from Sustainable Aviation (adapted)

Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners. We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.

The issue is now solved and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so [here](#).

We are reviewing peer-review cases that were problematic. If you think this might apply to a review you received, please reach out in the discussion boards.

Thank you for your patience as we wrap up this run of the course!

The SA01x Team.

HTML version

```
<p><strong>Last week Chrome released an update that affected the 'submit' button in the final assessment for verified learners.</strong> We are very sorry that this disrupted your course progress, and that it took us a while to identify and figure out what was happening.&nbsp;</p>
<p><strong>The issue is now solved</strong> and verified learners should once again be able to see and click the 'submit' button. We have re-opened the course to give you all some extra time to submit and peer review the final assignment. Please do so <a href="https://learning.edx.org/course/course-v1:DelftX+SA01x+1T2021/block-v1:DelftX+SA01x+1T2021+type@sequential+block@50cf2036ef674689b91099fbee247463/block-v1:DelftX+SA01x+1T2021+type@vertical+block@1c1ce773831a4f8cafe79f8a80632a61">here</a>.</p>
<p>We are reviewing peer-review cases that were problematic, and we will be present on the discussion board in case new problems arise.</p>
<p>Thank you for your patience as we wrap up this run of the course!</p>
<p>&nbsp;</p>
<p>The SA01x Team</p>
```

Reminder

There may be situations where a reminder update is warranted. This could be a reminder of information you have shared in a previous e-mail or course module, that you feel deserves more visibility at a specific point in time (for example a reminder of an important deadline close to said deadline, or a reminder of a special course event such as a live Q&A session the day before it takes place). Such updates help you avoid spamming learners' mailboxes, while providing them with an extra chance not to miss out. Things to include in this update:

- The name and date/deadline of the element you would like to draw attention to
- If possible, a direct link to it
- Optional: encouragement to take immediate action

Reminder of deadline to upgrade to verified track from Hello (Real) World with ROS (adapted)

Deadline to become a verified learner

Dear learners,

We hope you have been enjoying the course.

As you may know, this course will end on the 28th of September. Therefore, we want to inform you of a final opportunity to become a verified learner. The deadline for becoming a verified learner is Wednesday the 14th of September. The advantages of becoming a verified learner are as follows:

- Having unlimited access to the course material (even after the course ends).
- Having an opportunity to have your assignments graded.
- Receiving a certificate after completing the course, if you get a passing grade.

If you become a verified learner by the 14th of September, you will have 14 days to complete the graded assignments. If you decide to do this, our staff is available to answer your questions on the discussion forum should you need any help.

Best Regards,

The Course Team

[HTML version](#)

```
<h2><strong>Deadline to become a verified learner</strong></h2>
<p>Dear learners,</p>
<p>We hope you have been enjoying the course.</p>
<p>As you may know, this course will end on the 28th of September. Therefore, we want to inform you of a final opportunity to become a verified learner. The deadline for becoming a verified learner is Wednesday the 14th of September. The advantages of becoming a verified learner are as follows:</p>
<ul>
<li>Having unlimited access to the course material (even after the course ends).</li>
<li>Having an opportunity to have your assignments graded.</li>
<li>Receiving a certificate after completing the course, if you get a passing grade.</li>
</ul>
<p>If you become a verified learner by the 14th of September, you will have 14 days to complete the graded assignments. If you decide to do this, our staff is available to answer your questions on the discussion forum should you need any help.</p>
<p>Best Regards,<br />The Course Team</p>
```

Reminder of deadline and course end date from Hello (Real) World with ROS (adapted)

Dear learners,

The last few weeks we have seen a lot of activity on the course, keep it up!

We want to remind all **verified learners** that the deadline for handing in the assignments and thus also for obtaining a certificate is **Friday the 23rd of September, 12:00 UTC**. After this date, you will still be able to view the content of the course, however, your assignments can no longer be graded.

Good luck with the last two weeks of the course!

Best Regards,

The Course Team

HTML version

```
<p>Dear learners,</p>
<p>The last few weeks we have seen a lot of activity on the course, keep it up!</p>
<p>We want to remind all <strong>verified learners</strong> that the deadline for handing in the assignments and thus also for
obtaining a certificate is on <strong>Friday the 23rd of September, 12:00 UTC</strong>. After this date, you will still be able to
view the content of the course, however, your assignments can no longer be graded.</p>
<p>Good luck with the last two weeks of the course!</p>
<p>Best Regards,<br />The Course Team</p>
```