



TEACHING WITH TECHNOLOGY DAY
Moodle Messaging Tips and Tricks
- *Dr Diane Kalendra and Liz Heathcote* -
4 February 2021

AGENDA



Today

- Importance of Effective Communication
- Communication Considerations
- Communication Tools
- Tips and Tricks to using Moodle Messaging
- Q&A
- Wrap up



EFFECTIVE STUDENT COMMUNICATION



USING THE RIGHT COMMUNICATION TOOL...

With so many tools (e.g., class forums, private messaging, email, phone, text), make sure you are making the right choice.



[Office Communication Commercial - Bing video](#)

AUSTRALIAN INSTITUTE OF BUSINESS (AIB)



COMMUNICATION CONSIDERATIONS...

- **MBA Program**
- **Working adults, average age - 40 years**
- **Australia, New Zealand and Canada, plus other countries**
- **Eight week subject delivery model**
- **On-line, 24/7**
- **Subject Co-ordinator (SC), plus team of On-line Facilitators (OLFs)**
- **Learning materials with embedded activities, weekly Class Webinars + an Open Office Hour ahead of each of two assessments**
- **Social constructivist approach**

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COMMUNICATION TOOLS...

3:04PM January 31

Study Support ▾ Library

5.

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8002MMGT Marketing Management 2021 Demo

Dashboard

Courses

Marketing Management 2021 Demo

⚙️

Start: 08 January 2021 → End: 04 March 2021

Subject Coordinators: Dr Samaneh Soleimani

Subject Outline

Announcements

Class Forum

Webinar Hub

2.

3.

4.

1.

Facilitator's Forum

Hidden from students

[Course: 8002MMGT Marketing Management 2021 Demo \(aib.edu.au\)](https://aib.edu.au/course/8002MMGT-Marketing-Management-2021-Demo)

TIPS and TRICKS



PREPARE COMMUNICATION PACKS FOR OLFs...

8002MMGT T1 2021 – Subject Co-ordinator Communication
Announcements, Private Messages and e-Mail



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8002MMGT T1 2021 – OnLine Facilitator Communication
Class Forum, Webinar Hub and Private Messages



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Slide Decks



TIPS AND TRICKS



ESTABLISH GROUND RULES OF ENGAGEMENT EARLY...

- Discuss communication protocols with the OLF Team before subject delivery
- Outline in Week 1 Welcome Class Forum Post and Welcome Class Webinar for students
- Post Week 1 Discussion forum etiquette in Class Forum

RULES
of ENGAGEMENT

TIPS AND TRICKS



IN USING PRIVATE MESSAGING FOR GROUP COMMUNICATION, EXAMPLES...

Private message : MMGT Subject is Open - Welcome! (Friday, Week 1 2021)

Hello...and, Welcome

My name is [] and I will be your Online Class Facilitator for MMGT T1...

Marketing has been a big part of my life. So, I'm excited to be sharing this journey with you!

Our Class Forum is now open. And, I've set up a welcome thread. So, please take a moment to introduce yourself; say 'Hello' and tell me and your fellow classmates a little about yourself and your experience (or not) in marketing.

(Access is via a link on the Home page of the learning portal. Or, you can jump across from here [via this link:](#)

XXXXX.)

I look forward to 'e-meeting' you.

Have a great day!

[Insert your name here]

Private message: Class Webinar Reminder

Just a quick reminder... our first MMGT Webinar is tonight - **XXX (Date XX) at X:XX AM/PM (Adelaide time).**

Here's the Zoom link (as also posted on our Webinar Hub and Calendar): XXXX

I look forward to 'e-seeing' you. 😊

Have a great day!

[Insert your name here]

Private message Open Office Session for First Assessment Questions

Hello

I hope you're having a great week!

As the First assessment is due **on Tuesday, 02 February 2021, 11:55 pm Adelaide time**, I am offering an open office session on **XXX (Date XX) at X:XX AM/PM (Adelaide time).**

Here is the Zoom link that I've posted in our [Webinar Hub](#): XXXX

This is an opportunity for you to ask any questions you may have regarding your First Assignment (you can arrive and leave at any time).

Alternatively, I am just a message or Class Forum post away. Please do reach out if I can help.

Kind regards

[insert your name here]

Private Message Reminder of First Assessment submission today (Tuesday, 02 February 2021)

This is a gentle reminder that your First Assessment for Marketing Management is due today – **Tuesday, 02 February 2021**. Please make sure that you submit your assessment in **Word document format** before 11:55 pm (Adelaide time). It is important to accentuate here that in accordance with the new assessment guidelines, if any of the assessment item attempts are not submitted, 0% will be awarded for the Subject, so please note that you must attempt BOTH First assessment and Second Assessment in order to pass the Subject.

Please contact me if have any questions regarding the assessment or contact the Student Central for other matters including extensions (studentcentral@aib.edu.au).

Good luck to you.

Regards,

[insert your name here]

Your Online Facilitator – 8002MMGT T1

TIPS AND TRICKS



IN USING PRIVATE MESSAGING FOR INDIVIDUAL COMMUNICATION, EXAMPLES...

Private message – non-engaged students (Friday, week 2 2020)

Hello

I'm your Class Facilitator for 8002MMGT. I've noticed you have not been actively engaged with the learning portal since the subject started. I understand you may be happily studying off-line. However, I'm concerned that life (personal and professional) may have got in the way of your best intentions to engage in study. If you could confirm whether or not you are OK, that would be great. If you need help, please let me know how best I can assist you.

Kind regards

[insert your name here]

Your Online Facilitator – 8002MMGT T1

Private message to those not submitting First Assessment (Wednesday, 03 February 2021)

Hello

*I've noticed you've not yet submitted your First Assessment ([Market analysis](#) report) for Marketing Management. Please take note of the following assessment requirements for AIB subjects: **If any of the assessment item attempts are not submitted, 0% will be awarded for the Subject.** Full details are available from AIB's [Academic Policies and Framework](#) website*

*I understand there are always going to be a lot of distractions in our lives (personal and work related). However, please be aware, the submissions link will remain open for 5 days (**until 11.55pm on Sunday, 07 February 2021 - Adelaide time**).*

If you could confirm your intentions, that would be great.

If you are struggling with time-management or wish to discuss any issues with your assessment, please let me know how best I can help.

I look forward to hearing from you.

Kind regards

[insert your name here]

Your Online Facilitator – 8002MMGT T1

[Course: 8002MMGT Marketing Management 2021 Demo \(aib.edu.au\)](https://aib.edu.au)



ANY QUESTIONS?



HAVE A GREAT WEEK!



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