



Psychology Department Best Practices and Recommendations for Online Instructors

Teaching in an online learning environment has unique challenges compared to the traditional *en vivo* classroom teaching experience. The following list outlines best practice strategies and recommendations designed to maintain consistently high quality across all Psychology UA Online and iCourses.

1. Instructors must have daily, reliable internet access. Instructors are expected to check email at least once per day. Note that students value and appreciate timely feedback, so checking email more frequently when possible is encouraged.
2. Instructors should clearly communicate expectations regarding communication. It is common for a sentence in the syllabus to explicitly state how quickly to expect email responses. We encourage this timeframe to be within 24-hours on business days.
3. Prompt feedback is important to our students. We encourage grading to be completed as quickly as possible. Within many cases grading and feedback can occur within 2-3 days. For longer writing assignments, we recommend no more than a one-week turnaround from the time the assignment is due to the time grades and feedback are posted.
4. Instructors should take active measures to make students feel included in the course and to ensure timeliness in completion of course assignments. Instructors should reach out to students who have failed to complete assignments and remind students of upcoming due dates.
5. Instructors should provide assessment feedback in accord with listed course or module learning objectives. If a particular learning objective has not been met, instructors are encouraged to use clear and concise language to explain why and remind the student of how the assessment was evaluated.
6. Instructors need to be knowledgeable about where to refer students for technical support. This includes making referrals to 24/7 IT Support and D2L Help.
 - **24/7 IT Support:**
 - Phone: 520-626-8324
 - Website: <http://uits.arizona.edu/departments/the247>
 - Chat and Remote: <https://support.arizona.edu>
 - **D2L Help:**
 - Email: d2l@email.arizona.edu
 - Help Pages: <http://help.d2l.arizona.edu/>
 - Help ticket: <https://help.d2l.arizona.edu/form/instructor-contact-us>
7. Instructors should be knowledgeable about different technical system requirements necessary for class (e.g., operating systems, current Adobe Reader and Flash or QuickTime Player, enabling Java and Cookies, etc.).
8. Instructors should have access to the same technologies required of students. This includes daily, reliable access to high speed internet and technical requirements specific to the class.