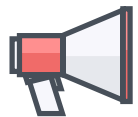


Format

- **Text:** Use well-structured text messages via any of the communication tools on eFundi as the default communication medium. It is a zero-rated, low data, low tech solution.
- **Audio:** Share short audio clips via any communication tools to add a personal touch to your site. This option will require more data and technology so limit to once or twice weekly.
- **Video:** Make a short introductory video to launch a study unit. Videos should be kept to the minimum. Include one video every two weeks to humanise the learning experience of the student.



Announce the new communication strategy

- In one of your first announcements, communicate and explain your **new communication strategy**. That is, how often and when, about what, using which tools you will be communicating to students.
- Specify to students which tools they can use to communicate with one another and with you.
- Explain to students how you will be using specific **eFundi tools** and **learning resources** and how

students will use these in their online learning.

- Indicate how often you would require students to go online.
- Also communicate this in a PDF document as older announcements are not attended to by students. Upload your communication strategy in a resources folder created for module administration.

Communication schedule

Establish a consistent communication schedule for example, every Monday by 10h00 via the Announcement tool.

FAQs

Setting up a Frequently Asked Questions (FAQ) section where you can capture previously asked questions and answers will help you to manage your communication load.



Options to consider:

- **FAQ Forum** with various topics for FAQs for instance, create a General FAQs Forum and a separate Academic FAQ Forum with separate topics for example, Study unit 3 FAQs, Study unit 4 FAQs and so on (continue where you left off with the face-to-face sessions).
- **FAQ Lessons page** where you can use the headings to structure the pages with the student Comments tool to capture student questions to which you can reply.
- **FAQ Short Video** (5 minutes) in which you capture and answer student questions regarding specific key concepts in the content which can be shared on a weekly basis and could be part of your online teaching strategy.

Chatrooms

Create a dedicated chatroom for instance, called **Consultation Hour** to be used for synchronous (same-time) Q&A during the specific times, that is, time scheduled for class or your consultation time. Let your students know that you will be attending to student questions in the Consultation Hour chatroom until it will be possible to have contact time again. Conversations in this chat could be available after the synchronous session for those that could not login during consultation hour.



Create a dedicated chatroom for student-to-student support for instance, called **Student Room**. Use the chatroom description to explain the purpose of the chatroom to students. This is a great way to explore rules on communication etiquette and of course, informal academic discussions for learning.

Discussion forums used for general communication

- Set up a dedicated **Q&A Discussion Forum** with specific topics that can allow for structured communication. **Both lectures and students** can reply to questions posted as a conversation on a topic.
- Set up a **Ask your lecturer Forum** where students can ask questions but to which **only the lecturer** can reply.

TUTORIALS

Visit our **eFundi Tutorial Page** to learn how to use the eFundi communication tools.