

Student communication #1:

Message from Student

Hello!

I just wanted to e-mail you and say I apologize for not getting my first week's assignments done within the week at least. I had a super tight schedule this past week and I just prioritized which homework assignments I should do throughout the week.

When I went to do the assignments, I thought it would be pointless since I already had a 0 for these. Basically I'm writing you to tell you I am going to still go ahead and do them so I can get the information learned from that lecture.

If you could, could you give me feedback still? I just want to make sure when I write this research essay I am approaching it the right way. Also, I am back on schedule with my other classes, so I will be submitting my future homework assignments in time.

Thank you and I look forward to the rest of the class :)

Super Student

Jessie Borgman (the robot) Response

Yes, I'll still take your assignments for week 1.

Please get them in by Friday.

Best,

Jessie

Comment [JB1]:

- Rushed tone (like I didn't have time to deal with or care about this student's communication)
- Short response
- No name or greeting to acknowledge the student is a person
- No mention of the student's struggle with time management

Jessie Borgman (the human) Response

Hi Super Student-

Thanks for contacting me. I'm sorry you had such a rough week.

Prioritizing is one of the biggest challenges of going back to school and working at the same time. I've had a lot of experience with this as I worked my way through both undergraduate and graduate school.

I now use a calendar that I swear by. If I don't schedule everything out, I miss things. I highly encourage you to experiment with different systems of tracking your "to do" tasks and maybe you'll find one that will help you.

You can absolutely still do your week 1 assignments, no penalty.

Please let me know if you have questions or need help with these assignments :)

Best,

Jessie

Comment [JB2]: A warm tone that encourages the student to not feel bad for contacting me; to not feel like he/she is bothering me.

Comment [JB3]: I relate to the student's struggle of time management.

Comment [JB4]: Here I very gingerly offer a suggestion for dealing with time management issues.

Comment [JB5]: Encourage student to contact me again for more help.

Comment [JB6]: Convey tone with a smiley face.

Student communication #2:

Message from Student

Evening,

This is Super Student and I just wanted to apologize for my recent not-normal assignments that I've turned in. Usually I am far better at keeping up in my online classes, but this quarter I've undergone 2 dental procedures that involve having to get my teeth extracted (my third appointment is tomorrow to get the last bit and then it's just follow ups to ensure healing for dentures).

I'm not wanting special treatment, but though I'd let you both know why my assignments are less than they should be. At this point, I'd rather turn at least something in on time rather than not at all or late.

Super Student

Jessie Borgman (the robot) Response

Yes, definitely at least submit something.

It's really tough to get behind in such an accelerated course.

Best,

Jessie

Comment [JB7]:

- Curt tone
- Short response
- No name or greeting to acknowledge the student is a person
- No acknowledgement of the student's pain and the possibility that it might be hard to work/concentrate
- Shames student for getting behind and basically says it's not possible to get caught up

Jessie Borgman (the human) Response

Hi Super Student-

Thanks for contacting me :)

I'm so sorry to hear of your dental troubles, I just spent the last three months having work done on my front teeth and they had to work on them 3 different times, so I know what you're going through!

Please try and submit your outstanding assignments this weekend. I'll take any of your late/outstanding assignments still without penalty.

Please don't hesitate to ask if you have questions about these assignments or have more issues with your teeth that prevent you from meeting this new deadline :)

Best,

Jessie

Comment [JB8]: A warm tone with a smiley face that encourages the student to not feel bad for contacting me; to not feel like he/she is bothering me.

Comment [JB9]: Acknowledges that I feel his/her pain and have a similar experience which has kept me from working.

Comment [JB10]: Gives student a new timeline/due date and tells him/her that I will still take his/her outstanding assignments from week 1 without penalty.

Comment [JB11]: Encourages student to contact me with follow up questions/concerns.

Student communication #3:

Message from Student

Hello Professor Borgman,

I just wanted to email you as a professional courtesy, as my colleagues in the Army would say, to let you know that I am alive. lol Life has thrown me some proverbial curve balls as it has been known to do in the form of issues my two boys are having down in south Florida with school and other personal issues. To be divorced is load lifting to say the least but there is always the issue of being away from my two greatest blessings in life besides my own.

So, in that whole rounding of the bases of banter I wanted to let you know that I have followed the course criteria and assignments to present with my tablet when I could. I'm working though tonight on posting to discussions I have fallen behind in as well as the other assignments so I expect to be caught up within the week.

Again I appreciate the support you have given and wanted to be honest and real with you. Being honest, on falling behind the curve, it is not acceptable for me however it is a part of life and life never comes to you the way you plan sometimes. Thank you for your time and I look forward to my further education and progress in this course.

Very Respectfully,

Super Student

Jessie Borgman (the robot) Response

The school's policy won't let me allow you to make up the discussions from last week, or allow you to re-do them for a better grade, so you'll just have to focus on this week's discussions.

Comment [JB12]:

- Robotic tone
- Short and very canned response (reciting policy)
- No name or greeting to acknowledge the student is a person
- No mention of the student's struggle with personal issues/family
- No mention of whether or not the week 1 writing assignment will be penalized for being late

You can still turn in your week 1 writing assignment for credit.

Best,

Jessie

Jessie Borgman (the human) Response

Hi Super Student-

I'm sorry to hear of your troubles and what a rough time you're having. I get it; life sometimes interferes with our best intentions.

Comment [JB13]: Acknowledges that both the student and I are human beings and life can get us down and distract us from our goals.

I'm happy to still take your writing assignments, and I encourage you to try and get some participation in this week for the discussions.

The school's policy won't let me allow you to make up the discussions from last week, or allow you to re-do them for a better grade, so unfortunately, you'll just have to move forward with those and try and get some points for this week's discussion between now and Sunday.

Comment [JB14]: Gives the reality that policy doesn't allow for make ups in the discussions, but encourages student to keep participating in the current week to earn some points.

I will not count your writing assignment late for week 1, so try and submit it by this Sunday with your week 2 writing assignment.

Comment [JB15]: Informs the student of whether or not the assignments will be marked down for being late and gives him/her a new timeline/due date.

If you need longer than this Sunday to submit your writing assignments for weeks 1 and 2, please let me know.

Thanks for your honesty :)

Comment [JB16]: Conveys a positive tone and acknowledges that the student shared something very personal with me and was very honest about his/her struggles.

Please don't hesitate to contact me if you need anything else!

Comment [JB17]: Encourages student to contact me with follow up questions/concerns.

Best,

Jessie