Rapport Building Techniques
Rebecca A. Glazier, "Connecting in the Online Classroom" Table 4.1, raglazier@ualr.edu, @rebeccaglazier

	Rapport-building Techniques		
Intensity Level	*Humanizing the Instructor*	*Providing Personalized Feedback*	*Reaching out to Students*
Low	-Add a profile picture to your Learning Management System, email, etc. -Apologize when you make mistakes	-Use students' names in replying to comments on discussion boards -Leave positive comments on assignments (along with any critiques)	-Respond to emails as quickly as possible -List expected email response times in your syllabus, and perhaps below your email signature line -Send emails to the whole class (as opposed to personal emails, which is the next intensity level) -Disable Learning Management System communication so student messages don't get lost in the LMS
Medium	-Add personal style to your lecture notes, including jokes (yes, even bad ones), references to current events, and to the extent that you feel comfortable details about your life, preferences, hobbies, pets, TV shows you're watching, etc. -Make your syllabus more accessible through friendly writing and using headings	-Respond frequently to comments on discussion boards, refer back to comments made by other students, and push the discussion forward -Create a document with detailed, but often-used, feedback in your own voice that can be copied and pasted to provide similar feedback to multiple students	-Send personal emails welcoming students to the class before the semester starts; consider including a short survey to learn more about your students -Send personal reminder emails before assignment deadlines -Send personal emails to check on students who haven't participated in online discussions recently -Hold office hours on a video conference platform
High	-Record videos (or a podcast-style audio recording) to give updates on course material, touch base on due dates, comment on current events, talk through especially thorny topics, etc. -Hide an "Easter Egg" assignment in the syllabus requiring students to contact you and complete some task	-Leave audio comments in a PDF document to provide specific feedback -Use the comment feature in Adobe PDF to electronically mark up a PDF document with colored pen and provide feedback -Return assignments as quickly as possible	-Send personal check-in emails informing students of their grades on major assignments and telling them how to improve for the remainder of the class -Use mail merge to send personal emails with detailed assignment feedback (see details below) -If you have their phone number, call or text students you haven't heard from in awhile