Managing the 24x7 Demands of Online Teaching and Research

Are you dealing with email fatigue? Is the 24x7 nature of online interaction getting you down?

Although online networks allow us to work, communicate, and connect at any time and nearly in any place, the constant pings of incoming messages with questions, requests, and even demands, can be draining and distracting.

In this presentation, I will share some lessoned learned about ways to address these new realities with students in online and face-to-face courses in order to manage expectations for their time and attention, as well as ours. I will also share effective ways I've found to work with my research collaborators in different time zones and countries. We will also look at specific ways to set up the back end of the technologies we use like platforms, apps, and email to give us a much needed reprieve from the constant onslaught. Time will be given for audience members to share their strategies as well.

Hello!

I am Dr. Anna Smith

You can find me at:

@anna_phd

http://developingwriters.org

School of Teaching & Learning

Demands

Let’s start by enumerating what is taxing about online teaching & research

Demands

- constant pings of incoming emails and messages across multiple platforms
- a power failure, a server issue, or a broken computer and/or piece of software
- grad students don't often check ilstu email account
- receiving aggressive emails or managing tone
- don't know when people have started or finished
- people mix up timezones
- trying to work both asynchronously & synchronously
- don't know when there are tech problems until after they happen
- platform is hard to navigate for students or instructor
- being seen across social media and assumed to be available

Managing Expectations

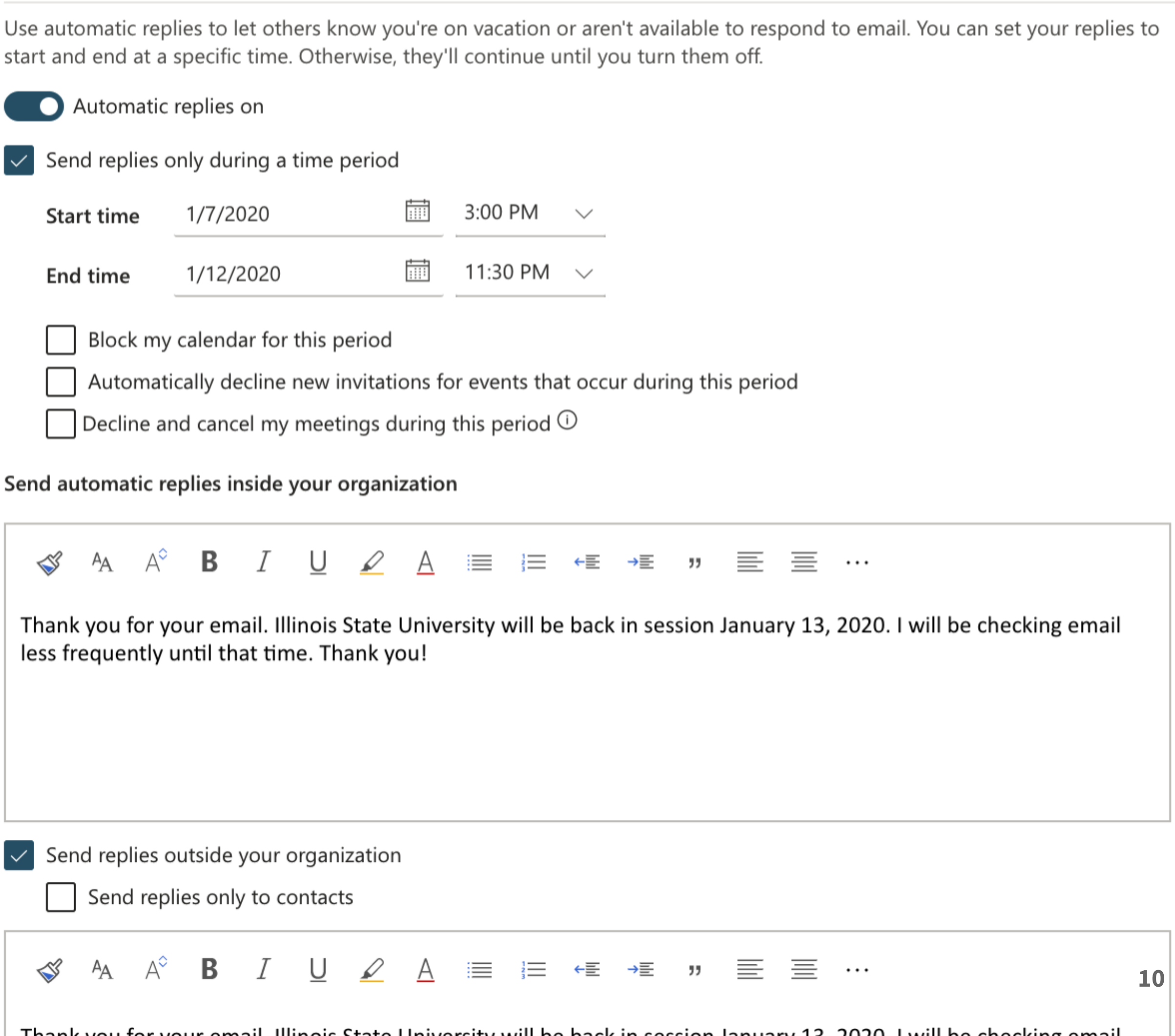
> Although online networks allow us to post and exchange messages at any time, I will be dedicating time and focus at least twice a week to interacting with members of the class about course content. If you send an email, please expect to wait *at least* 24 hours and/or a weekday for a response. It is likely that I will respond during the dedicated time, and not before.

“

It is your responsibility to check the course in ReggieNet on a regular basis. Please update your ilstu accounts or have your ilstu e-mail forwarded to your regularly used email.

> Thank you for your email. Illinois State University will be back in session January 13, 2020. I will be checking email less frequently until that time. Thank you!

Setting up in Outlook



Use automatic replies to let others know you're on vacation or aren't available to respond to email. You can set your replies to start and end at a specific time. Otherwise, they'll continue until you turn them off.

Automatic replies on

☑ Send replies only during a time period

Start time 1/7/2020 3:00 PM

End time 1/12/2020 11:30 PM

☐ Block my calendar for this period

☐ Automatically decline new invitations for events that occur during this period

☐ Decline and cancel my meetings during this period

Send automatic replies inside your organization

Thank you for your email. Illinois State University will be back in session January 13, 2020. I will be checking email less frequently until that time. Thank you!

☑ Send replies outside your organization

☐ Send replies only to contacts

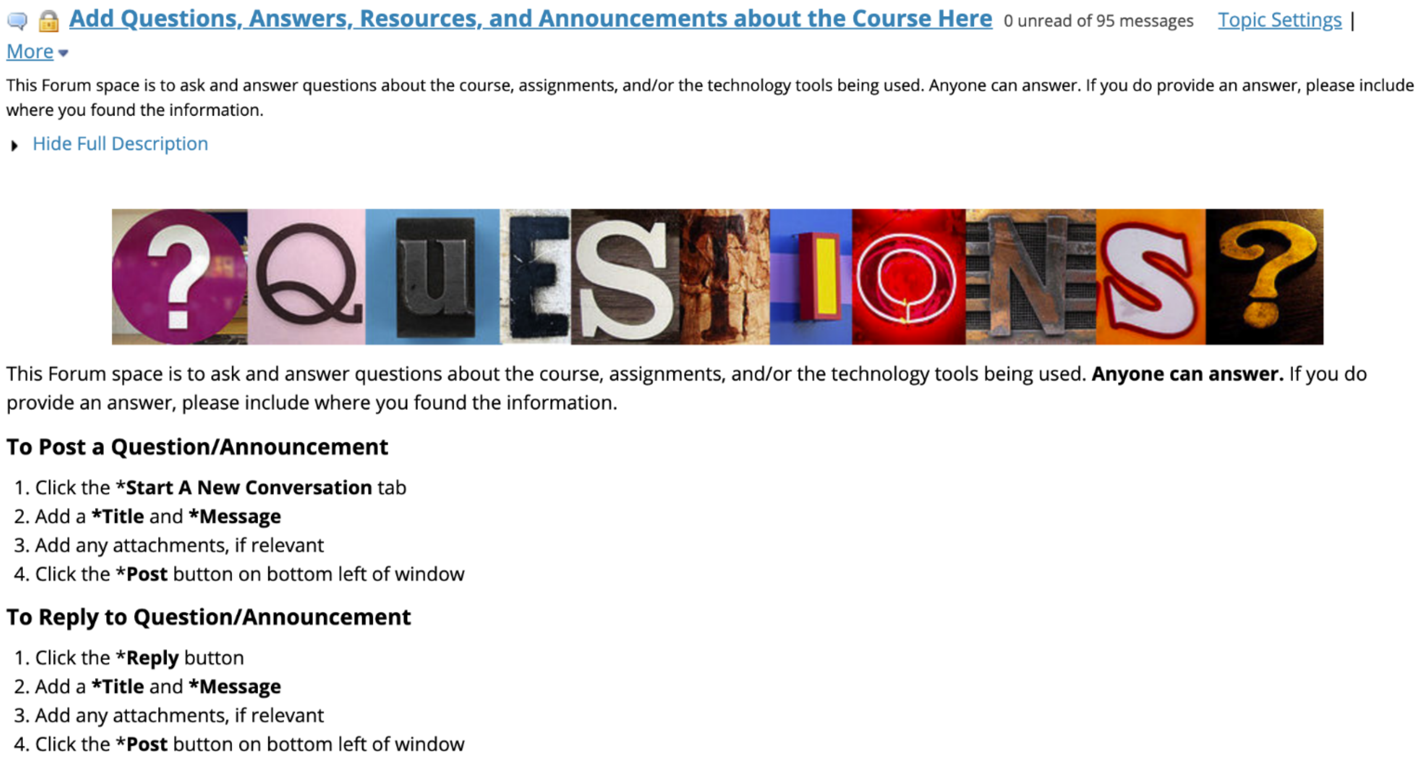
Thank you for your email. Illinois State University will be back in session January 13, 2020. I will be checking email

Fielding Requests/ Questions/ Notifications

Course Questions

Our course site has a space to ask questions that apply to the course. Everyone is welcome to respond with answers. As the bank of questions and answers grows, you can check that space to see if your question has already been addressed.

Setting up in ReggieNet



Add Questions, Answers, Resources, and Announcements about the Course Here 0 unread of 95 messages

This Forum space is to ask and answer questions about the course, assignments, and/or the technology tools being used. Anyone can answer. If you do provide an answer, please include where you found the information.

This Forum space is to ask and answer questions about the course, assignments, and/or the technology tools being used. **Anyone can answer.** If you do provide an answer, please include where you found the information.

To Post a Question/Announcement

1. Click the ***Start A New Conversation** tab
2. Add a ***Title** and ***Message**
3. Add any attachments, if relevant
4. Click the ***Post** button on bottom left of window

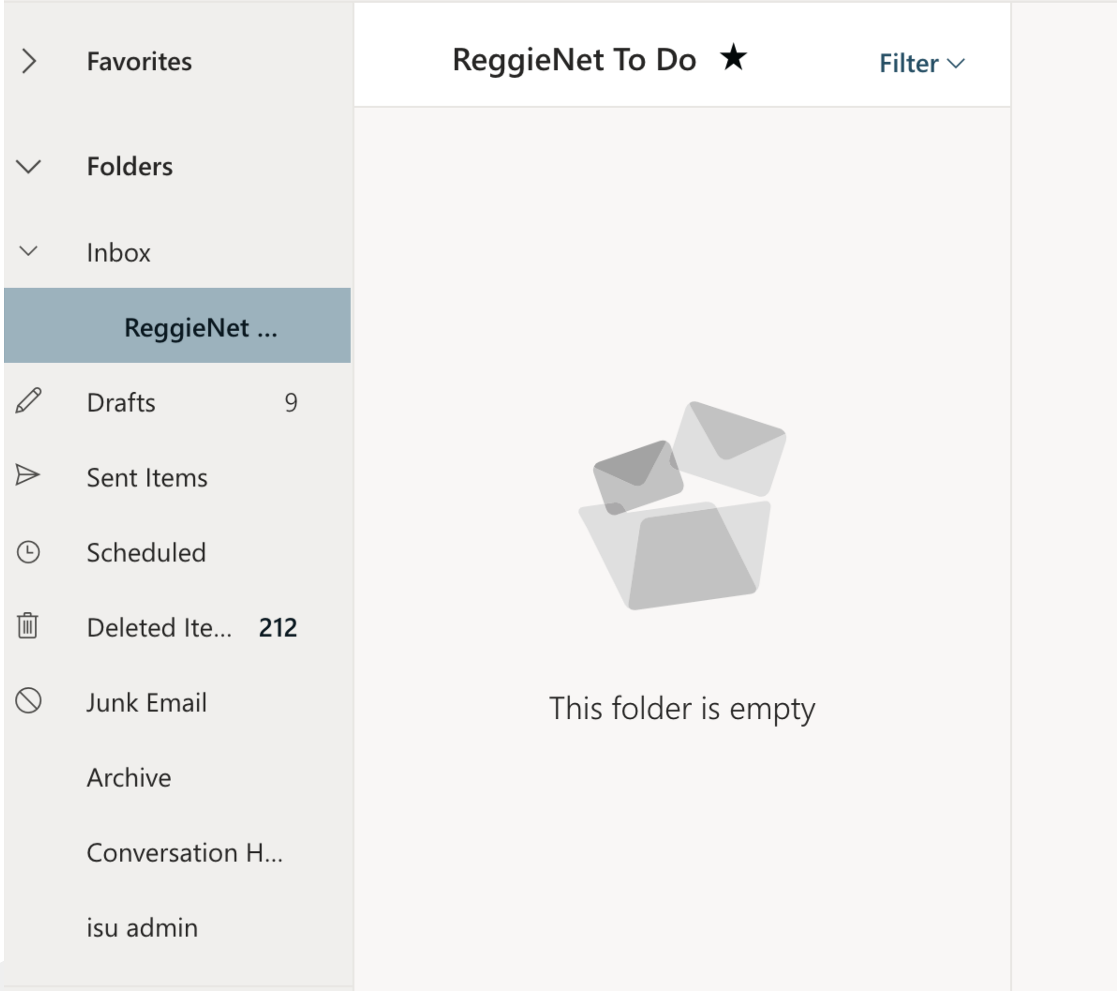
To Reply to Question/Announcement

1. Click the ***Reply** button
2. Add a ***Title** and ***Message**
3. Add any attachments, if relevant
4. Click the ***Post** button on bottom left of window

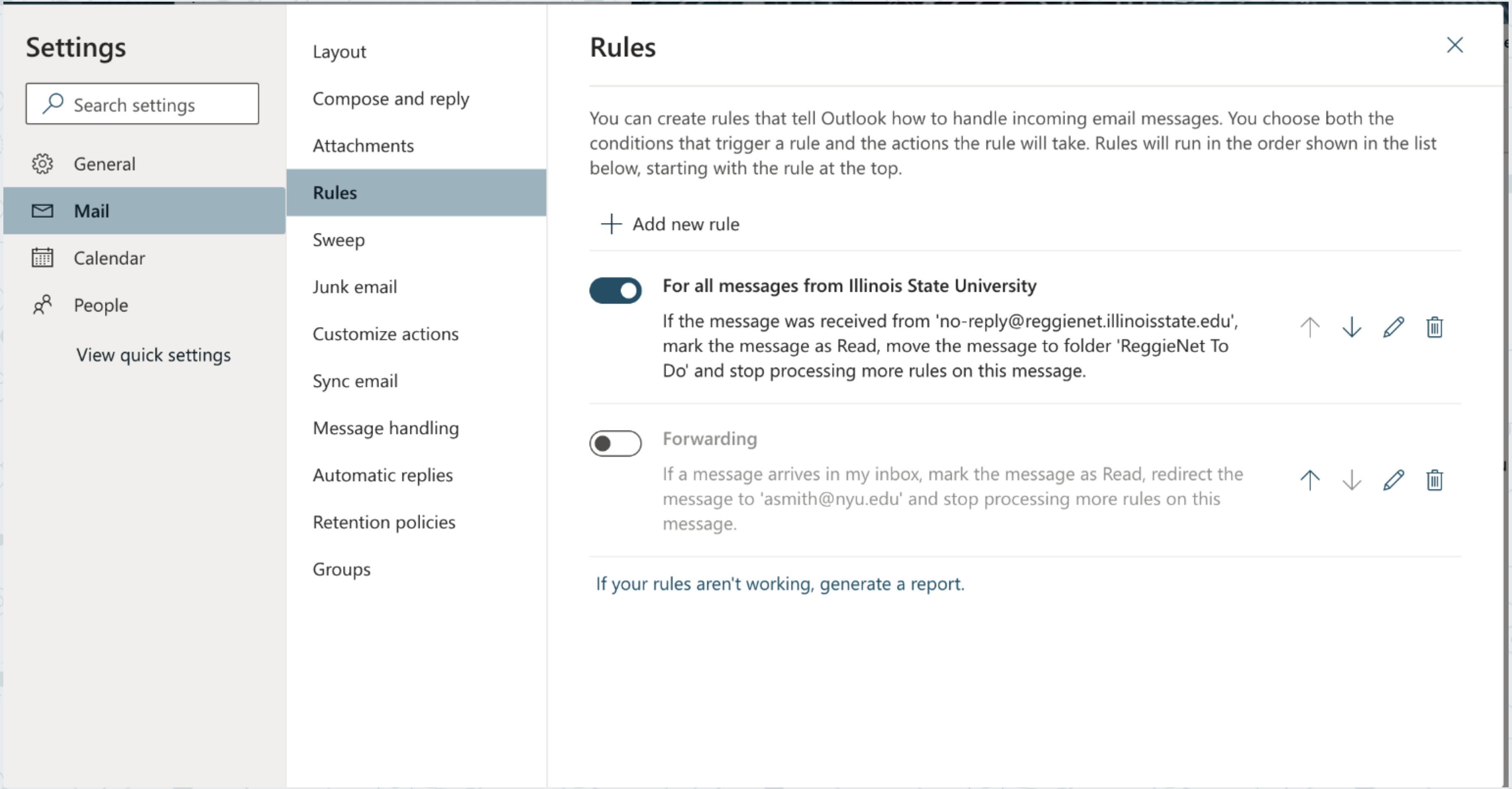
Set up Outlook Folder

For messages from ReggieNet or other course platform or tool, set up a Rule to move the messages and mark them as Read to cut down on the number of pings.

Setting up in Outlook


Favorites
Folders
Inbox
ReggieNet ...
Drafts 9
Sent Items
Scheduled
Deleted Ite... 212
Junk Email
Archive
Conversation H...
isu admin
ReggieNet To Do ★
Filter

This folder is empty


Settings
Search settings
General
Mail
Calendar
People
View quick settings
Layout
Compose and reply
Attachments
Rules
Sweep
Junk email
Customize actions
Sync email
Message handling
Automatic replies
Retention policies
Groups

Rules

You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger a rule and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.

+ Add new rule

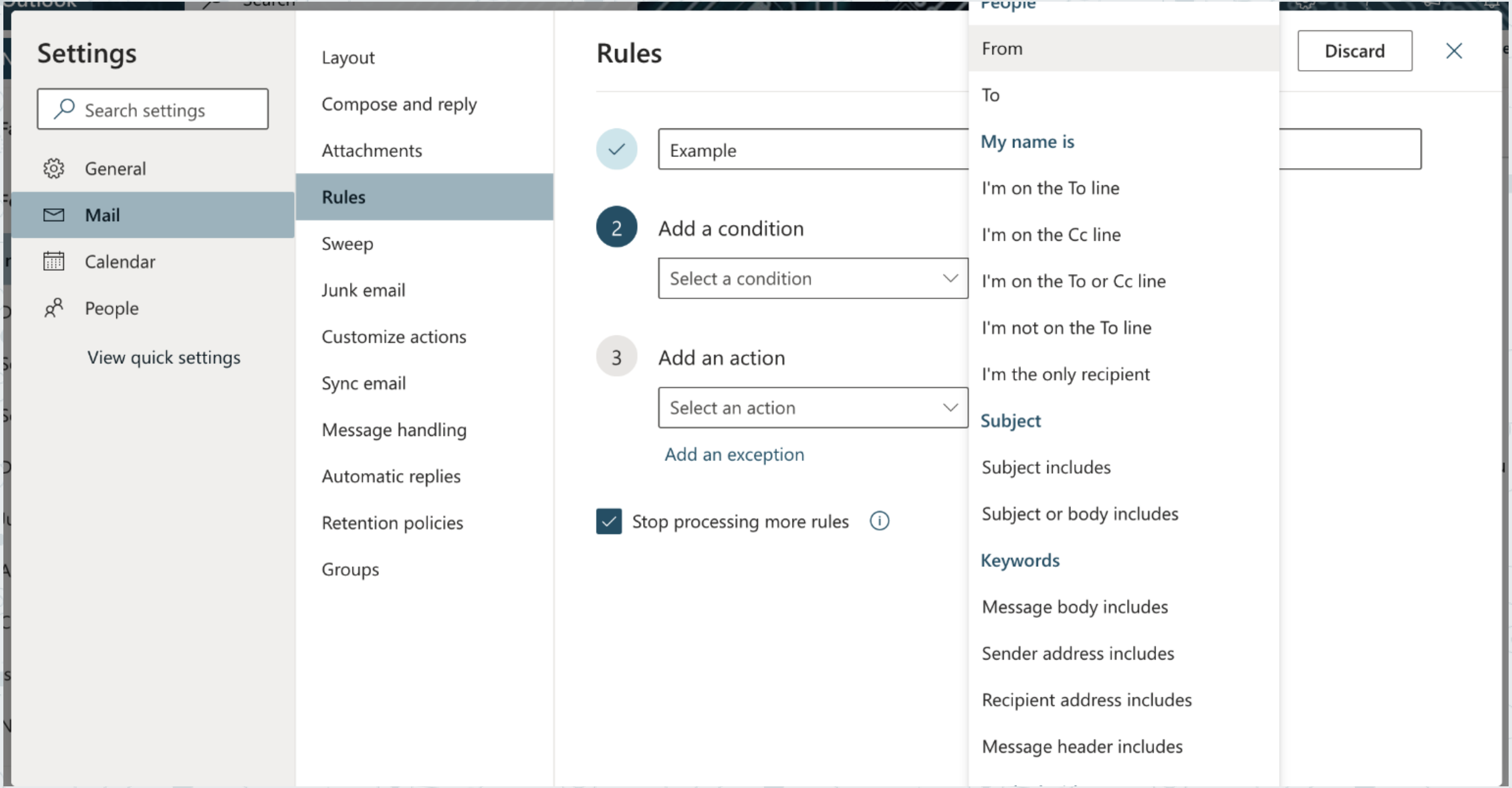
● **For all messages from Illinois State University**

If the message was received from 'no-reply@reggienet.illinoisstate.edu', mark the message as Read, move the message to folder 'ReggieNet To Do' and stop processing more rules on this message.

○ Forwarding

If a message arrives in my inbox, mark the message as Read, redirect the message to 'asmith@nyu.edu' and stop processing more rules on this message.

If your rules aren't working, generate a report.


Settings
Search settings
General
Mail
Calendar
People
View quick settings
Layout
Compose and reply
Attachments
Rules
Sweep
Junk email
Customize actions
Sync email
Message handling
Automatic replies
Retention policies
Groups
Rules
Discard
People
From
To
My name is
I'm on the To line
I'm on the Cc line
I'm on the To or Cc line
I'm not on the To line
I'm the only recipient
Subject
Subject includes
Subject or body includes
Keywords
Message body includes
Sender address includes
Recipient address includes
Message header includes

✓ Example

2 Add a condition

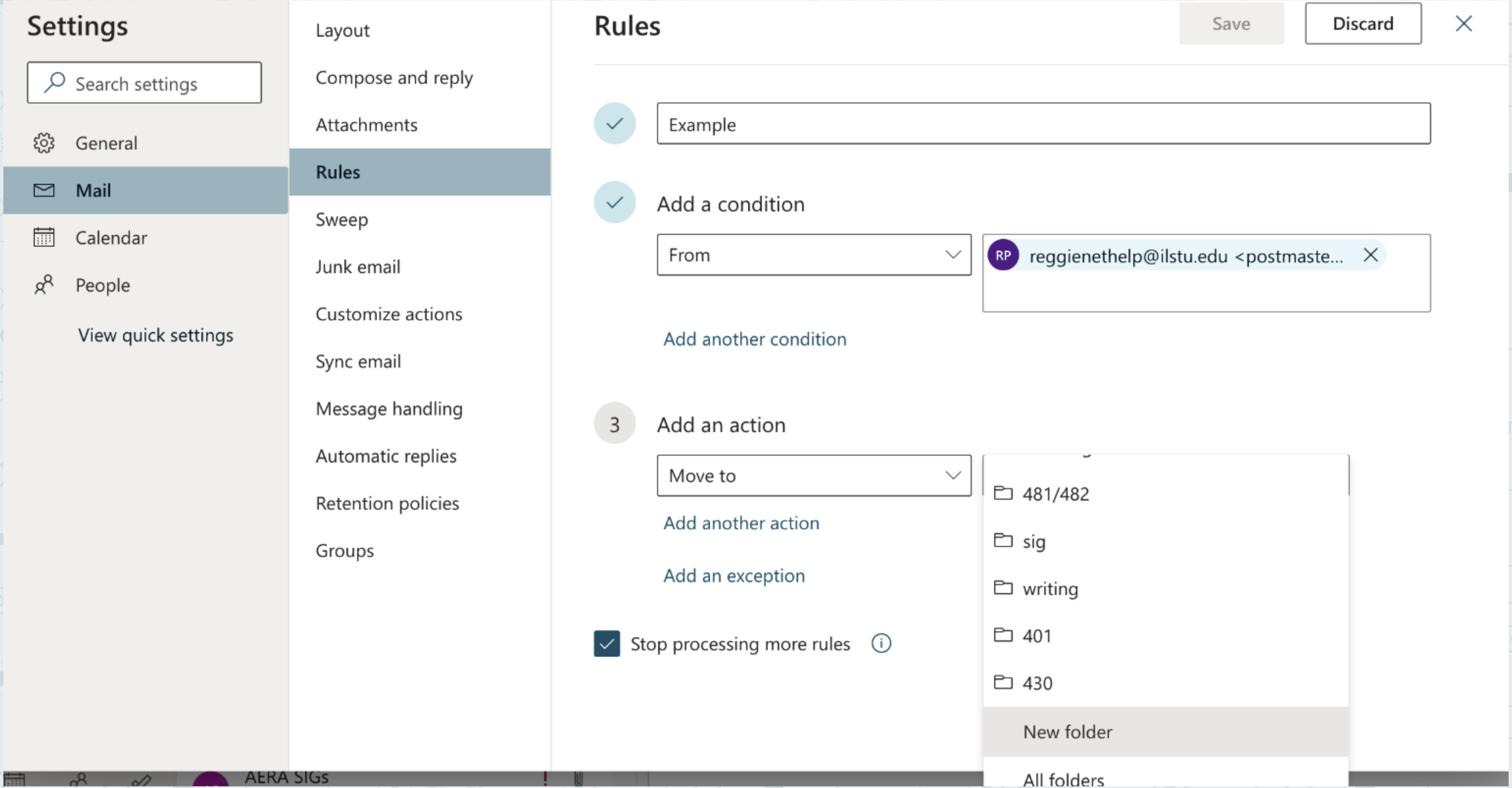
Select a condition

3 Add an action

Select an action

Add an exception

☑ Stop processing more rules


Settings
Search settings
General
Mail
Calendar
People
View quick settings
Layout
Compose and reply
Attachments
Rules
Sweep
Junk email
Customize actions
Sync email
Message handling
Automatic replies
Retention policies
Groups
Save
Discard

Rules

Example

Add a condition

From: RP reggienethelp@ilstu.edu <postmaste...

Add another condition

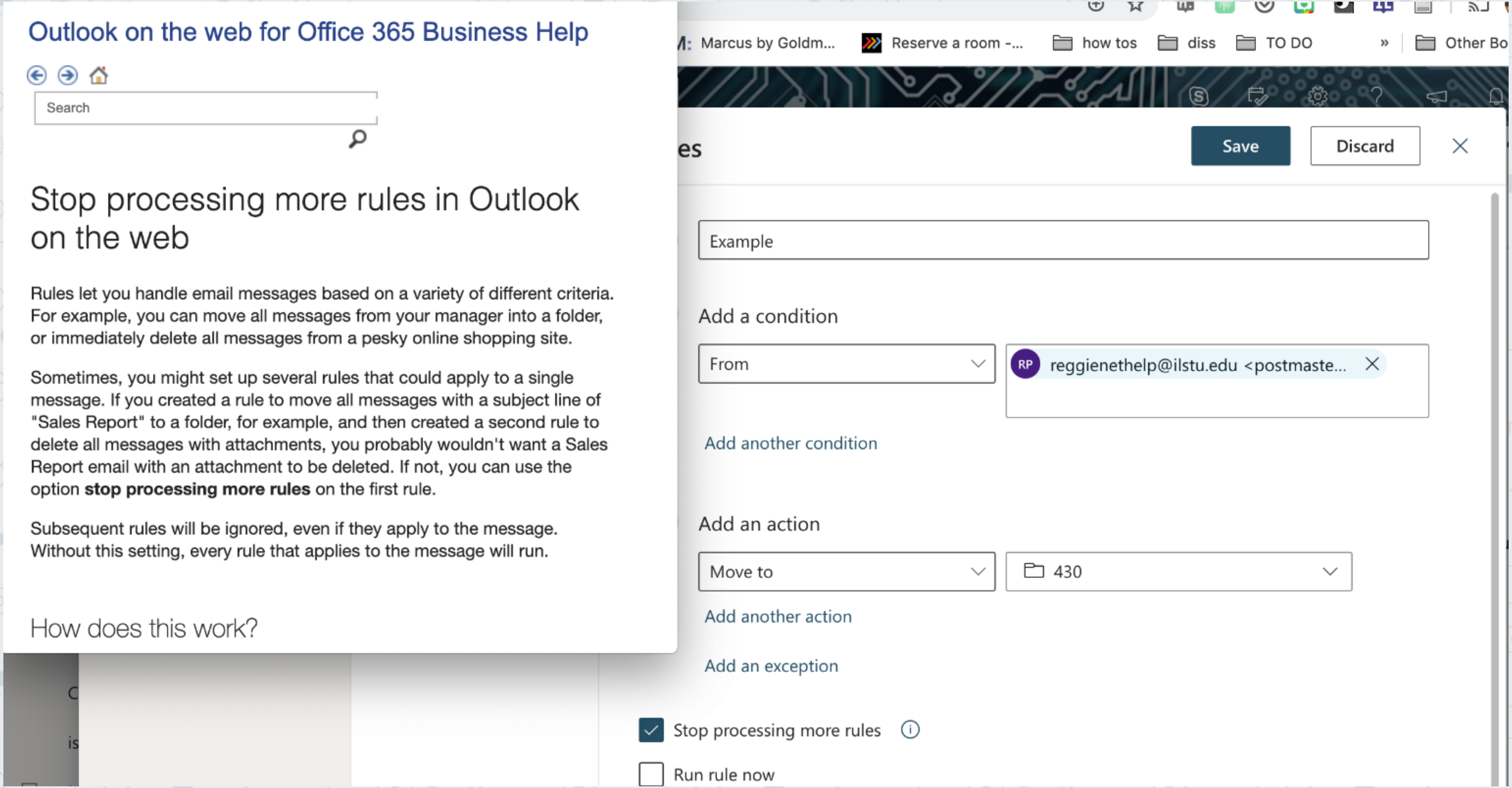
3 Add an action

Move to: 481/482, sig, writing, 401, 430, New folder, All folders

Add another action

Add an exception

☑ Stop processing more rules



Outlook on the web for Office 365 Business Help

Search

Stop processing more rules in Outlook on the web

Rules let you handle email messages based on a variety of different criteria. For example, you can move all messages from your manager into a folder, or immediately delete all messages from a pesky online shopping site.

Sometimes, you might set up several rules that could apply to a single message. If you created a rule to move all messages with a subject line of "Sales Report" to a folder, for example, and then created a second rule to delete all messages with attachments, you probably wouldn't want a Sales Report email with an attachment to be deleted. If not, you can use the option **stop processing more rules** on the first rule.

Subsequent rules will be ignored, even if they apply to the message. Without this setting, every rule that applies to the message will run.

How does this work?

Example

Add a condition

From: RP reggienethelp@ilstu.edu <postmaste...

Add another condition

Add an action

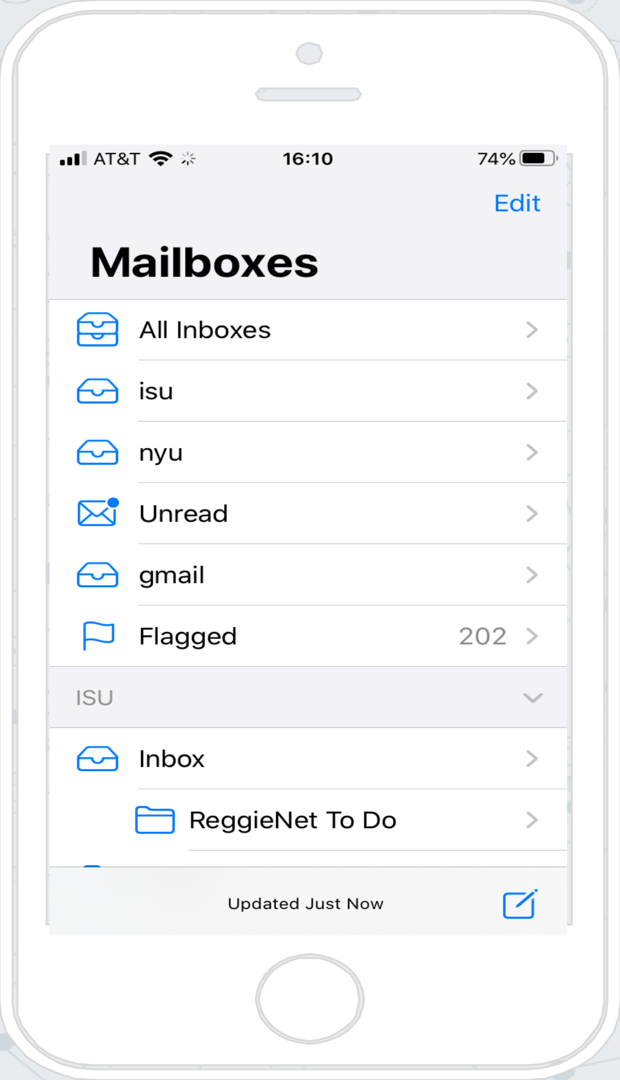
Move to: 430

Add another action

Add an exception

☑ Stop processing more rules

☐ Run rule now


AT&T
16:10
74%
Edit

Mailboxes

- All Inboxes
- isu
- nyu
- Unread
- gmail
- Flagged 202

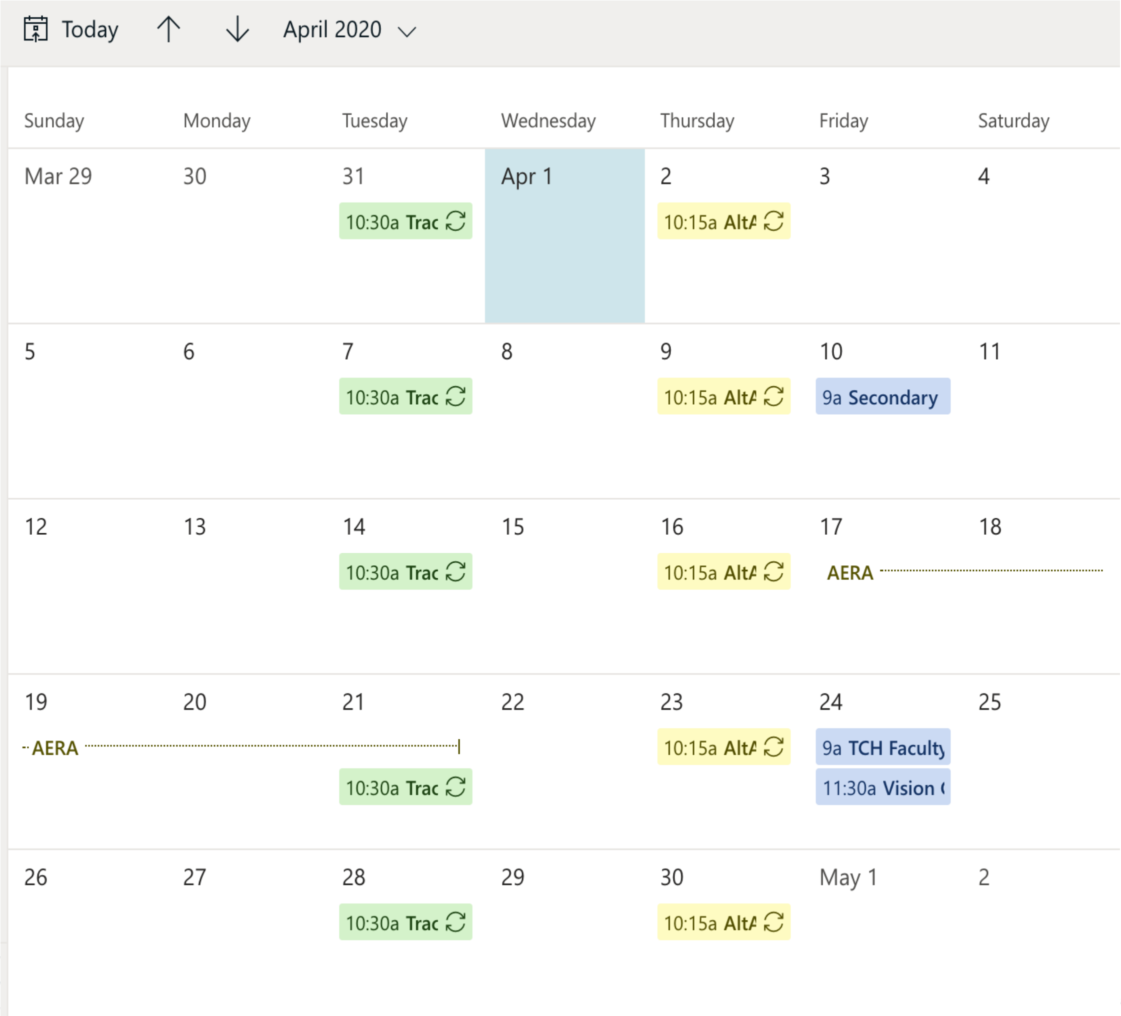
ISU

- Inbox
  - ReggieNet To Do

Updated Just Now

Pace with Multiple Collaborators

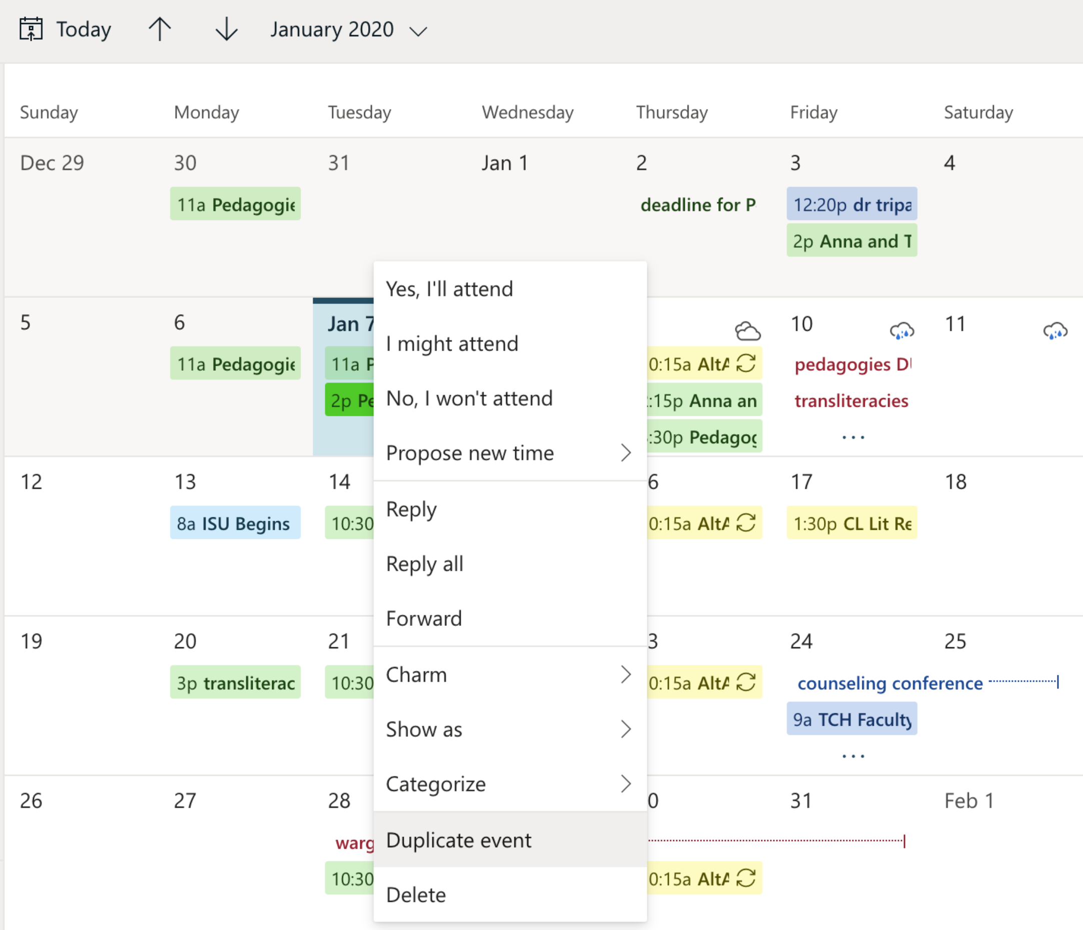
Recurring Working Meetings



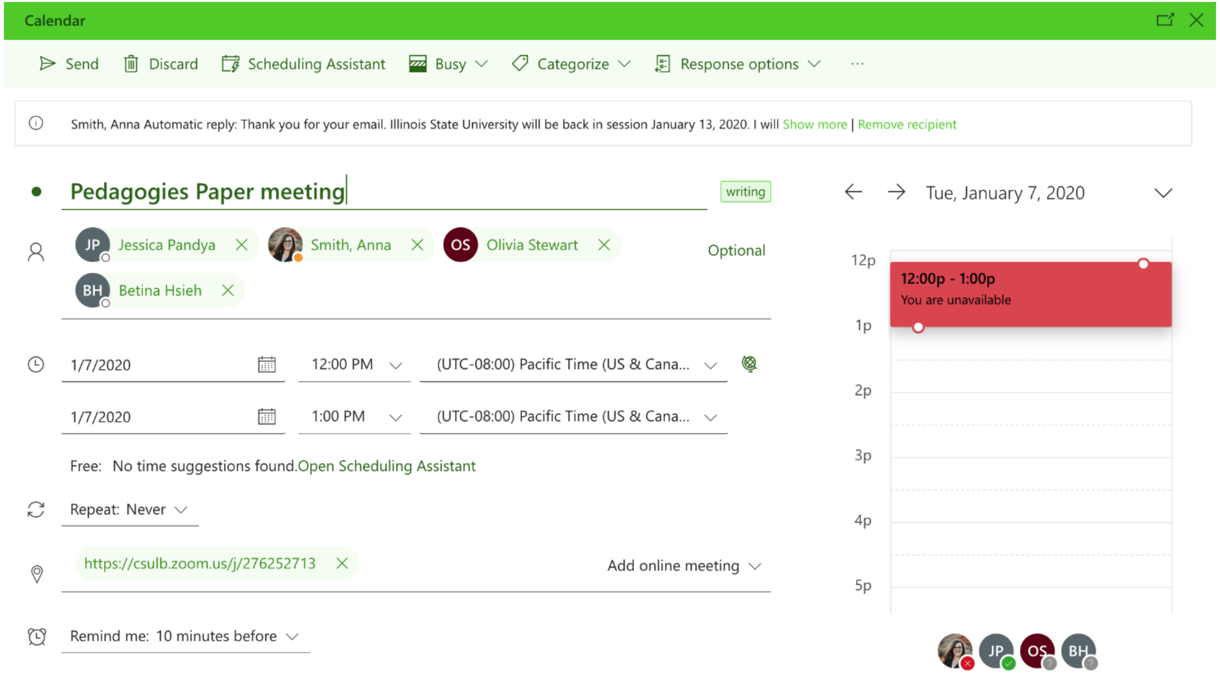
Today ↑ ↓ April 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mar 29	30	31 10:30a Trac ⟳	Apr 1	2 10:15a Alt ⟳	3	4
5	6	7 10:30a Trac ⟳	8	9 10:15a Alt ⟳	10 9a Secondary	11
12	13	14 10:30a Trac ⟳	15	16 10:15a Alt ⟳	17 AERA	18
19 AERA	20	21 10:30a Trac ⟳	22	23 10:15a Alt ⟳	24 9a TCH Faculty 11:30a Vision	25
26	27	28 10:30a Trac ⟳	29	30 10:15a Alt ⟳	May 1	2

Duplicate Meetings


Today
January 2020
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Dec 29
30
31
Jan 1
2
3
4
11a Pedagogie
deadline for P
12:20p dr tripa
2p Anna and T
5
6
Jan 7
10
11
11a Pedagogie
11a P
2p Pe
0:15a AltA
:15p Anna an
:30p Pedagog
pedagogies D
transliteracies
12
13
14
6
17
18
8a ISU Begins
10:30
0:15a AltA
1:30p CL Lit Re
19
20
21
3
24
25
3p transliterac
10:30
0:15a AltA
counseling conference
9a TCH Faculty
26
27
28
0
31
Feb 1
warg
10:30
0:15a AltA
Yes, I'll attend
I might attend
No, I won't attend
Propose new time
Reply
Reply all
Forward
Charm
Show as
Categorize
Duplicate event
Delete

Duplicate Meetings


Calendar
Send
Discard
Scheduling Assistant
Busy
Categorize
Response options
writing
Optional
Add online meeting
12p
1p
2p
3p
4p
5p
JP
OS
BH

Smith, Anna Automatic reply: Thank you for your email. Illinois State University will be back in session January 13, 2020. I will Show more | Remove recipient

Pedagogies Paper meeting

Jessica Pandya, Smith, Anna, Olivia Stewart, Betina Hsieh

1/7/2020 12:00 PM (UTC-08:00) Pacific Time (US & Cana...

1/7/2020 1:00 PM (UTC-08:00) Pacific Time (US & Cana...

Free: No time suggestions found.Open Scheduling Assistant

Repeat: Never

https://csulb.zoom.us/j/276252713

Remind me: 10 minutes before

Tue, January 7, 2020

12:00p - 1:00p
You are unavailable

Other solutions?!?

Let’s share!