



المملكة العربية السعودية
Kingdom of Saudi Arabia

A Guide to Communication Policy between Learner and Faculty Member and the Mechanism of Giving Feedback on Tasks Accomplished

It is important to define the mechanism for responding to learners' inquiries on the first day and at the students' induction meeting, while emphasizing it in the faculty member's introduction and office hours by providing feedback during the semester.

Mechanism for responding to learner inquiries

- Determining office hours that the faculty member is committed to for responding to students' inquiries.
- Informing learners of the type of urgent inquiries that will be answered immediately and urgently.
- The learner respects the times that are not allocated to answering inquiries, such as: weekends or late nights.
- Recommending a response to the learner over a period not exceeding two days.
- Determining the approved communication tools for urgent inquiries only.

Tools for responding to learner inquiries in E-learning:

The electronic systems at the Arab Open University provide high flexibility in communication between the learner and faculty, where communication between the learner and the faculty member can be done in several ways to ensure that the process of communication between the parties is smooth, including:

- Through the official mail, whether for the student or a faculty member, which can be used for communication at any time.

- Through private messages in the E-learning management system LMS, which is an icon that enables the student to send private messages to a faculty member.
- Through the open seminars in the E-learning management system LMS, which is an icon that enables the student to ask and inquire through a public discussion that the rest of the students are allowed to view while the faculty member responded to this inquiry, in order to benefit all students.

These three means make the process of communication between the learner and the faculty member extensive through different channels, which ensures the completion of the circle of communication in a way that serves the student and consolidates the scientific material through flexible scientific methods.

The mechanism for providing feedback to students on all tasks:

Providing feedback to the learner through a number of E-learning tools available on the LMS educational system. The AOU adopts a feedback policy that ensures the diversity of the feedback, which ranges from written feedback to audiovisual feedback to audio feedback.

- **Messaging:** a faculty member can provide instant feedback through messaging to students instantly.
- **Electronic:** this the feedback provided by the electronic system to the student after the student fulfills any academic requirement of the course by accessing the grades.
- **Virtual Classes:** it is possible to allocate some minutes at the beginning of the virtual lectures to answer students' inquiries and discuss them in case there is a lack of understanding of some notes.

Etiquette of communication between the learner and the faculty member

- **Proper language:** Proper language should be used during electronic dialogue, including avoiding spelling and grammatical errors and acronyms.
- **Clear language.** Using unclear language can lead to misunderstanding and miscommunication through **electronic media; therefore, adherence to the use of a clear method to avoid confusion in understanding.**
- **Abbreviation.** It is preferable to abbreviate the topic in a comprehensive manner.
- **Respect of Opinion.** It is important to respect the different opinions as the electronic dialogue includes a great diversity of personalities and opinions
- **Respect.** Refrain from abuse in all its forms which creates a thriving respectful environment.