

Providing Information or Responding to Questions

It shouldn't feel like a Where's Waldo hunt when seeking your presence in your courses.
With consistent strategic communication, it won't.

Substantive Interaction

This **Substantive Interaction** information comes from the Quality Continuum Rubric for Distance Education that peer reviewers will use when evaluating courses. While they will use an appreciative inquiry lens, they are seeking examples that are emerging or above. Anything lower will receive a recommendation for improvement or compliance. Substantive Interaction is engaging students in teaching, learning, and assessment, consistent with the content under discussion, and also includes at least two of the following:

- A. Providing direct instruction (This method only applies in synchronous courses.)
- B. Assessing or providing feedback on a student's coursework.
- C. **Providing information or responding to questions about the content of a course or competency.**
- D. Facilitating a group discussion regarding the content of a course or competency.

There are many ways to provide information and respond to questions, which makes information-giving a powerful method for establishing regular interactions and predictable, proactive outreach in multiple places. Where in your course do you see evidence of providing information, pre-recorded instruction, encouraging participation, responding to questions, and making connections to topics related to the course?



★ Initial

- ☐ Shares basic instructional content (videos, audio, recorded lessons).
- ☐ Responds to student questions about course content.



★★ Emerging

- ☐ Occasionally provides new information and reminders about course content and outcomes.
- ☐ Encourages participation and answers questions in a timely manner.



★★★ Developed

- ☐ Regularly shares meaningful information from multiple sources.
- ☐ Frequently encourages and responds to student questions promptly.



★★★★ Highly Developed

- ☐ Provides frequent, detailed information connecting past and current topics.
- ☐ Engages students through timely, informed responses that deepen understanding.

The RSI Workgroup created materials and examples are designed to support you in strengthening your online courses and meeting RSI standards. You're welcome to adapt them to fit your course needs, while keeping the ACCJC rubric review criteria in mind. Visit the RSI tab on the Norco College Distance Education Committee page for regular updates.