

eConcordia Course Communication Tools

Every eConcordia course is unique and use different communication tools in order to communicate with the professor, teaching assistants, and other students in the course. Listed below are all the various communications tools used in any eConcordia course.

Email Communication

All communication with eConcordia Helpdesk, Teaching Assistant, and Professor will be done through email correspondence.

It is required to be polite at all times and to include the following information in all e-mail communications:

- Full name
- Concordia student ID number
- Course name
- Helpdesk Ticket Number (If provided)

Save a copy of all e-mail correspondence for the duration of the term and until the final letter grade for your course has been posted in your MyConcordia portal.

We strongly encourage you to use a Concordia University e-mail account or an account from a provider such as Sympatico, Videotron, etc.

Free e-mail accounts such as Hotmail, Yahoo, etc. are NOT recommended and very often lead to communication problems.

Your e-mail address must be registered in your [MyConcordia Portal](#) as well as in the Student Profile of your [eConcordia Portal](#)

Announcements

Professors post important information regarding the course via the Announcements Section of the course website.

The Announcements are located in the centre of the main page upon login to the eConcordia account. Please make sure to check the postings frequently.

Discussion Board

The Discussion Board is a versatile tool in an online course. It is similar to putting your hand up in class, but with a bonus: classmates can read the questions and the various answers posted, at their leisure.

Students are assigned a group number and a Teaching Assistant within 24 hours of activating the course. The teaching assistant's name, contact information and assigned group number, is found on the left-hand side of the main page upon login to the eConcordia account.

If you have not been assigned to a group within 24 hours of obtaining your eConcordia username and password, send an e-mail with your name, student ID number and the name of the course you are taking to discuss@econcordia.com.

Guidelines for Posting on the Discussion Board

Do not post telephone numbers, student IDs, or any other personal information on the discussion board.

Read the other postings to confirm that your question has not already been answered repeatedly.

The Discussion Board is meant for the academic discussion of the course material. Keep postings pertinent to the course material. Questions pertaining to grades, technical issues or questions of a personal nature must be addressed directly to your TA via e-mail. Posts of this nature will be removed by the Forum Administrator.

Of vital importance is respectful behavior on the discussion board. Refrain from making offensive statements and derogatory comments. For example, students must never insult another person or teaching assistant in a discussion.

Students who fail to respect these rules will be asked to leave the discussion. It is within our discretion and authority to edit or remove any posting at any time. Please see the <http://www.concordia.ca/students/rights.html>.

Question Centre

The Question Centre is also a versatile tool in an online course. It is similar to the Discussion Board; however, it is broken into several question categories. You can post a question by selecting the appropriate question category. Your question(s) can be made public or private to your classmates.

Virtual Sessions

Some eConcordia courses offer virtual sessions using the Adobe Connect Meeting Room*. Please refer to the Agenda of the Course Outline regarding the Dates and Times of these virtual sessions. If the dates and time of these virtual sessions are not convenient to attend, they are recorded and posted the following next day.

* The meeting room is an online application that conducts a live online conference for multiple users. The meeting room enables a Professor and your classmates to share computer screens or files, chat and take part in other interactive online activities.

For courses not offering virtual sessions, you may e-mail questions to your TA or post your questions on the course Discussion Board.

In the event your questions or concerns cannot be addressed through email, the discussion board or virtual session, you may request to meet with your professor in-person. Please contact your professor by e-mail to set up a mutually agreeable time to meet.

Course Evaluation

Approximately one week prior to the end of the term, you will receive an e-mail message asking you to complete a course evaluation. Click on the link in the e-mail and follow the instructions. Please note that all responses are completely anonymous and will be kept confidential. We value your opinion; your feedback regarding your experience with eConcordia is greatly appreciated.