

Trust

Teaching Strategy	Considerations for Online Teaching
Communication	<p>For collaborative discussion to occur in online groups, a foundation of trust needs to be present. If trust is not built, discussion can be superficial and groups can display evading behaviours to avoid deep discussion (Smith, 2008). Trust has also been described as being tied to the task focus of virtual teams, in that groups with high trust were also high in task focus (Jarvenpaa & Leidner, 1999).</p> <p>Building trust online can be accomplished through frequent, consistent communication over time, clearly defined tasks, frequent feedback, commitment, keeping promises and supporting each other (Bulu & Yildirim, 2008; Ishaya & Macaulay, 1999).</p> <p>Building trust can be supported by taking the time to learn about group members as people and making use of other forms of communication such as voice chat from services like Skype (http://www.skype.com/) and SightSpeed (http://www.sightspeed.com/), instant messaging (chat software from providers such as MSN or Gmail), email, or telephone. Establishing clear ground rules, schedules and netiquette can also be helpful (University of British Columbia, n.d.).</p>
Group work/discussions/ meetings	<p>Meet online via web-conferencing, or make use of an online discussion board. Many of these programs allow users to share resources and create documents collaboratively (University of British Columbia, n.d.). For example:</p> <ul style="list-style-type: none"> • Sharing references and resources can be done through websites such as del.icio.lus (http://delicious.com/) and CiteULike (http://www.citeulike.org/). • Creating documents collaboratively using Google Docs (http://www.google.com/google-d-s/b1.html), and Zoho Writer (http://writer.zoho.com/home?serviceurl=%2Findex.doc). • Wikis can also be used for a shared workspace for resources, links and ideas. Thinkature (http://thinkature.com/about/) is another tool for creating a shared workspace.
Reflection/analysing observations	<p>Reflections can be shared over email person to person. If you want to make reflection more collaborative and easy to share, consider setting up a blog using a web-based tool such as Blogger (https://www.blogger.com/start) to post and share ideas. This service also encourages dialogue by allowing viewers to post comments/replies.</p>

