

RSI – Communication Plan Examples

Regular and Substantive Interaction (RSI) is compulsory for effective online teaching and a clear **communication plan** from the start ensures students are set up for success. A communication plan sets expectations for how you will **connect with students**, how they can reach you and when they can **expect feedback and guidance**.

Most likely, **you already do a version of this!** However, we can always reflect on our teaching and make improvements. A well-defined communication plan builds trust, reduces confusion and helps students feel supported throughout the course. By outlining your communication practices up front, you create a **stronger sense of instructor presence, foster student engagement and promote persistence**.

Some faculty create **elaborate, detailed communication plans**, while others keep theirs **simple and direct**. The key is to design a plan that reflects **your personality, teaching style and standards**. In this Quick Guide, we'll show you examples of both approaches so you can choose what works best for you.

COMMUNICATION PLANS SHOULD INCLUDE

- **Frequency and Timing of Communication:** When and how often you will reach out to students.
- **Student Communication Methods and Response Time:** How students can contact you and how quickly they can expect a response.
- **Class Participation Expectations:** Guidelines for engagement in assignments, discussions, and other activities.
- **Grading and Feedback:** Overview of how feedback will be provided and typical turnaround times.
- **Office Hours:** Your scheduled hours for student support and instructions for accessing virtual meetings.

MORE COMMUNICATION PLANS AND TRAINING

- [RSI Training Hub](#)
- [Distance Education Coordinator's Communication Plan Template 1](#)
- [Distance Education Coordinator's Communication Plan Template 2](#)

Communication Plan 1



My goal is to create a learning environment where you always feel supported and connected. Here's how we'll stay in touch throughout the semester:

Weekly Announcements & Updates

- Every **Monday morning**, I will post a weekly announcement in Canvas with an overview of what's ahead, tips for success and reminders about deadlines.
- I may also send mid-week messages to share study strategies, highlight strong student work (with permission) or connect course concepts to current events.

How to Reach Me

- The best way to contact me is through the **Canvas Inbox** (or email).
- I respond to all messages **within 24 hours on weekdays** and **within 72 hours on weekends/holidays**.
- If your question may benefit others, I encourage you to post it in the **"Q & A" discussion board** or on **Pronto** so everyone can see my response.

Student Participation Expectations

- Active participation is an important part of your learning.
- In discussions, please post at least [X times per week], respond thoughtfully to peers and connect your ideas to course material.
- In group projects or peer feedback activities, respectful and constructive engagement is expected.

Feedback & Grading

- You will receive **personalized feedback** on major assignments within **one week**. Feedback will highlight your strengths and give suggestions for improvement.
- Quizzes and exams will provide immediate scoring, with follow-up explanations or review sessions when needed.
- I use rubrics to make grading clear, fair, and consistent—these will always be available in advance.

Office (Student) Hours

- I hold weekly office hours on **Tuesdays and Thursdays from 2–3 PM (via Zoom)**.
- You can also schedule an appointment if those times don't work.
- Here's the link to join office hours: [insert Zoom link].

My Commitment to You

- I can learn just as much from you as you might be able to learn from me. I look forward to learning together, this semester.
- I will actively guide you through this course and check in regularly to ensure you're on track.
- My goal is to provide support, encouragement and timely feedback so that you feel confident in your learning.
- Please don't hesitate to reach out, I want to see you succeed!

Communication Plan 2



Our Communication Plan: Connected for Success!

Regular Substantive Interaction (RSI): Whether you are taking this course online or in person, my intention is for you to feel supported and have your questions answered promptly. I am committed to providing consistent and meaningful interaction throughout the term to help you succeed. Please see the following chart for details on how we will connect for success all semester long!

Success Element	My 100% Commitment to You	Your 100% Commitment to Yourself
Our Canvas Course Shell: Your All-Access Pass to Success!	• ALL our lessons, videos, activities, and assignments will be well organized and thoughtfully packaged under Modules. • Our detailed course schedule provided from day one within our syllabus will align with all the modules and the required assignments within them.	• VISIT our Canvas shell >3x a week. • START modules on Mondays so you may work at your own pace. • Watch all videos. They are meant to explain concepts and provide guidance. Skipping videos will cost us more time. • Check off assignments as you go, celebrate successes, & reward yourself!
Announcements: Key Alerts	• Important course alerts and reminders will be posted under Announcements.	• Check the Announcements tab in our Canvas shell weekly to stay updated.
E-mail: Reaching Out & Staying In Touch!	• Please <i>*always*</i> feel free to e-mail me (my e-mail is on p. 1 of our syllabus) anytime you have a question or need support/clarification on assignments. I love to help & I love hearing from you! • I respond to all e-mail within 48-hours.	• Please include your name and our section number (found on p. 1 of our syllabus) in the subject line of e-mail. • In rare event you do not hear back from me within 48-hours, please follow up. You are not bothering me!
Our Savvy Warrior Water Cooler: Hang Out With Us!	• I have created an open forum for you to <i>*connect*</i> with peers, ask questions about class, and support each other. • While I keep a close eye on this board, I mostly try to stay out of your way so that you have a forum for supporting each other. When a question is asked that necessitates my input, I will reply within 48-hours.	• Post general course-related questions within our Water Cooler. • Support your peers by helping to answer their questions. • Hang out with us! The Water Cooler is your place to play games, watch videos, discuss the latest in pop culture, share book/movie/food recommendations, earn extra credit, and stay connected!
Conferencing: Seek Support	• If you'd like to talk with me over the phone or via Zoom, please e-mail me to set up an appointment.	• Please ask questions, seek help on assignments, or just say hi. I love hearing from you!
Assignments: Build Skills, Practice Key Concepts, & Showcase Mastery	• Scores, grades, and feedback information for ALL our speeches, blogs, and worksheets will be assessed via an accompanying assignment rubric and graded for you within 7-days after the final due date via the Grades tab. • Scores, grades, and correct answers for most online speech labs and quizzes will be made available immediately upon completion of each activity.	• Please carefully review the accompanying assignment rubric for speeches, blogs, and worksheets before completing the assignment to maximize your points and elevate your success! • Please submit all assignments on time. • You are welcomed and encouraged to <i>*re-do*</i> any online speech lab or quiz activity as many times as you want to achieve the best possible score.