



Online Learning and Instructor Feedback

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“We all need people who will give us feedback. That’s how we improve” Bill Gates

Feedback is an important approach for instructor facilitation to improve teaching and learning. When designing an online learning environment or context, the instructors design the framework by emphasizing interaction, collaboration, facilitation, and feedback strategies. It is a “consequence of performance”, where an instructor imparts corrective information, provides an alternative strategy or learner looks up the answer to evaluate the correctness of a response (Hattie & Timperley, 2007).

The learner extends and develops their thinking, shapes how they engage with course contents with the instructor and their online classmates with meaningful feedback. Feedback on the learner’s progress is an important part of the formal and informal learning process. The five different types of feedback methods:

Task	<i>The feedback includes the depth or quality of information for a task, also called collective feedback as it underlines errors and aims to correct them.</i>
Process	<i>Feedback on how to approach the task and alternative strategies during task management</i>
Self-regulation	<i>To facilitate students’ self-monitored control and confidence in their learning, and consequently, involves effective factors. This type of feedback is more challenging and broader.</i>
Superficial praise (self as a person)	<i>Gives comments as “smart” which refers to issues beyond the task or students’ learning performance which required caution. Superficial praise can be as distracting and negative comments as these are uninformative and could be counterproductive.</i>
Mediative	<i>Discuss topics rather than commenting on the students’ assignments or writing. Due to the absence of face-to-face communication and social pressure, instructor mediation and feedback is a vital part of student collaboration. This stimulates more interaction between students and allows instructors to share their personal opinions joined in to discuss the topics rather than commenting on student’s writing.</i>

Which feedback do you use to spark and motivate the online student?

In an online environment, **mediated feedback** is the most common feedback used by the instructor, which is the least valued by the students. The most powerful method is **self-regulated** but rarely used by instructors (Chen, 2014). To provide effective stimulation and enable students to participate actively, instructors should reflect on their feedback strategies. This feedback refers to the individual’s ongoing monitoring and awareness of outcomes, the suitability or inappropriateness of his or her efforts a response resulting in the development of an internal self-regulatory process which forms a powerful incentive for learning and develops a more autonomous learner.

References

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