

## Rubric: Communication Plan

### Description:

A communication plan works in conjunction with the time management plan, and also an agreement between the instructor and the learners. It defines guidelines to how and when you will communicate with your learners. The communication plan addresses expectations of instant communication by defining minimum response times to e-mail communications, discussion board posts, and even phone calls, and also specifies acceptable forms and formats of communication.

### Alignment:

This rubric would provide guidance on the elements to include in a communication plan as well as permit learners to self-assess or to have others assess their performance. In addition, the tool could be used by an instructor to provide feedback on the adequacy of the communication plan.

Criterion	Exemplary	Effective	Baseline
Minimum response times defined	Guaranteed response within 12-24 hours, may receive response sooner based on availability and time management plan	Responses within 24 hours	Responses within 24-48 hours
Schedule or routine	Regular times scheduled for daily communication with learners, weekly summaries, announcements, match guidelines in time management plan; encourages students to use office hours for more in-depth needs	Regular times scheduled for daily communication with learners, encourages students to use office hours for more in-depth needs	Regular times scheduled for daily communication with learners match guidelines in time management plan
Communication methods addressed	E-mail, discussion boards, telephone, announcements, calendar, web chats, webinars, synchronous tools, social media, blogs	E-mail, discussion boards, telephone, announcements	E-mail and discussion boards
Target	Communication plan defined for instructor(s) and students	-	Communication plan defined for instructor(s)