

MODULE 2: ASSIGNMENT 03: Interview Transcript

Interviewer: Kohei Nishitani

Interviewee: Dan Yang

Kohei: Thank you for taking the time to participate in this interview. My name is Kohei Nishitani and we are conducting research on “Instructor presence in the online classroom”. This interview will last around 30 to 45 minutes and your responses will help us understand how Instructure presents impact your learning experience in online courses. Your participation is voluntary and all. Will remain confidential and anonymous. Do I have your consent to proceed and record the interview?

Consent

Dan: yes

Section1: Background Information

Speaker notes	Question:
Kohei: OK Dan, the question number one, can you please tell me? A bit about. Your background as a student and your experience with online learning.	Can you tell me a bit about your background as a student and your experience with online learning?
Dan: I am currently a student at the M.S. data analytics program at McDaniel College. I have had experience taking online classes. I acquired a Machine Learning certificate from Coursera, all classes were online and asynchronous. I also took online classes with my current program, where we use online platform to access class materials, to participate in class discussions, to take exams, submit assignments, etc.	
Kohei: that’s great to know.	

Kohei: Thank you Dan, let's move on next question. What types of online courses have you completed and what motivated you to choose online classes?	What types of online courses have you completed, and what motivated you to choose online classes?
Dan: I have taken and completed fundamentals of data analytics where we learned descriptive statistics, probability theory, statistical inference, linear regression, probit regression. Statistical modelling where I learned statistical models, such as two stage OLS, instrumental variable for endogenous problems, software Gretl, etc. In data preparation/ Fundamentals of Data Storage, Cleaning, and Retrieval class, I learned programming in R software, how to organize, merge, and manage data in R. In Data Mining class, I learned more skills in R programming, such as, data cleansing and preparation, compute projects' Revenue of investment, etc. Well, I really liked that I could work on school stuff based on my own schedule, and I could take classes at the speed I am comfortable with.	
Kohei: Great, thanks for sharing a lot of details.	
Kohei: Next, how do your online course experiences compare to traditional in-person learning?	How do your online course experiences compare to traditional in-person learning?
Dan: it was quite different. I think with in-person learning, you basically learn stuff in a social setting with professor and other students being in	

the same classroom with you. But taking online classes, you learn things on your own, there is no in-person interactions between you and the professor or other students. It surely takes more self-discipline to succeed in an online course.	
Kohei: Can I have a follow up question? Have you noticed any differences in your learning experience between online courses taken before and after the COVID-19 pandemic?	
Dan: I have never taken any online classes before COVID-19. Sorry, I do not have any experience taking an online class pre COVID.	
Kohei: Noted, thanks for your answers. Then next, How do you balance your time and manage distractions in an online learning environment?	How do you balance your time and manage distractions in an online learning environment?
Dan: I usually work on school stuff after work. I have a goal-oriented mindset, where I thrive on completing my assignments on time and with good quality.	
Kohei: Thanks, then let me ask you about how important is the personal relationship between student and instructor in an online setting compared to in-person traditional courses?	How important is the personal relationship between student and instructor in an online setting compared to in-person courses?
Dan: I think a strong bond between the student and the professor surely stimulates students' interest and	

passion for the class. That is true for both in-person and online classes. But it is harder to establish that bond when students and the professor barely meet one another in person when classes are online.	
Kohei: Let me double click on this question.. Do you think the lack of face-to-face interaction in online learning creates barriers to building trust and rapport with your instructors? Why or why not?	
Dan: I think not necessarily, because although the classes do not meet in person regularly, but professors are available for phone calls and videos.	

Section 2: Instructor Presence

Speaker Notes	Questions
Kohei: Let me change the questions from your background related ones to other. In your own words, what does 'instructor presence' mean in an online classroom?	In your own words, what does 'instructor presence' mean in an online classroom?
Dan: I think it is how actively involved the professors are in students' learning process.	
Kohei: Next one, Can you recall a time when an instructor's presence significantly impacted your learning experience?	Can you recall a time when an instructor's presence significantly impacted your learning experience?
Dan: absolutely. I remember in one of my online classes, the instructor presence really made me feel seen by my professor and boosted my interest in the class.	
Kohei: Thanks for sharing that. Let me follow up with your answer. What specific actions did the instructor take that made a difference?	
Dan: the professor would give me detailed feedback on my assignments promptly and reach out to me when there is something in the class/assignments that he would like to discuss with me.	
Kohei: Thanks, let's move on next question. have you experienced a course where you felt there was a lack of instructor presence? How did that affect your learning?	Have you experienced a course where you felt there was a lack of instructor presence? How did that affect your learning?
Dan: There was one class, I would wait for days to get an answer from	

my professor, and there were many errors in the assignments and answers. That gave me the impression that the professor probably did not care about the class.	
Kohei: Thanks, next question is what actions or behaviours from instructors have enhanced your learning experience in online course?	What actions or behaviors from instructors have enhanced your learning experience in online courses?
Dan: give detailed feedback on my assignment, quick to respond to my emails, classes are organized, and in constant communication with the class.	
Kohei: Thanks Dan. Because we are a little bit behind a schedule, let me move on to next section.	

Section 3: Communication and Interaction

Speaker notes	Questions
Kohei: this is more focused on communication with your instructor. How often did you communicate with your instructors, and through what method? Like email, zoom call	How often did you communicate with your instructors, and through what methods (e.g., email, discussion boards, video calls)?
Dan: I mostly communicated with my professors through email. I email them when I have a question in the class. Sometimes I will request a Zoom meeting with them if I feel it is hard to describe the problem in words, or when I have multiple questions that would be too long to include in one email. Talking is a more effective way of communication in some cases.	

Kohei: okay, then next one is about your expectation for response. How quickly do you expect instructors to respond to questions or concerns, and how does that affect your learning?	How quickly do you expect instructors to respond to questions or concerns, and how does that affect your learning?
Dan: preferably within one or two days, but I think professors are busy, so within a week is understandable. But I wanted to say the longer the wait, the longer I am stuck with the question, and I am not making any progress.	
Kohei: From your experience at McDaniel, what communication strategies have been most effective in keeping you engaged in the course?	What communication strategies have been most effective in keeping you engaged in the course?
Dan: Regular, active emailing, making announcement, comments on my assignments.	
Kohei: Thanks, Do you find certain forms of communication like zoom, or dm or other tool, more effective in establishing instructor presence? Why?	
Do you find certain forms of communication (e.g., video vs. written announcements) more effective in establishing instructor presence? Why?	
Dan: I prefer writing over talking, because writing gives me time to think about what I am going to communicate to the other person. So any form in writing, email, dm, etc.	
Kohei: Thanks, next one. Have you ever experienced delayed feedback from an instructor that impacted your motivation or progress in the course?	Have you ever experienced delayed feedback from an instructor that impacted your motivation or progress in the course?

Dan: I have never experienced a super long delay in response from my professor, but I remember one of the professor would take a few days to respond to my email.	
Kohei: Can you describe how that made you feel?	
Dan: I was a little discouraged and reached out for help less .	

Section 4: Challenges and Improvements

Speaker Notes	Questions
Kohei: Let's move on your challenges and improvements on online classes. What challenges have you faced in engaging with instructors in online courses?	What challenges have you faced in engaging with instructors in online courses?
Dan: I think it is most challenging when I have a question, but cannot ask and get it answered right away. Usually, there is some wait time for getting questions answered. Sometimes, expectations in the class or assignments are not very clearly specified in the course online portal.	
Kohei: ok, then what tools or resources would make it easier for you to connect with your instructors?	What tools or resources would make it easier for you to connect with your instructors?
Dan: Just through communication in email, Zoom, DM, etc.	
Kohei: Thanks, let me follow up this answer from different perspective.. What role do you think technology plays in the challenges of maintaining instructor presence in online learning?	
Dan: I think technologies definitely help with online learning. Emails, DMs, Zoom/Team meetings make it	

possible to connect with professors outside traditional classroom.	
Kohei: From your experience, what suggestions would you give to instructors to improve their presence in online learning?	What suggestions would you give to instructors to improve their presence in online learning?
Dan: Communicate with students often and effectively, give effective feedback on assignments as soon as possible, set up occasional synchronous class meetings also help.	

Section 5: Conclusion

Speaker notes	Questions
Kohei: Thanks for your answers, let me ask you next one. Is there anything else you would like to share about your experiences with instructor presence in online classrooms?	Is there anything else you would like to share about your experiences with instructor presence in online classrooms?
Dan: I think instructor presence in online classes does make a difference in students' learning/attitude toward/engagement in the class.	
Kohei: Noted, because we are behind schedule, let me make this as last	Looking back on all your online learning experiences, what stands out

question. Looking back on all your online learning experiences, what stands out to you as the most key factor contributing to an instructor's presence?	to you as the most important factor contributing to an instructor's presence?
Dan: Effective and constant communication with students, minimize errors in materials given out to students, respond to emails timely, etc.	

Closing transcript

Kohei: Thank you for your time and valuable insights. Your feedback will help improve the way instructor engage in online classes. If you have any additional thoughts, feel free to reach out. We will also be happy to share your our findings once the research is complete. Thank you.

MODULE 2: ASSIGNMENT 03: Interview Transcript

Interviewer: Dan Yang

Interviewee: Kohei Nishitani

Dan: Thank you for taking the time to participate in this interview. My name is Dan Yang and we are conducting research on "Instructor presence in the online classroom". This interview will last around 30 to 45 minutes and your responses will help us understand how Instructure presents impact your learning experience

in online courses. Your participation is voluntary and all. Will remain confidential and anonymous. Do I have your consent to proceed and record the interview?

Consent

Kohei: yes

Section1: Background Information

Audio file

[Your Recording 6.wav](#)

Speaker notes	Question:
Dan: OK Kohei, question number one, can you please tell me? A bit about. Your background as a student and your experience with online learning.	Can you tell me a bit about your background as a student and your experience with online learning?
Dan: Thank you Kohei, let's move on next question. What types of online courses have you completed and what motivated you to choose online classes?	What types of online courses have you completed, and what motivated you to choose online classes?
Kohei: I took Programming language like R also the foundation of the statistics like how to calculate the P value and the T statistics. How to run the T test. regarding motivation behind these classes is? I would like to leverage my background from the my professional in a company. I think easily transform my experience into the this courses and also good way to enhance my career. I would say I can leverage	

<p>this Master degree to my next job carrier as a professional. So that's why I took these classes. Also, I would like to take online classes since I don't need to physically be in the school. It allows me to have more variety and flexibility of my life. So that's why I prefer to have online courses like this.</p>	
<p>Dan: Next, how do your online course experiences compare to traditional in-person learning?</p>	<p>How do your online course experiences compare to traditional in-person learning?</p>
<p>Kohei: I feel online course experience against to the traditional in person learning. The biggest difference is. flexibility I would say. I can focus on whenever I want and wherever you want. And it also helps me to prioritize what I need to do. and physically where I am. But on the other hand, If it's a traditional in personal learning, I need to go to the specific facilities in certain times. Sometimes it doesn't help me to focus and prioritize on outside study. So that's the flexibility is the biggest difference between the online course and the traditional in person learning.</p> <p>But I would say. There, there's always pros and cons. The traditional in-person learnings has more constrain and less distraction</p>	

like people need to focus on one specific subject altogether during the time	
Dan: Can I have a follow up question? Have you noticed any differences in your learning experience between online courses taken before and after the COVID-19 pandemic?	
Kohei: Sorry I wasn't student during Covid-19, so I'm not eligible to answer this question.	
Dan: Noted, thanks for your answers. Then next, How do you balance your time and manage distractions in an online learning environment?	How do you balance your time and manage distractions in an online learning environment?
Kohei: I tried to have more fixed schedule for the online learning. The reason why if I have a fixed schedule, it allows me to. Focus on. The specific. Subject. On that time and. It makes us more routine, and it is me to focus on the. Topics what I need to learn. So having a fixed schedule is always helps me to avoid Distractions that's how I do manage distraction.	
Dan: Thanks, then let me ask you about how important is the personal relationship between student and instructor in an online setting compared to in-person traditional courses?	How important is the personal relationship between student and instructor in an online setting compared to in-person courses?

<p>Kohei: This is an interesting question. Personally, I think personal relationship between the student and instructor does not affect anything in between online setting and in person courses, as long as instructor is responsive and as as quickly as possible. It doesn't make any difference between in person courses and online settings.</p>	
<p>Dan: Let me double click on this question.. Do you think the lack of face-to-face interaction in online learning creates barriers to building trust and rapport with your instructors? Why or why not?</p>	
<p>Kohei: This is also interesting question. I would say yes and no. the people may feel some detached feeling , since they don't see face to face interaction in online with instructors online. However if the online instructors have office hours at zoom, or video call hours. I think it helps to student to reach out to the online instructor on the face to face via zoom and. But during course content, maybe we don't need to see the face to face interaction face to face since we learn from provided materials, not from instructor directory.</p>	

Section 2: Instructor Presence

Speaker Notes	Questions
Dan: Let me change the questions from your background related ones to other. In your own words, what does 'instructor presence' mean in an online classroom?	In your own words, what does 'instructor presence' mean in an online classroom?
Kohei: I would say instructor presence means a Quick response to the student. If I do not see any online presence from instructor on the courses. Which means there's no response or just keep using the same materials over and over and over for me. And if we don't see presence , our conversation became transactional. That makes me feel like a less presence.	
Dan: Next one, Can you recall a time when an instructor's presence significantly impacted your learning experience?	Can you recall a time when an instructor's presence significantly impacted your learning experience?
Kohei: OK, I think that was last year's finals in some statistic class. Since the instructors responsible at a quite late against my expectation. I even have a question and point out some. Potential mistake on the questionnaire, but instructor didn't response and promptly and I felt a little bit detached during that time	

and. It. I spent more time. Than expected to finish the final. That's my personal experience when it impacted to my learning experience.	
Dan: Thanks for sharing that. Let me follow up with your answer. What specific actions did the instructor take that made a difference?	
<p>Kohei: I would say if she replied back to me in a couple hours. It was great since I understand that the time difference between the East and the West.</p> <p>However, on delayed response rate made me feel so nervous since I had a deadline. So it would be great if instructor reploes back to the student during the finals or midterm.</p>	
Dan: Thanks, let's move on next question. have you experienced a course where you felt there was a lack of instructor presence? How did that affect your learning?	Have you experienced a course where you felt there was a lack of instructor presence? How did that affect your learning?
Kohei: Yeah, again, if instructor doesn't reply in specific time periods, it affects negatively. If instructor set expectation in the beginning of class, it's okay though.	

Dan: Thanks, next question is what actions or behaviours from instructors have enhanced your learning experience in online course?	What actions or behaviors from instructors have enhanced your learning experience in online courses?
Kohei: prompt reply and follow up? When I have a question about statistics, honestly online class is hard to find the reason why I made mistake on that question. If I could get more follow up about these small questions it would help and acceralate my learning.	
Dan: Thanks Kohei. Because we are a little bit behind a schedule, let me move on to next section.	

Section 3: Communication and Interaction

Speaker notes	Questions
Dan: this is more focused on communication with your instructor. How often did you communicate with your instructors, and through what method? Like email, zoom call	How often did you communicate with your instructors, and through what methods (e.g., email, discussion boards, video calls)?
Kohei: I reach out instructor when I face some problem or question in general by email. I know some instructor has office hour, but I can't attend because of my CPT.	
Dan: okay, then next one is about your expectation for response. How quickly do you expect instructors to respond to questions or concerns, and how does that affect your learning?	How quickly do you expect instructors to respond to questions or concerns, and how does that affect your learning?
Kohei: This is also related to my previous answer. As long as instructor	

set the expectation, I would respect that one. Like one business day is okay for me in general.	
Dan: From your experience at McDaniel, what communication strategies have been most effective in keeping you engaged in the course?	What communication strategies have been most effective in keeping you engaged in the course?
Kohei: So hard to say... but I would say showing clear deadline or responsibility for each action item. And reach out before that not to miss deadline.	
Dan: Thanks, Do you find certain forms of communication like zoom, or dm or other tool, more effective in establishing instructor presence? Why?	Do you find certain forms of communication (e.g., video vs. written announcements) more effective in establishing instructor presence? Why?
Kohei: I think the hybrid approach works, I meant synchronous media and asynchronous media, I think uploading a video to blackboard with commentary works for getting the overview of learning topic as asynchronous media. Having a office hour at zoom is useful to ask small or ambiguous questions which usually requires more iteration.	
Dan: Thanks, next one. Have you ever experienced delayed feedback from an instructor that impacted your motivation or progress in the course?	Have you ever experienced delayed feedback from an instructor that impacted your motivation or progress in the course?
Kohei: yeah, as I explained earlier, it impacted my final. The last reply was one day after the deadline, and they offered me to modify the score. After	

all, I could get more point from that modification, but I prefer to have more prompt communication before the deadline.	

Section 4: Challenges and Improvements

Speaker Notes	Questions
Dan: Let's move on your challenges and improvements on online classes. What challenges have you faced in engaging with instructors in online courses?	What challenges have you faced in engaging with instructors in online courses?
Kohei: schedule conflict was one of the challenges to me. Since I don't know what to ask for an assignment, I wanted to join office hour to have more iterative communication. But because of time zone difference and work schedule, I couldn't have a chance to use these office hours, that's my challenge as far as I remember.	
Dan: ok, then what tools or resources would make it easier for you to connect with your instructors?	What tools or resources would make it easier for you to connect with your instructors?
Kohei: I think having more casual chat base tool would be helpful? Something like slack or discord.	
Dan: Thanks, let me follow up this answer from different perspective.. What role do you think technology plays in the challenges of maintaining instructor presence in online learning?	
Kohei: interesting question.. Personally, I think technology enables us to have communication in a different way simultaneously. Using appropriate media for appropriate message is a key.	

Dan: From your experience, what suggestions would you give to instructors to improve their presence in online learning?	What suggestions would you give to instructors to improve their presence in online learning?
Kohei: Since we already have a lot of tools, we just want them to announce at beginning of the course their expectation for communication logistics.	

Section 5: Conclusion

Speaker notes	Questions
Dan: Thanks for your answers, let me ask you next one. Is there anything else you would like to share about your experiences with instructor presence in online classrooms?	Is there anything else you would like to share about your experiences with instructor presence in online classrooms?
Kohei: Not really, I think your question was well covered a lot of aspect of online classroom	
Dan: Noted, because we are behind schedule, let me make this as last question. Looking back on all your online learning experiences, what stands out to you as the most key	Looking back on all your online learning experiences, what stands out to you as the most important factor contributing to an instructor's presence?

factor contributing to an instructor's presence?	
Kohei: For me, set clear expectation for communication logistics and quick response to student.	

Closing transcript

Dan: Thank you for your time and valuable insights. Your feedback will help improve the way instructor engage in online classes. If you have any additional thoughts, feel free to reach out. We will also be happy to share your our findings once the research is complete. Thank you.

Interview guide from week2

Intro

"Thank you for taking the time to participate in this interview. My name is [Your Name], and we are conducting research on 'Instructor Presence in the Online Classroom.'

This interview will last around 30 to 45 minutes, and your responses will help us understand how instructor presence impacts your learning experience in online courses.

Your participation is voluntary, and all responses will remain confidential and anonymous. Do I have your consent to proceed and to record the interview?"

Section 1: Background Information

1. Can you tell me a bit about your background as a student and your experience with online learning?
2. What types of online courses have you completed, and what motivated you to choose online classes?
3. How do your online course experiences compare to traditional in-person learning?
 - Follow-up: Have you noticed any differences in your learning experience between online courses taken before and after the COVID-19 pandemic?
4. How do you balance your time and manage distractions in an online learning environment?
5. How important is the personal relationship between student and instructor in an online setting compared to in-person courses?
 - Follow-up: Do you think the lack of face-to-face interaction in online learning creates barriers to building trust and rapport with your instructors? Why or why not?

Section 2: Instructor Presence

1. In your own words, what does 'instructor presence' mean in an online classroom?
2. Can you recall a time when an instructor's presence significantly impacted your learning experience?
 - Follow-up: What specific actions did the instructor take that made a difference?
3. Have you experienced a course where you felt there was a lack of instructor presence? How did that affect your learning?
4. What actions or behaviors from instructors have enhanced your learning experience in online courses?
5. Do you think certain types of classes (e.g., discussion-heavy, lab-based) require more instructor presence than others? Why?
6. How does the way an instructor provides feedback (e.g., written comments, video responses) influence your perception of their presence in the course?

Section 3: Communication and Interaction

1. How often did you communicate with your instructors, and through what methods (e.g., email, discussion boards, video calls)?
2. How quickly do you expect instructors to respond to questions or concerns, and how does that affect your learning?
3. What communication strategies have been most effective in keeping you engaged in the course?
 - Follow-up: Do you find certain forms of communication (e.g., video vs. written announcements) more effective in establishing instructor presence? Why?
4. Have you ever experienced delayed feedback from an instructor that impacted your motivation or progress in the course?
 - Follow-up: Can you describe how that made you feel?

Section 4: Challenges and Improvements

1. What challenges have you faced in engaging with instructors in online courses?
2. What tools or resources would make it easier for you to connect with your instructors?
 - Follow-up: What role do you think technology plays in the challenges of maintaining instructor presence in online learning?
3. What suggestions would you give to instructors to improve their presence in online learning?

Section 5: Conclusion

1. Is there anything else you would like to share about your experiences with instructor presence in online classrooms?
2. What practices or tools would you recommend to ensure better instructor presence in future online courses?
3. Looking back on all of your online learning experiences, what stands out to you as the single most important factor that contributes to an instructor's presence?
4. If you could design the perfect online course, what specific instructor behaviors, tools, or practices would you include to maximize presence and engagement?
5. How do you think online learning will evolve in the future in terms of instructor-student interaction and presence?

Final Closing Statement: "Thank you for your time and valuable insights. Your feedback will help improve the way instructors engage in online classrooms. If you have any additional thoughts, feel free to reach out. We will also be happy to share our findings once the research is complete."