**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

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| 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. |  |
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| 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. |  |
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| 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. |  |
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| 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. |  |
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Section 2: Instructor Presence

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| 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. |  |
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| 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 beviours 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. |  |
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Section 3: Communication and Interaction

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| 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. |  |
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| 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? |  |
| 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. |  |
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| 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

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| 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. |  |
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| Kohei: From your experience, what suggestions whould 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. |  |
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Section 5: Conclusion

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| 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 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? | Looking back on all your online learning experiences, what stands out 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. |  |
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# 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.