

### **Exhibit 10.1. Eight Skills for the Successful Web Instructor.**

Because virtual classroom teaching and management may be new to many instructors, Hiltz (1995) offers the following guidelines for how to be an instructor in a Web learning environment:

1. *Watch your use of language closely.* Learners may not have any clues, such as tone or body language, that they have in a real classroom. In particular, be careful about using ALL CAPITAL LETTERS—it can be interpreted as shouting.
2. *Keep Web lectures short.* Break up lectures with opportunities for learners to participate and contribute their knowledge and experience. Open up a discussion or invite contributions to an electronic whiteboard.
3. *Constantly help learners to participate.* Ask questions of individual learners, and call on other learners to answer. Praise learners who contribute content. Grade learners on the quality of their contributions as well as on their test or project scores.
4. *Assign work that requires collaboration.* Make learners contact experts or other learners to find information.
5. *Schedule—and keep—on-line office hours.* Let learners know when you will be on-line so they will not become frustrated while they wait for a response from you.
6. *Provide a syllabus.* Post a schedule of lectures, lessons, and assignment due dates on the Web site. Be consistent about posting new material.
7. *Provide frequent summaries and reviews.* This will help everyone keep up with the material.
8. *Keep the class size between ten and thirty learners.* You need enough participants for collaboration, but not so many that the instructor is overwhelmed by the amount of posting, responding, and evaluating, or by having to moderate too many discussions.