

Appendix: E-moderator Intervention table

INTERVENTION	PURPOSE	STYLE	CHARACTER
Final summary	Final round-up of forum activity to close a forum.	A resume that recaps what happened and may include significant quotes.	A closing down. Tends to be longer than other interventions. Does not invite further activity except a chance to comment on accuracy.
Interim summary weave	A mid-forum stock-taking ‘Where have we got to?’ weave, pulling-together the discussion to date.	Recaps the discussion to date and may include significant quotes. May aim to steer the discussion in a new direction or refocus it, especially if previous discussion was veering off track. Will end with a question (usually an open one) to re-launch the discussion and invite further responses.	Usually shorter than a final summary and aiming to encourage further discussion. Use only where value will be added.
Spontaneous weave	An on-the-fly teaching intervention in response to a teaching/learning opportunity the e-moderator has spotted.	A pulling together (weave) of content from two or three messages drawing attention to an important learning opportunity. Includes key quotes from the relevant messages. It will end with a question (usually an open one) to encourage further discussion around the issue raised.	Most likely to be <u>short and focused</u> – considerably shorter than an interim summary weave.
Individual response	A response to an important point (usually a teaching opportunity) residing in a single message, although may be offering information or clarification.	A focused response to an individual message, usually highlighting an important learning opportunity for the group. A ‘reply with quote’ from the relevant message. Will usually end with a question to elicit a response. It will aim to open up the discussion rather than risk it becoming a conversation solely with the message-writer.	Short and succinct

Monitoring & encouragement	An occasion to monitor progress & encourage the group.	Short interventions such as 'Well done. Keep it going' as an indication of listening/presence or the equivalent of an electronic nod or smile. Or encouragement to further thought, such as, 'But we may be missing something - what about...?'	Usually short and crisp – and used judiciously to avoid swamping the discussion.
Blogs	Used at appropriate times to signal key events/dates and as general commentary.	Usually information providers/reminders of key dates and events; and as e-moderator overall observations on progress and general encouragement.	Used on a regular basis as opportunities present themselves, and an opportunity for the e-moderator to discourse more generally on the course free from the restraints of forums.
E-mailing to inform or encourage	Used on occasions such as to welcome; to 'progress-chase'; or contact individual participants.	Informative, such as providing information about the course; reminders about key dates where a blog entry might be missed by participants; or to encourage participants who may need individual contact, particularly where participation has dropped off.	Used judiciously to avoid swamping mailboxes and always beginning with a subject line to identify the course and avoid the message being classified as spam.