



Types of Support Documents

Providing support information and documents is an essential part of establishing the online space. Support documents provide an immediate way for learners to solve administration, technical, language, and digital literacy problems. Static documents should be centrally located, easily accessible, and clearly labelled. Support documents should also be clearly distinguished from course content to avoid any confusion for second language learners.

On the next page is a list of some potential support documents that you may want to include in your online space. Providing a collection of relevant support documents for your learners will prevent your learners from having to wait for solutions when they are experiencing accessibility problems in the online space.

“Support documents provide an immediate way for learners to solve administration, technical, language, and digital literacy problems.”



Administration Support

COURSE OUTLINE OR COURSE SYLLABUS

- An overview of the course structure.

A DETAILED COURSE OUTLINE

- Includes information on course outcomes, weekly learning objectives, activities, assessments, due dates, and important dates.

ASSESSMENT CRITERIA FOR ACTIVITIES AND COURSE

- Detailed description of all assessments.

A COURSE FAQ

- Includes frequently asked questions about the course and about the course platform.

INSTITUTIONAL SUPPORT SERVICES

- A link to or list of the institutions' services such as: library services, tech support, tutoring help, counseling services, registrar's office.

Technology Support

TUTORIALS FOR SPECIFIC TECHNOLOGIES

- Visual or video-based descriptions for any specific technology you will use in the online space (e.g., discussion board, joining a video conference).

INTRODUCTION TO THE LEARNING MANAGEMENT SYSTEM

- A brief tour and explanation of the Learning Management System.
- Use visuals and screenshots, if possible.

DISCUSSION BOARD POSTS

- A reference sheet for learners on making effective discussion forum posts. See our resource [*Facilitating Discussion Forums in Online Language Learning*](#).



Language Support

GLOSSARY OF COURSE-RELATED VOCABULARY

- Course vocabulary that learners can use for quick reference or as a study aid.

GLOSSARY OF TECHNICAL TERMS

- Technical language that learners might be unfamiliar with.

TECHNIQUES FOR WRITING A GOOD PARAGRAPH (AND OTHER LANGUAGE-SPECIFIC SUPPORT)

- Models and examples of effective writing.

ASKING TECHNICAL QUESTIONS

- A reference sheet for learners to help them in conversations with tech support staff. See our resource [Helping Learners Call Teach Support](#) .

Digital Literacy Support

ONLINE ETIQUETTE

- Advice for communicating online, including norms and behaviors. See our resource [Netiquette Guide](#).

CYBER SAFETY

- Information about staying safe online, including password management and personal information disclosure.

COPYRIGHT GUIDELINES

- Any copyright information that you feel might be relevant to course assignments and discussions.

FOIP AND PRIVACY CONCERNS

- Additional information about legal restrictions and laws related to privacy.

