

Building Online Community and Content Skills

Using Class Citizenship Behaviors

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Borrowed from business studies of organizational citizenship behaviors (OCBs), class citizenship behaviors (CCBs) are student traits that build a positive, productive learning environment. These behaviors simultaneously help learners reinforce the course content and build community among one another. These behaviors have been implemented in six first-year writing courses over three semesters through a weekly extra credit forum. In Winter 2016, a business professor included a similar forum in his MIS 100 course, a Management Information Systems course for first-year business majors. His version, the Social Forum, invited students to think about course content in less formal ways and share their own personalities and experiences.

Both professors have shared most of their prompts below. For more details on research and results related to these practices, contact Christina Moore at cmamoore@oakland.edu.

WRT 160 CCB Forum Prompts

Abbreviated prompts offered in the class

Organization Tools - What are your best tricks and strategies for keeping organized: an app, a routine, a computer program, something else? Contribute to the class and glean your own ideas by sharing your go-to strategies, researching new organizational tools, and explaining their pros and cons.

Pin WRT 160 - How can we put the social media outlet to use? Make a board of pins related to what we have learned in class and shared in the Class Citizenship forum so far. Describe your pins and highlight the "best of," and include a link to your board. Then, explore peers' boards and pin helpful ones on your board.

Time-Saving Tech Tips - Even if you love writing with paper and pen, you will type most of the words you write. Why not learn some shortcuts to help you do this faster and with more ease? As this week's CCB, help yourself for a lifetime by reviewing the Week 4 Time-Saving Tech Tips page. If you are a tech-savvy sage already, help all of us manage our lives easier by sharing your own tricks.

Video Research - Let's take a break from the denser texts and see what TED Talks have to offer. Search TED for talks related to your research project. Once you've found a worthwhile one, share what it's about and how it relates to your project or our class.

Your Expertise Beyond Writing and Research - Writing is hard. It's some of the most important work you can do, but it's hard. This week, let's take a break to remember all of the things we do well. Share one of your fortes by considering these two questions: What do you do well, at least above average? In this realm, what is one thing you know how to do that the average person would not know, perhaps a semi-secret of the trade?

Writing Beyond WRT 160 - What type of writing do you do beyond this class? This can be in formal or informal rhetorical situations, from reports to social media posts. For what audience do you write, and how much do you plan your writing for this audience?

Presentation Tech Forum - If you have a tech question or solution related to the presentation, please share it here! If you solved a problem, found a good resource, or have general tips, share the wealth. If you find yourself at a stopping point about the presentation, post your question here.

Writing Revamp - Let's write for fun. Choose one of the prompts below or riff off of someone else's writing (150-500 words). In the subject, write [Option Choice] Title (e.g. [Option A] Turn That Clown Upside-Down. If you're working off of someone else's, put their first name brackets.

Color a Turkey - Take a break from the books and color a turkey for Thanksgiving (template attached). Print it and color it, with your hands. Use crayons, pencils, markers, charcoal, fingerpaint, or whatever method best suits you (not a computer program).

Texting Experiment! :) Primary research should be fun and creative! In order to get us on that wavelength, let's practice an experiment of our own. In order to put our texting language under a microscope, eliminate at least one of these from your texting or messaging behavior for the next five days: exclamation points, smiley or frown faces (and all of these variations :D :/), and emojis. Keep a journal of the experience. At the end of the week, analyze your notes to share your results in 1-2 fluid paragraphs, emphasizing the most important findings and using experiential evidence to explain them.

Life Event - While you and I seldom, if never, see each other out of our class context, we likely are doing some pretty cool things outside of the classroom. What notable life event from this semester is worth sharing? If you can, share a photo or video that helps capture that event. As you see what all of us have been up to, give us some love and comment on what others have been up to.

MIS 100 Social Forum Prompts

Abbreviated prompts offered in the class.

Where I Work - Share a picture of yourself in the place where you work when taking this online class. Also write a short paragraph explaining what we're seeing in the picture, and how you normally do you work for this online class.

Computer Frustration - Tell us a bit about some frustrating computer experience you've had (it can even be from this class, like something frustrating about using one of the Office programs). Include an image in your post.

Excel Art - What I'm asking you to do for this week's social forum is to create a piece of art using Excel. You can do this easily by opening a blank workbook, then hitting Ctrl+A to select all, and right clicking a column and setting the Column Width to 2.5. That will make it look like graph paper. Then you can use the Fill Color (paint can icon in HOME tab Font section) to color boxes to make a lovely work of art. Attach a screenshot of your artwork. You can feel free to look at templates online to try to draw something like that, it just has to be something you actually did.

Gaming - Tell us about a game you're currently playing and why you like to play it. It could be a video game such as on a console system, handheld (portable systems/phones/tablets), computer, or it could be a boardgame, or just something fun you like to play with friends or family that you consider a game. Include a picture or screenshot of your game.

Future Tech - Tell us about a piece of technology that isn't out yet that you are personally looking forward to. This could be something that is going to be released somewhat soon, like sometime this year, or it could be some concept technology that may not come around for years.

Network Nightmare - We're reading chapter 9 of the Visualizing Technology book this week, looking at networks and communication. So for this week, tell us a bit about some network nightmare you've experienced before. What happened, why was it particularly frustrating, what were you trying to get done online at the time, and how did you resolve it? So we can get to know each other a bit more for those participating, include a picture/selfie of yourself acting out how you felt at the time. It could be any range of emotions that you were experiencing depending on your situation. Attach your picture under your story.

Future Business Tech - Tell us about a piece of technology that isn't out yet that you believe will change the way people do business in the future. Relate it back to how a business would use it and how it would change the way they do business.

Hobby - Tell us about one of your hobbies. This can be anything you are passionate about that is outside of what you do for school. Write up a few paragraphs telling us about your hobby, such as what it is, why you like it, how long you've been doing it, etc. Also include some picture of you doing your hobby.