

Draft Proposal for CS577 Project (Acad Yr 2002-2003)

Sponsors: Rick Lacy (lacy@usc.edu), Otto Khera (khera@usc.edu)

Partners: ISD - Thomas Hauck, Jim Feuntes, Asbed Bedrossian

Background:

USC has been running Blackboard as a web based course management system for 4 years. Larger numbers of faculty are using it and as a result are being faced with larger amounts of e-mail to manage.

Problem:

Faculty report finding themselves inundated by course related email but have no way to quickly and reliably order and respond to that e-mail without it being "lost in" and cluttering up the rest of their e-mail correspondence.

Desired out come:

Identify a solution that could be implemented system wide which would allow faculty to manage their course correspondence better (for example, on a per class basis).

Comment:

This is a classic and well attested problem in the use of technology in instruction and the solution comes in part from establishing proper policies and practices in online communication. The presumption is that there are also technological components to a larger solution as well.