

Problem	Description	Solution
<b>The Spamming Student</b>	The spamming student sends self-serving messages, such as advertisements and sales pitches, to the whole group.	Yank the message and remind the sender their actions violate course policies. Make sure your policy is specific. Is it OK for one student to send a resume to another who is a potential employer? Can students recruit other students for permanent or part-time work?
<b>The student who sends an E-mail Bomb</b>	The student who sends an email bomb posts messages designed to disrupt a group by provoking angry responses. Comments on abortion, gun control, political correctness, sexual preferences, or nationalities are all guaranteed to wreck a discussion forum for a week (especially if the comments are irrelevant to the discussion topic).	Remove the message and warn the submitter. In a private email, request an apology to the group. Remind other learners how much time they wasted commenting on such messages.
<b>The Nit-picking Student</b>	The nit-picking student finds fault with the work of others but never offers solutions. This type of student may continually point out typos and small grammatical errors. Such nit-picking distracts everyone from the subject of the e-learning.	Remind nit-pickers to focus on higher-level issues. Discover why they nit-pick. If they lack knowledge to critique at a higher level, recommend prerequisite courses.
<b>The Lazy and Inconsiderate Student</b>	The lazy and inconsiderate student forgets to mute their phones during synchronous discussions or fails to give meaningful subjects to their messages. They fail to read instructions and write incomprehensible stream-of-consciousness entries. They reply without reading previous posts.	Point out that learners have a responsibility to fellow learners. Show how sloppy learners are wasting the time of others. Institute a neatness and substance-counts policy in grading activities.

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<p><b>The Noisy Student in the Asynchronous Chat Room</b></p>	<p>The noisy student spends a lot of energy raising issues that are only tangentially related to the topics under discussion. One way this occurs online is the student will begin new topic threads even when the comments he or she has to contribute actually fit within preexisting threads.</p>	<p>This type of student is actually easier to handle online, in asynchronous discussion, than in the regular classroom. Frequently, other students ignore the noisy student's detour in favor of continuing the more active conversation. Consider sending an email to this student asking him/her to please reply to an existing thread if the aim is to participate in the conversation. Treat the problem as a technical one. Remind the student of the difference between replying to a subject and starting a new one. Many students are actually confused by the difference.</p> <p>In the public area, acknowledge the student, and then steer him/her back to the current topic. Example: "What you said about X is very interesting, but how would you respond to Jack's comment about Y?" or "This is an interesting point that we will cover in chapter 10."</p>
<p><b>The Noisy Student in the Synchronous Chat Room</b></p>	<p>In a synchronous chat room, a noisy student can consume precious time. The noisy student diverts the discussion repetitively.</p>	<p>Setting rules and procedures for chat will make a significant difference. To eject a student from the conversation may be extreme, but needed if the student crosses the boundary and becomes disruptive. Some software programs allow the instructor/facilitator to call on a student. If this software is not available, require students to type an asterisk, exclamation mark, or question mark to be recognized before speaking.</p>

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<b>The Tardy Student</b>	The tardy student joins meetings and discussions late and insists the entire process start all over again. (synchronous communication)	Start meetings on time. Do not restart for latecomers. Point out that their tardiness is disruptive. Be prepared for some interesting discussions.
<b>The Abusive Student</b>	The abusive student makes abusive or emotional attacks on someone else.	Step in as necessary. Copy and save a record of the online exchange. Remind the class to base arguments on the issues. Write a private email to the student noting the inappropriate and insulting behavior. Request the student apologize to the individual(s) in a private email and remove his/her comment from the discussion board.
<b>The Domineering Student</b>	The domineering student may try to dominate or control the conversation by trying to answer every question.	In private e-mail, ask the sender to post questions for others to answer. At the same time, encourage others to join in.
<b>The Stalling Student</b>	The stalling student delays logging on to the class and participating in discussion forums. Barring actual technical problems, this student could be unmotivated, intimidated and insecure about ability to work in an online environment. Also, this type student may not establish a bond with other students.	Send a private email encouraging the student to participate. Technical problems are a face-saver: Even if they aren't the real issue, asking a student whether he or she has delayed logging on because of a technical problem can often elicit the actual reason. Make participation a percentage of the grade.

