Managing Expectations and Handling Difficult Students Online is an encore Magna Webinar presentation by Dr. Susan Ko of the University of Maryland University College. This workshop will show you how to establish the “ground rules” for your online courses, and how to respond when those rules are broken.

**In 60 fact-filled minutes, Dr. Ko will give you the tools you need to:**
- Manage your online classroom.
- Foster an atmosphere of civility and respect.
- Make your expectations clear to students.
- Address problems quickly and effectively.
- Increase student (and faculty) satisfaction.

**Gain insight into the online classroom environment and how to stay in control of it. Dr. Ko will explain:**
- How difficult students can impact the online learning environment.
- Where on the syllabus and in the classroom to communicate your expectations.
- How to write assignment instructions that clarify objectives, guidelines and grading criteria.
- How to stay alert for subtle differences in phrasing that can create misunderstanding.
- How to recognize warning signs of difficult students – early.
- How to defuse problems effectively.
- When to refer problems to others.

*And much more.*