



# Voice and Tone Checklist for Course Communications

This checklist is designed to help you intentionally review and refine your course communications so they are clear, inclusive, supportive, and relevant. Use it as a quick quality check when creating new materials or updating existing ones to ensure your course reflects the learning environment you want to create.

## Audience

- Is my tone appropriate for this group (formal vs. conversational)?
- Are my instructions clear and at the right level of detail?
- Have I adjusted examples or explanations based on their background knowledge?

## Inclusive Language

- Have I avoided binary or exclusionary language (e.g., black/white, male/female)?
- Am I using gender-neutral greetings (e.g., “Dear Students,” “Hello everyone”)?
- Have I been thoughtful about pronoun use?
- Do my examples include diverse names, perspectives, and experiences?
- Have I minimized idioms or culturally specific phrases that may confuse learners?

## Support

- Have I included reminders about available student support resources throughout the course (not just at the beginning)?
- Do I reference a range of services (e.g., advising, tutoring, counseling, financial aid, veteran services, writing support)?
- Have I clearly provided contact information (email, phone, website links) for these resources?

## Encouragement

- Does my tone communicate encouragement and support?
- Have I expressed that I am invested in students’ success?

- Do I frame challenges as opportunities for growth?
- Am I encouraging a growth mindset (focus on progress, not just outcomes)?
- Have I included opportunities for student reflection on their learning?

## Looking Forward

- Have I connected course content to real-world or workplace applications?
- Do I clearly explain how skills in this course will be useful after graduation?
- Have I framed activities or assignments in a professional context where possible?

## Final Review

- Have I reread this content from a student's perspective?
- Is the tone engaging, clear, and supportive?
- Does this content reflect the kind of learning environment I want to create?