Two class examples from a Ning Fu's (CSUN) Digital Marking class:

* **Differences as Teachable Moments:** Students in a social media marketing class mention they prefer to use Instagram, but some of the international students (e.g., from India) use Facebook more frequently. The instructor asked why this happened, and then summarized this disagreement was due to the cultural background and people’s habits. The instructor acknowledged the respective viewpoints as valid, while respecting culturally diverse expressions.
* **Instructor Addresses Microaggressions:** Students posted comments in a synchronous Zoom lecture about a business practice.   The instructor noticed some of the students were arguing in chat and one student used an inappropriate word to describe his classmate.  
  Steps taken to Address the Microagression:
  1. Immediately stopped the lecture and calmed the students.
  2. The instructor referred to the course norms and explained violation of the class norms was not acceptable and clarified the miscommunication between the two students.
  3. The instructor followed up with both students individually through email. In the email, the instructor supported the student who was targeted and encouraged the student to speak more in future classes.
  4. The instructor communicated with the other student who targeted a classmate and emphasized the importance of the class norm. The instructor also told him the bad outcome of the microaggression in the learning environment (e.g., affects student success and well-being).
  5. The student admitted his mistake and apologized to the student who was targeted in the chat.