OLLI MODERATOR TRAINING

ONLINE CLASSES
WEBEX

OVERVIEW
WEBEX
MOBILE DEVICES

Tablet or Smartphone Devices

- Webex controls:
  - Functionality same
  - Location may differ

If you have more than 3 participants in a meeting, enable grid view by rotating your device.
WEBEX

BASIC SCREEN VIEW
VIEWING OPTIONS

INFO

ACTIVE SPEAKER

VIEWING OPTION CONTROLS
VIEWING OPTIONS

Single Active Speaker
WEBEX

SINGLE SPEAKER VIEW
FLOATING PANELS ICON
VIEWING OPTIONS
Single Active Speaker with THUMBNAIILS
VIEWING OPTIONS

Grid View
MEETING CONTROLS
MEETING CONTROLS

TOGGLE buttons.

- AUDIO
- VIDEO
- SHARE
- RECORD
- PARTICIPANTS
- CHAT
- MORE
- LEAVE MEETING
MEETING CONTROLS

MORE button: speaker, microphone and camera settings.

- Shown as ON
- Shown as MUTED

AUDIO

VIDEO

SHARE

RECORD

PARTICIPANTS

CHAT

MORE

LEAVE MEETING
PARTICIPANTS & CHAT
Icons and Pop-up Windows
PARTICIPANTS ICON

- See listing of Students in class.
- HOST can mute Participants audio and video.
CHAT ICON

- Comment or question to **everyone** or to a **single participant**.
- Students can type a question without interrupting the current speaker.
SHARE CONTENT

Application or Documents.
- Word Document
- PowerPoint
- PDF
- Images
- Browser (chrome, edge, etc.)
SHARE content: documents, images, browser, etc.
SHARE CONTENT

Click the SHARE CONTENT icon.

POP-UP menu with thumbnail images of applications you have *open* on your computer.

Select content to share.
SHARE CONTENT

Webex controls at the TOP of the screen - will disappear after a few moments.

Example: PowerPoint file. Put into SLIDE SHOW mode, click through the slides as usual.
SHARE CONTENT

Move mouse to TOP of screen to reveal webex controls.
SHARE CONTENT

Click the CHAT or PARTICIPANTS icon to bring up windows.

These are floating windows – you can move them freely around the screen.

If a student types in a question, you will read it here and answer when it is convenient to you.
SHARE CONTENT

Stop Sharing button at top of screen takes you back to the regular Webex screen.
SHARE CONTENT

Best Practices
SHARE CONTENT

Best Practices

If you plan on using VIDEO, you need to adjust settings to **OPTIMIZE**.

Choose OPTIMIZE for "motion and video". (use "text and images" for regular PPT files)

Select “share your computer audio” if using motion and audio/video.

Results will vary, dependent on internet speed and connection.

Test in advance.
SHARE CONTENT

Best Practices

Sharing VIDEO in your class.

Highly dependent on your internet service & speed.

Test in advance.
Best Practices

Sharing Content: SCREEN

From the share content menu: choose to share your **SCREEN**, if you plan on using **more than one application**. For example PowerPoint and a browser (chrome, etc). This allows you to jump from one application to another seamlessly.
Tips & Tricks

Switching between apps.

If you are sharing your SCREEN you can click on the icons in the taskbar to switch between apps.
Switching between apps.
If you are in SLIDESHOW mode, your task bar is hidden.
SHARE CONTENT

Tips & Tricks

Use the ALT-TAB shortcut:
Press and hold down the ALT key,
Then press the TAB key.
A window will pop up showing your currently open windows.
**SHARE CONTENT**

**Tips & Tricks**

**ALT-TAB shortcut:**

Continue to Press and hold down the ALT key. Note the selected window icon (outlined in white).

Continue to press and hold the ALT key as you press the TAB key several times. You will see the selected icon change one window at time. When the window icon that you want to bring forward is highlighted, release the tab and alt key.

Use this shortcut anytime to switch between apps, not just in webex. (mac use the COMMAND KEY and TAB).
MODERATING AN ONLINE CLASS

PLANNING
COMMUNICATION
HANDLING DISRUPTIONS

All types of classes require these skills.
PLANNING

Gather and Create Your Course Content

- Reading materials, films, online resources etc., just as you normally would for a face-to-face class.
- Determine how you would like to present content to your students.
  - PowerPoint
  - Videos
  - Images
  - Discussion/lecture
PLANNING

Technical Capabilities

• Make adjustments for technical limitations.
  • For example: a film class may require film to be viewed in advance.
• Use the share screen option for PowerPoint documents, images etc.
• Video: brief video clips can be shared.
• Test out your ideas in advance and practice.
COMMUNICATION

Outside of Class

Email your students (you will receive a class roster in advance)

• Syllabus
• Assignments
• Feedback
  • You may not get the visual cues as you would in a face-to-face class.
  • After your first class, send an email and ask your students for feedback.
COMMUNICATION
In Webex, in Addition to Speaking

Pop-up Windows

• Participants window
  • Use to see your students names/attendance.

• Chat window
  • Type a question or comment to Everyone or specific individual
HANDLING DISRUPTIONS

Technical Difficulties

We are ALL learning new technologies.
Relax, be patient, know when to say UNCLE!
  • We can help.

OLLI Tech support phone line: 513-549-7712
HANDLING DISRUPTIONS

Technical Difficulties

• Not all tech difficulties can be fixed in the moment.

• Know when to skip something you may have planned and move onto something else.

• If a student has persistent disruptive tech difficulties, have them mute their audio and/or video and they can simply listen to the remaining class.

• Ask a student to leave the class if continually disruptive.
  Student can call OLLI for help.
HANDLING DISRUPTIONS

Technical Difficulties

Common Problems

- Low bandwidth (DSL vs Cable vs Fioptrics)

- Poor wifi signal, Router location:

- Too many wifi devices connected to one router
HANDLING DISRUPTIONS

Technical Difficulties

Common Solutions

• Low bandwidth (DSL vs Cable vs Fioptics). Fioptics is preferable, followed by Cable

• Low bandwidth Have student turn OFF video and audio when not speaking.

• Computer too far from Router. Move computer closer or plug directly into router.

• Too many wifi devices connected to one router. Turn off all roku, firestick or TV, turn wifi off on cellphone, tablets or other computers that are connected to wifi during class time.
CLASS DAY

Advance planning pays off.
CLASS DAY

Check List

- Preparation
- Welcome
- Tech verify
- Online class etiquette
CLASS DAY

Preparation

Open all documents you will use in class *before* you JOIN MEETING.

- PowerPoint – open
- Browser – if you are going to show something from a webpage, open one or more tabs if you will be showing multiple items.
- Images – open in your favorite photo viewer, or put all into a single PDF.
Email invitation will be sent in advance to you and your students.

- Meeting number (access code - unique class identifier)
- Password

Click JOIN MEETING in email invitation.

*Every course has its own invitation and meeting number.*
*Think of it as the gateway to a particular classroom.*

Note: Multi-week classes will receive an email a few days before the FIRST class, reminder emails for subsequent weeks will not be sent. You and your students should save the initial email to access class each week.
CLASS DAY

Join Meeting Using the App

When you click Join Meeting, a BROWSER window will open.

Note the options available.

If you have already downloaded and installed the Cisco Webex Meetings App, choose OPEN CISCO WEBEX APP.
CLASS DAY

Preview Window

- Cisco Webex Meetings app opens a PREVIEW window.
  - Audio button: mute or unmute
  - Video button: ON or OFF
  - Preview yourself on screen
- Click JOIN MEETING
CLASS DAY

Welcome

• Welcome your students to your virtual classroom.
• They will be happy to see and hear you!
• Plan to build in time to socialize during the first meeting.
CLASS DAY

Tech Verify

- While everyone is saying hello, verify that you can see and hear everyone.
- Some students may have their audio and/or video intentionally muted.
- Identify any students who may be having difficulties.
- If a student does not see the GRID view option, they have likely joined via the browser and not the application.
CLASS DAY
Online Class Etiquette

• Tell students to be mindful of their audio in particular. MUTE when not speaking.
• Turn OFF any extra audio sources: radio, tv, dog, spouse.
• If there are disruptive technical difficulties, the student may be requested to leave the meeting, and contact OLLI to help resolve technical difficulties.
CLASS DAY

Online Class Etiquette Students Connecting by Phone

Students without computer access who have entered via the call-in number:

• They will hear and speak to the class through their phone.

Some students may have an older computer without a webcam or microphone.

• Need to connect via phone to hear and speak to class.

• Student can also download the app and join meeting to SEE the class.
  • If their computer has speakers, they must be turned DOWN or OFF to avoid audio feedback issues with the phone.
CLASS DAY

Online Class Etiquette

Set up some ground rules for your virtual classroom.

• Have everyone MUTE their audio when they are not speaking. (maybe video too)

• Let your students know how the class will be structured.
  • i.e. 50 minutes of lecture and 10 minutes of Question and Answer or all discussion.

• Let your students know how you would like them to ask you questions.
CLASS DAY

Be Patient With Yourself and Your Students

- We are all learning.
- As with any new skill, the more you work with it, the easier it gets.
- Build in time the first day of class for you and your students to play around with the various meeting controls.

Practice:
- MUTING and unmuting.
- Open Participants and chat panels.
- Try out the various viewing options.
CLASS DAY

Hosting

- OLLI staff will START the meeting and remain in the ‘room’ initially, while you and students join the meeting.
- Once everyone is settled, OLLI staff will may assign HOST controls to MODERATOR and then exit meeting.
CLASS DAY

Hosting

Roles
From Participants Panel:
Right-click on the name, choose CHANGE ROLE TO from pop-up menu, select role.
CLASS DAY

Hosting

Microphone Control

From Participants Panel:

Right-click on the name, choose MUTE or UNMUTE from menu.
While not mandatory, using a set of earphones or a complete headset can greatly improve your ability to hear the class and your students ability to hear you by helping minimize distortion, feedback, echo and ambient noise.

**Headset or Earphones**

- Full headset with microphone for best results.
- Plain headphones, like the kind that come with a smartphone will help you hear.
TECHNICAL REQUIREMENTS

Internet Speed

- Moderators who want to share their screen, use short video clips or audio should have a high quality internet connection, fioptics recommended.
- Internet Speed: upload >10 Mbps, download >25 Mbps
- Run a speed test on your device (search online for speed test, many available)
- For optimal connection, plug directly into your router with an ethernet cable.
PRACTICE

• The more you work with Webex, the easier it gets.
• You will intuitively find what works best in an online teaching environment.

• Webex Practice Site:
  https://www.webex.com/test-meeting.html
CLASS REGISTRATION

Multi-week Moderator Perk

OLLI Moderators of Multi-week classes are entitled to a free term membership.

Please create your account on our NEW REGISTRATION SYSTEM prior to Aug 20.

We will apply your term fee waiver, and then you can register for classes beginning Aug 25.
THANK YOU

WE ARE LOOKING FORWARD TO SEEING YOU IN OUR ONLINE CLASSROOMS!