

WEBEX MEETING

MODERATING AN OLLI CLASS IN WEBEX



OLLI CLASSES VIA WEBEX

Notes & recommendations

- Use the Cisco Webex Meetings app.
- Use headphones.
- Apple Mac computers require additional setup.
- Test in advance.
- Restart your device often.

EQUIPMENT

Recommended for participating in online classes

- PC or MAC desktop or laptop computer – with webcam and microphone, or a Mobile device (*tablet or phone*)
- Earphones/headset – useful for eliminating or minimizing feedback issues. (*highly recommended*)



Wired headset varieties
with microphone

*Either a wired or wireless
headset will work*

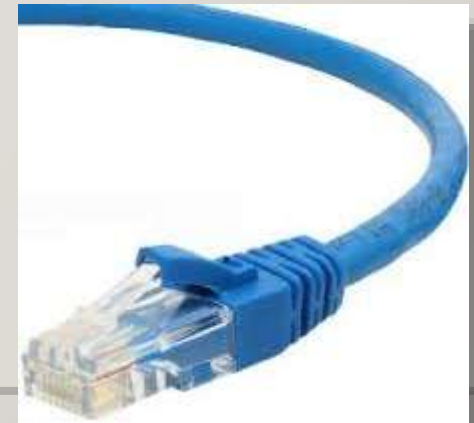


Bluetooth (wireless) headset
varieties with microphone

TECHNICAL REQUIREMENTS

Internet Speed

- Moderators who want to share their screen, use short video clips or audio should have a high quality internet connection, fiopics 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.



SOFTWARE UPDATES

Cisco Webex Meetings updates its software regularly.

- Screenshots in this document may vary slightly from the current version of the software.
- The basic functionality of the software and processes remain the same.

CISCO WEBEX MEETINGS APP

Cisco WEBEX MEETINGS application ([download app](#))

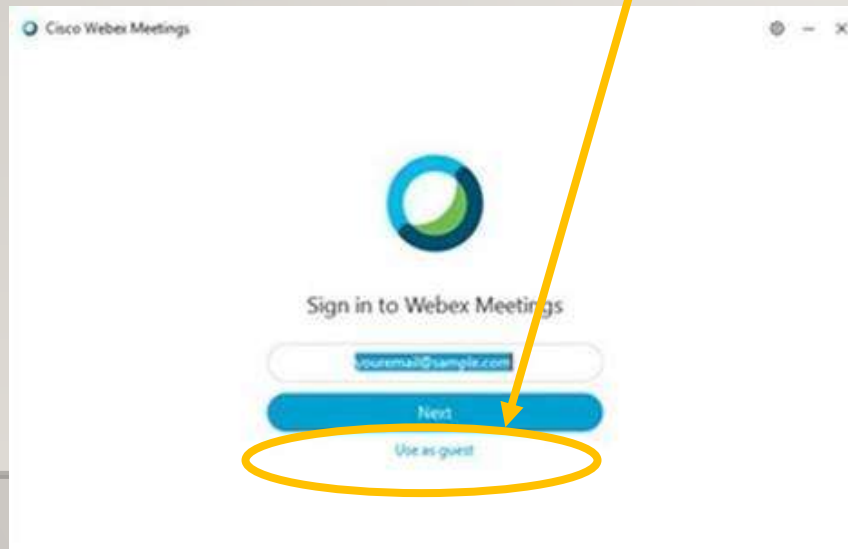
Download the app and follow the installation instructions for your device.

You will be joining as a GUEST or attendee.

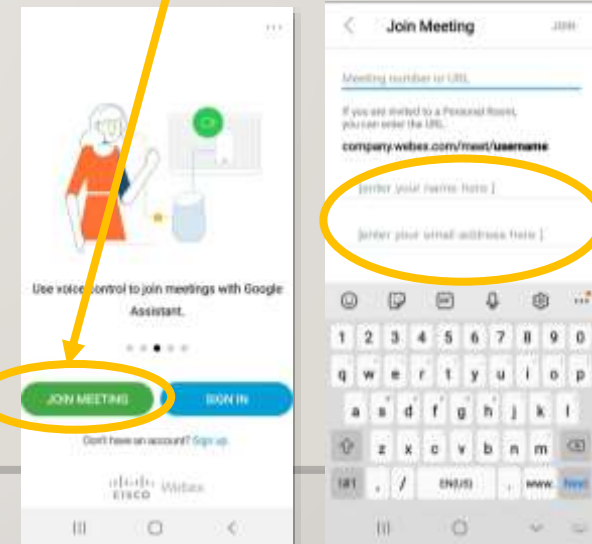
On a computer, click **“Use as Guest”**. On a mobile device, click JOIN MEETING (not sign in).

You will need to enter your email address and your name.

**You do NOT need a
Webex Account.**
(this is for UC Staff)



Computer webex intro screen



Mobile device webex intro screen

WEBEX MEETING ACCESS

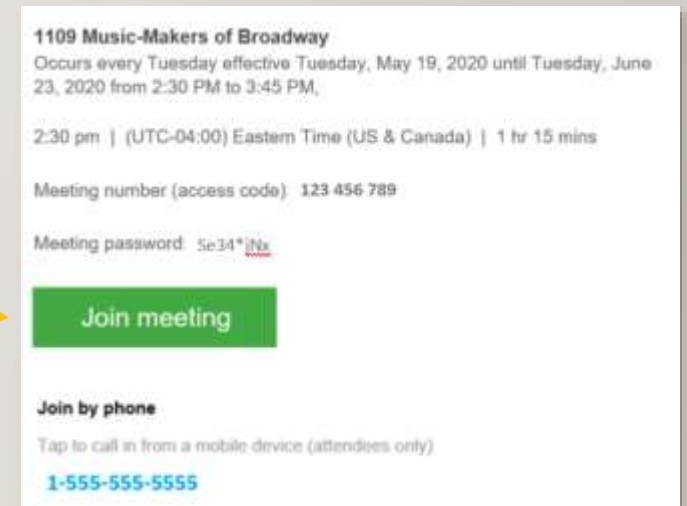
You will be sent an MEETING INVITATION via email for the class you will moderate a few days in advance of your first class date.

SAVE this email.

You will not receive reminder emails for multi-week classes.

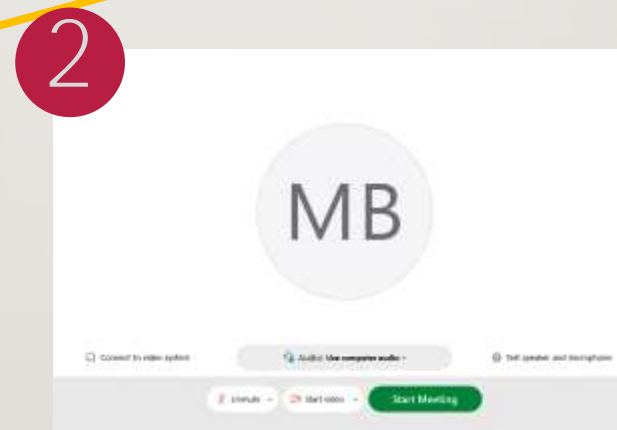
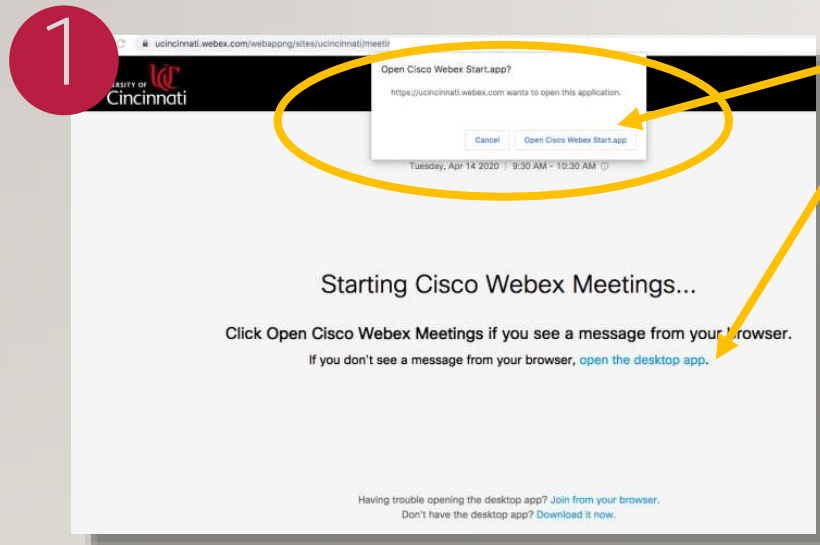
Access your class by clicking the link to join the meeting.

- Click the JOIN MEETING button on the Meeting Invitation.



CISCO WEBEX MEETING APP

After you have clicked the JOIN MEETING link from the email, a browser will open; if you wait a moment, the app should open automatically, if it doesn't, look for the 'Open with Cisco Webex App' link or 'open the desktop app' and click the link. A Preview window in the app will open. Click Join Meeting.



Preview window:
click Join meeting.



Meeting window, with controls.

Note: if you have an older or slower computer, please be patient, there may be a slight delay during the transition from browser to application opening. If you repeatedly click the join meeting button from the invite, it could result in you joining the meeting multiple times. If this happens exit the meeting, close the app and your browser and begin again.


Go to Webex Meetings

Meeting Info

Hide menu bar ^

Connected

FileShareViewAudio & VideoParticipantMeetingHelp



Unmute

Start video

Share

Participants

Chat




Quick View of Cisco Webex Meetings Virtual Classroom

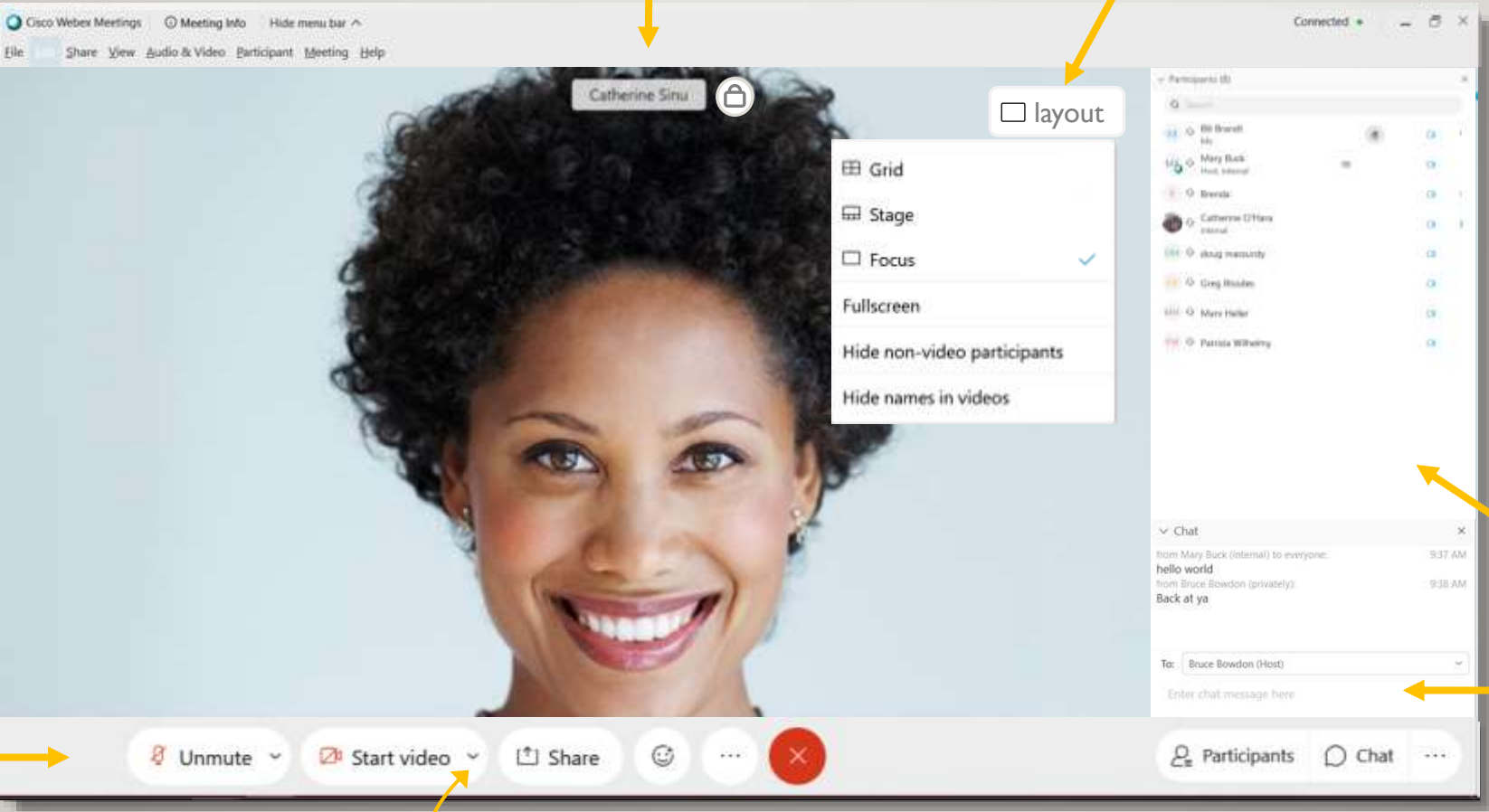
INFO & ADDITIOINAL CONTROLS

CURRENT SPEAKER

Click lock to lock focus view on a specific participant

LAYOUT VIEWING CONTROLS (wiggle mouse or tap screen to reveal)

-  **Grid View**
View participants in a grid pattern.
-  **Stage**
View current speaker, participants shown on top of screen
-  **Focus**
View only current speaker
- Fullscreen**
Allows Speaker, Participants and Chat panel windows to be moved independently around the screen.
- Participants Panel**
Lists all participants.
- Chat Panel**
Allows you to type a question or comment to everyone or a single participant.



MEETING CONTROLS

Microphone and Video camera
click to toggle on/off
click small down arrow to access settings.

Share Content
click to reveal menu

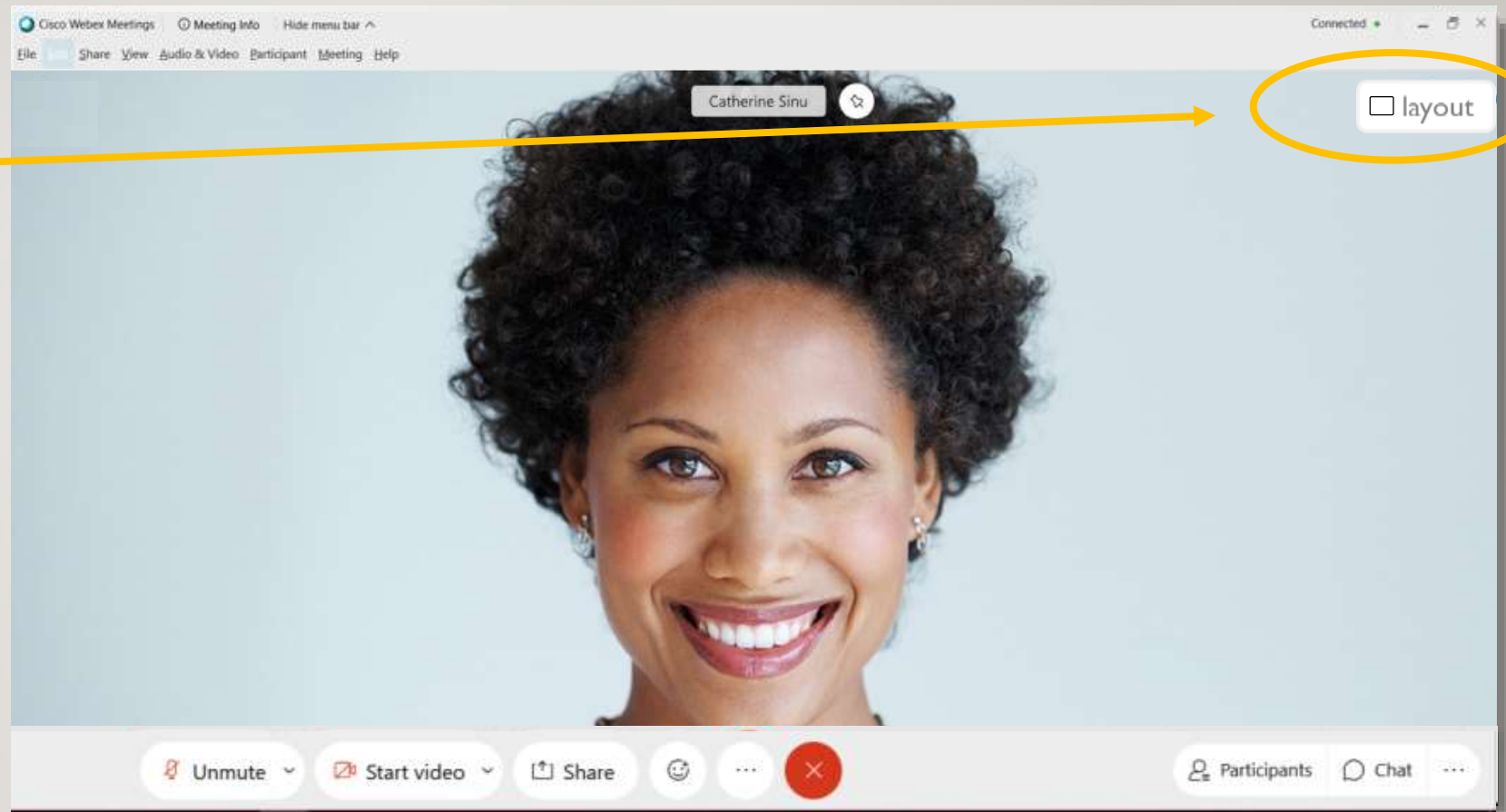
Red X:
Leave Meeting

Participants & Chat panels
click to toggle open/close panels above

LAYOUT MENU

Viewing Options

You may have to wiggle the mouse or tap the screen to view the layout button.

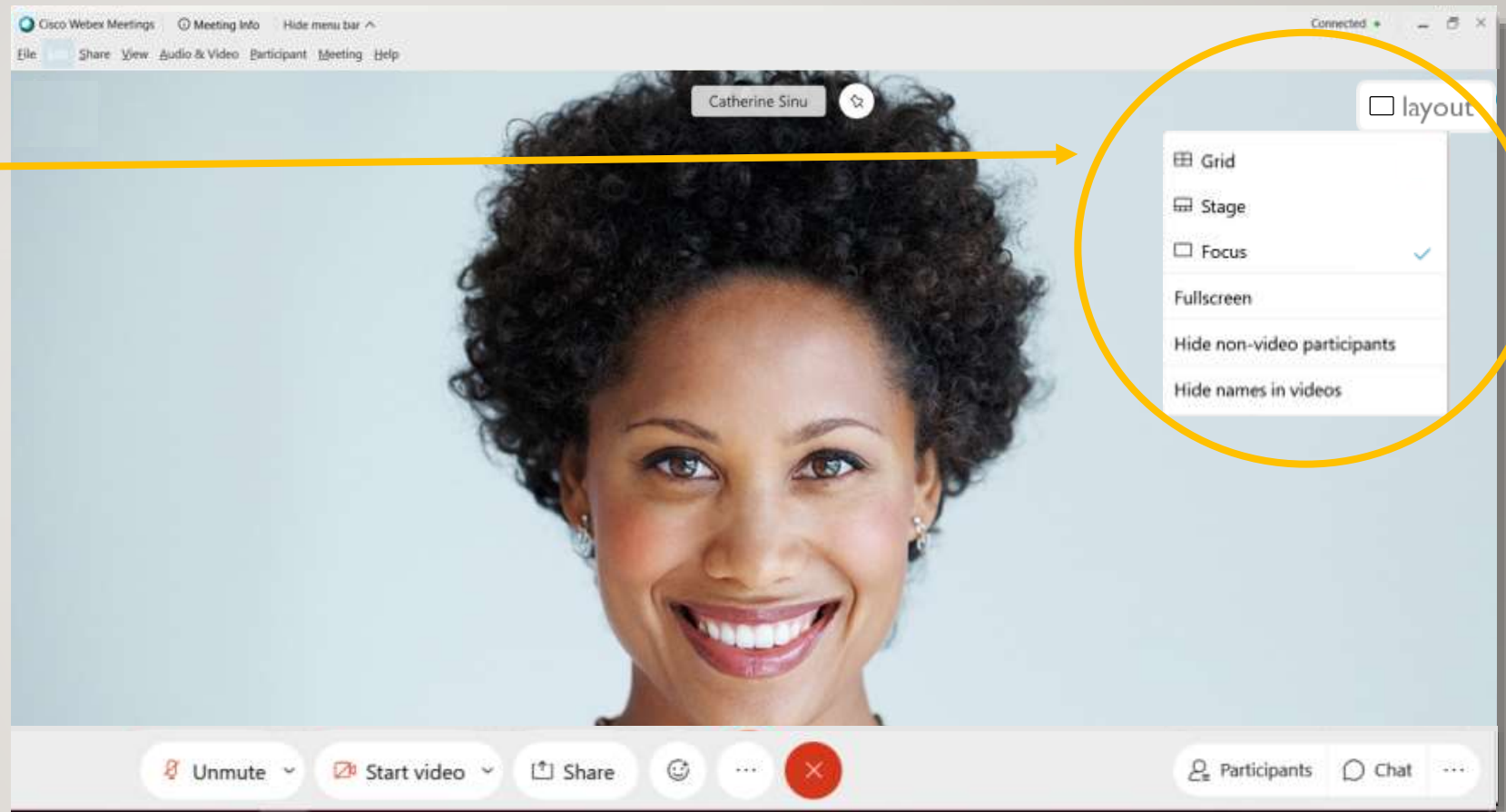


As seen from a laptop screen, not mobile device

LAYOUT MENU

Viewing Options

Click the Layout button to reveal dropdown menu.



As seen from a laptop screen, not mobile device

GRID VIEW

Cisco Webex Meetings Meeting Info Hide Menu Bar ^

File Edit Share View Audio & Video Participant Meeting Help

Connected

Layout

MaryPat Buck Internal	Laura ... (Host)	Tiffan... (Internal)	Lawr... (Internal)	Chris... (Internal)
Gibin... (Internal)	Katel... (Internal)	Adam Solomon Internal	Allison	Amanda Pompoco Internal
mber Butley Munnerlyn Internal	Amelia Bowdell	Amy Bernard	Anna... (Internal)	Anne Bauer Internal
Ben Feldmeyer Internal	Beth ... (Internal)	Brad Wilson	Bradley Harris Internal	Brittany Hayes Internal
Brooke Marston Internal	Call-in User_2	Carissa Schutzman Internal	carlisaa	Carole Donnellon Internal

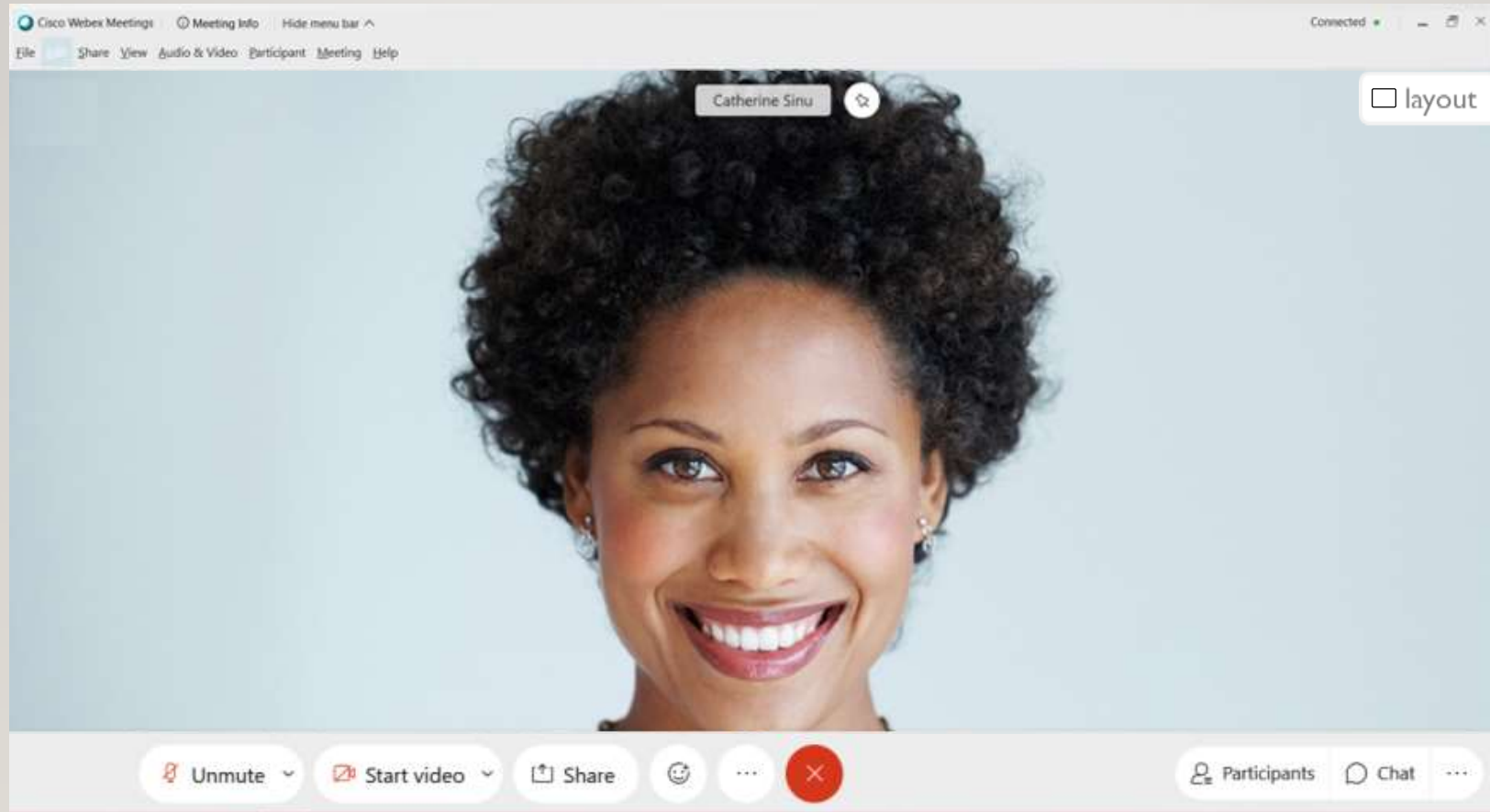
Unmute Start video Share

Participants Chat

STAGE VIEW

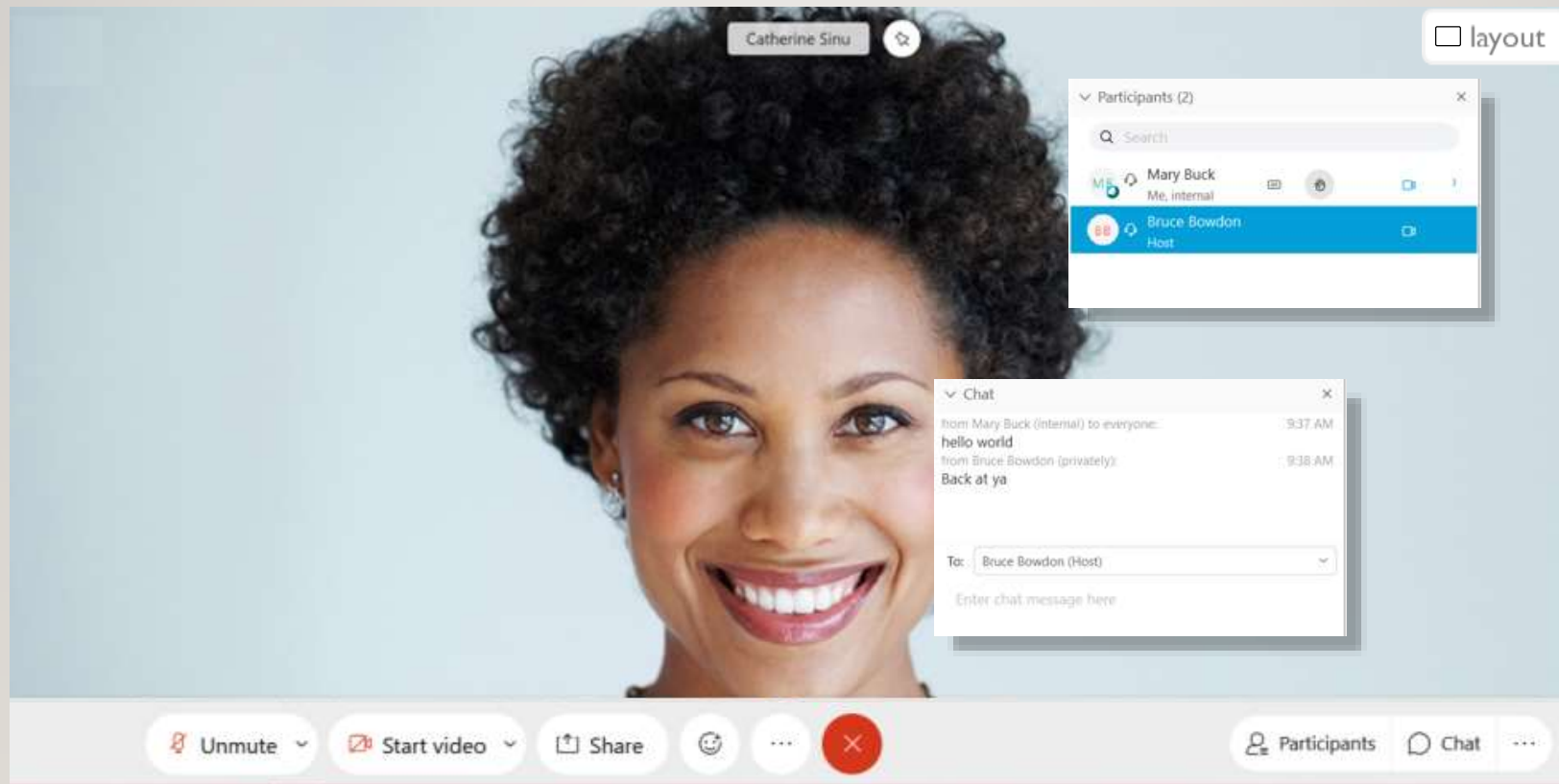


FOCUS VIEW



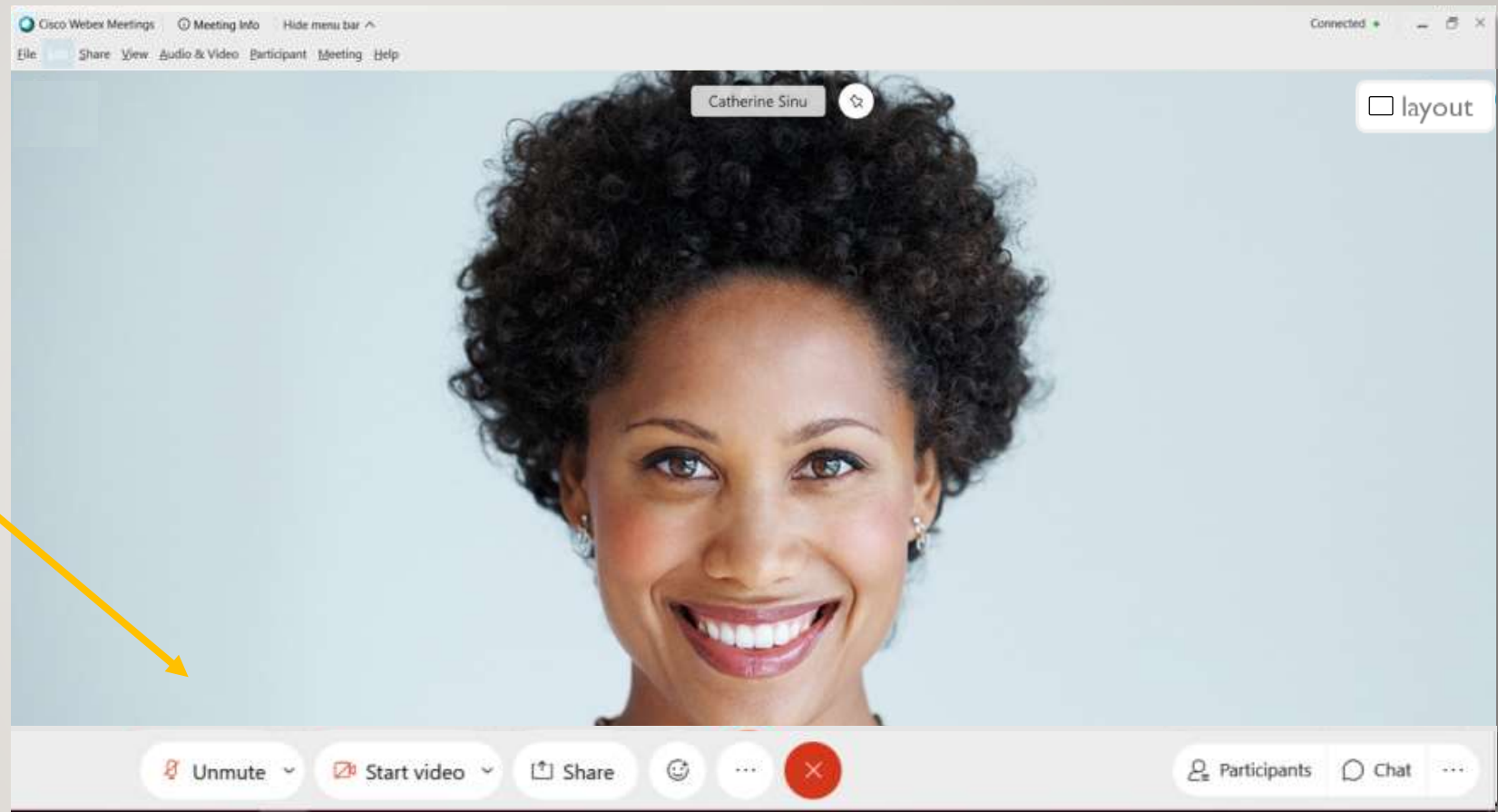
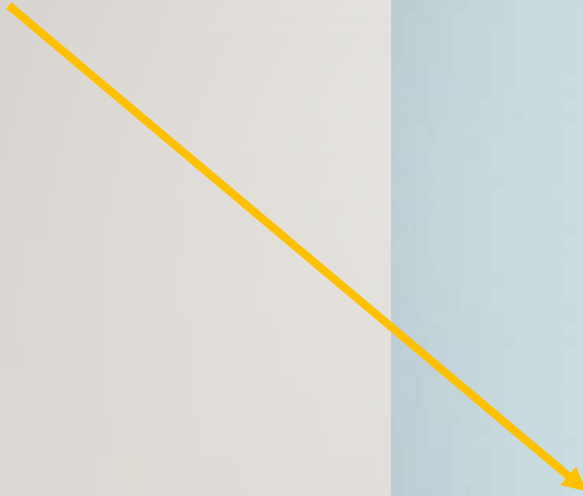
FULLSCREEN VIEW

Allows participant, chat and video windows to be moved independently around the screen.



MEETING CONTROLS

at bottom of screen

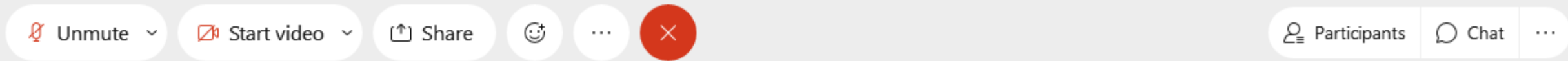


As seen from a laptop screen, not mobile device

MEETING CONTROLS

Toggle buttons, at bottom of screen:

Shown Muted / OFF / Closed.






MEETING CONTROLS

Toggle buttons, at bottom of screen:

Shown : UNmuted / ON / Open

 Mute 

 Stop video 

 Share



 Participants

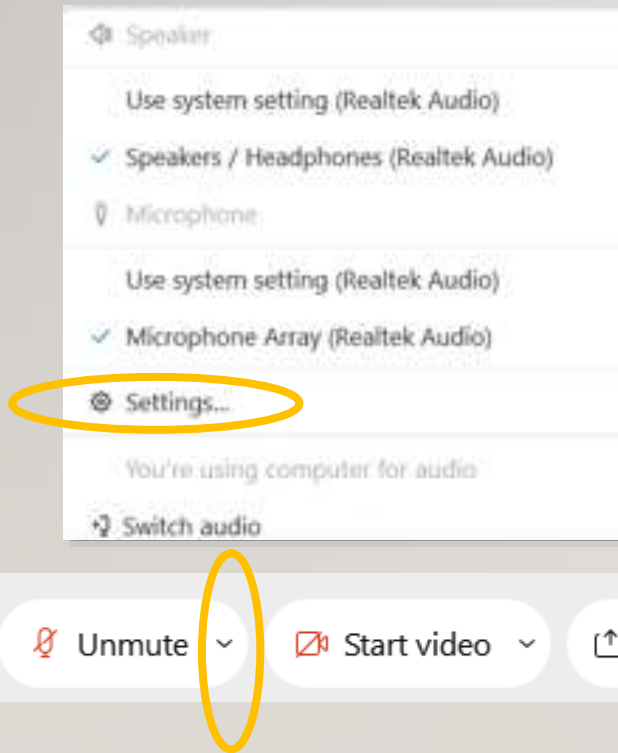
 Chat



MEETING CONTROLS

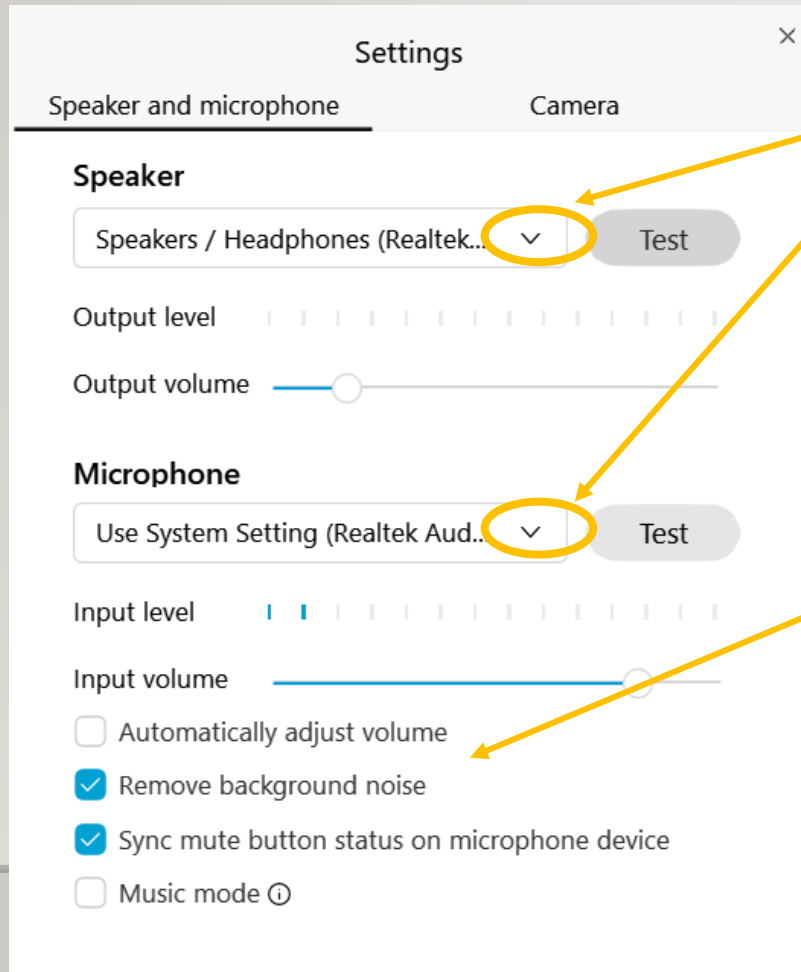
Settings

Adjust your audio or video settings with the pop up menus.
Click the small down arrow to show pop-up menu.



MEETING CONTROLS

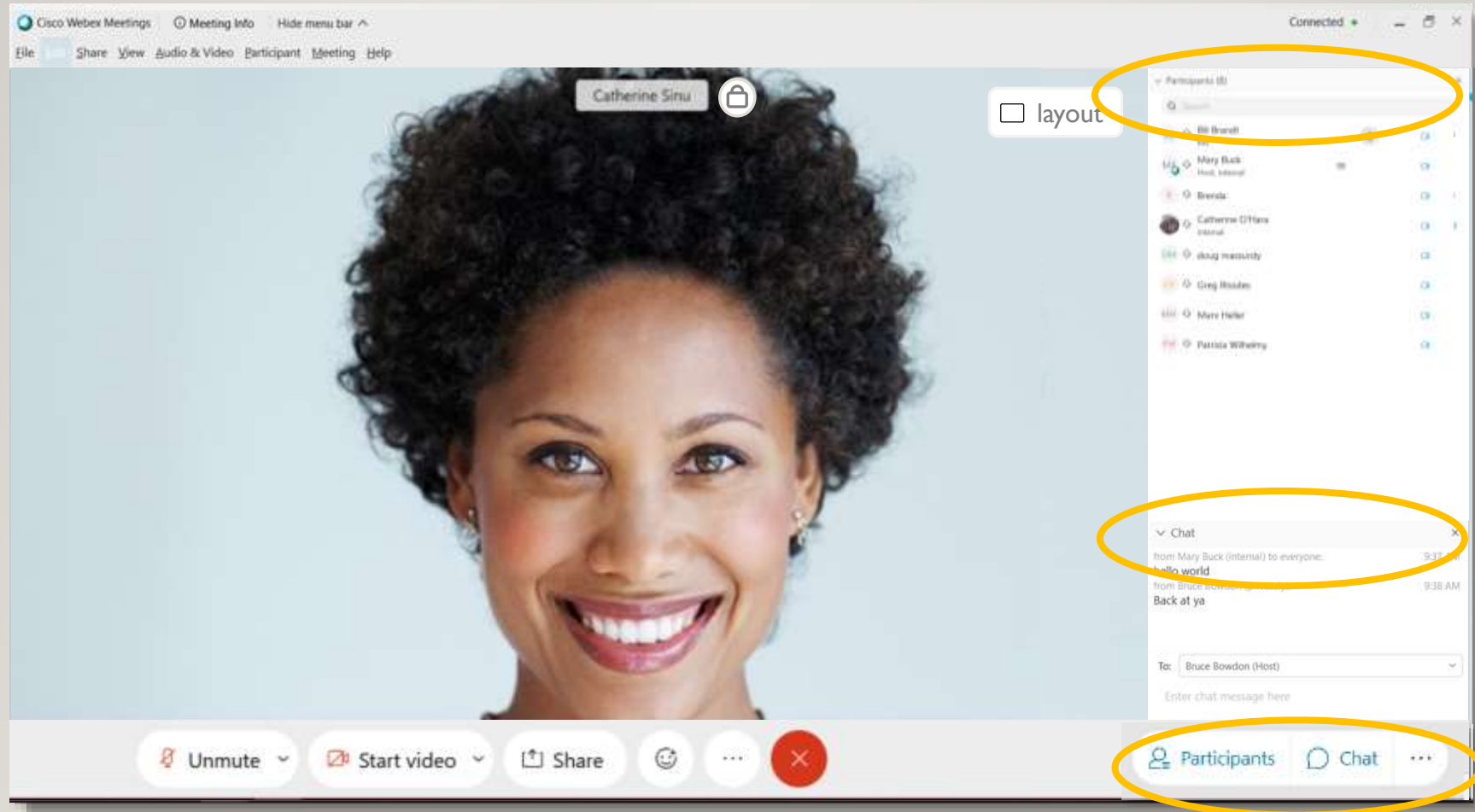
Settings



Drop down menus to choose your speakers and microphone.

Additional microphone settings as needed.

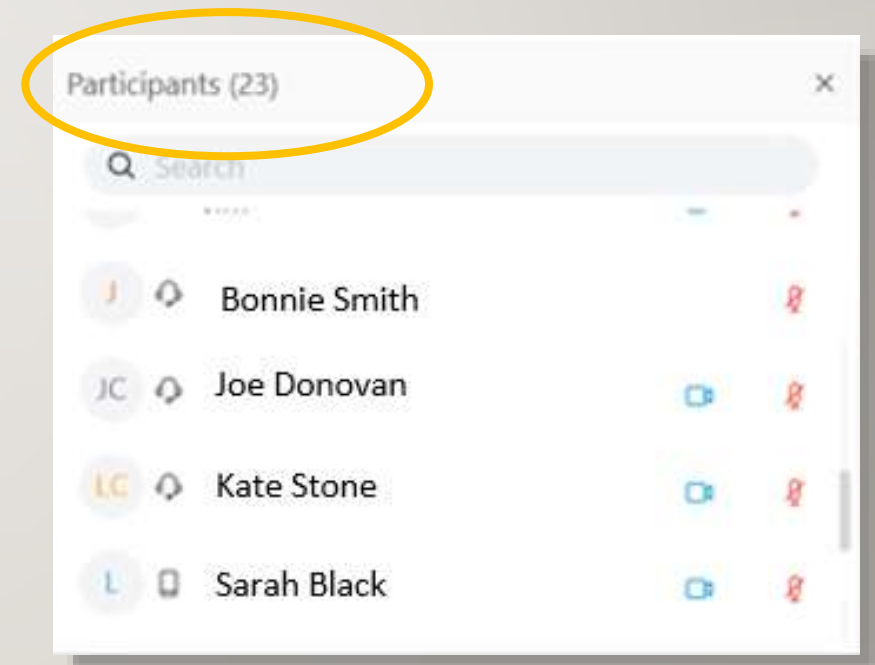
PARTICIPANT AND CHAT PANELS



PARTICIPANTS PANEL



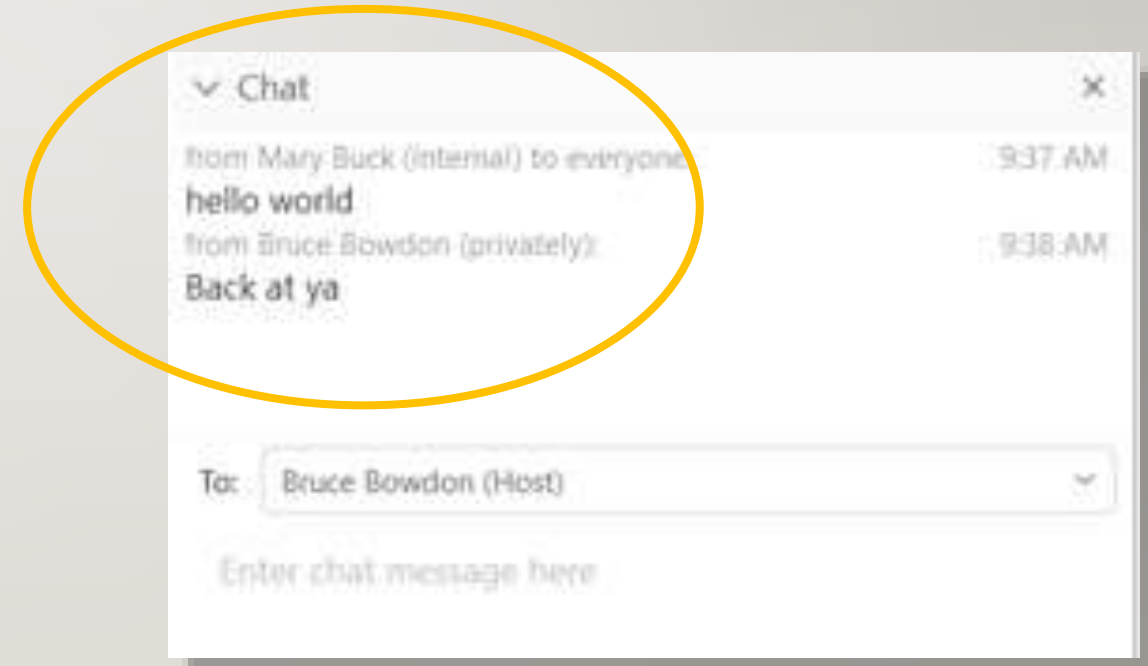
- See listing and number of Students in class.
- HOST can mute Participants audio and video.



CHAT PANEL



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



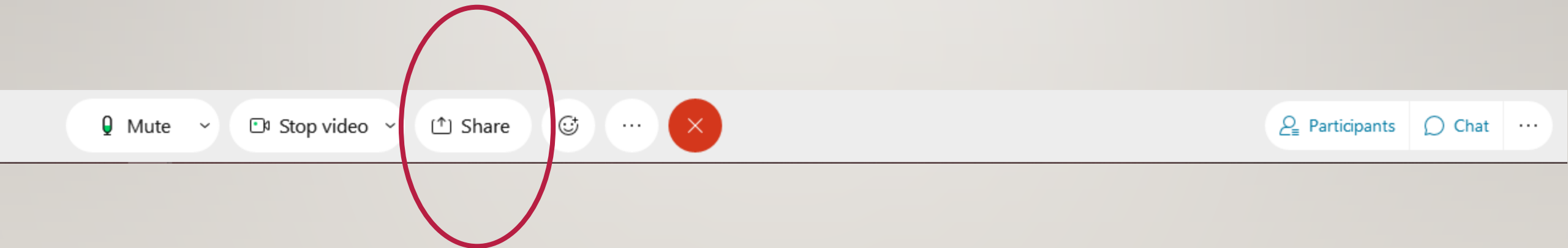
SHARE CONTENT

Websites
Documents
Images
Videos



SHARE CONTENT

Click the SHARE button to reveal a pop-up menu.

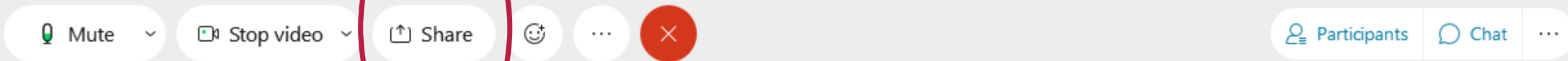
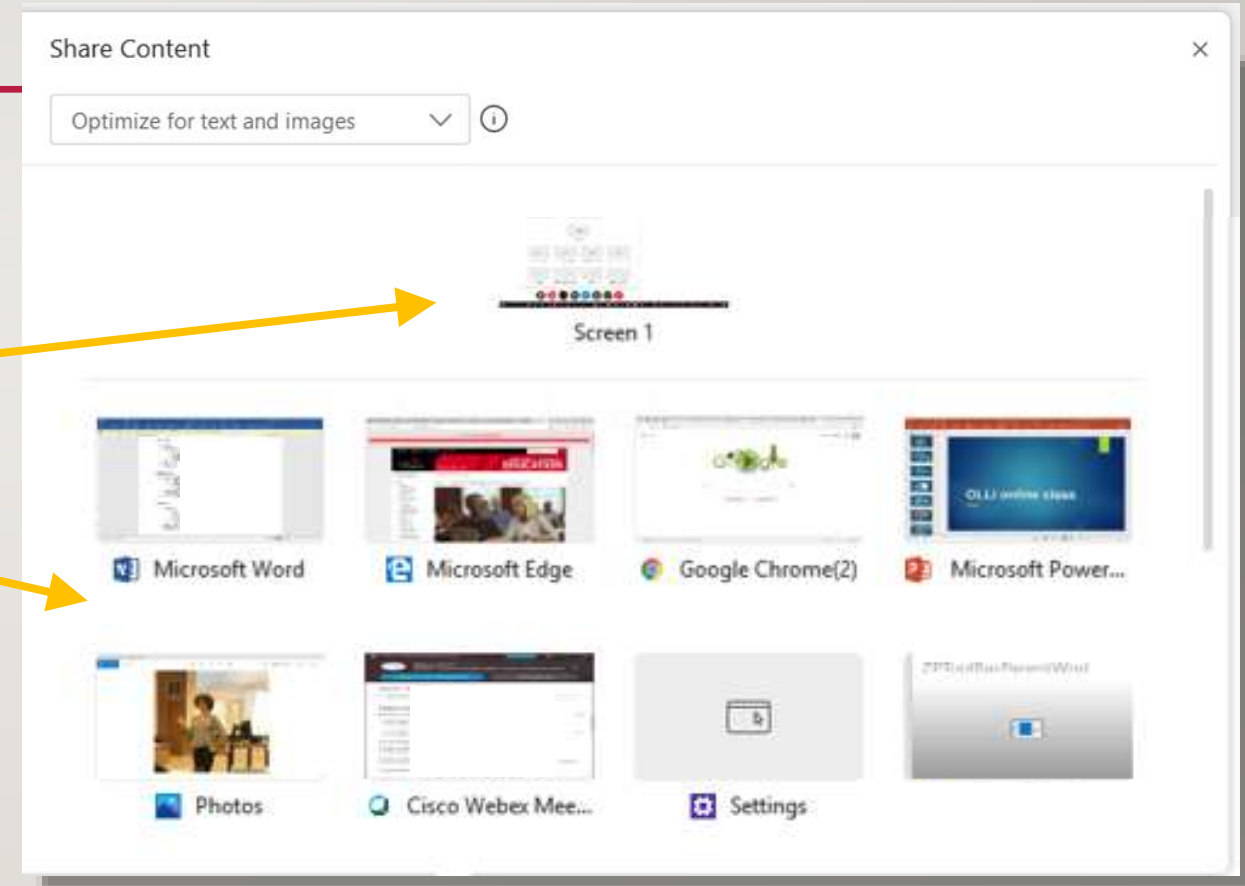


SHARE CONTENT

POP-UP MENU:

Options:

- Share your SCREEN or
- Select one of the thumbnail images of applications that are *open* on your computer.



SHARE CONTENT

NOTE: Webex controls are now at the TOP of the screen. Controls will disappear after a few moments.

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

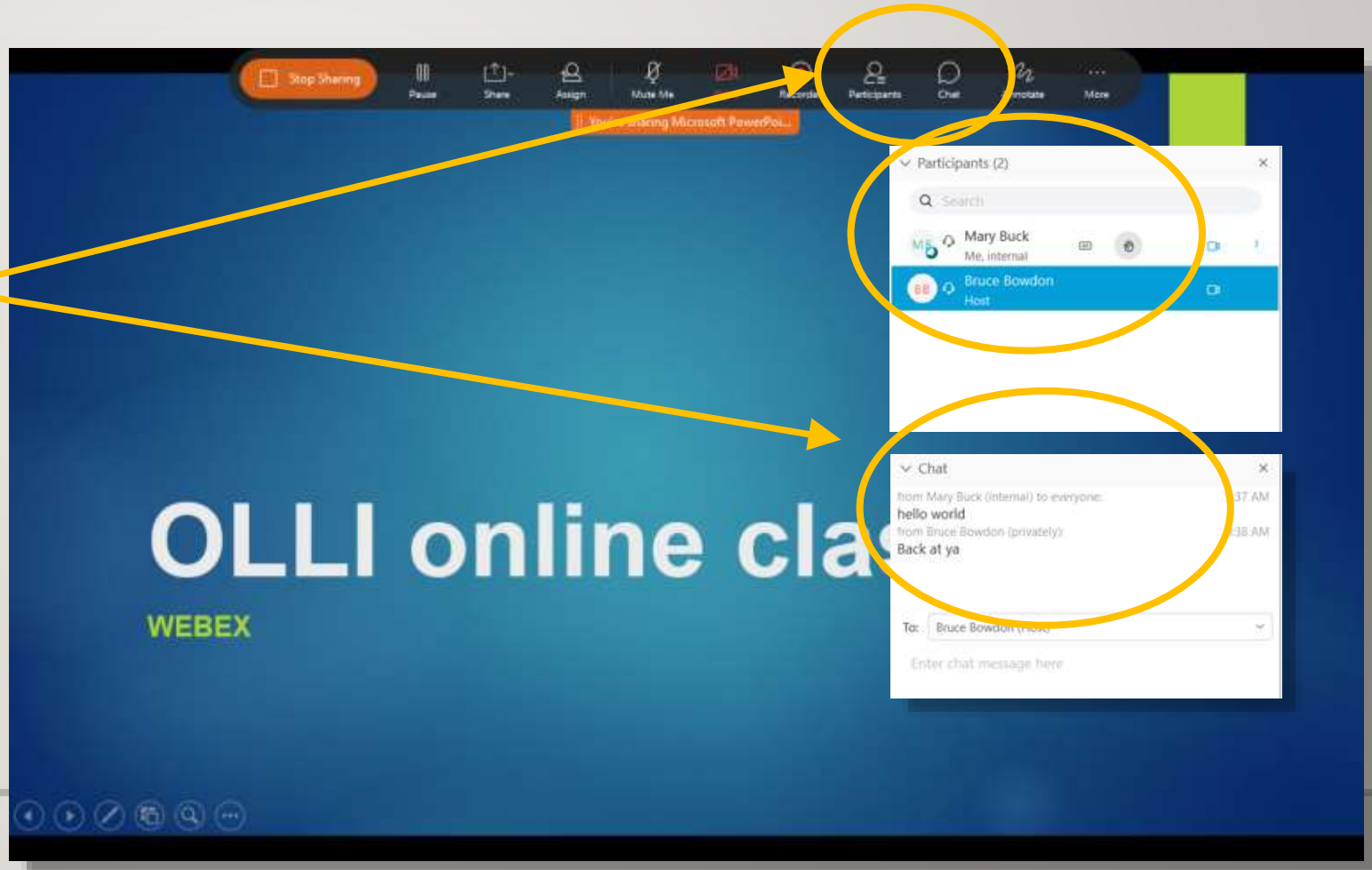


SHARE CONTENT

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, it will be visible here, answer when it is convenient to you.



VIEW WHILE SHARING CONTENT



The screenshot shows a Webex online class interface. The main background is a blue gradient with the text "OLLI online class" in large white letters and "WEBEX" in smaller green letters below it. In the top right corner, there is an orange banner that says "You're sharing Microsoft PowerPoint(2)". On the right side, there is a video grid showing three participants: MaryPat Buck (Host...), Robert Zierolf (Speaking), and Stephen Winter (Cohost). In the bottom right corner, there is a small video box showing a woman, likely the user.

OLLI online class

WEBEX

< web cam view of participants

Video boxes can be moved around the screen to reveal content. (your students do not see this layout).

< your own video here

VIEW WHILE SHARING CONTENT



The screenshot shows a Webex online class interface. The main background is a blue gradient with the text "OLLI online class" in large white letters and "WEBEX" in smaller green letters below it. In the top right corner, there is a white bar with a small grey circle containing a downward-pointing chevron (V). A yellow circle highlights this icon, and a yellow arrow points from the text "Click the V to close video view." to it. Below the white bar, there is a video gallery showing three participants: MaryPat Buck (Host...), Robert Zierolf (Speaking), and Stephen Winter (Cohost). The video boxes are arranged in a grid, with Robert Zierolf's video box partially overlapping the others. In the bottom right corner, there is a small video box showing a participant with long dark hair.

Click the V to
close video view.

Video boxes can be
moved around the
screen to not obscure
content. (your students
do not see this layout).

VIEW WHILE SHARING CONTENT



Click the > to
open video view.

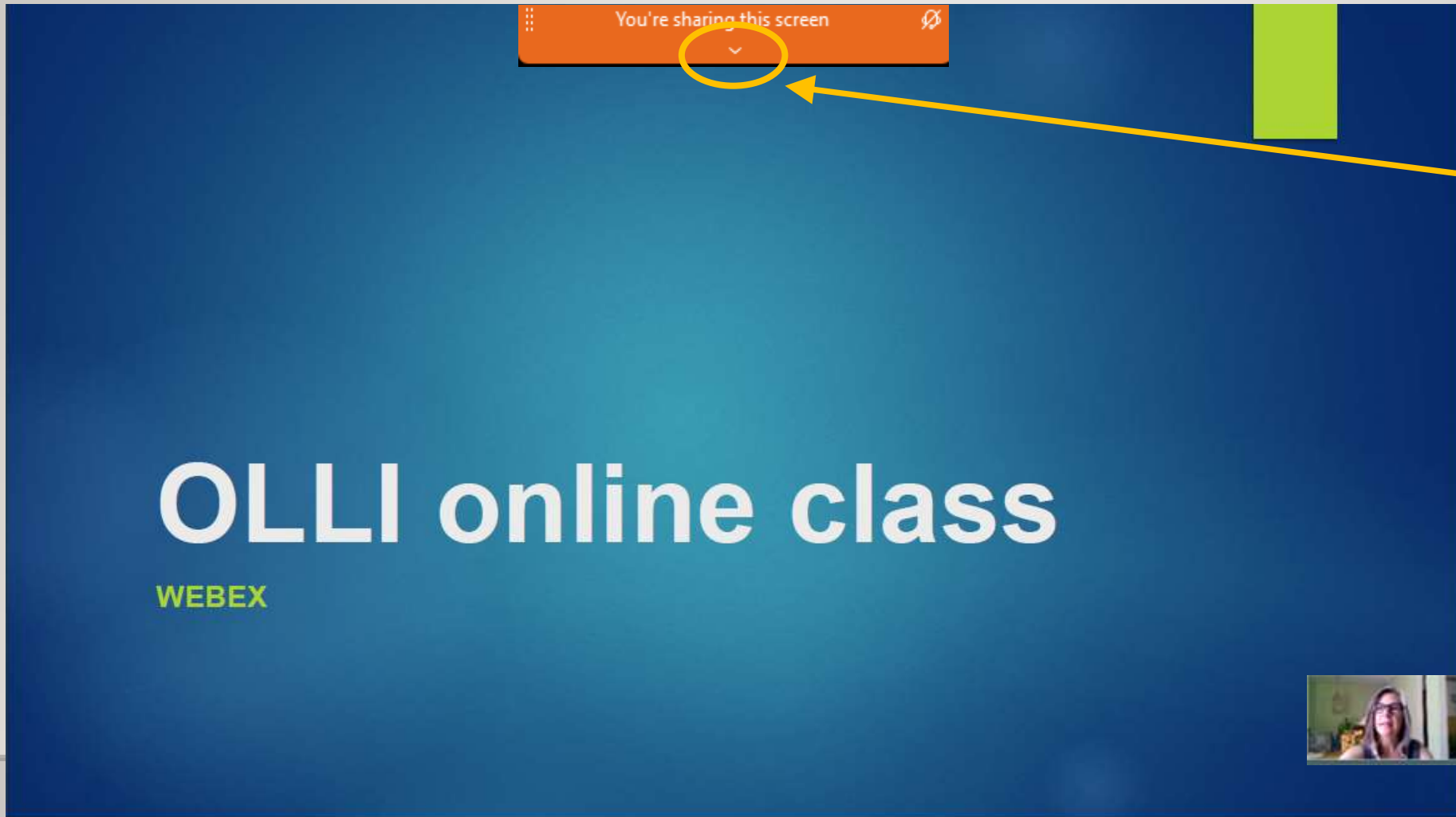
Video boxes can be
moved around the
screen to not obscure
content. (your students
do not see this layout).

VIEW WHILE SHARING CONTENT



Click the DOTS
to *slide* orange box
left or right.

VIEW WHILE SHARING CONTENT



Click the ARROW to reveal the window you are sharing.

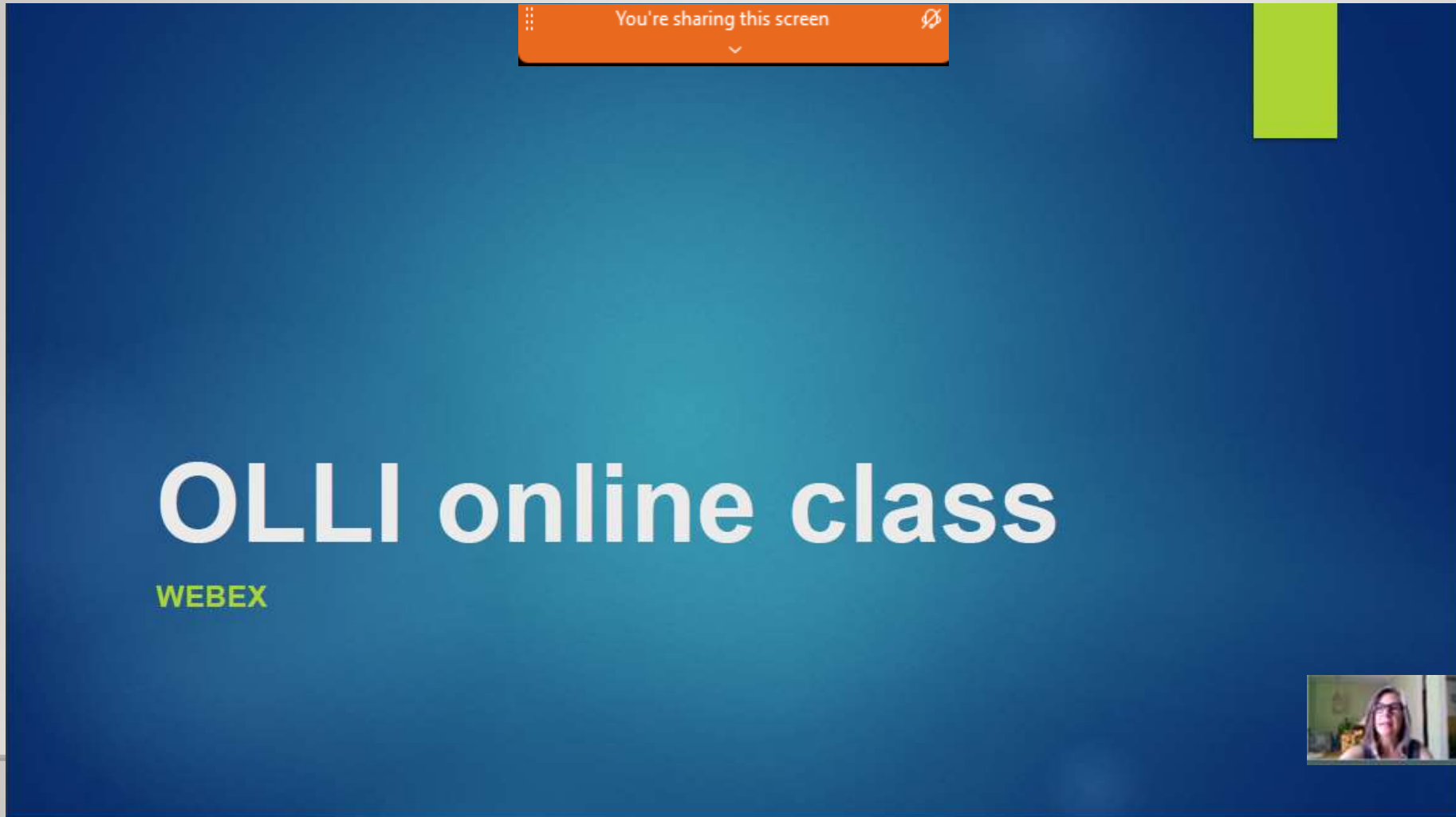
VIEW WHILE SHARING CONTENT



Drop down window shows what you are sharing.

Click ARROW to minimize.

VIEW WHILE SHARING CONTENT

A screenshot of a Webex interface during a screen share. The background is a blue gradient. At the top center, an orange banner reads "You're sharing this screen" with a small icon on the right and a downward arrow on the left. In the top right corner, there is a solid green square. The main text "OLLI online class" is displayed in large white font, with "WEBEX" in smaller green font below it. In the bottom right corner, there is a small video thumbnail of a woman with glasses.

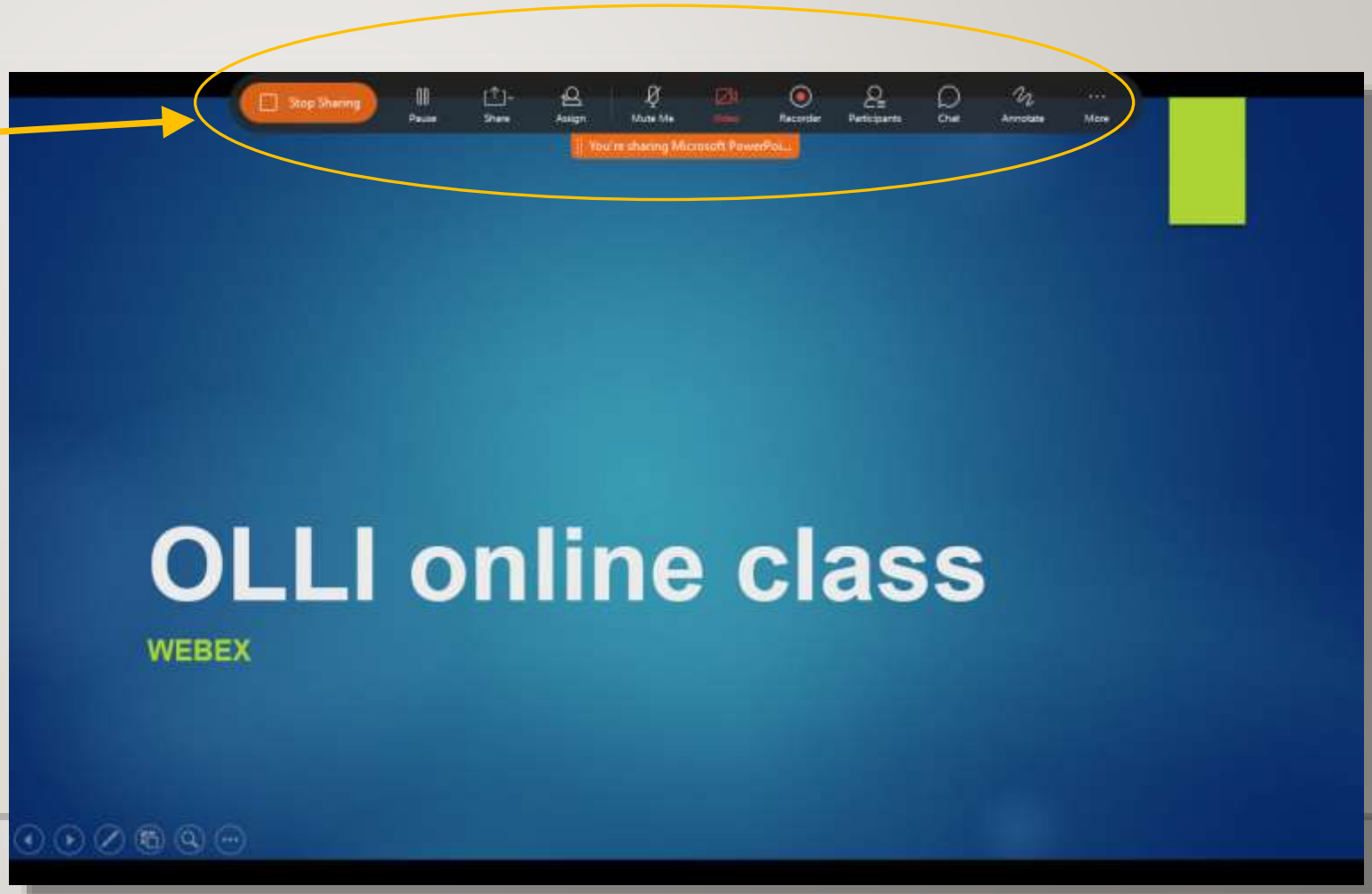
You're sharing this screen

OLLI online class

WEBEX

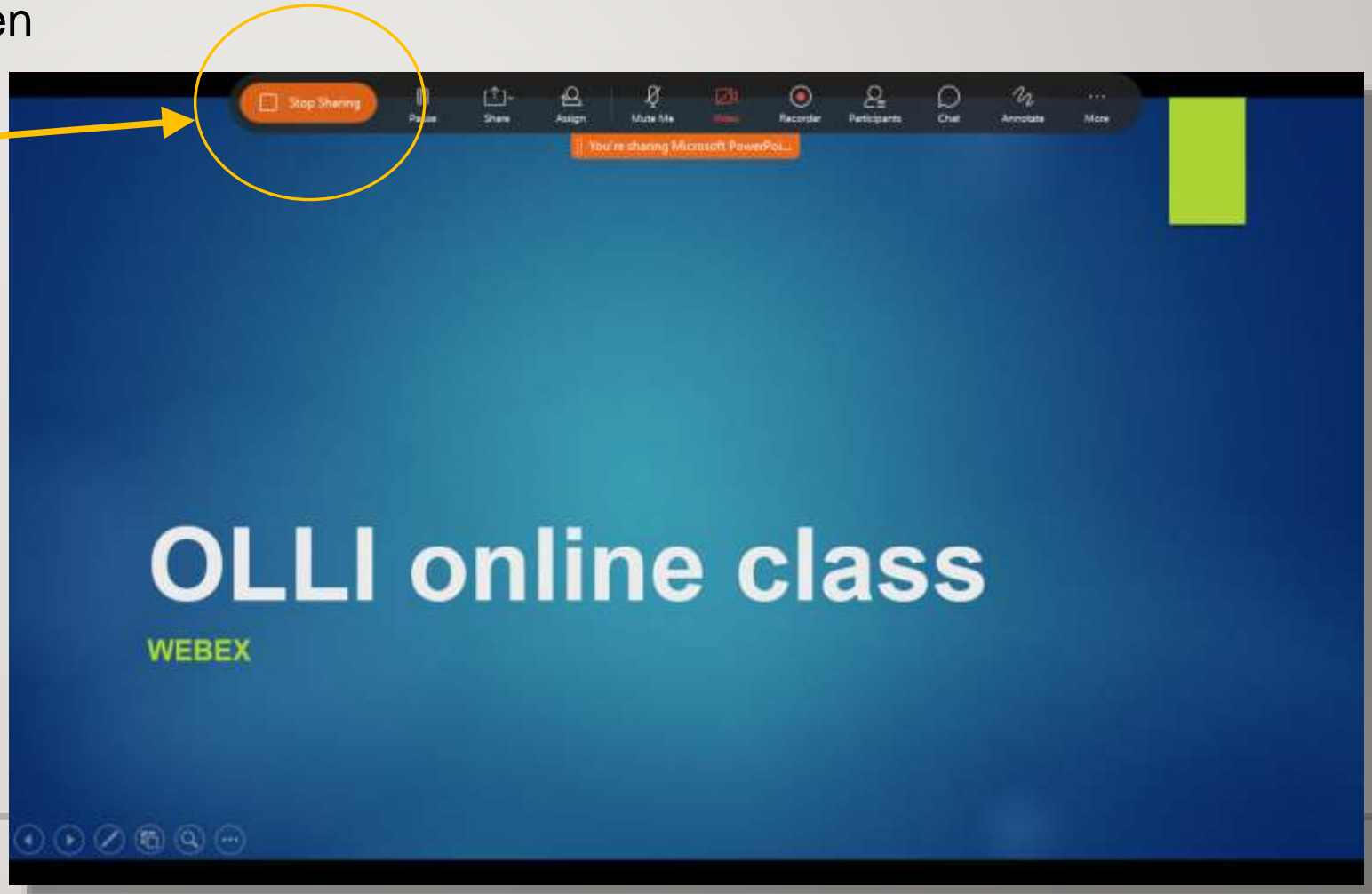
SHARE CONTENT

Move mouse to TOP of screen
to reveal webex controls.



SHARE CONTENT

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



SHARE CONTENT

Best Practices

Always use the Webex Meetings App if you plan on sharing content, not browser.

Have your documents open in advance.

If you have an Apple device, you will need to go into your device's settings to allow permissions to share items in Webex, and you may need to download audio drivers.

Follow prompts on your device.

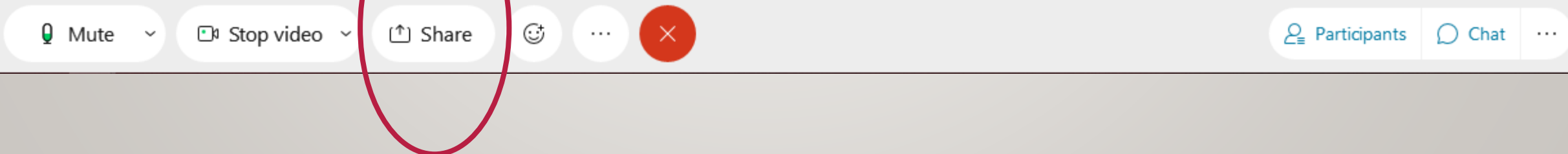
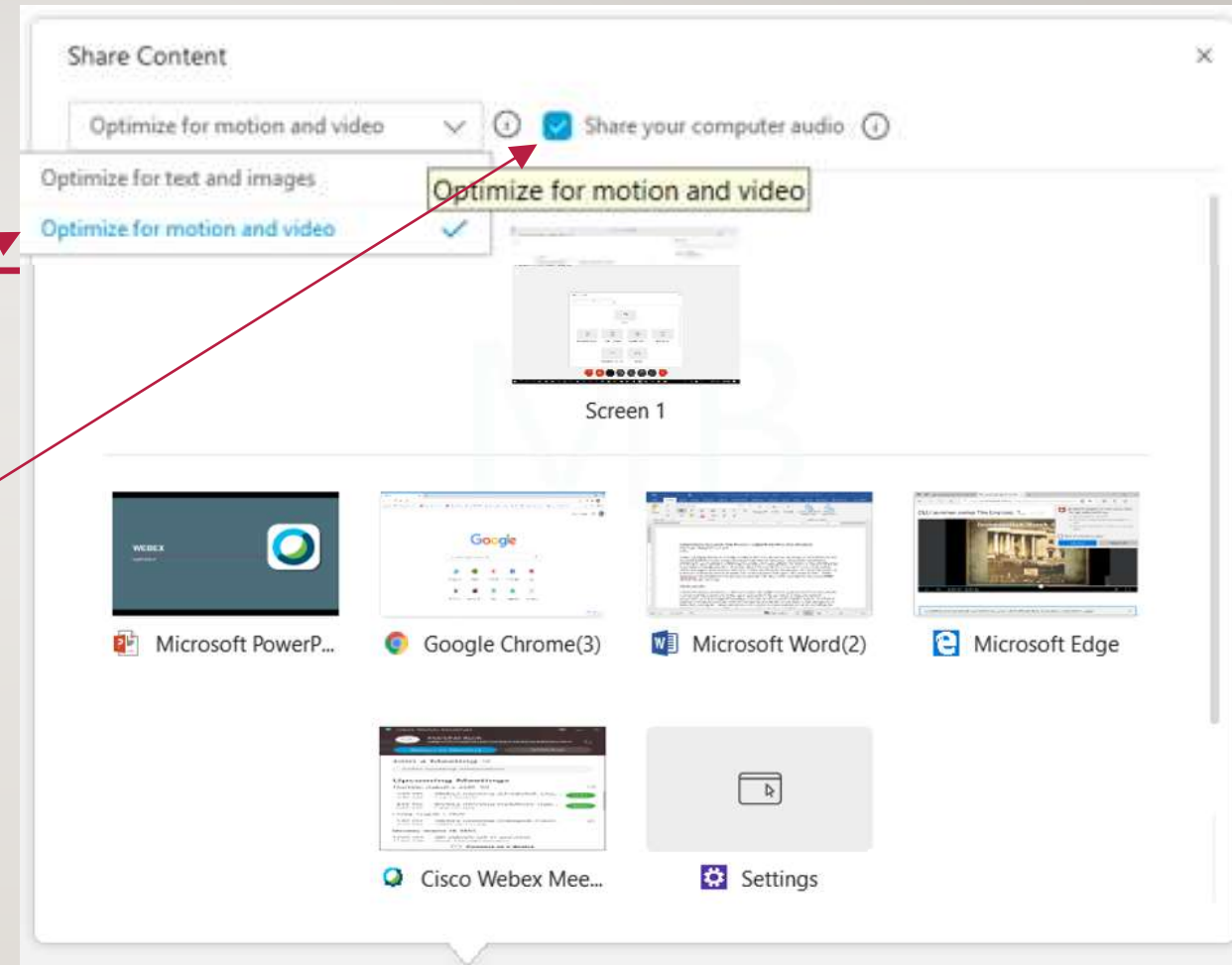
SHARE CONTENT

Optimize for VIDEO

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

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

Ensure “share your computer audio” is checked, if using audio/video.

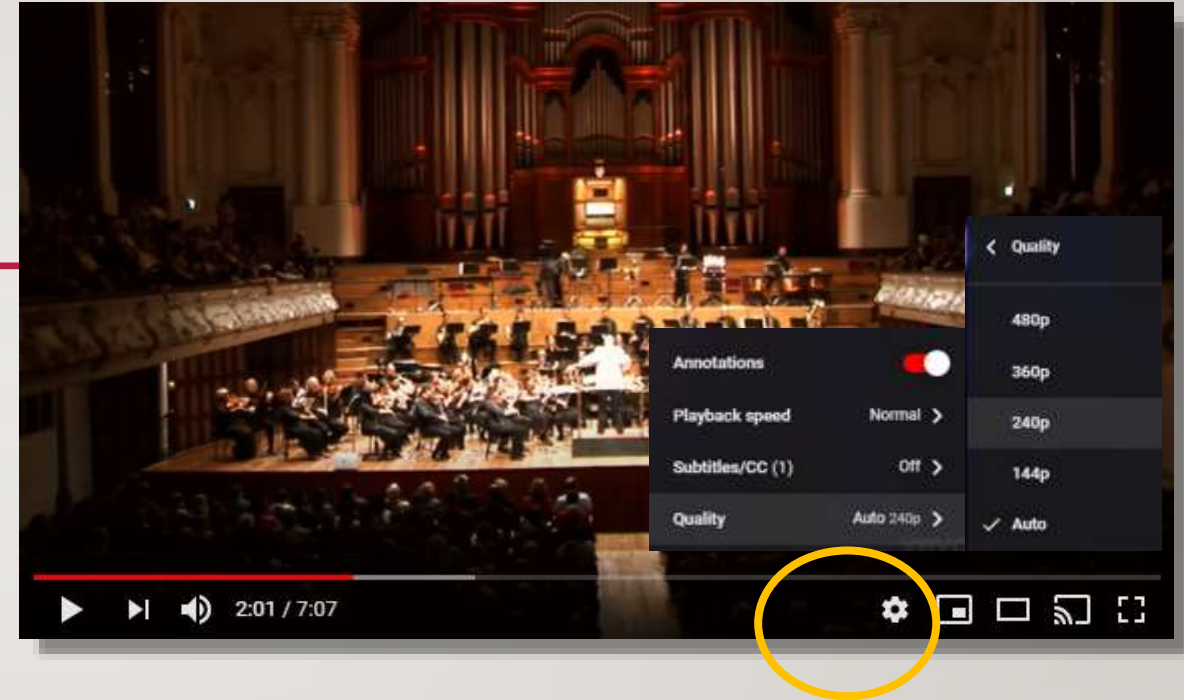


SHARE CONTENT

Sharing Video

Highly dependent on your internet service speed, your device processor and RAM memory.

Test in advance.



It can be helpful to adjust quality settings in youtube videos. Click the gear icon and select quality. Choose a lower setting as needed if you experience frame drop, video or audio lag.

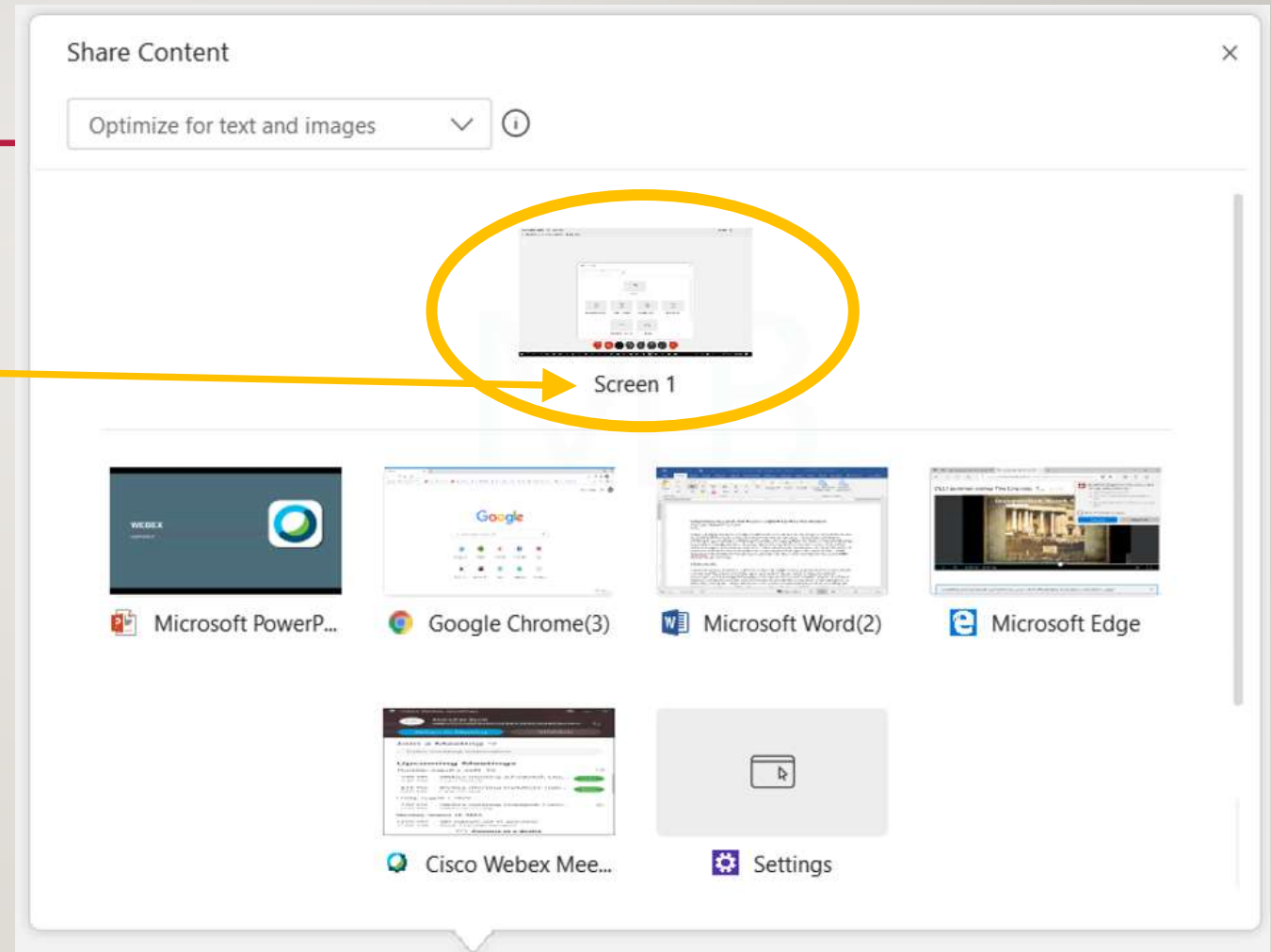
SHARE CONTENT

Share Screen

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), YouTube, etc.
This allows you to jump from one
application to another seamlessly.
Don't forget to ***optimize*** for video.

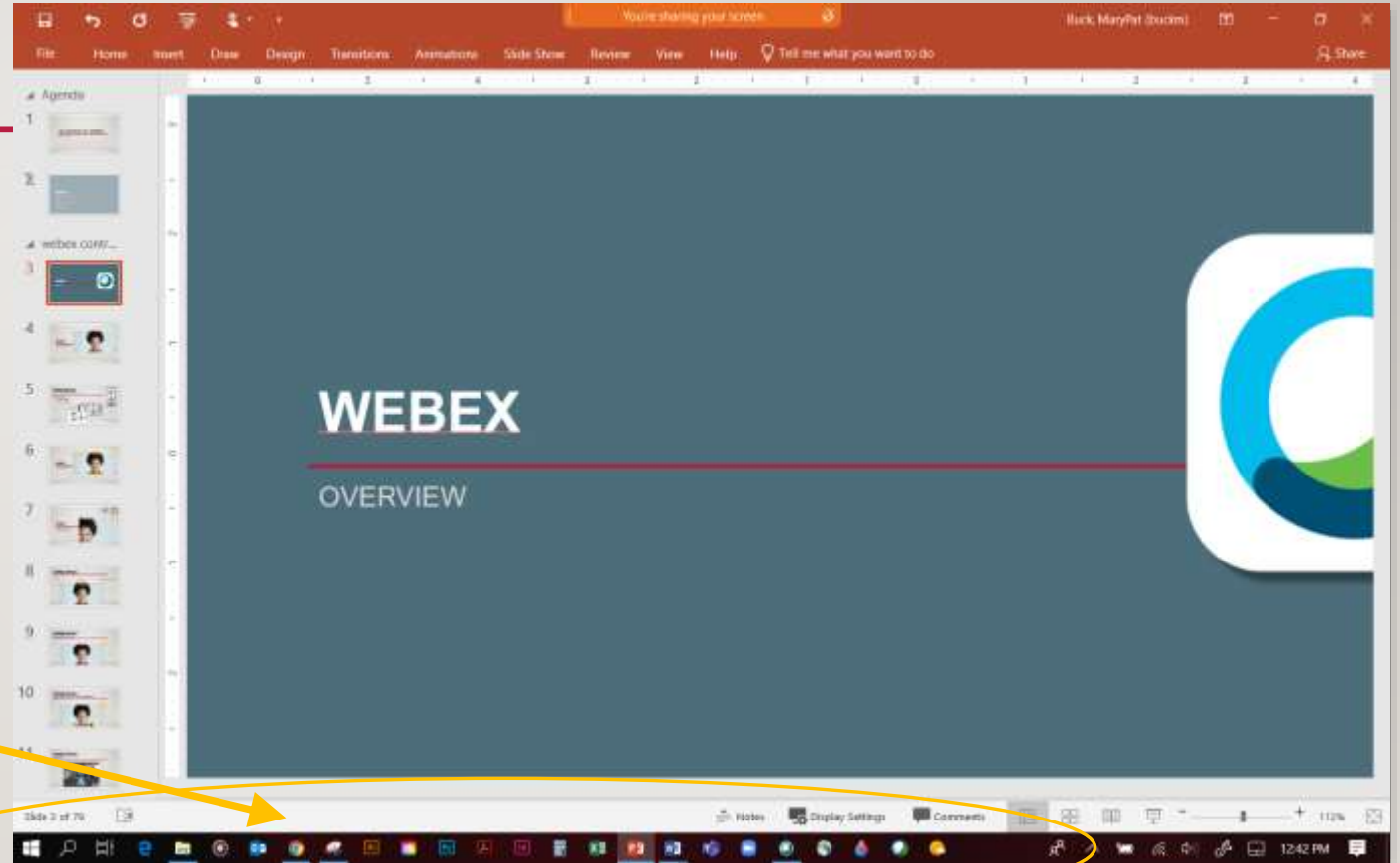


SHARE CONTENT

Tips & Tricks

Switching between apps.

If you are sharing your SCREEN
you can click on the icons in
the taskbar to switch between apps



SHARE CONTENT

Tips & Tricks

Switching between apps.

If you are in SLIDESHOW mode, your task bar is hidden.

WEBEX

OVERVIEW



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

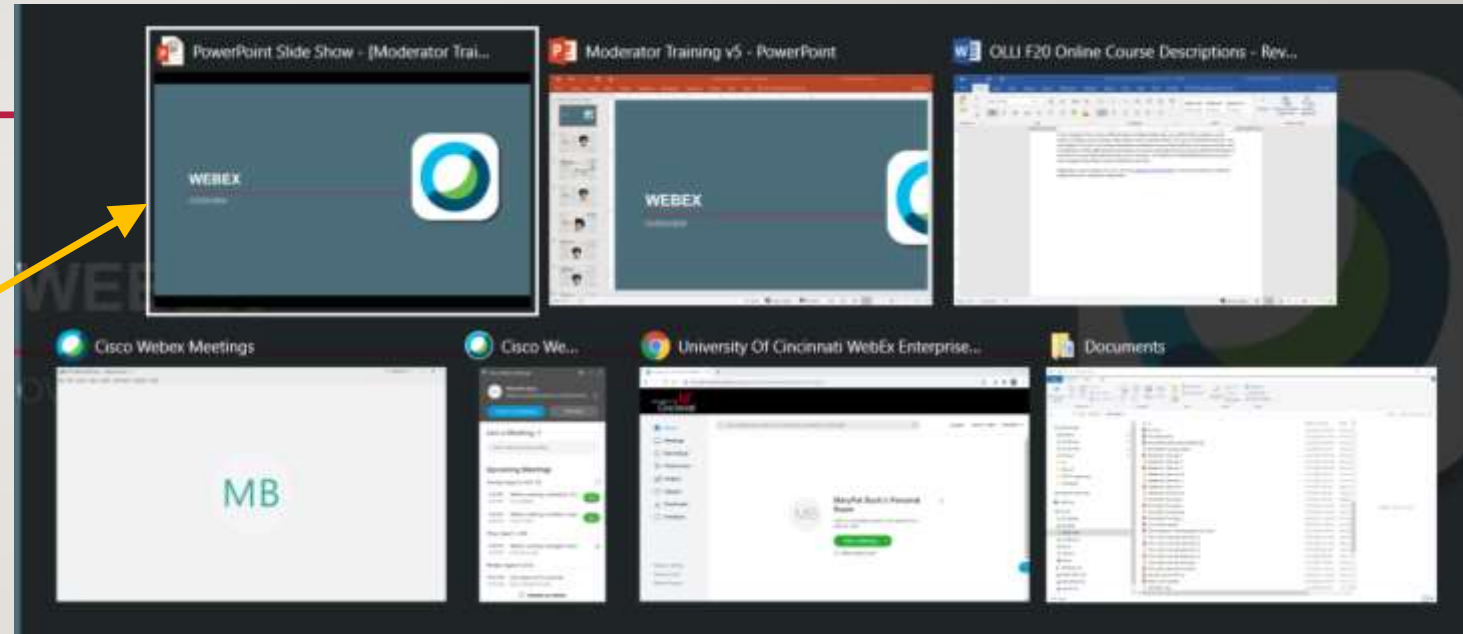
ALT-TAB shortcut:

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 icon 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).

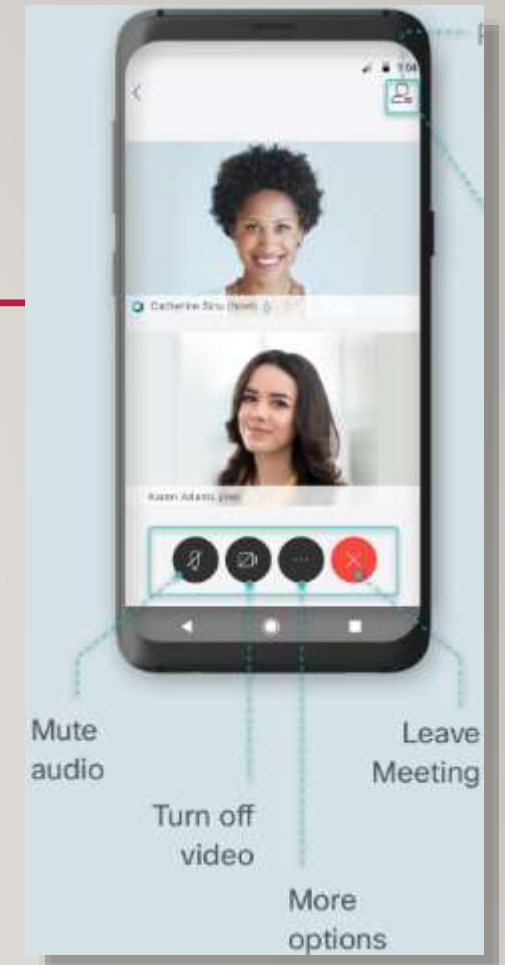
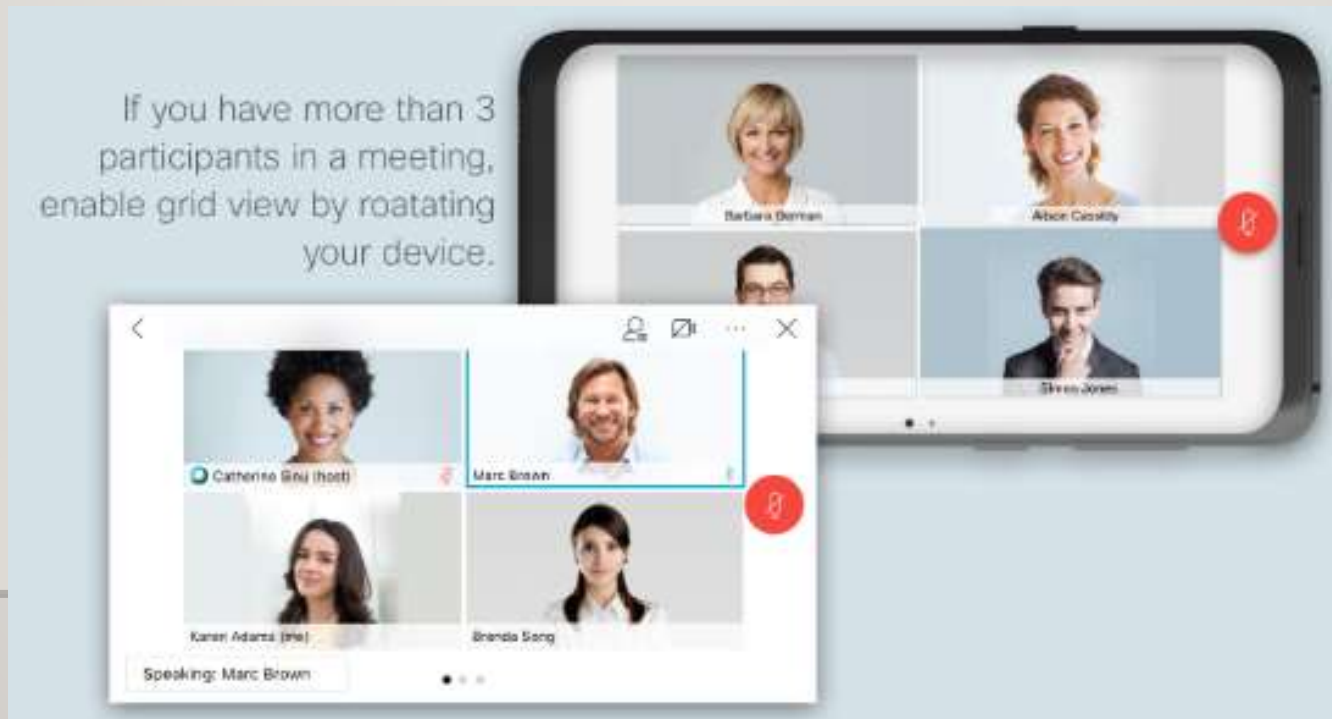


MOBILE DEVICES

Tablet or Smartphone Devices

Webex controls:

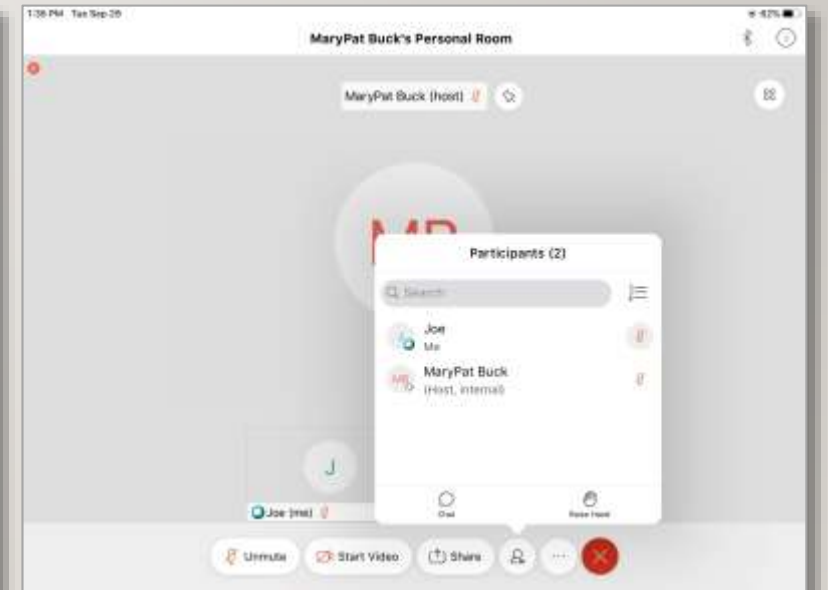
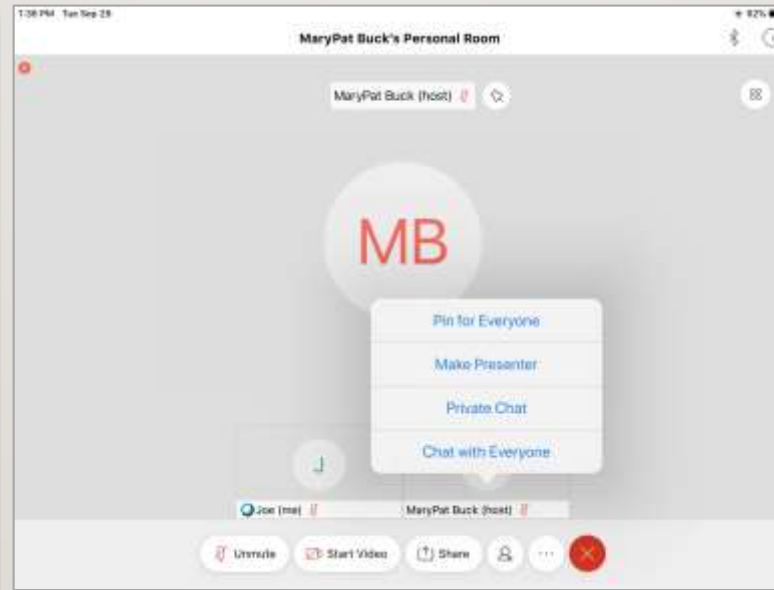
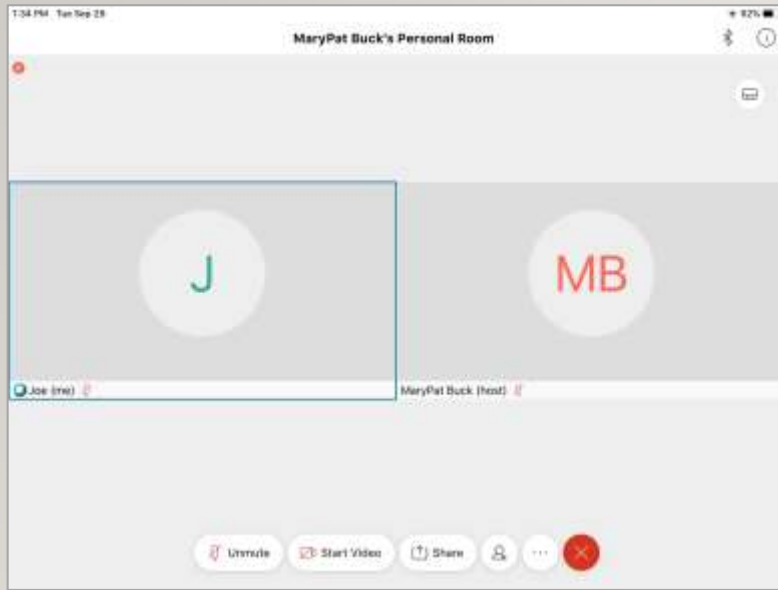
- Functionality same
- Location may differ



MOBILE DEVICE

iPad

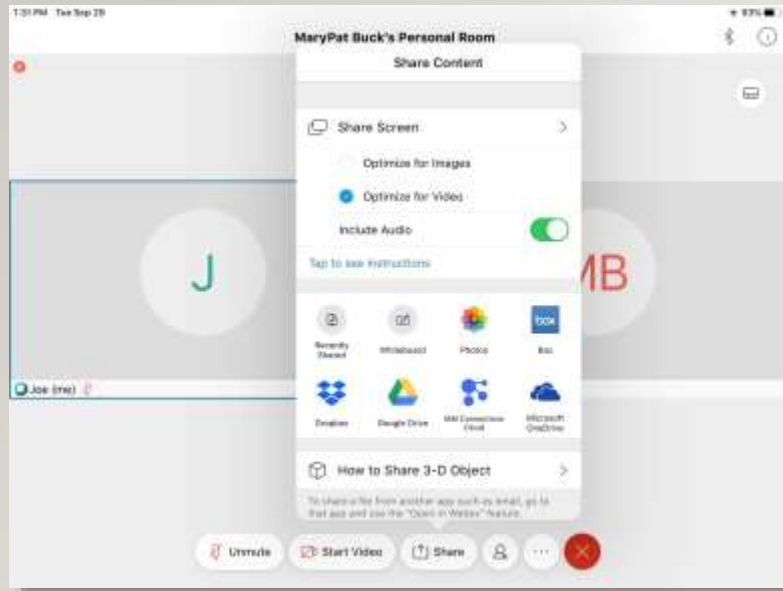
Tap controls to reveal pop-up menus.



MOBILE DEVICE

iPad: Sharing your screen

Follow prompts on device to share/broadcast your screen.



POLLING

Recommendations for Polls:

- Multiple choice, 1-4 questions per poll segment.
- Send your questions to staff several days before class to allow time to create poll files.
- Poll results can be shown to your students.

▼ Polling

×

Time elapsed: 0:06 Time limit: 5:00

Poll Questions:

1. For the new product, what is your favourite colour?

☐

 A. Red

☐

 B. Blue

☐

 C. White

☐

 D. Black

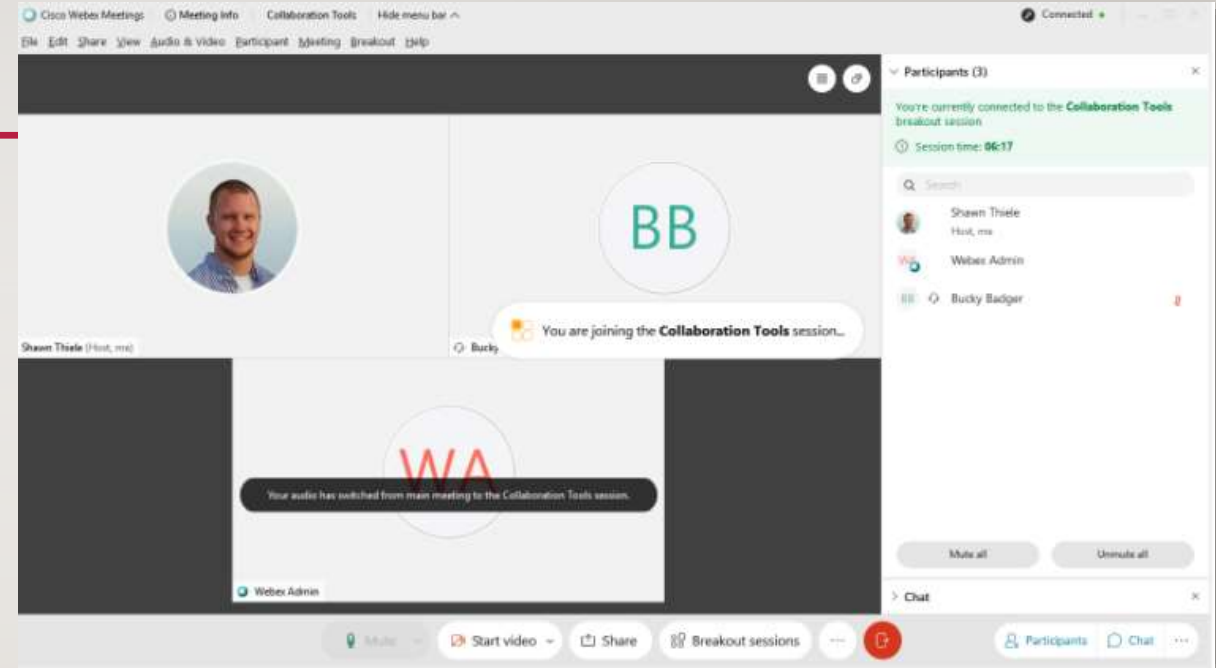
Submit



BREAKOUT ROOMS

Breakout rooms are setup and managed by the webex host.

Students are assigned into separate virtual rooms for small discussion for a specified amount of time.



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.

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 Fiopics)
- 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.
If you have an older computer, you may have to open tabs on the fly, rather than opening them all in advance.
- Images – open in your favorite photo viewer, or put all into a single PDF.



CLASS DAY

Email Scheduling

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.

OLLI meeting Barb |

Wednesday, April 8, 2020

3:45 pm | (UTC-04:00) Eastern Time (US & Canada) | 30 mins

Meeting number (access code): 616 88

Meeting password: 7vaf

Join meeting

Join by phone

Tap to call in from a mobile device (attendees only)

+1-415-65

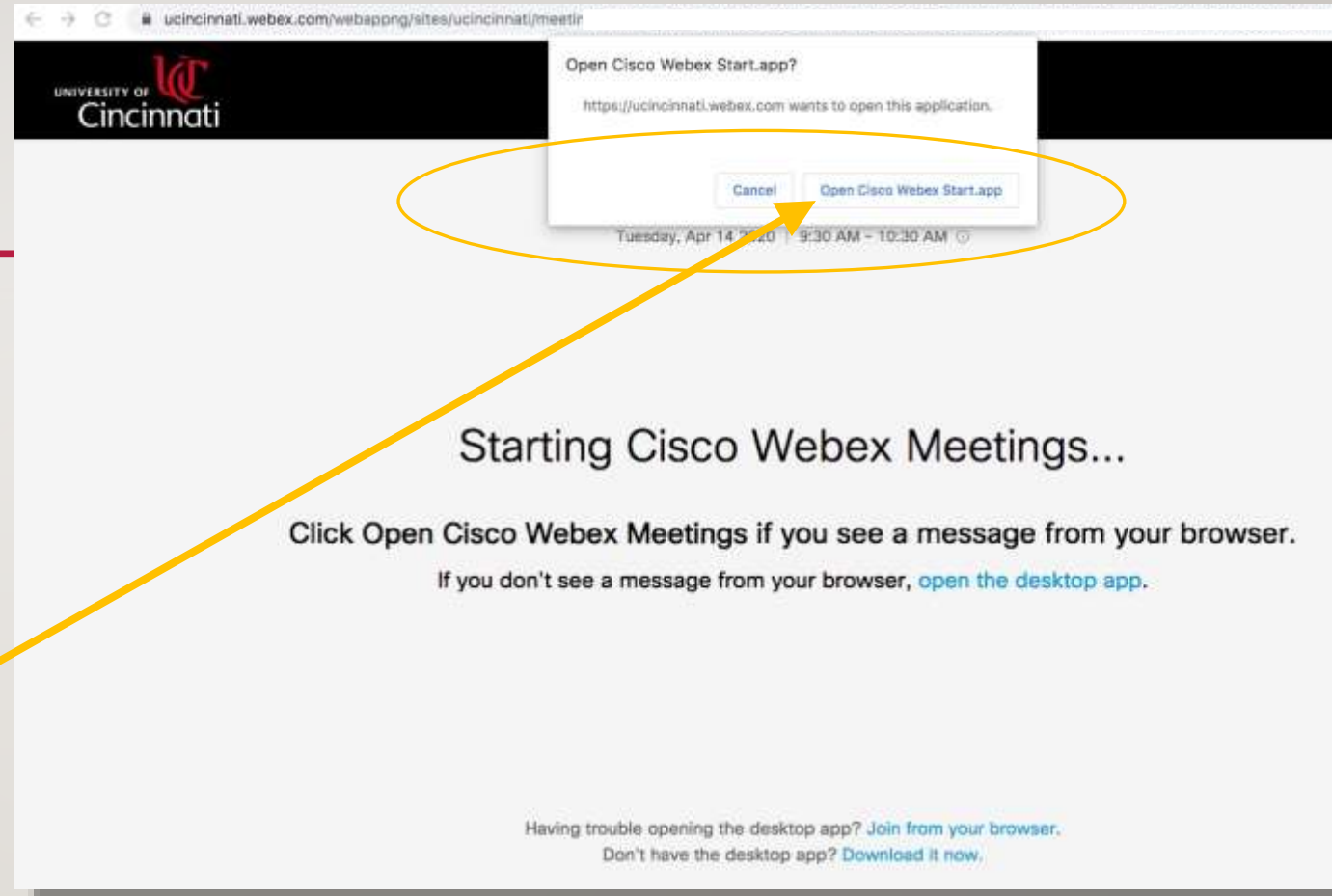
CLASS DAY

Join Meeting Using the App

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

Note the options available.

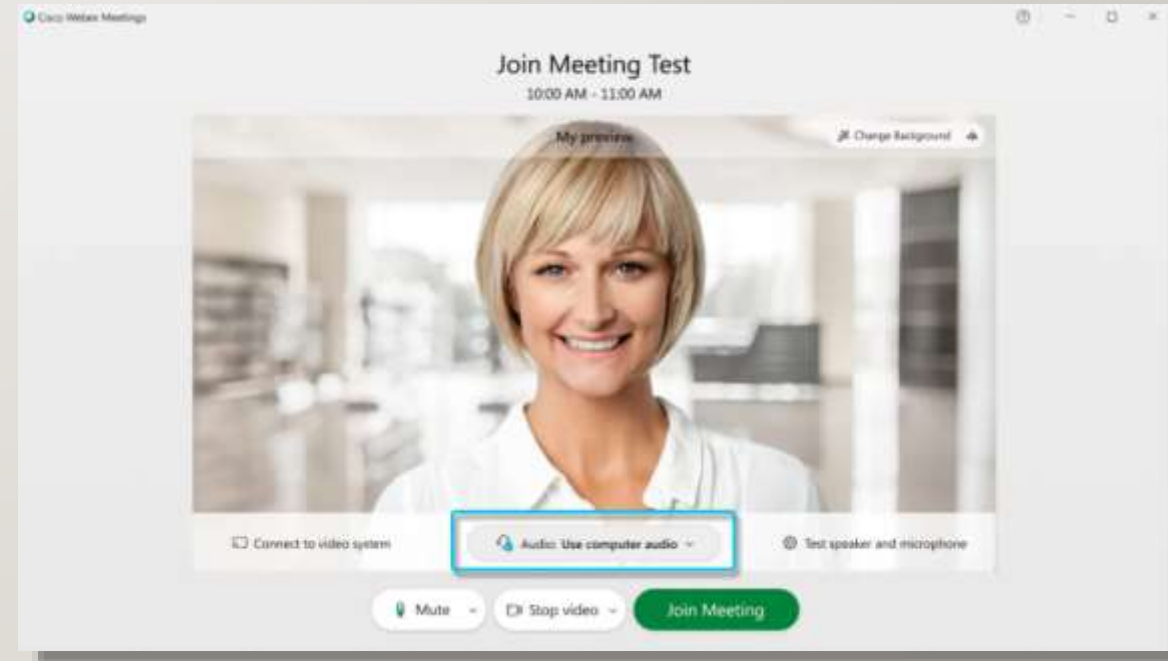
If you have already downloaded
and installed the Cisco Webex
Meetings App, choose
OPEN CISCO WEBEX APP.



CLASS DAY

Preview Window

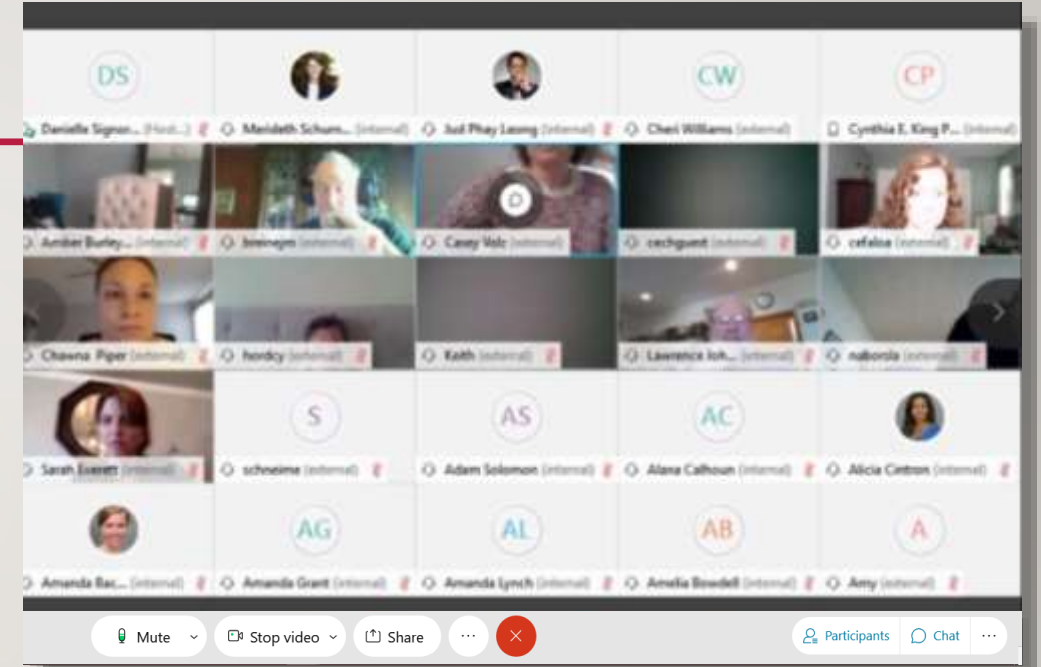
- Cisco Webex Meetings app opens a PREVIEW window.
 - Microphone button: mute or unmute
 - Video button: ON or OFF
 - Choose audio: Use computer for audio
 - Preview yourself on screen
- Click JOIN MEETING



CLASS DAY

Tech Verify

- 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.
- Some students may join by phone.



CLASS DAY

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.



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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.



Online Class Etiquette

- 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. (e.g. verbally, or via the chat feature).

PARTICIPATION & ENGAGEMENT

- Ask your students specific questions.
- Remind them to unmute themselves.
- Tell them they can also use the CHAT feature to ask questions or comment.

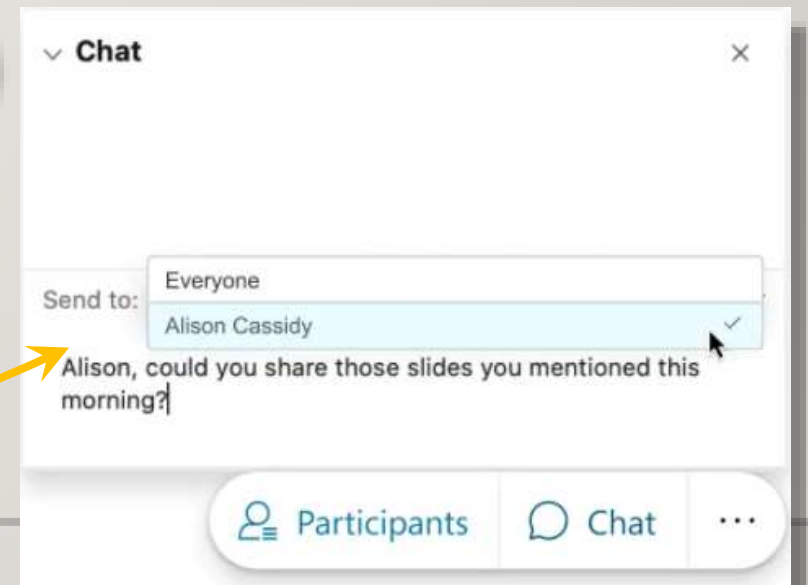
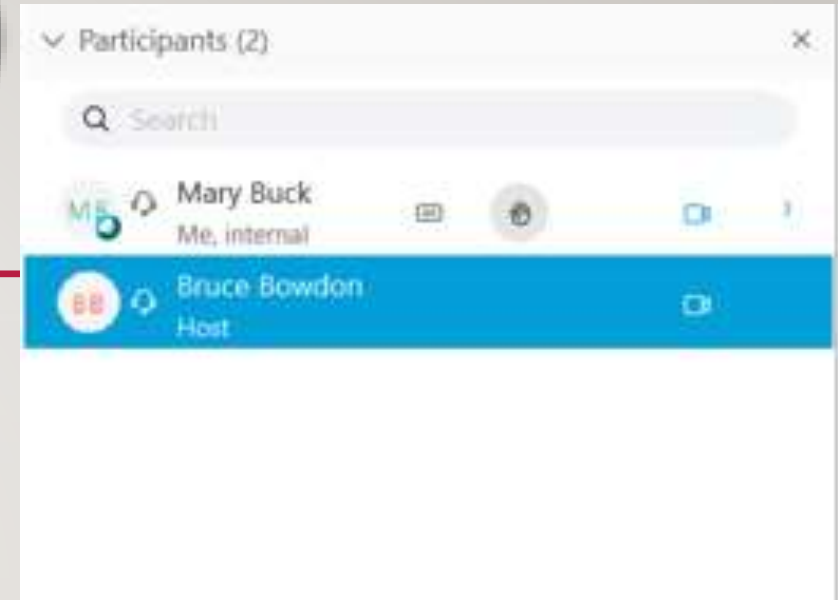
COMMUNICATION

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



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.

Practice:

- MUTING and unmuting.
- Open Participants and chat panels.
- Try out the various viewing options.

HOSTING

WEBEX
SUPER
POWERS



HOSTING

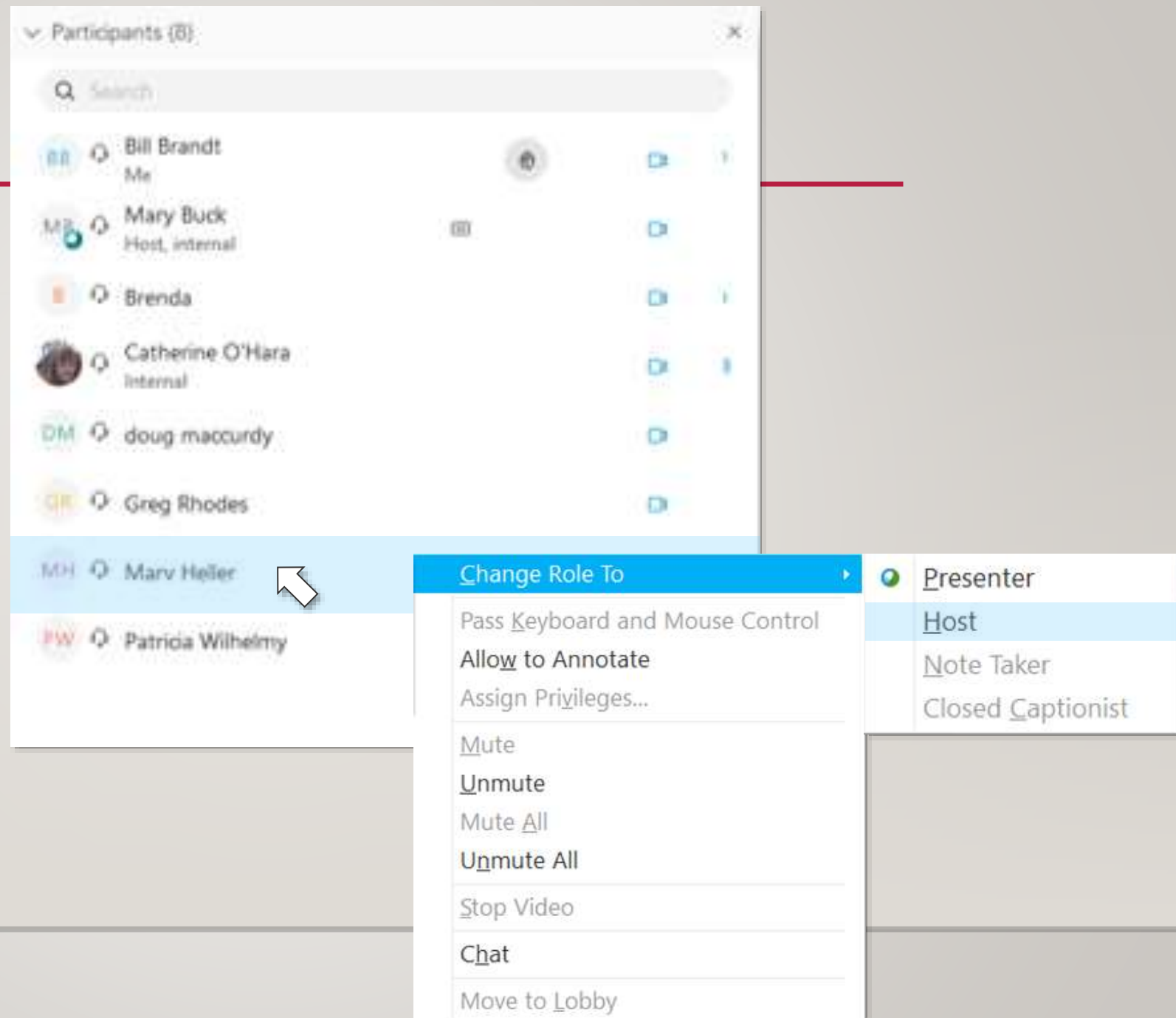
- OLLI staff will START the meeting and remain in the 'room' initially, while you and students join the meeting.
- Once everyone is settled, OLLI staff will may assign HOST controls to MODERATOR or another VOLUNTEER HOST and then exit meeting.

HOSTING

Changing Hosts

From Participants Panel:

Right-click on the name,
choose CHANGE ROLE TO
from pop-up menu,
select Host role.



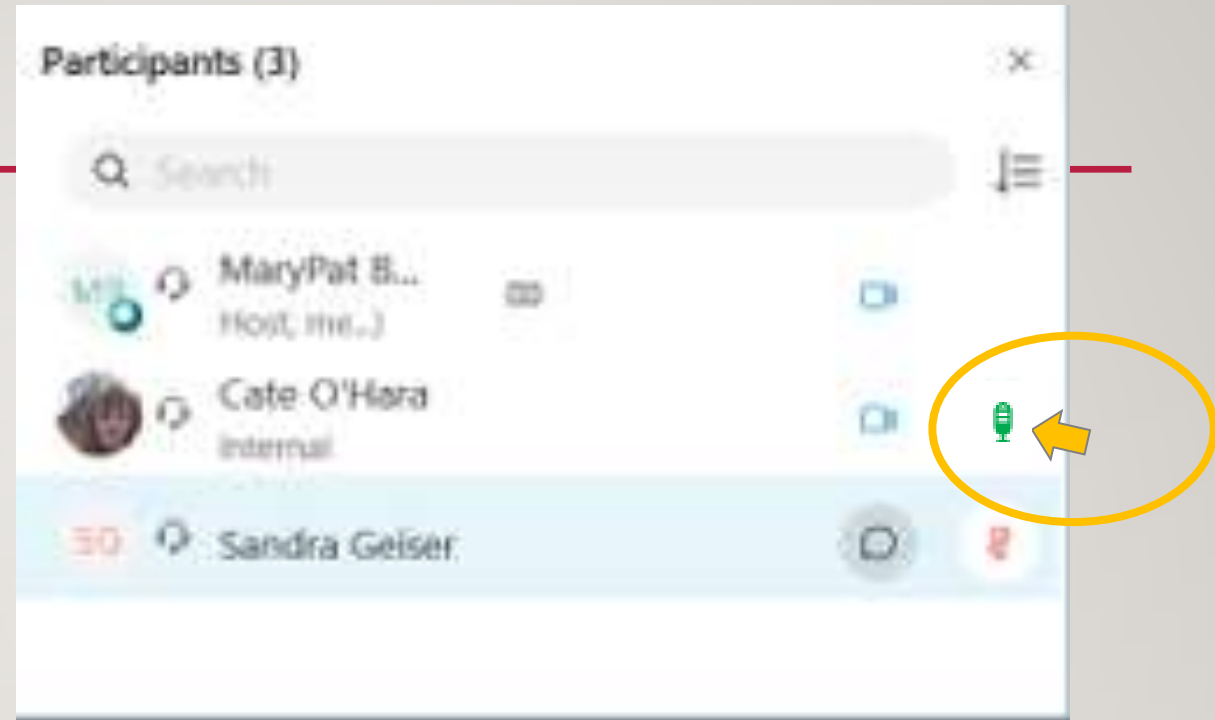
HOSTING

Microphone Control

Identify location of audio.

From Participants Panel:

Green MIC ICON indicates audio is being transmitted via the microphone.



HOSTING

Microphone Control

From Participants Panel:

Right-click on the name, choose MUTE or UNMUTE from menu or toggle on icon.

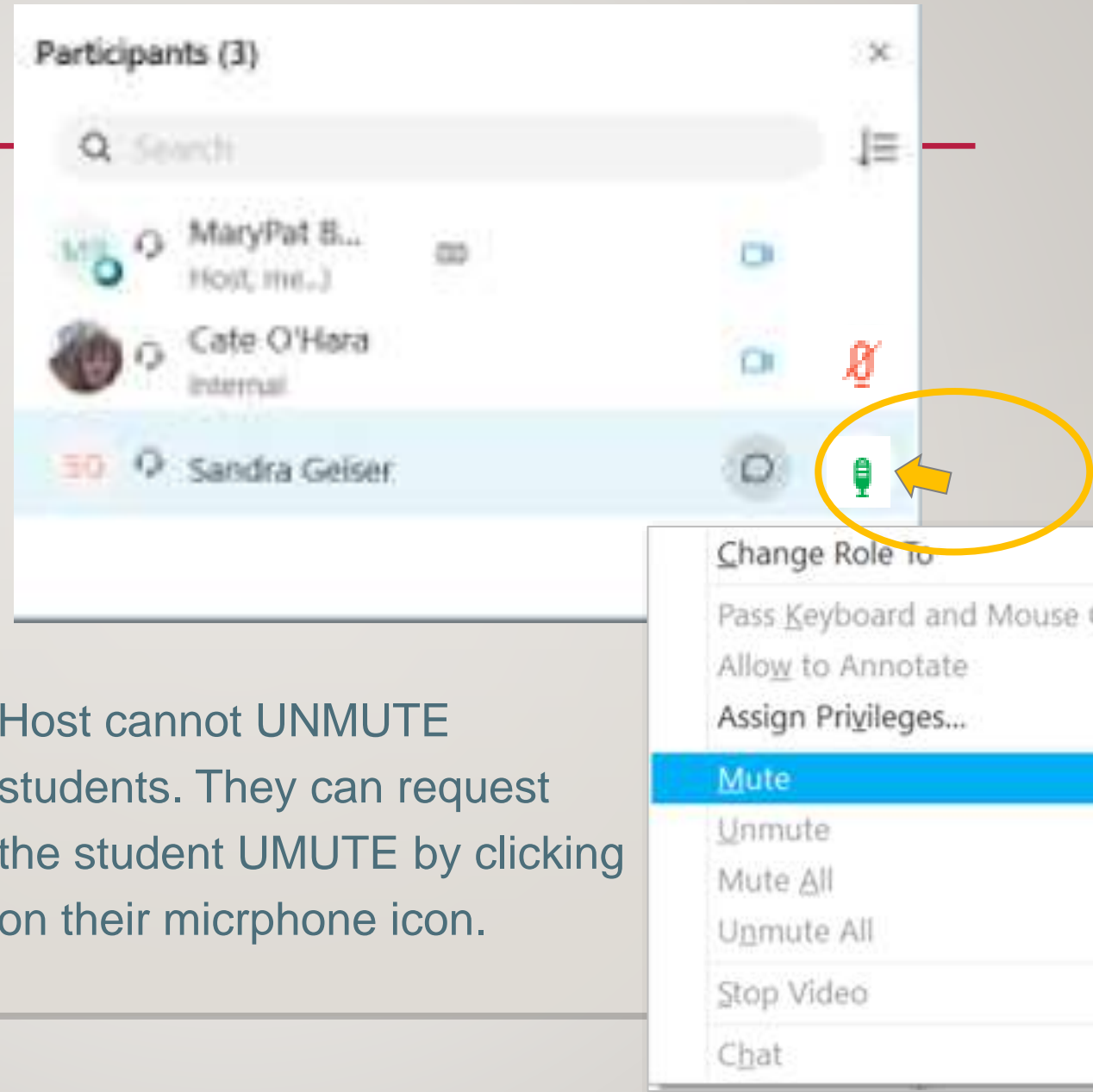
RED = MUTED



GREEN = UNMUTED



Host cannot UNMUTE students. They can request the student UNMUTE by clicking on their microphone icon.



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>



THANK YOU

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