OLLI MODERATOR TRAINING

ONLINE CLASSES
AGENDA

WEBEX MEETING APP OVERVIEW
ROLES
MODERATING AN ONLINE CLASS
CLASS DAY
WEBEX PRACTICE
WEBEX
OVERVIEW
WEBEX

MEETING CONTROLS
WEBEX

SINGLE SPEAKER VIEW

FLOATING PANELS ICON
MOBILE DEVICES

TABLET OR SMARTPHONE DEVICES

• Webex controls:
  • Functionality same
  • Location may differ
VIEWING OPTIONS

INFO

ACTIVE SPEAKER

VIEWING OPTION CONTROLS
VIEWING OPTIONS

Single Active Speaker
VIEWING OPTIONS
Single Active Speaker with THUMBNAILS
VIEWING OPTIONS

Grid View
MEETING CONTROLS
MEETING CONTROLS

TOGGLE buttons.

Shown as ON

Shown as MUTED

Shown as OPEN

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
PARTICIPANT AND CHAT PANELS
PARTICIPANTS ICON

- STUDENT can click the RAISE HAND icon next to their name.
- HOST can mute Participants audio and video.
CHAT ICON

- Comment or question to **everyone** or to a **single participant**.
- Students can use to ask a question without interrupting the current speaker.
SHARE content: documents, images, browser, etc.
SHARE CONTENT

Application or Documents.

• Word Document
• PowerPoint
• PDF
• Images
• Browser (chrome, edge, etc.)
MEETING CONTROLS

- SHARE content: documents, images, browser, etc.
SHARE CONTENT

POP-UP menu with thumbnail images.
Select PowerPoint thumbnail as example.
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

PowerPoint in SLIDE SHOW mode, click through the slides as usual.
SHARE CONTENT

Move mouse to TOP of screen to reveal options from drop down menu.
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.
RESOURCES

OLLI Website has several links for you.

- How to use Webex video.
- A Webex testing site for testing your device.
- PDF files on using Webex and best practices.
- Internet jargon and speed information.
- If you want to practice, call the OLLI tech support line to set up a meeting. 513-549-7712.
ROLES

Help each other learn new skills.
ROLES

• Host
• Presenter
• Tech assistant
• Student
ROLES

• Host: has all the controls.
• Presenter: moderator or co-moderator.
• Tech assistant: optional volunteer student assistant.
• Students: and moderators require extra patience as we learn new skills.
ROLES

Host

- UC Staff member will schedule and start all meetings.
- HOST role can then be re-assigned to moderator or tech assistant.
- Host has the ability to
  - Invite additional people
  - Mute any or all participants
ROLES

Presenter

• Moderator
• Video, audio and share content capabilities.
• Cannot mute participants
ROLES

Tech Assistant - optional

- A volunteer with abilities to navigate around the Webex environment.
- Assess and assist with technical issues as best they can.
- Assist moderator if necessary in screen sharing documents and/or monitoring participant and chat windows for questions.
- If a tech assistant has been identified, the Host controls will be given to the tech assistant.
ROLES

Students

• Be patient for the first few classes as students acclimate to the new environment.
• If a student is having difficulty, have your tech assistant help them, if you have one, or have the student contact OLLI.
• All students need to attend a prerequisite Webex Training meeting.
MODERATING AN ONLINE CLASS

ADVANCE PLANNING
COMMUNICATION
HANDLING DISRUPTIONS

All types of classes require these skills.
ADVANCE PLANNING

Gather and Create your course content

• Reading materials, films, online resources etc., just as you would for a face-to-face class.

• Determine how you would like to present these to your students.
  • PowerPoint
  • Videos
  • Images
  • Discussion/lecture
ADVANCE PLANNING

Technical capabilities

• Make adjustments for technical limitations.
  • For example: a film class will require film to be viewed in advance.
• Take advantage of the social aspect of a Webex meeting.
• Use the share screen option for PowerPoint documents, images etc.
• Video: brief video clips can be shared.
• Test out your ideas 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 for Attendance
  • Raise a Hand icon to ask a question.

• 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 Fioptics)

• Computer too far from Router

• 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.
Advance planning pays off.
CLASS DAY

Check List

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

Advance Planning Preparation

- 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 assign HOST controls to MODERATOR or TECH ASSISTANT, and then exit meeting.
- We can all be flexible as we get used to our new classroom environment.
CLASS DAY

Advance Planning Preparation

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

• PowerPoint – open and put into slideshow mode.
• 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.
CLASS DAY

Email Scheduling

- Email invitation will be sent in advance to you and your students from messenger@webex.com
  - Meeting number (access code)
  - Password

- Click JOIN MEETING in email invitation.
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

Join Meeting

- 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.

• Remind the students of help documents available on the OLLI website.
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 20 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.
WEBEX PRACTICE

OLLI virtual office hours to practice or test your content:

• Fridays 10:00 am – 12:00 pm or upon request.

• This is an open time for anyone to join a meeting. Participants can check their webex connections, share content, practice using the chat window etc.

• Call the OLLI tech support phone line for access information: 513-549-7712.

• Or to test your device access, go to the Webex test website:
  https://www.webex.com/test-meeting.html
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 (link on OLLI site)
- For optimal connection, plug directly into your router with an ethernet cable.
TECHNICAL RECOMMENDATION

Earphones or headset

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, echo and ambient noise.

Full headset with microphone for best results.

Plain headphones, like the kind that come with a smartphone will help you hear.
PRACTICE

• Did I mention practice?
• The more you work with Webex, the easier it gets.
• You will intuitively find what works best in an online teaching environment.
• And remember, we are ALL learning new skills.
THANK YOU

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