

# OLLI at Duke Moderator Training

Chris Abrons, Moderator Coordinator

Beth Anderson, Chair of Curriculum Committee

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# Agenda

- Moderator Basics
- Course Protocol
- Technology Needs
- Zoom Interactions



**Poll!**

# Moderator Basics

## Course registration of Moderators

- OLLI staff will register you prior to start of course
- Moderators are registered as students

## Student Portal (not instructor portal)

- Access to course zoom link
- Receive emails from instructors
- Course website
- Recording links

# Moderator Basics

## Zoom Views

Gallery vs. Speaker views:

- You control your own screen

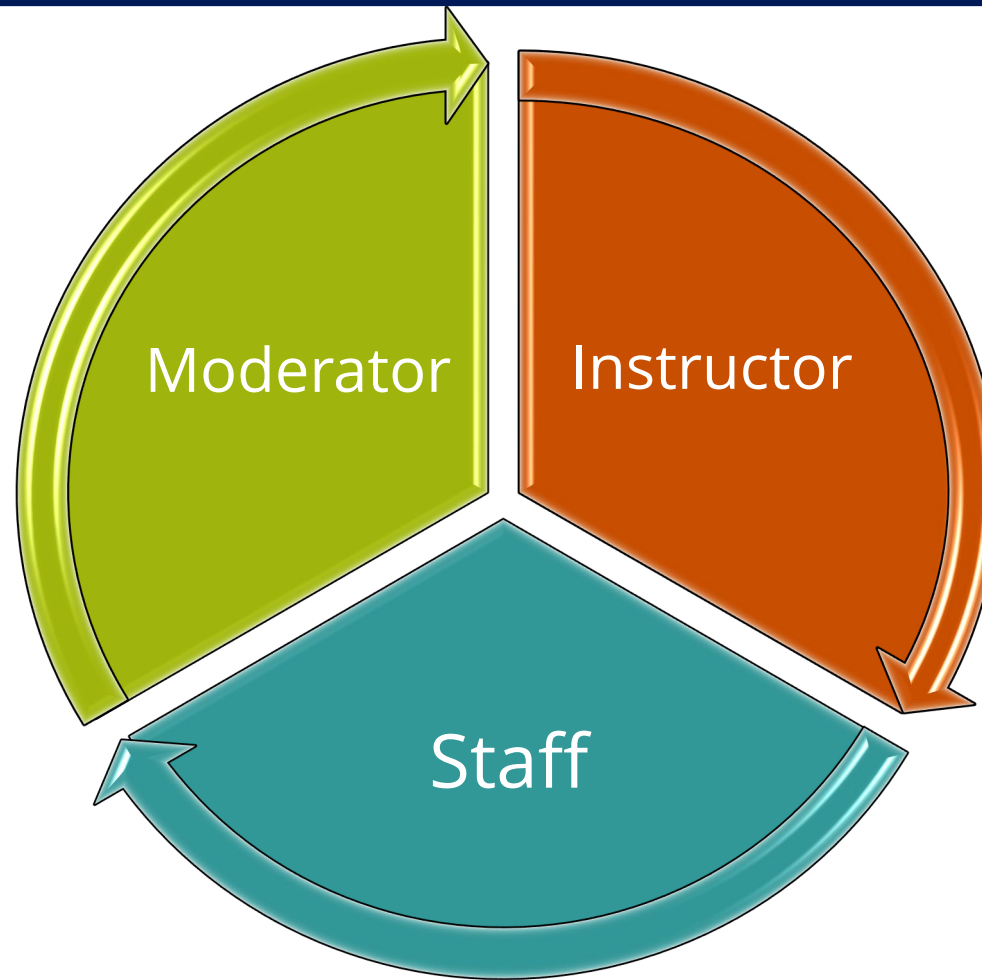
Spotlight:

- Staff controls spotlighting instructors/speakers



More  
coming  
later!

# The Team Approach



# Moderator Role

- Support instructor
- Encourage interaction
- Provide Feedback
- Manage chat and raised hands
- Call for tech assistance (very rare)



Primary Goal:  
Assist the Instructor

# Course formats

Lecture with Q&A

Facilitated Discussion

Active Skill Learning



# Talk with Instructor

## Course interaction

- When / How often to pause for questions
- How to handle Q&A:  
Zoom chat, Raised hands

## Logistics

- Ask for instructor bio or read the one in the catalog
- Ask for slides – before each class
- Decide:
  - Mics muted or unmuted?
  - Video on or off?



# Class Protocol

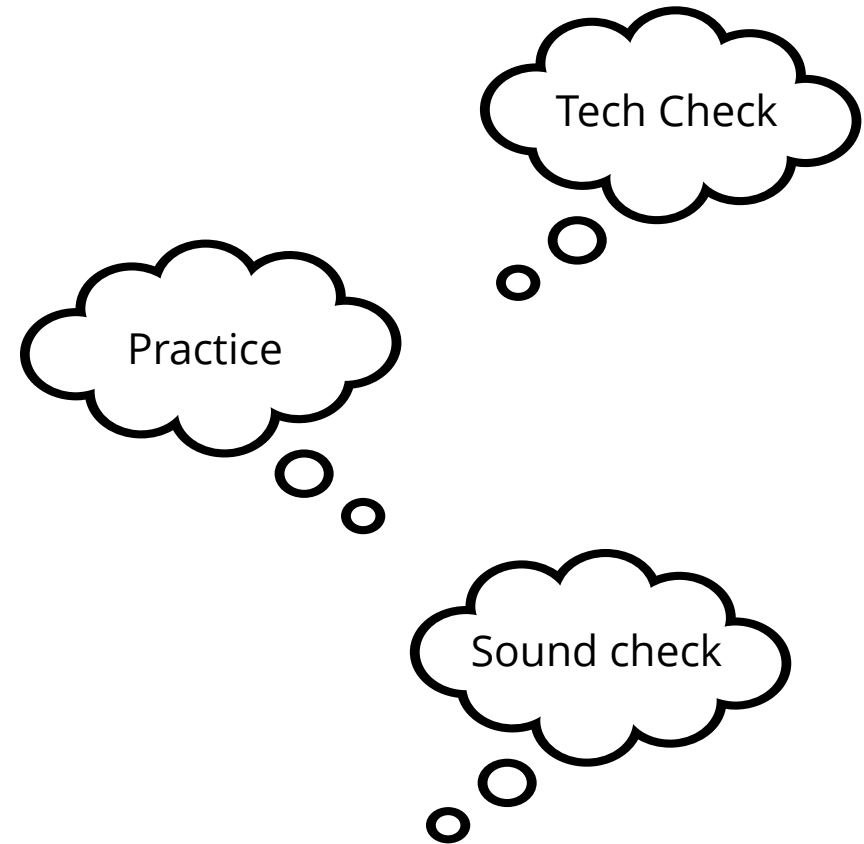
## Actions & Procedures

# Pre-class

- Staff opens the Zoom meeting
- Join 30 minutes before official start of class
- Team Prep & Tech Check

*Be there!*

- 15 minutes before class starts, Staff opens the waiting room



# Class starts

## Staff

- Starts on time
- Makes OLLI announcements
- Plays welcome video
- Starts recording class  
*(if needed)*
- Introduces themselves
- Turns over to moderator

## Moderator


- Welcomes students
- Introduces self
- Reminders of mics & video
- Explains Q&A
- Checks for recording light  
*(Kindly remind staff if not yet recording)*
- Introduces Instructor



# During Class: Staff

- Monitors gallery
- Mutes mics and stops video as needed
- Spotlights instructors and guest speakers
- Conducts polls
- Manages breakout rooms
- Takes attendance count

# During Class: Moderator

- Assists with interactions
  - Chat
  - Raised hands
  - Quick polls
- Add links and emails to chat
  - Include prefix  <http://>
  - Have links handy – Find during pre-class
- Monitor time
- Acts as eyes & ears for instructor
- Alerts staff to problems via private chat

# End of Class

- Remind instructor to wrap up
  - Discuss in rehearsal *when* the instructor wants a time check
- Thank instructor and students
- Make reminders about next week
- Quick team debrief (optional)

# Between classes

- Follow up as needed with instructor
- Get next weeks slides from instructor
- Check recordings are in Student portal

(Allow 48 hours before notifying [olli@duke.edu](mailto:olli@duke.edu))

# Questions?

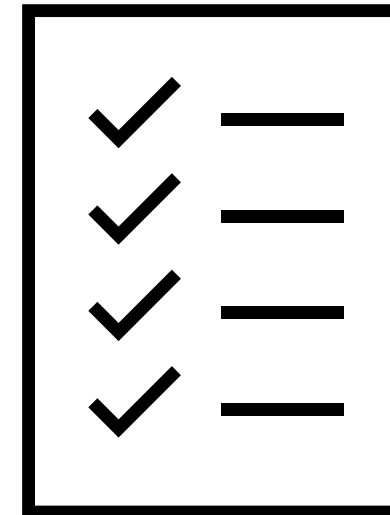
Make everyone co-hosts!



# Technology Needs

# Technology Checklist

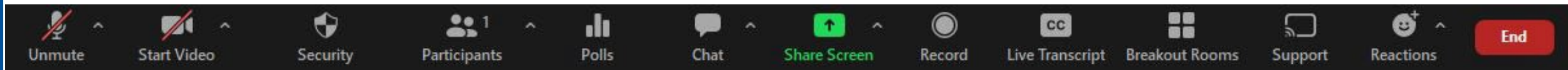
- ☐ Check Zoom version
- ☐ Check internet speed <http://speedtest.net>
- ☐ Use laptop or desktop (not phone or tablet)
- ☐ Check audio
- ☐ Mute your cell and landline phones
- ☐ Check your video and background
- ☐ Check your lighting and framing in video



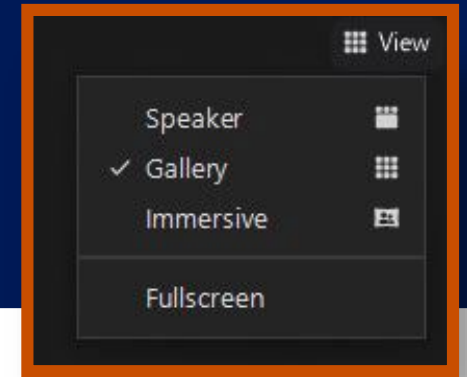
# Zoom Toolbar as a Moderator

Co-host controls are different than participant

- Share Screen is enabled – used by instructor
- Polls & Breakout Rooms – used by staff
- Security and Record – used by staff



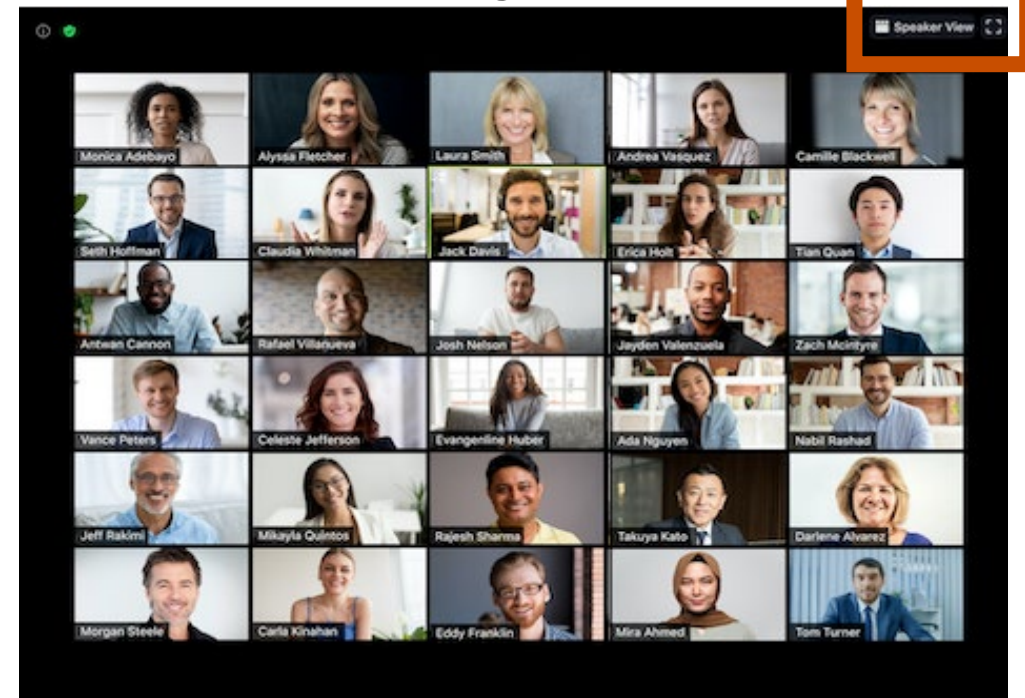
# Zoom Views



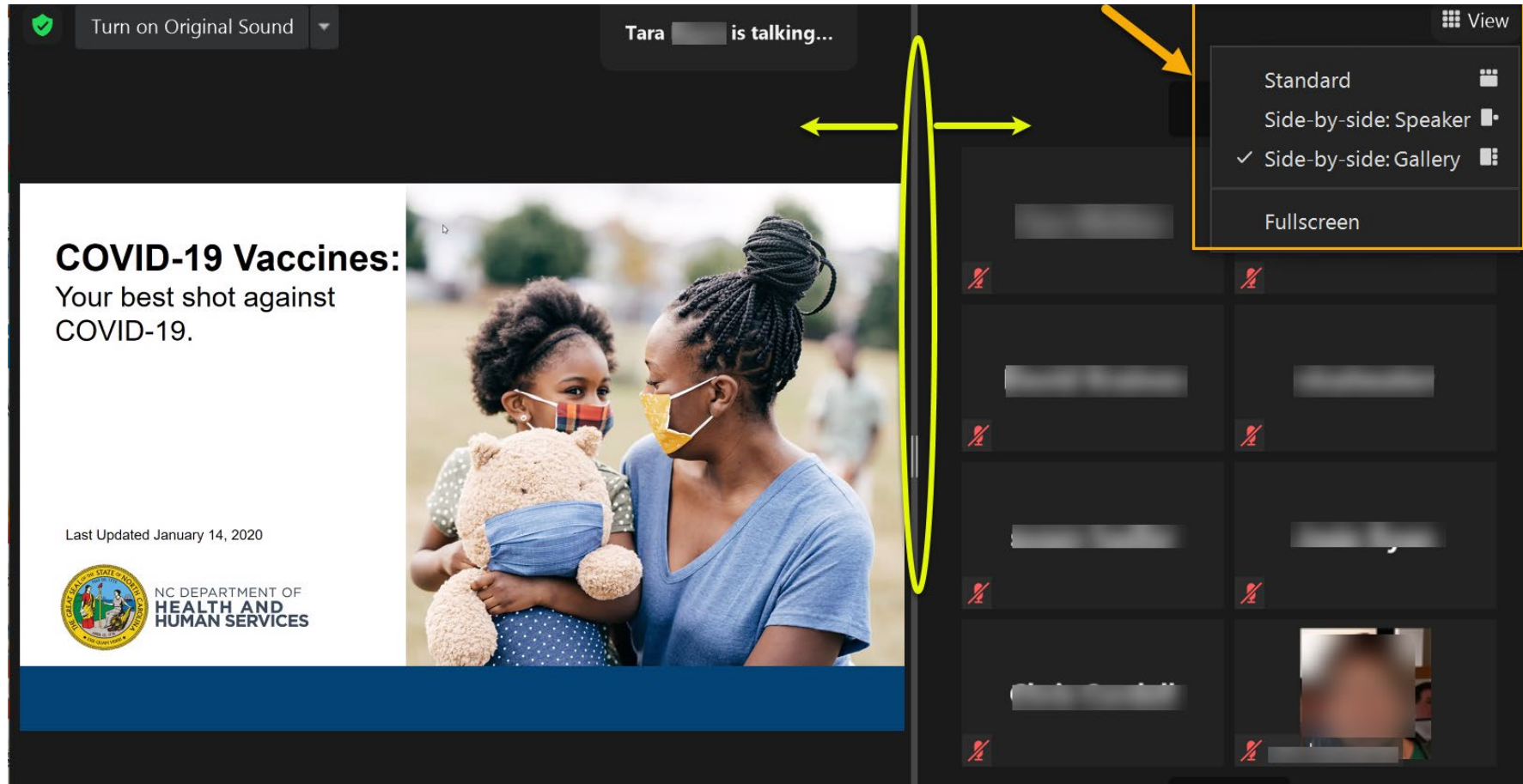
## Speaker view



## Gallery view

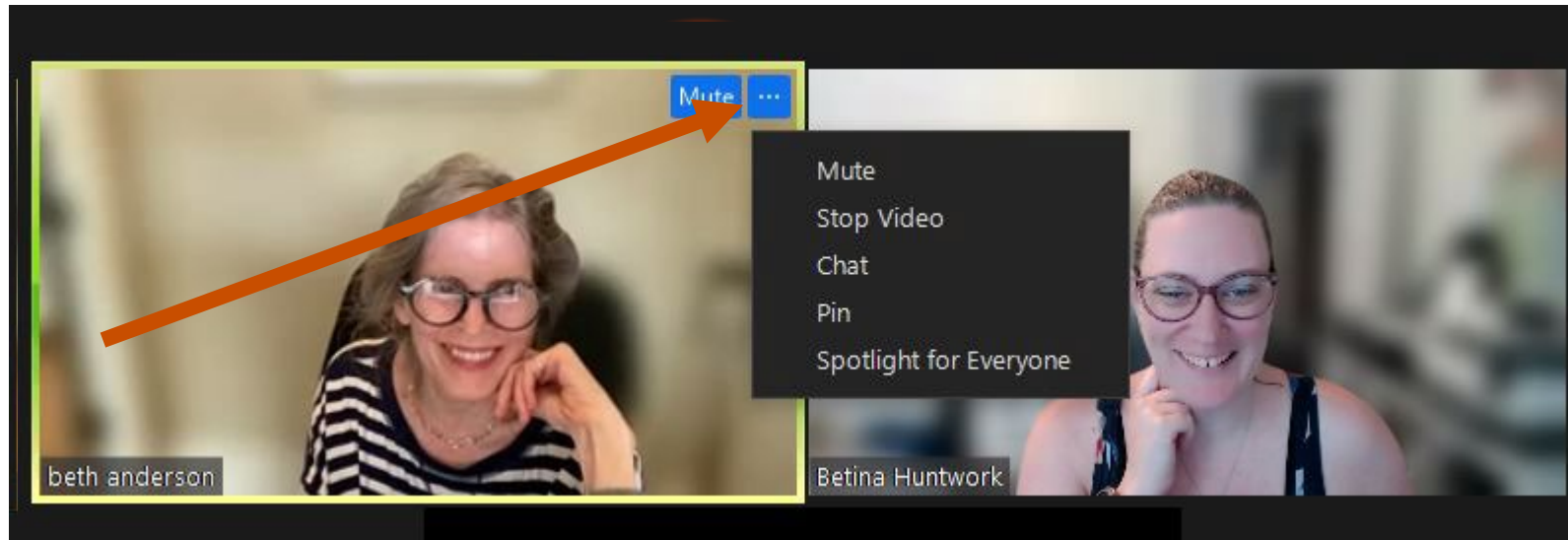


# Zoom Views



# Zoom Tools in Thumbnails

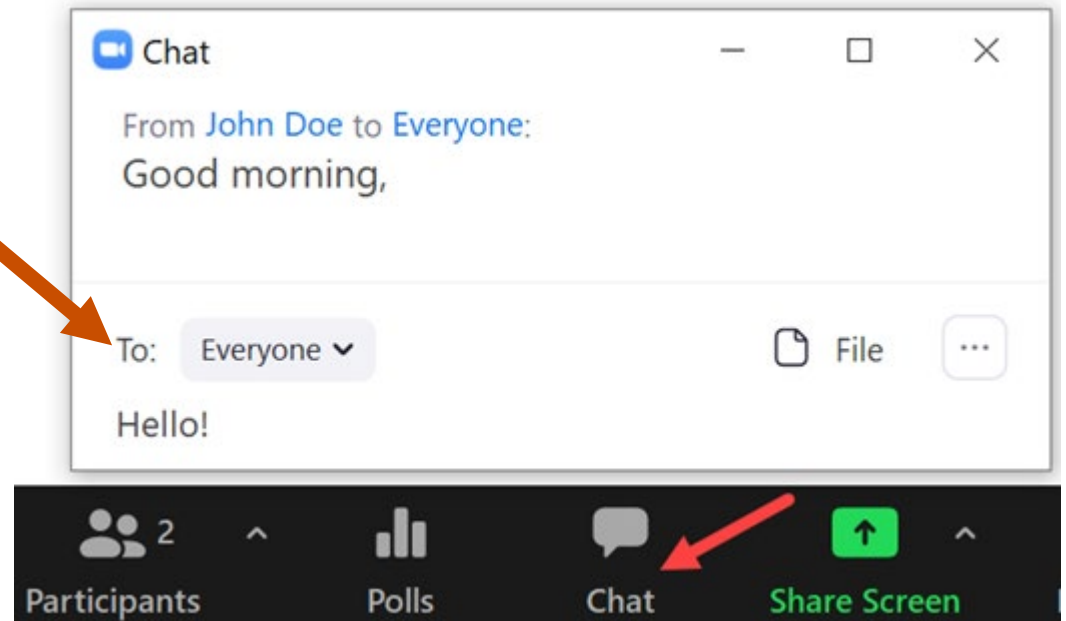
- Mouse over video thumbnail then click



# Zoom Interactions

# Interactions: Chat

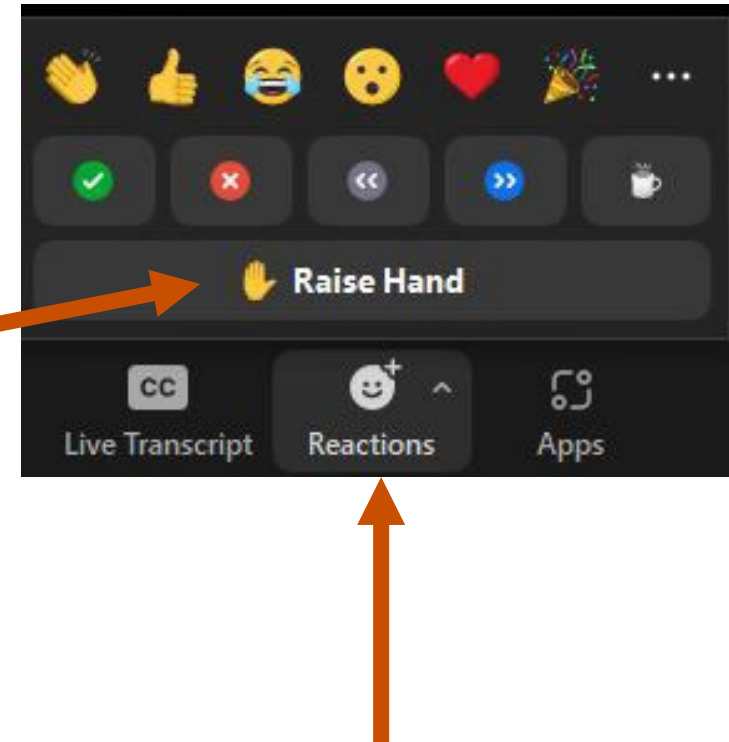
- Open Chat, Select “To: Everyone”  
(the default)
- Rarely use private chat –  
always confirm “To:” who
- Type message, then press **Enter** on  
keyboard
- Chat window can pop-up, moved  
and resized





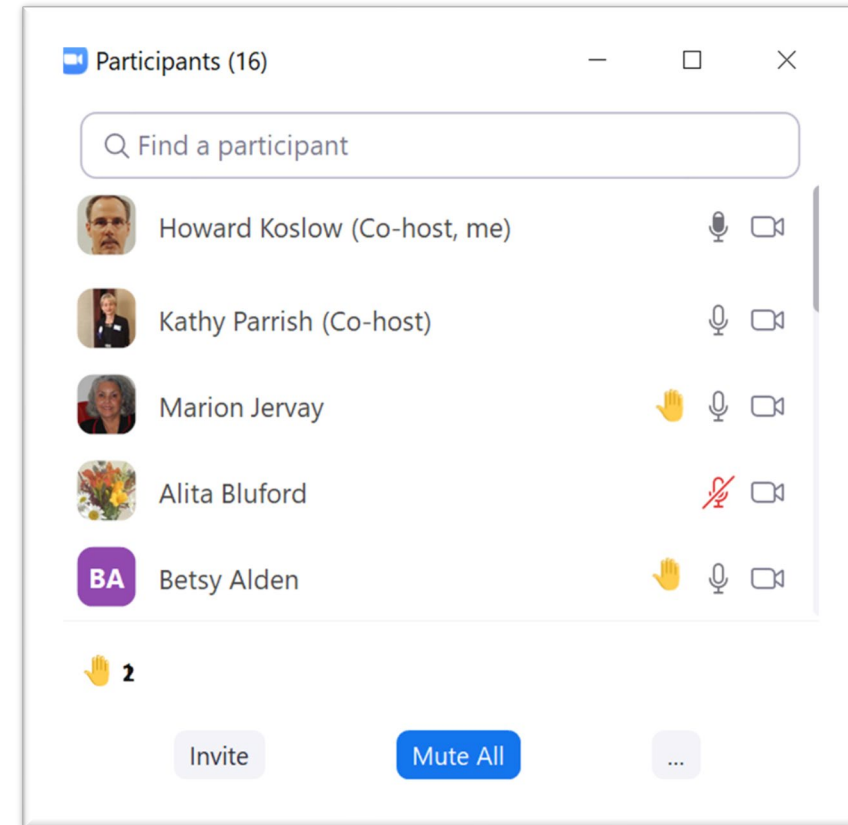
# Interactions: Raised Hand

- Click “Reactions” on Zoom toolbar
- Click “Raise Hand”
- *Lower hand after question has been answered by instructor*



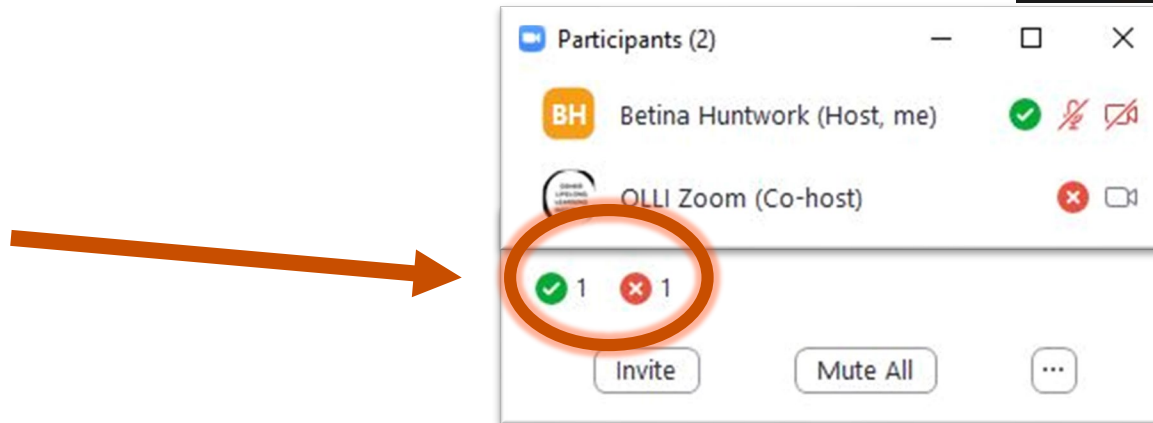
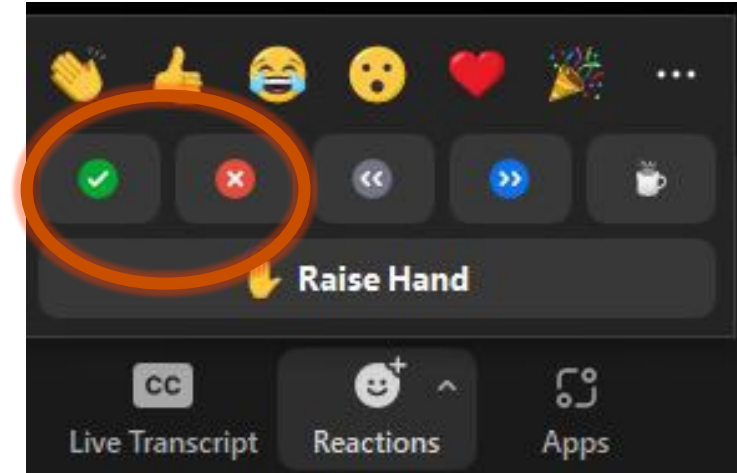
# Interactions: Raised Hand

- Call on Participants in order  
(Participant's Window -or- Gallery)
- Click on “Lower hand” after  
Instructor answers question



# Interactions: “Quick Polls”

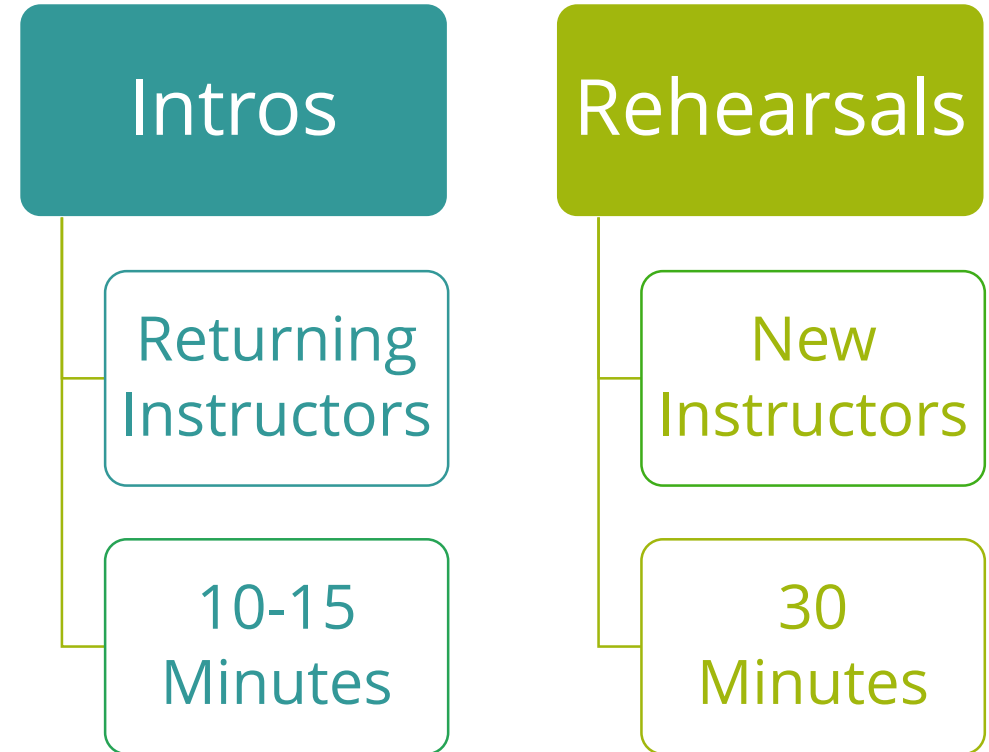
- Student uses Reactions icon on Zoom Toolbar
- Moderator uses Participants window for counts



# Questions?

# Rehearsals & Intros

- September 6-8
- Same time/day as course
  - \*Monday teams reschedule
- Meet your team
- Zoom link in Student Portal



# Bonus Tips

- Mistakes can happen....  
Don't belabor any apology
- Have water handy – remind instructor
- Encourage viewing course recordings and course website



# Keep in Touch!

Moderator online recourses:

[olliatduke.online/moderators](https://olliatduke.online/moderators)

Betina Huntwork

OLLI Online Course Support

[Betina.Huntwork@duke.edu](mailto:Betina.Huntwork@duke.edu)

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Chris Abrons

Moderator Coordinator

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*Share tips and report issues!*

# Questions?



# Thank you for being a OLLI at Duke Moderator

Be happy,  
Have fun!

