

Moderator Info & Training

OLLI at Duke

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Agenda

- On Being a Moderator
- Interactions Styles
- Course Protocol
- Zoom for Moderators
- What's Next



***So You Want
to be a
Moderator!***

Why?

Moderators are Key to Successful Courses!




[Kris Door video](#)



**What are the benefits
to the instructor
of having a moderator?**

Moderator Role

Primary goal: Assist the instructor

- Support student / instructor interaction
- Provide feedback to instructor each week
 - Develop good rapport with instructor
- Manage the Zoom classroom (audio/video)
 e.g., mute student if needed
- Call for tech assistance (very rare)

Course

Interaction Styles

Lecture Style Courses

- **Pre-class: unique aspect of today's session**
- Primarily use Zoom Chat for Q&A
(may evolve to / mix with “Raise Hand”)
- Have “starter” questions for instructor
- Post-class: debrief with instructor
- pacing, class engagement, etc.

Discussion Style Courses

- Different instructors use different approaches
 - Your role may change over time
- Typically Zoom Raise hand, may also use Chat
- Allow time for students to unmute
- Call on students in order of raised hand
 - Equal time to all

Active Participation Style Courses

- Wide variety of approaches
- Chat, raise hand, “open mic”
- Moderator role **will vary!**

Discuss Plans with Instructor **ASAP**

- Course interaction style and flow
 - When/frequency to pause for questions
 - How to handle Q&A: Zoom Chat, Raise Hand
- Logistics
 - Get instructor bio for intro in first class
 - Ask for slides - before each class
 - Students: Audio un/mute? Video on/off?

Share Your Experiences




Chat or Raise Hand

OLLI's Zoom Course Protocol

The Course Team

- Staff (OLLI): Zoom host, starts meeting
- Instructor: Zoom co-host (to share screen)
- **Moderator**: Zoom co-host
(assists with class interaction)
- Guest speaker(s): May be Zoom co-host

Pre-Class: 30 minutes

- Staff opens Zoom meeting / waiting room
 - Admits instructor, moderator, guest speakers (if any)
 - Checks out audio and video
 - Instructor/guests practice screen share
- Team discuss logistics for that class
 - How to manage Q&A: chat, raise hand,
 - If students should un/mute, turn video on/off
 - If and when/who will spotlight speakers
 - Optional: prep for Zoom polling, breakout rooms
-  Update staff about any changes

Pre-Class: 15 minutes

- Staff opens Zoom waiting room
 - Reminds/assists to display full name in Zoom
 - Answer simple Zoom questions
- Moderator
 - Welcomes Students/“Warm up” the class
 - Converses with instructor

Start of Class

- Staff
 - Starts class on time and plays welcome video
 - Starts recording the class (if needed)
- Moderator
 - Welcome students, introduce yourself
 - Reminds students of mic and video protocol
 - Explain protocol for Q&A or discussion
 - If recording, confirm Zoom red indicator light (kindly remind Staff, if not)
 - Introduce Instructor

During Class

- Staff typically:
 - monitor main room (student audio and video)
 - spotlight instructor or guests
 - conduct polls for the instructor
 - manage breakout rooms
 - record member attendance count
- **Moderator** rarely performs any of those
 - but might assist, with training and practice

During Class

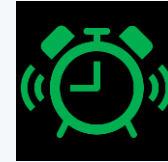
Moderator

- Assists instructor with student interaction
 - Chat / Raise hand / other
- Adds links, emails, website links to Chat
 - Please include [http://](#) URL prefix
- Monitors time remaining
- Is eyes and ears for instructor
- Alerts Staff to problems via private chat

End of Class

Moderator

- Remind instructor to wrap up
- Thank instructor and students



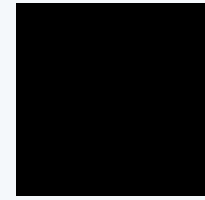
Between Classes

- Talk with Instructor
 - Debrief on prior week
 - Discuss what will be new or different
 - Establish plan for the upcoming class
- ★ Obtain slides for next class
- ★ Moderator receives instructor portal emails

Questions?

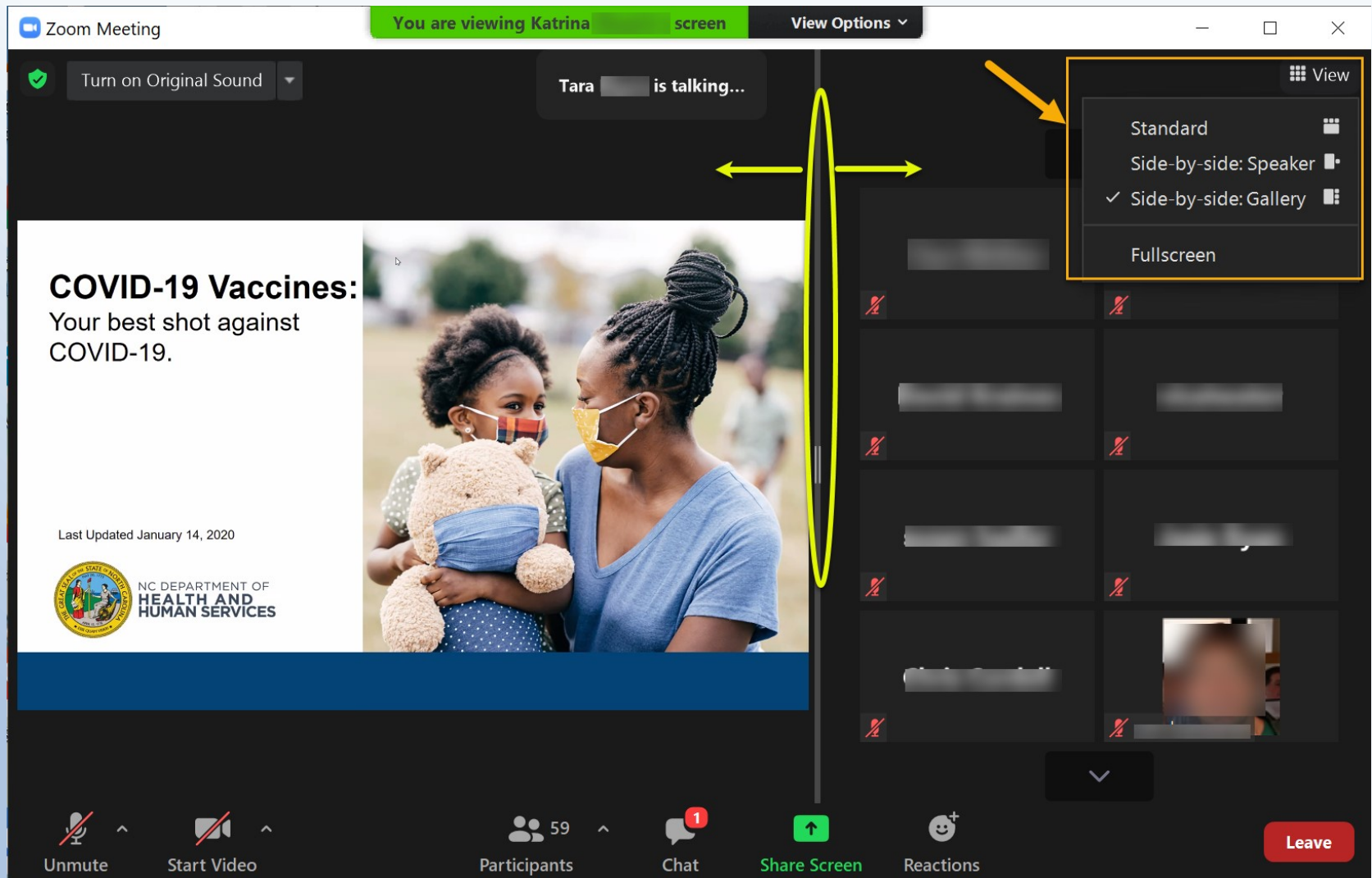
Zoom Features for Moderators

Technology Checklist



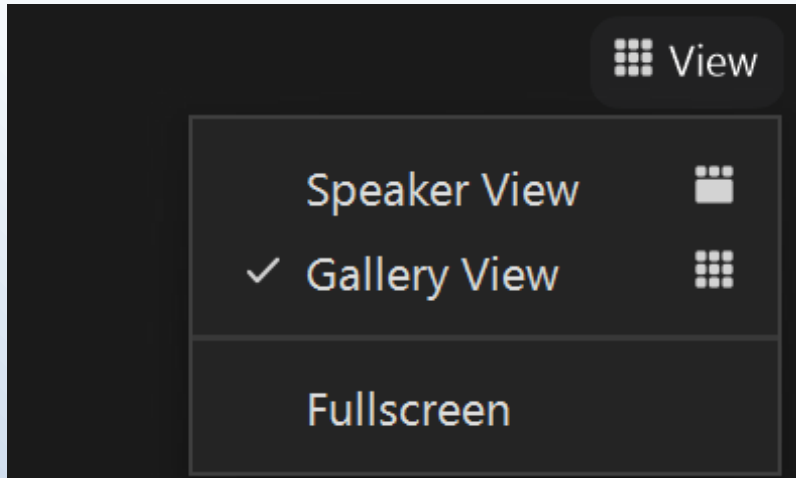
- ❑ Check Zoom version is 5.6.3 (or above)
- ❑ Check internet speed <http://speedtest.net>
 - at least 30 Mbps download, 5 Mbps upload
- ❑ Use laptop or desktop (not tablet or phone)
- ❑ Check audio
- ❑ Mute your phone, including landline!
- ❑ Check your video and background
- ❑ Check your lighting, framing face in video

Zoom Screen (on Windows or Mac)



Zoom Screen Controls

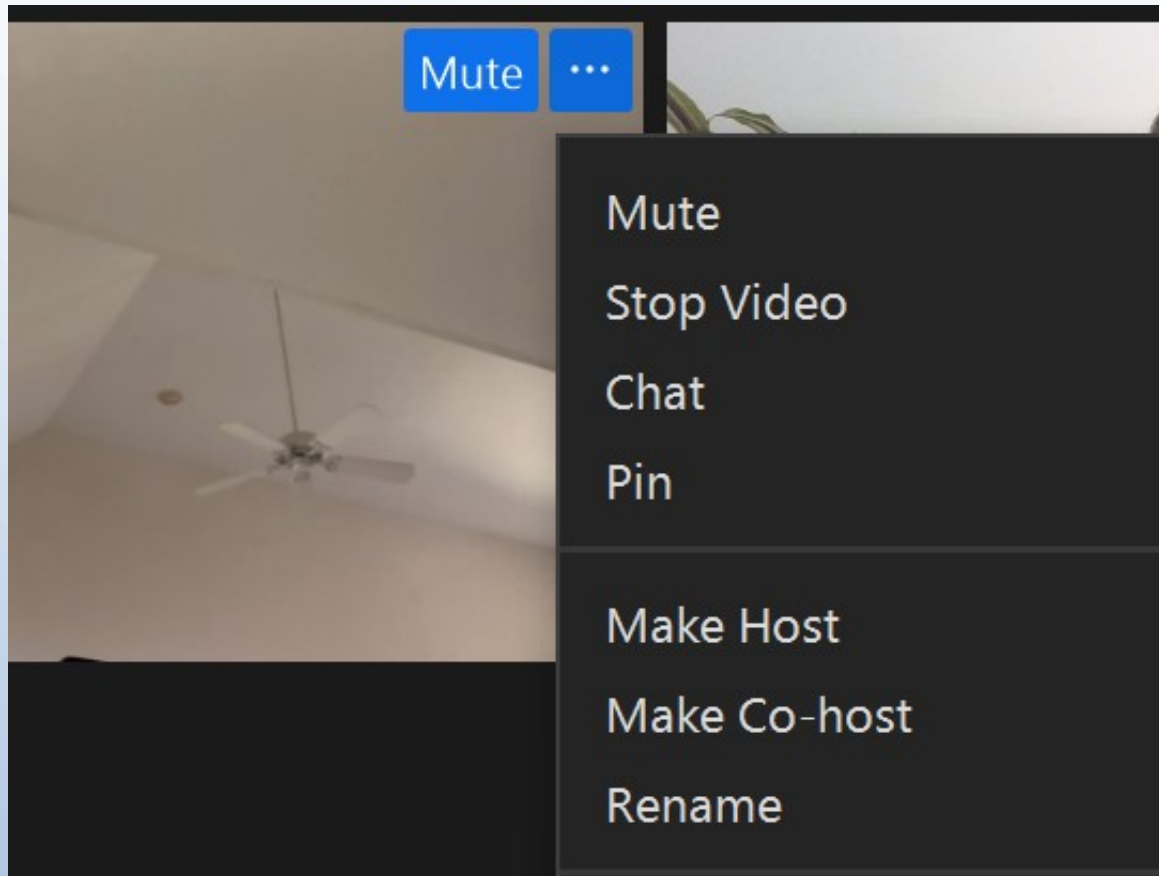
- Mouse over and click View icon:



- Speaker view during lecture
- Gallery view for Q&A or discussion

Zoom Controls in Gallery

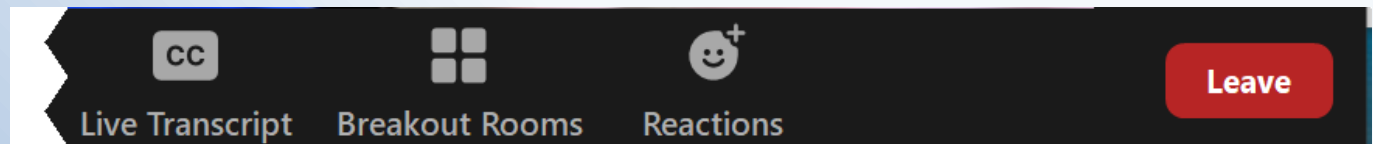
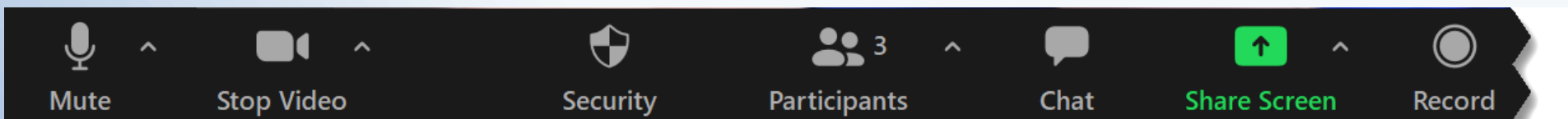
Mouse over video (thumbnail), then click



Zoom Toolbar as Moderator

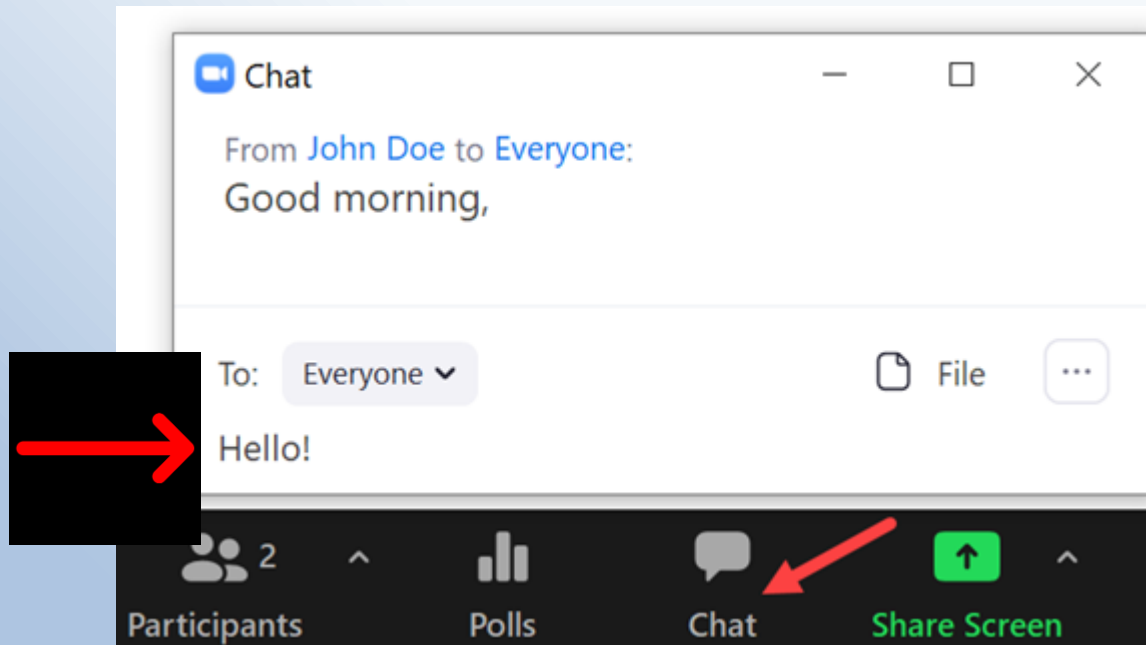
Co-host controls are different than participant

- Share Screen is enabled - used by instructor
- Breakout Rooms is added - used by staff
- *Ignore options: Security, Record, Polls*




Interactions: Chat

- Open Chat, select “To: Everyone” (the default)
- Rarely use private chat - always confirm “To:”
- Type message, then press **Enter** key
- Chat window can be resized or moved

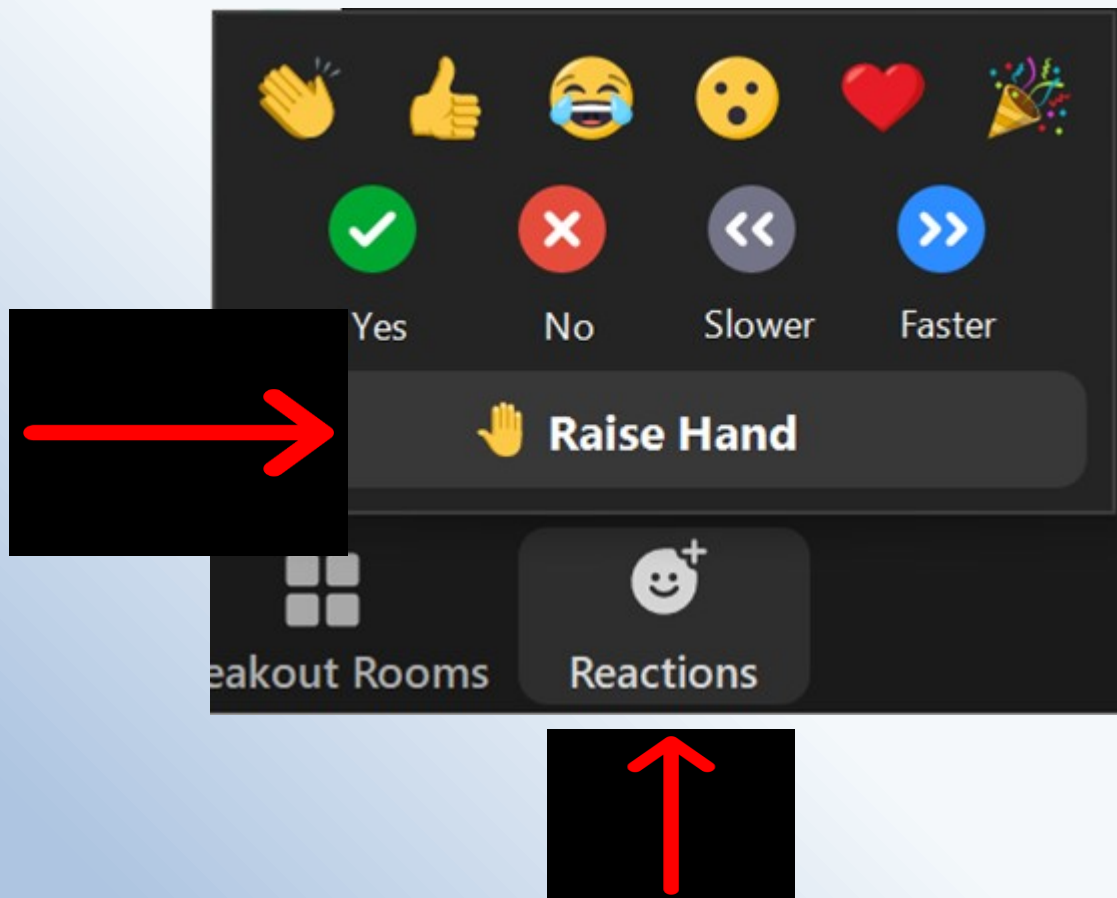


Tips for Monitoring Chat

- Read questions as written when possible
 - Include student's name: "Jay asked. . ."
- Curate / consolidate questions as appropriate
- Don't answer a student's question in Chat
- Do add links and emails as appropriate
-  Can now save Chat: click "... " box
- Private chat: to staff or ask student to mute

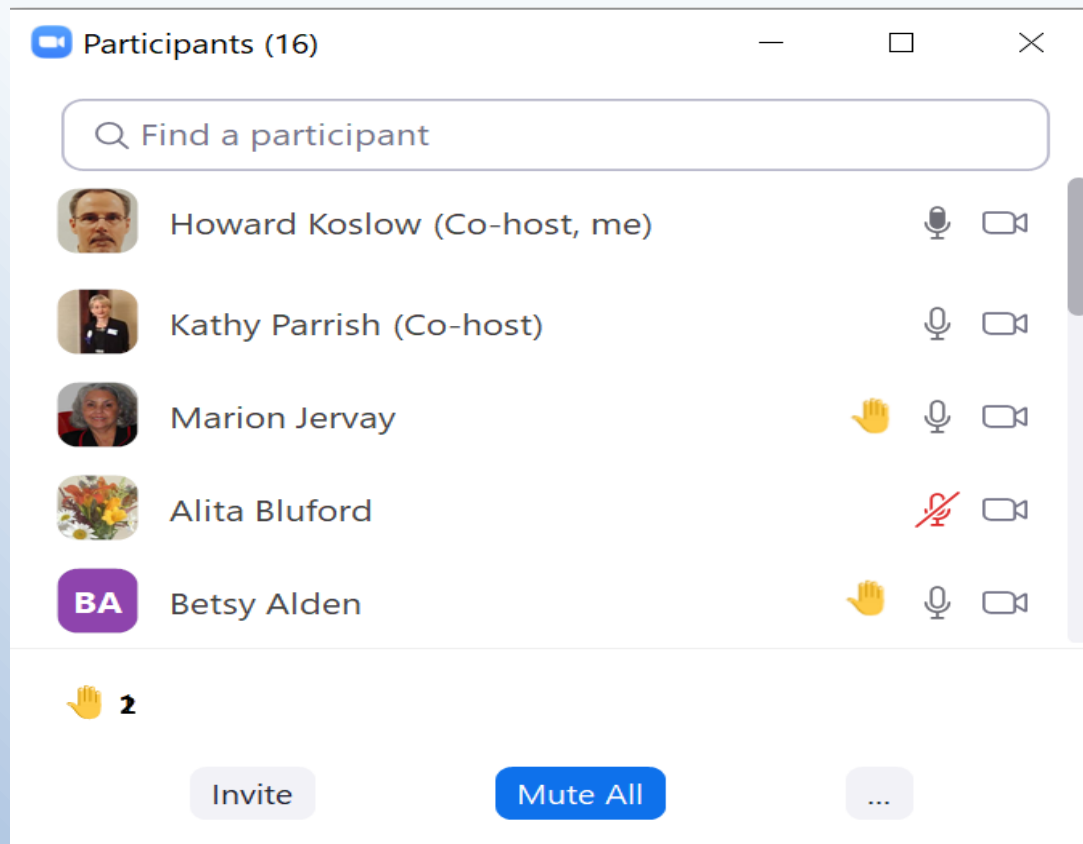
Interactions: Raise Hand

- Click “Reactions” in Zoom toolbar
- Click “Raise Hand”



Using Raise Hand

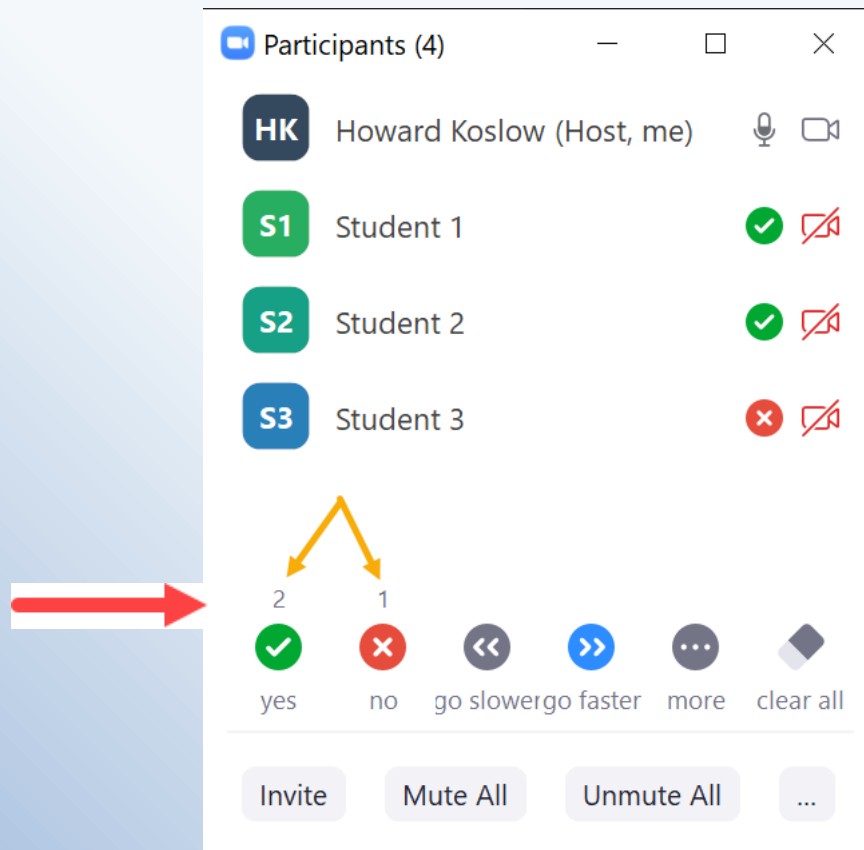
- Call on participants in order (Participant's window)
- Click on “Lower hand” once participant is called on



“Quick Polls”

Use “Participants” window Yes/No/other icons

- Tallies appear to (co)host above each icon



Questions?

What's Next

Instructor Rehearsals

- **Mandatory** - with staff, instructor, moderator
- A week prior to term start – May 10-13
- At the course assigned day & time
- Zoom rehearsal link emailed on May 3
- Each course team will rehearse: of session
 - Introductions
 - Instructor first slide +sharing slides, videos
 - Interactions planned: chat, raise hand, etc.

Moderator Assignments

- Instructor identifies a moderator

- or -

- Moderator completes the signup form
 - selects course choice(s)
- OLLI assigns moderators to an instructor
- OLLI notifies instructor (with contact info)
- OLLI notifies moderator (with contact info)

After Assignment...

- Receive instructor name and contact info
- Contact instructor before rehearsal
- Attend course rehearsal - *mandatory*
- Contact instructor before class if needed
- Attend all classes
arrive 30 minutes before class start time

 Moderator gets Zoom link from student portal

Timing

- Apr 23 Signup form available
- Apr 29 Signup form due by *Noon*
- *May 3* *Notification of assignment*
- May 4,5 Registration
- May 10-13 Course rehearsals, mandatory
- May 17 Classes start

Course Registration

Do not register for any course
you moderate

*(You will not be reimbursed
for your registration fee)*

Signup Form

<https://olliatduke.online/moderators>

General Tips

- Mistakes will happen...
 just push through without apology
- Communicate with instructor
- Report problems to staff
 - verbally or in private chat
- Know your Zoom controls
- Turn your video on during Q & A

Stay in touch!!!

olliatduke.online/moderators

olliatdukecurrcom@gmail.com

Report problems,
Share tips!

Questions?