



OLLII at Duke

Actions and Procedures for Classes

Updated: 1/25/2021 BVH

30 minutes Before class Check-in with the Team:

- **Staff:** opens the meeting
- **Staff:** admits instructor, moderator, guest-speakers from the waiting room
- **Staff:** assigns co-hosting to the Team
- **Team:** Check each other's sound and lighting on the screen. Make sure the team is stage-ready.
- **Staff:** Clarify how to manage video and microphones during class.
- **Staff:** Remind the instructor to test screen sharing (videos, PowerPoint, Document)
- **Moderator:** Discuss how to manage questions, comments, chat. i.e when during class
- **Moderator:** Welcome the Guest speakers (if any) and prep the **Staff** for any changes they have.
- **Staff:** Know the location of controls on different computers/devices.

15 minutes before the class starts with the students:

- **Staff:** Opens the Waiting Room by disabling the waiting room setting
- **Staff:** Explain how to change the full name in the student's zoom window.
- **Team/Moderator:** Welcome Students and answer simple Zoom questions.

At the start of Class

- **Staff:** Say out aloud "It is now ____ (time) and time to start the class." and begin the Housekeeping/protocols
- **Staff:** Share screen with Sound Share and Optimize for Video buttons on to play the Welcome/Housekeeping video
- **Staff:** Read any OLLI announcements.
- **Staff:** Depending on the format and pre-determined instructions from the instructor, ask all class members to mute themselves, and stop videos. If it is a recorded class, cameras and microphones should remain off during the lecture.
- **Staff:** "Ask to Unmute" for the Moderator, instructor, guest. ***Moderator:** Pause to be unmuted by Staff*
- **Moderator:** Welcome students to the class session
- **Moderator:** Explain how the instructor will be taking questions: either raised hands in reactions/participants or through the chat window.
- **Staff:** Start the class recording, use "record to the cloud"



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- **Moderator:** Please check to ensure the class is recording (kindly remind Staff if not)
- **Moderator:** Introduce Instructor/turn it over to the instructor

During Class

- **Moderator:** Monitor Chat or participant window raised hands to relay questions to the instructor and assist with other in-class activities.
- **Staff:** Start Breakout rooms for instructor and monitors the main room
- **Staff:** Start/End Polls for the instructor.
- **Staff:** Monitor member attendance. Write down the number of participants ~15 mins into the session.
- **Staff:** Make sure no one starts an unauthorized screen share, stop them using the Red Stop Screen Sharing button on the top toolbar.

End of Class

- **Moderator:** Wrap up class and thank Instructor.
- **Staff:** Copy/Paste to chat “ Thank you so much for joining us today. To report issues with Zoom to OLLI staff, please go to www.olliatduke.online ”

After Class

- **Moderator:** Follow up with Instructor on any changes or improvements for the next week’s session.
- **Staff:** Video will take about 10-15 minutes to render before Zoom sends an email when ready.
- **Staff:** Edit Sharing setting on video to turn off Viewers can Download. Email link of Video to Betina.Huntwork@duke.edu
- **Staff:** Download Video to the Winter 2021 Instructor’s folder in Box

*Recording Disclosure:

Click this link to be taken to the Hangout OLLI Staff Support Channel
<https://hangouts.google.com/group/sr4pcLtuMY8b1KT97>