

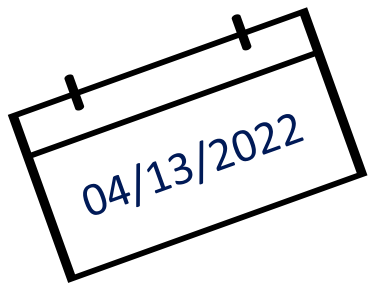
OLLI at Duke Moderator Training

Chris Abrons, Moderator Coordinator

Betina Huntwork, OLLI Staff

Howard Koslow, IT Chair

Beth Anderson, Curriculum Committee



Agenda

- Moderator Basics
- Online Course Protocol
- Moderator Role
- Zoom Technology

Moderator Basics

Course Registration

- Office handles prior to start of course
- Enrolled as a student
- Must be OLLI member

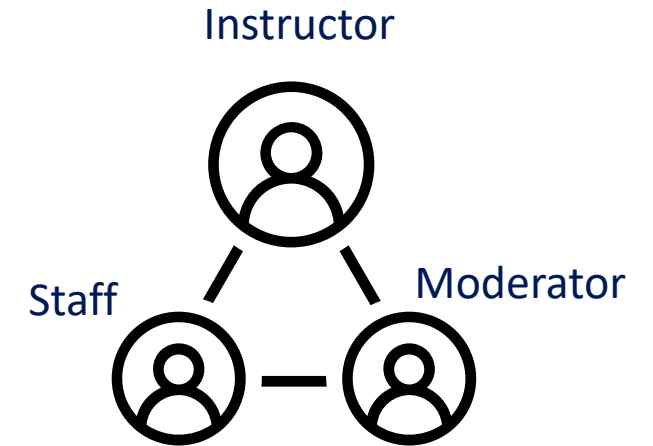
Student Portal (not instructor portal)

- Access course Zoom link
- Access course website (if any)
- Receive course emails

Moderator Basics

Moderator differs from students

1. Part of a team
2. Attends pre-class
3. Is Zoom co-host (extra Zoom controls)
4. Attends “rehearsal week”
 - Week before start of class, same day/time as class
 - Use student portal for link to rehearsal



OLLI Course Protocol on Zoom

- Attend training and rehearsals
- Use a team approach
- Attend pre-class
- Start & end on Time

Pre-class

- 30 minutes before official start of class
- Staff opens the Zoom Session
- Team preparation



Be there!



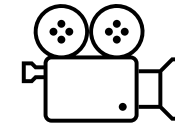
- 15 minutes before class start, Staff opens Waiting Room



Class starts

Staff

- Starts on time
- Plays welcome video
- Starts recording class (if needed)



Moderator

- Welcomes students, introduce yourself
- Reminds students of mic and video protocol
- Explain protocol for Q&A or discussion
- If recording, confirm red indicator light
(kindly remind Staff, if not)
- Introduce Instructor

During Class



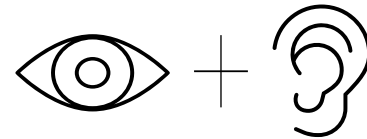
Staff

- Monitor main room (student audio and video)
- Spotlight instructor or guests
- Conduct polls for instructor
- Manage breakout rooms
- Record member attendance count

During class

Moderator

- Assists instructor
 - Chat / Raise hand / other
- Adds links, emails, website links to Chat
 - include **http:// URL prefix**
 - Have links handy – find during pre-class
- 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
- Quick team debrief

Between class sessions

- Follow up as needed with instructor
- Get next week slides from instructor

Moderator Role



Primary goal:
Assist the instructor

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

Course formats

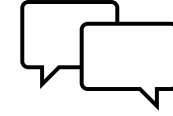
Lecture with Q&A

Facilitated Discussion

Active Skill Learning



Talk with Instructor



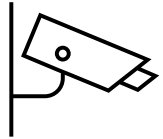
Course interaction style and flow

- When / how often to pause for questions
- How to handle Q&A: Zoom Chat, Raise Hand

Logistics

- Ask for instructor bio for first class
- Ask for slides - before each class
- Decide: Audio un/mute? Video on/off?

Tips for Monitoring Chat



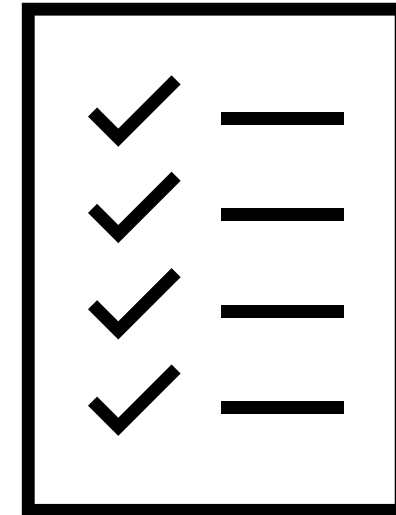
- Read questions as written
 - Include student's name: "Jay asked. . ."
- Curate / consolidate questions
- **Don't answer a student's question** in Chat
- Do add links and emails as appropriate
- Save Chat: click "... " box
- Private chat: to staff or ask student to mute

Questions



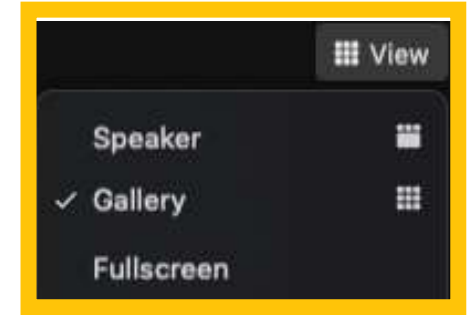
Zoom Technology Checklist

- Check Zoom version: 5.10.1 (or above)
- Check internet speed <http://speedtest.net>
- 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

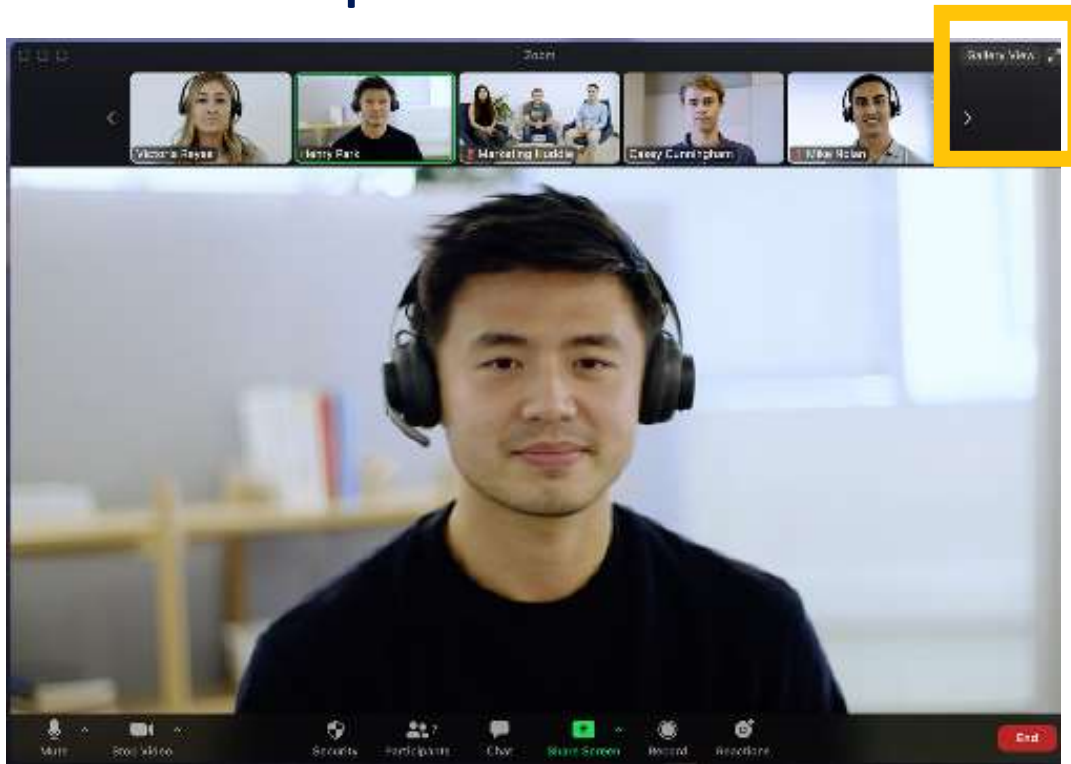


Zoom Views

Note: You can only control your screen



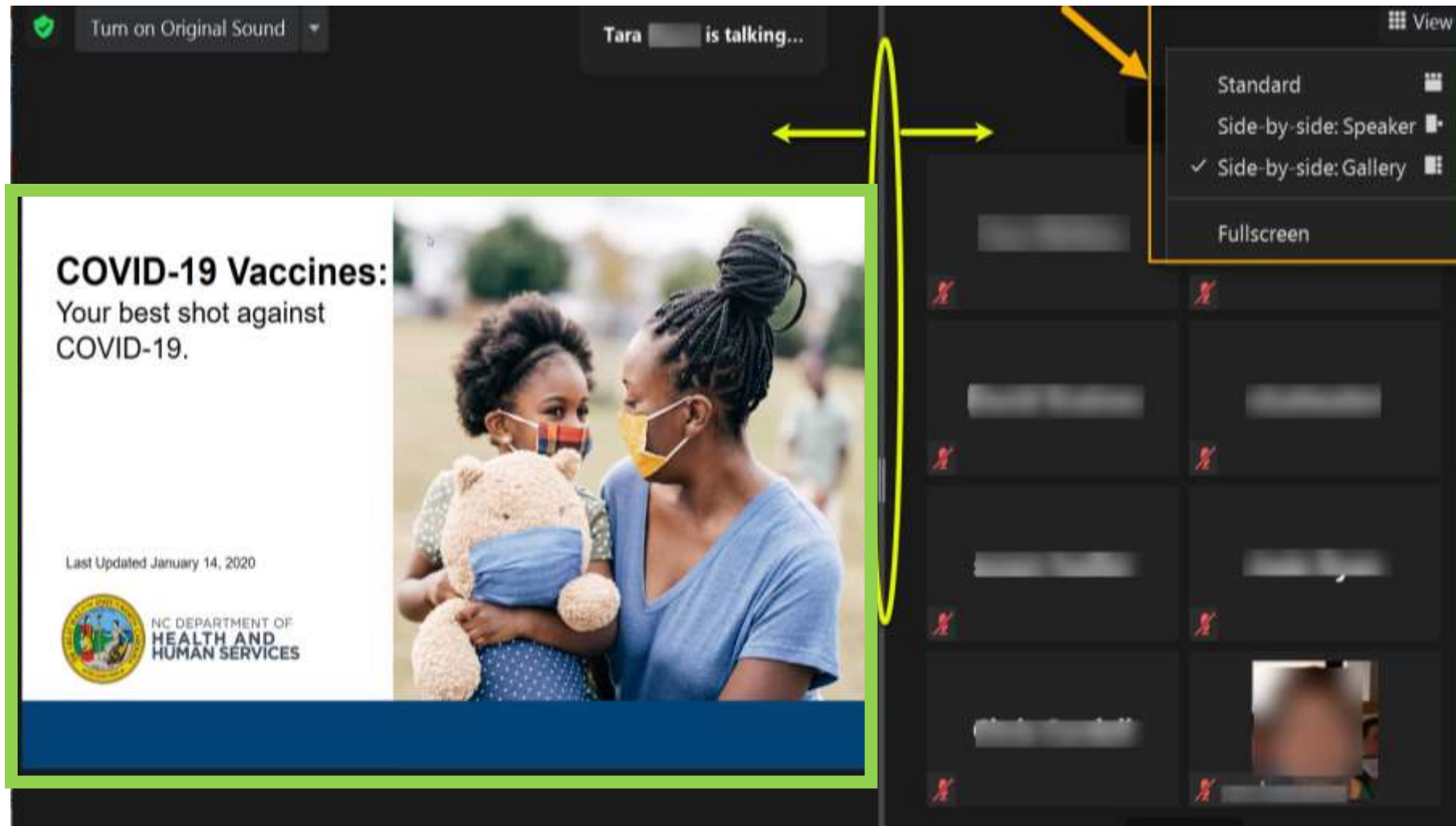
Speaker view



Gallery view

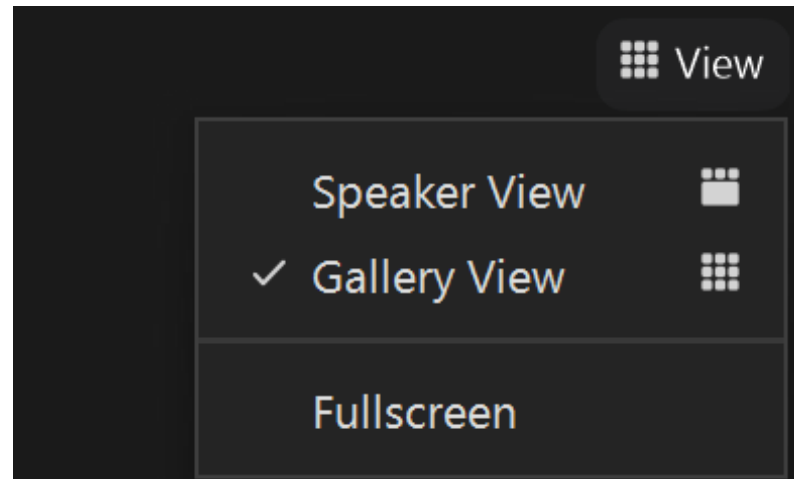


Zoom Shared Screen (on Windows or Mac)



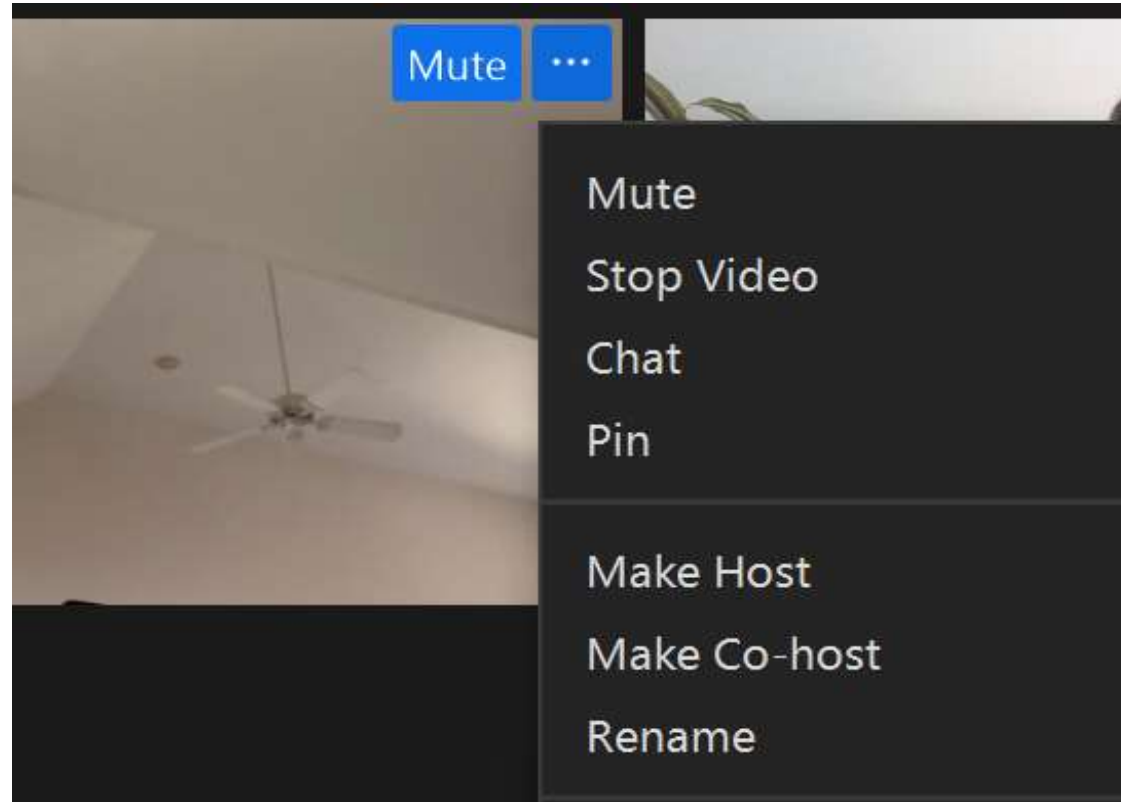
Zoom Screen Controls

- Mouse over and click View icon:



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

Zoom Controls in Gallery



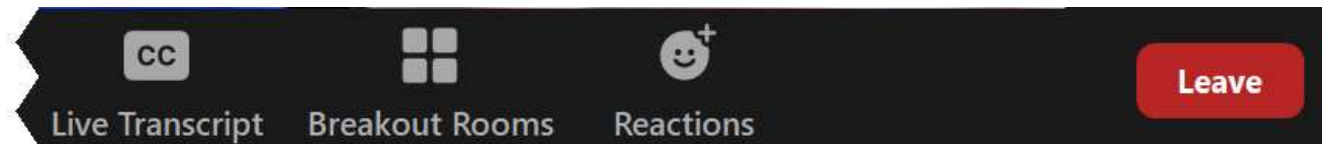
Mouse over video (thumbnail), then click



Zoom Toolbar as Moderator

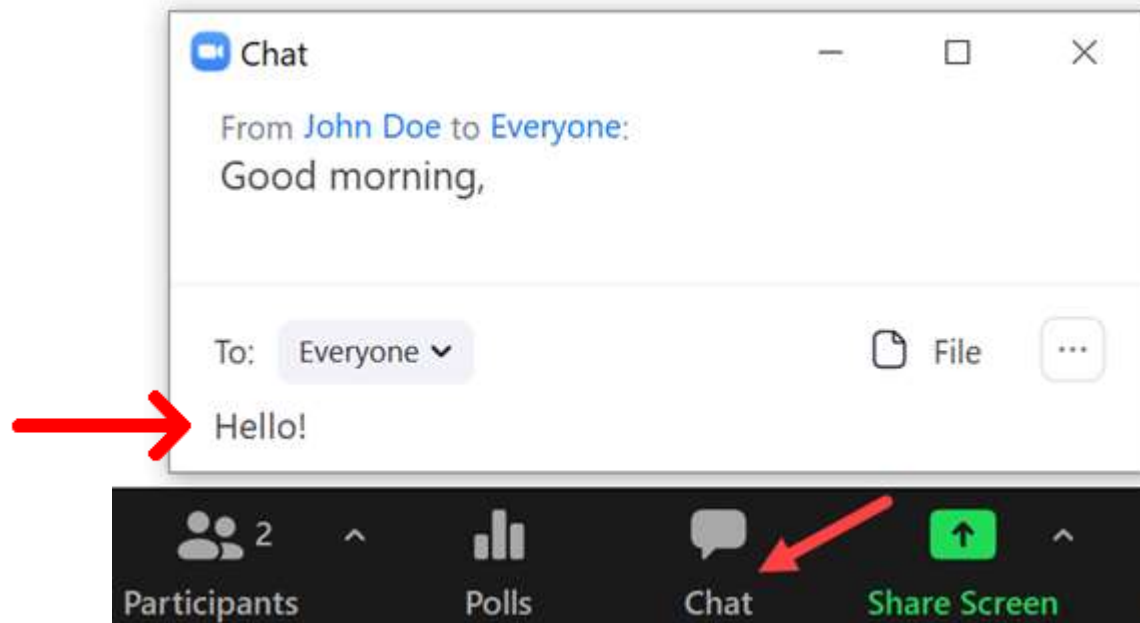
Co-host controls are different than participant

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



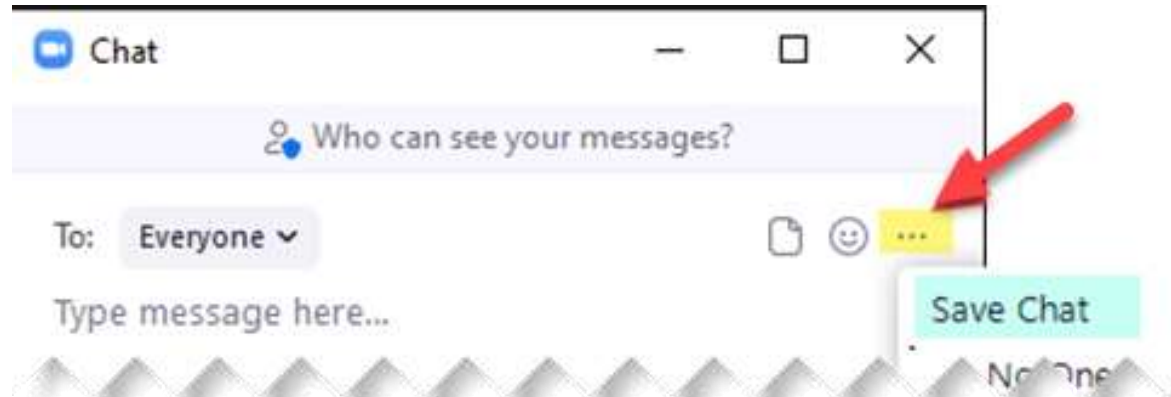
Interactions: Chat

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

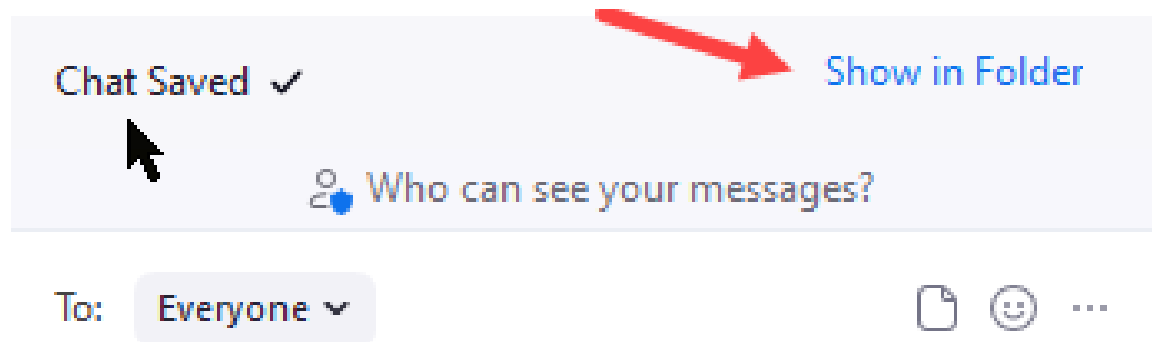


Interactions: Chat

- Save Chat: click “...”

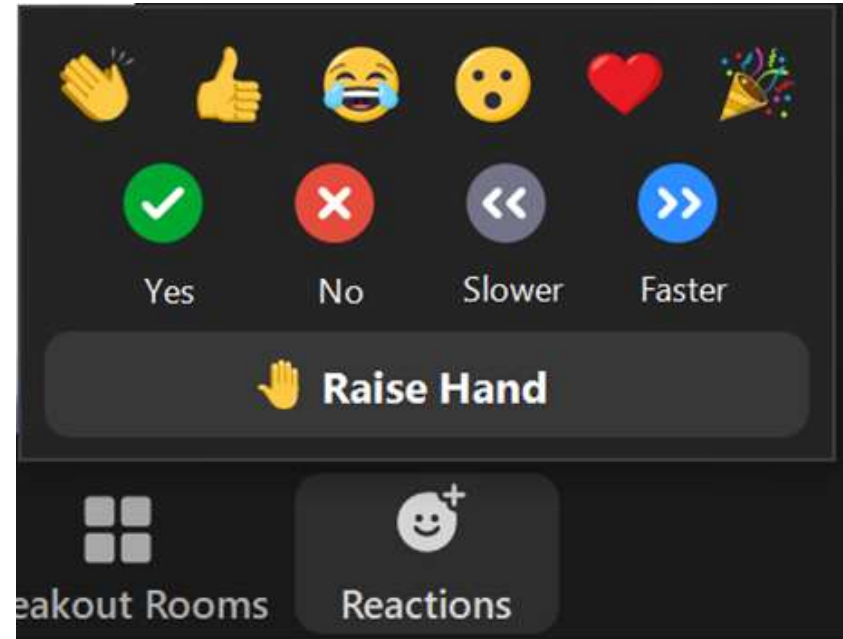


- Saves in folder: Documents > Zoom > 2022-01-12



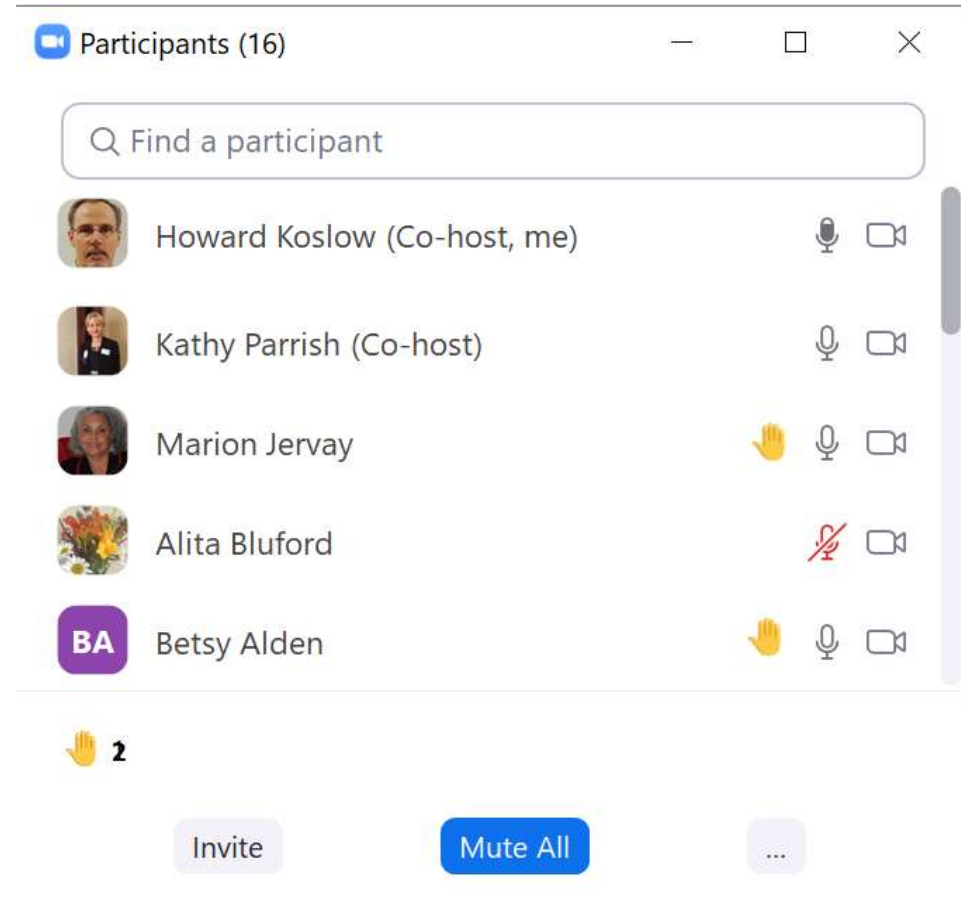
Interactions: Raise Hand

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



Using Raise Hand

- Call on participants in order (Participant's window -or- Gallery)
- Click on “Lower hand” after participant speaks



“Quick Polls”

Use “Participants” window Yes/No icons

Participants (4)

Participant	Yes	No
HK Howard Koslow (Host, me)		
S1 Student 1	✓	✗
S2 Student 2	✓	✗
S3 Student 3		✗

2 1

yes no go slower go faster more clear all

Invite Mute All Unmute All ...

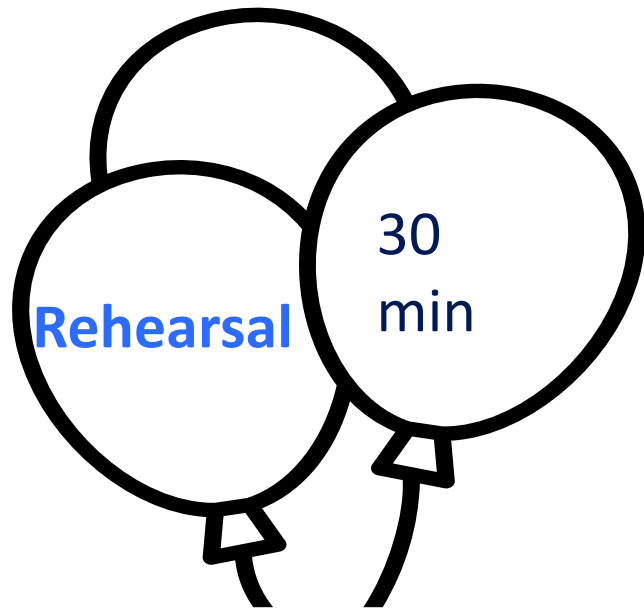
Totals appear to (co)host



Questions



Rehearsals & Intros



Newbie

- Next Week!!!
- Meet your team: staff, instructor, moderator
- Held at the course assigned day & time
- Zoom rehearsal link in student portal



Experienced
instructor

General Tips

- Mistakes can happen...
 don't belabor apology, just move on
- Communicate with instructor
- Report problems to staff
 - verbally or in private chat
- Have water handy – remind instructor
- Know the Zoom controls
- Turn on your video during Q & A
- Encourage viewing course recordings (if recorded)

Stay in Touch!!!

- Chris Abrons

olli.duke.moderators@gmail.com

- Report problems
- Share tips!

*Thanks for being an OLLI
moderator*

- *Be Happy*
- *Have Fun!*

