# OLLI at Duke Moderator Training

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Betina Huntwork, Online Technical and Communications Staff Specialist

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# Keep in Touch!

Moderator online resources:

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

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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
- You must be a current OLLI member

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:
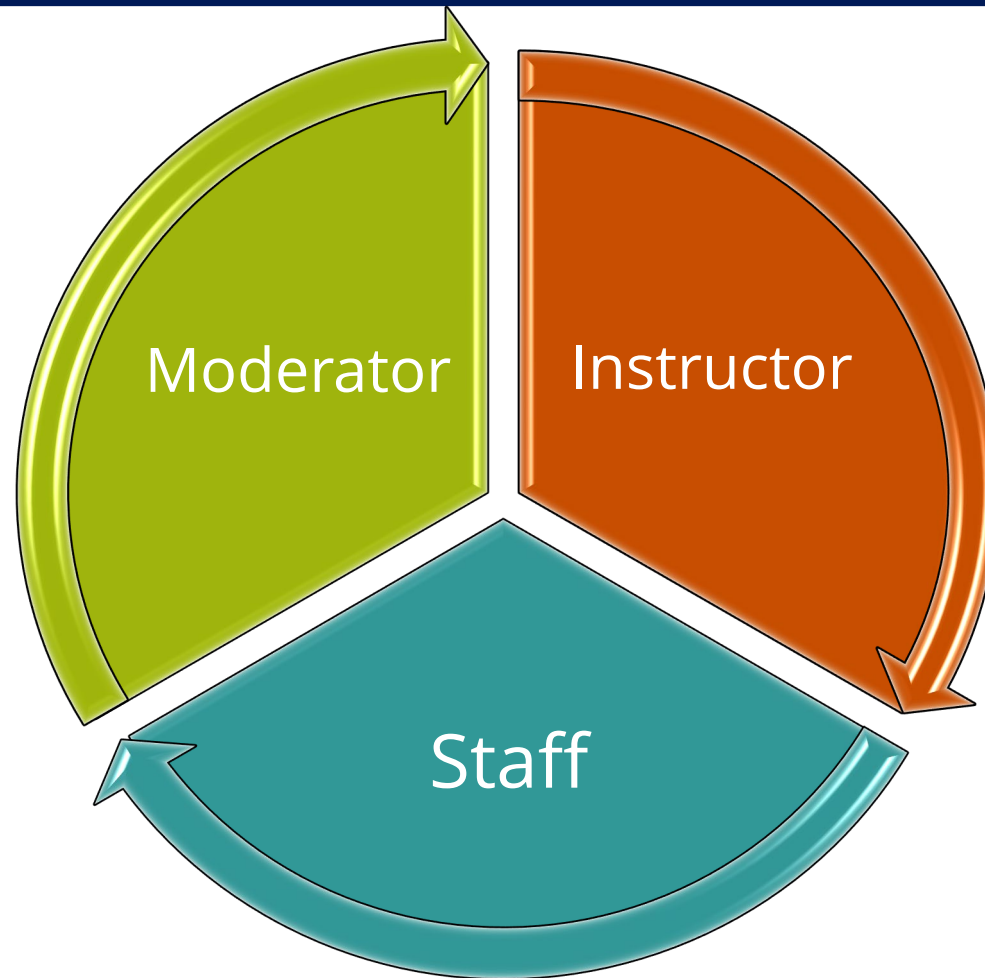- You control your own screen

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

# No one's here! What do I do?

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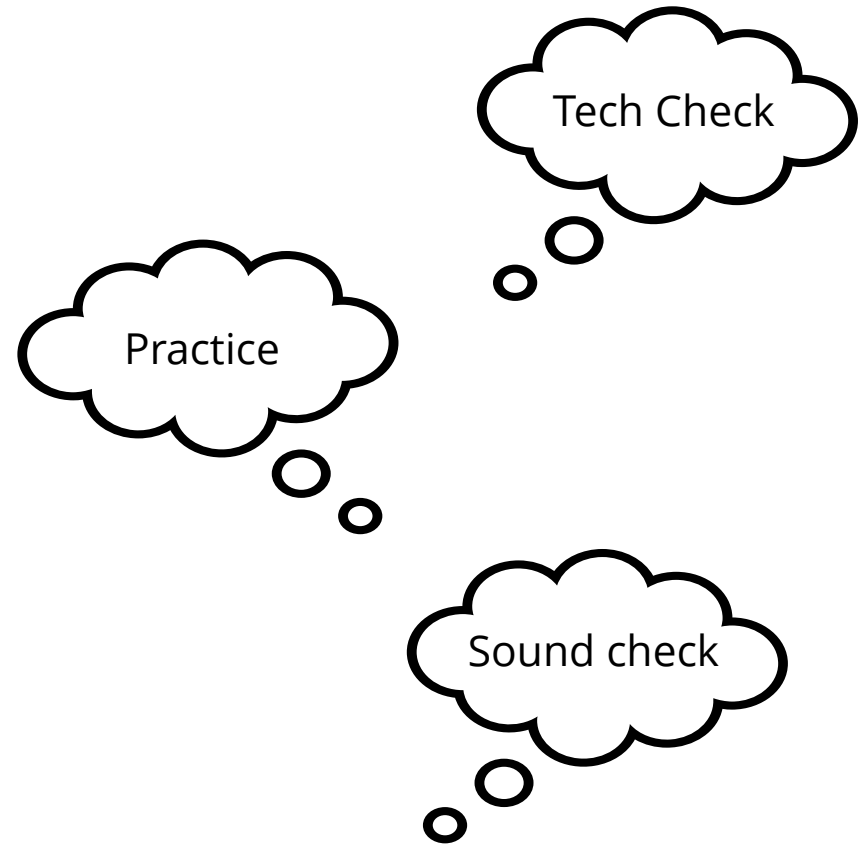
or

olli@duke.edu

# 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

Tech Check

Practice

Sound check

# 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 https://

    - 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 week's slides from instructor

- Check recordings are in Student portal

    (Allow 48 hours before notifying olli@duke.edu)

# Questions?

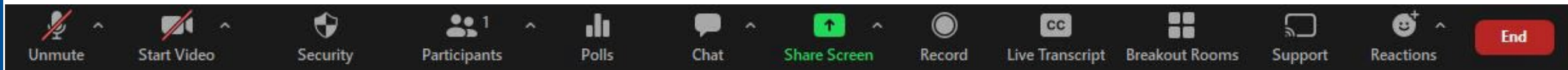Make everyone co-hosts!

# 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
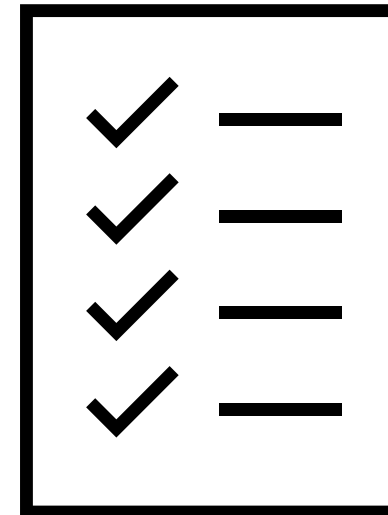
# Zoom Toolbar as a Moderator

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
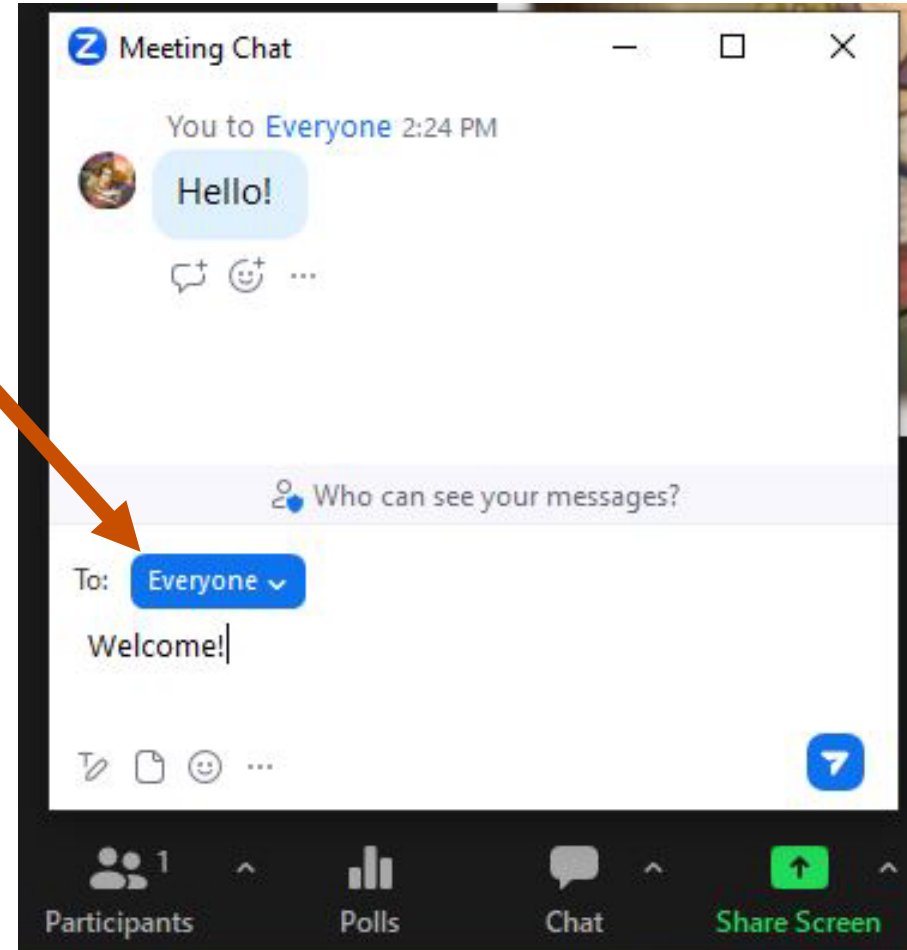
• Mouse over video thumbnail then click
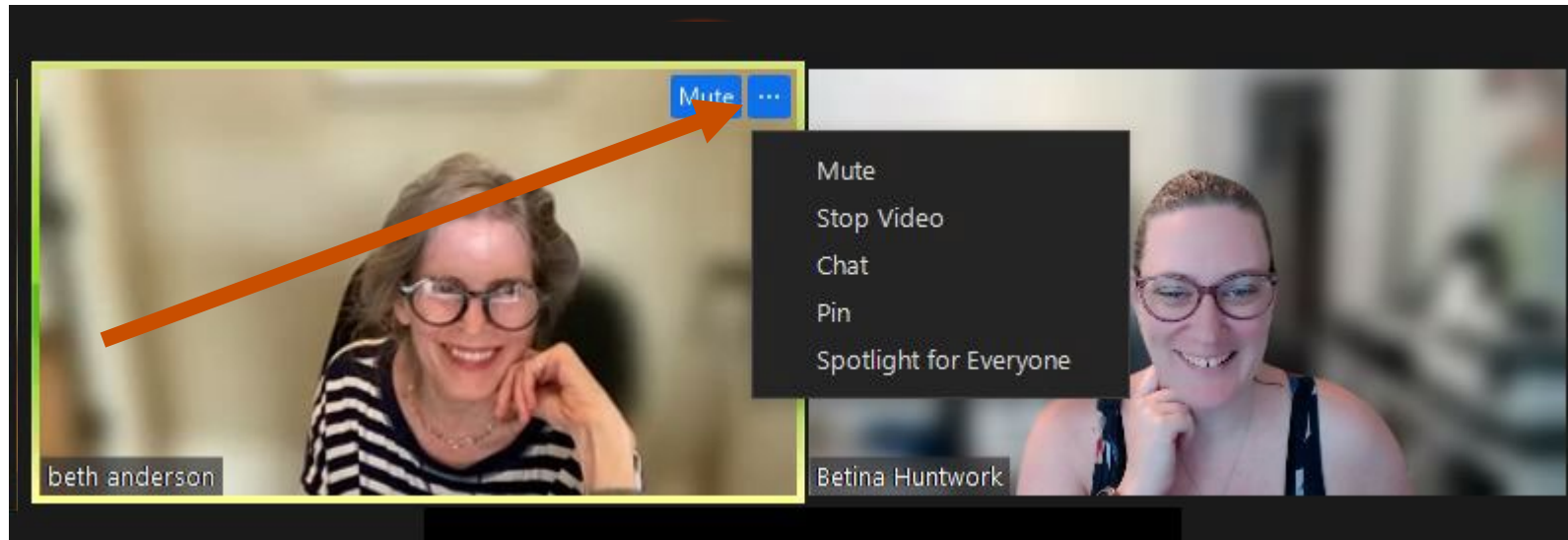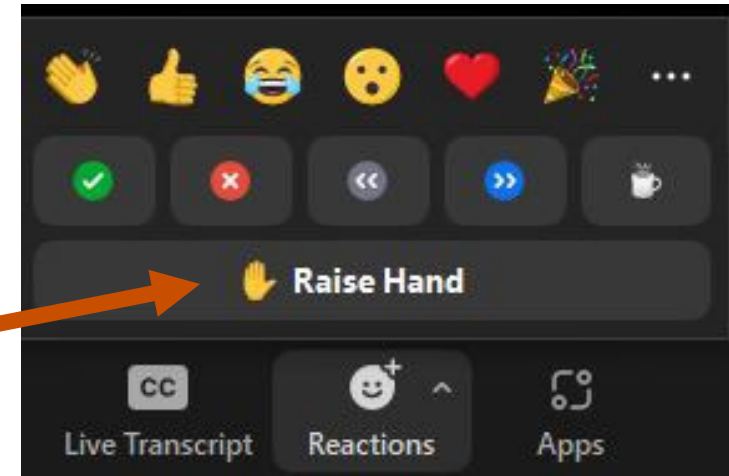
# Zoom Interactions

# Interactions: Chat

- Open Chat, Select "To: Everyone"
    (the default)

- Rarely use private chat –
    always confirm "To:" who

- Type message, then press **Enter** on keyboard (or paper airplane)

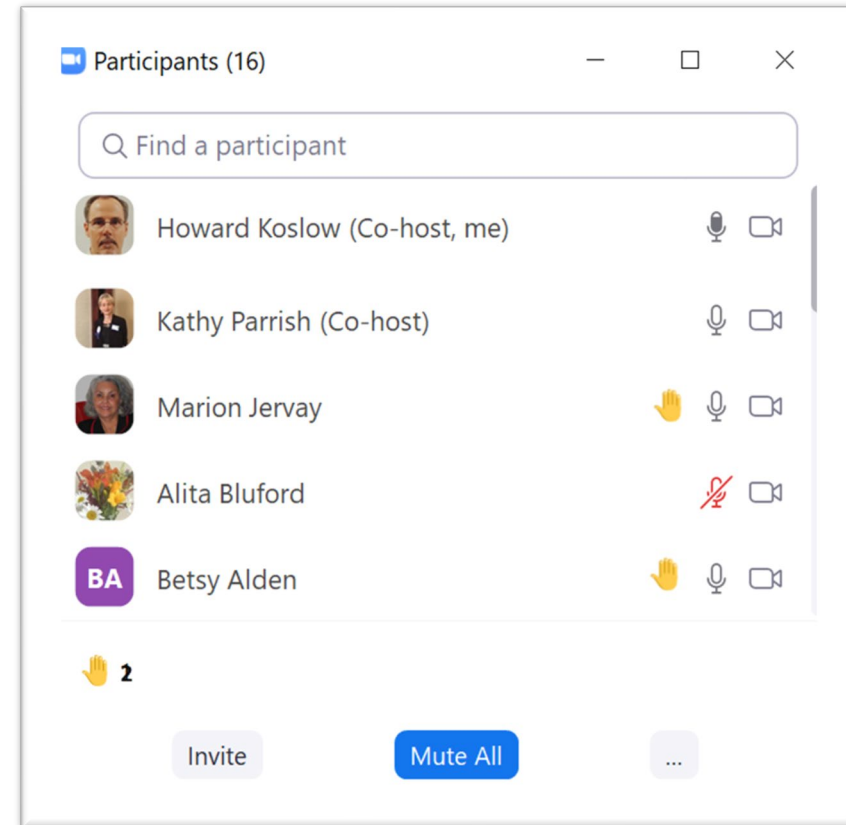- Chat window can pop-up, moved and resized

# Interactions: Raised Hand

- Click "Reactions" on Zoom toolbar

- Click "Raise Hand"

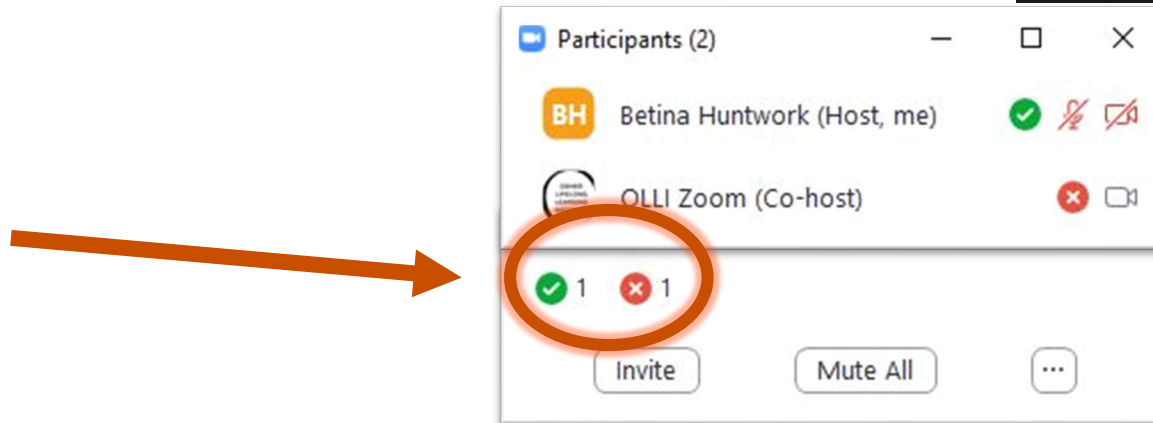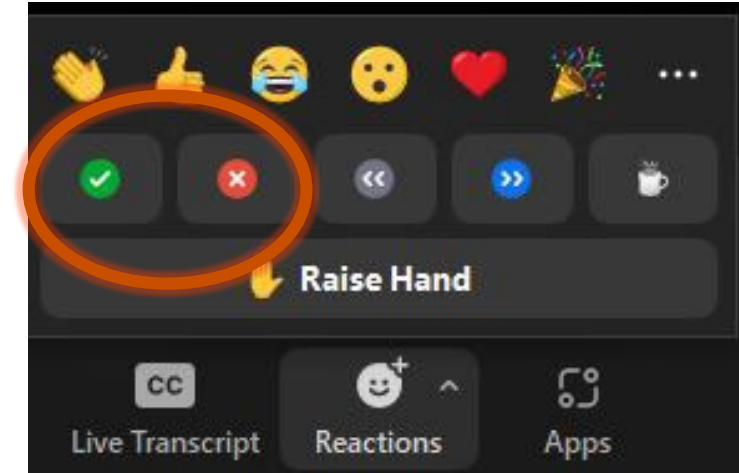- *Lower hand after question has been answered by instructor*

# 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

- Week before classes begin
- Same time/day as course
- Meet your team
- Zoom link in Student Portal

**Intros**

Returning Instructors

10-15 Minutes

**Rehearsals**

New Instructors

30 Minutes
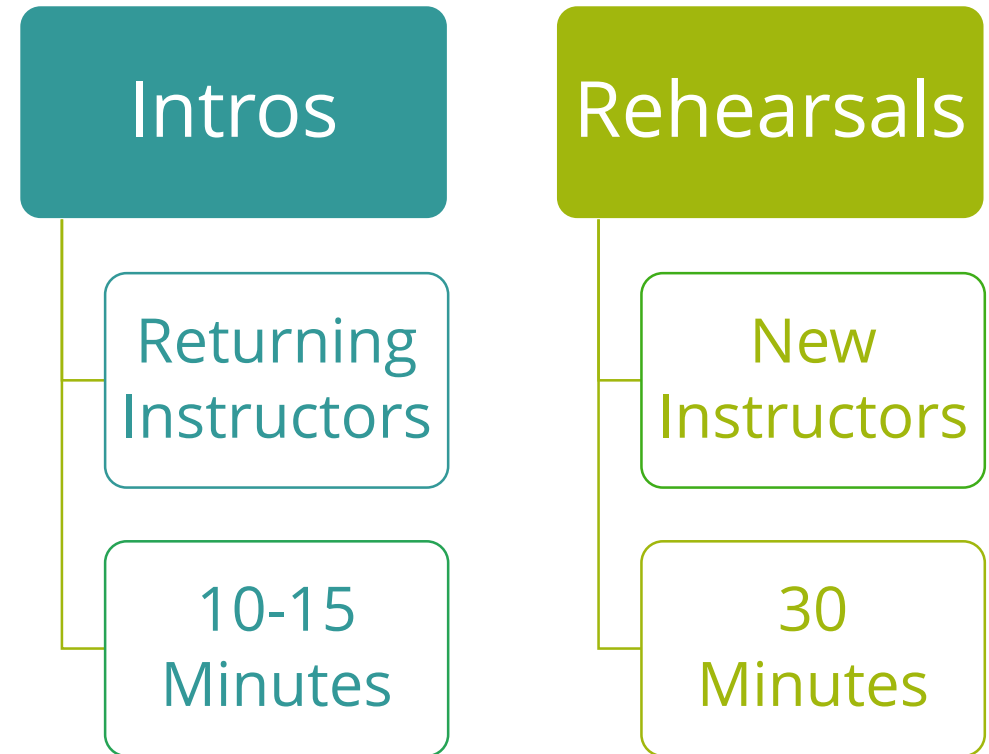
# Bonus Tips

- Mistakes can happen….

    Don't belabor any apology

- Have water handy – remind instructor

- Encourage viewing course recordings and course website

Silence your house!

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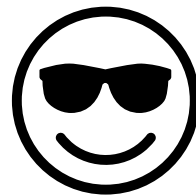
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# Demo of websites

- www.OLLIatDuke.online
  - Here you'll find the training for Moderators and Instructors

- Learnmore.duke.edu/olli
  - Where you log into the Student Portal

# Questions?

# Thank you for being a OLLI at Duke Moderator

Be happy,
Have fun!

Stop screen sharing

# Saving Chat – OLLI Statement

*"OLLI at Duke staff will not save chat for **non recorded** courses. It is the prerogative of the instructor to save and distribute the chat to student members. This intention must be announced at the beginning of the class session. Since names are attached to every message, we strive to respect the personal choices of students that do not want to be recorded."*

*Recorded courses save chat with recordings automatically.

# Saving Chat – OLLI Statement

What does that mean?

- Instructor will make the decision

- Moderators are not required to save chat in any class
  - But can offer to the instructor

- Set intentions at Rehearsal

- Announce this intention at the beginning of each class session.

# Saving Chat – OLLI Statement

*Recorded courses: chat saves automatically

- Students have already agreed to be recorded by enrolling

- Saved chat can be found in the recording link in student portal

- Why would you want to save chat
  - In case you didn't get to all the questions during class.
  - List of resources added during class