

Moderator Training Session

OLLI at Duke
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Agenda

- Interactions Styles
- Course Protocol
- Zoom Features
- Reminders

Interaction Styles

Lecture

- Least interactive
- Pre-class: Plan breaks
- Uses Chat for Q&A
- Have “starter” questions for instructor
- Post-class: Debrief with instructor
 - pacing, class engagement, etc.

Discussion

- More interactive; more than Q&A
- Raise hand: Zoom “Reactions” vs. physical hand or combination with Chat
- Allow time to unmute
- Call on students in order of raised hand
 - but equal time to all

Active Participation

- Most interactive format
- Chat, raise hand, “open mic”
- Moderator role will vary

Instructor's Course Strategy

Talk to your Instructor **Now!**

- Discuss
 - Interactions style
 - Flow
- Review handling of questions
 - When, how often
 - Zoom feature, e.g., Chat or Raise hand
- Determine Zoom settings:
mute/unmute, video on/off

Video + Discussion

Course Protocol



Updated: 9/3/2020 BVH

Pre-Class: 30 minutes before start - Team Check-in

1. **Staff:** opens the meeting
 - admits instructor, moderator, guest-speakers from waiting room
 - assigns co-hosting to the moderator and instructor
2. **Team:** Check each other's sound and lighting on the screen
 1. **Team:** Review how to manage student video and mics
 2. **Instructor:** Practice screen share (PowerPoint, video, etc.)
 3. **Team:** Review how to manage Q&A, comments, chat, etc.

Instructor: Introduce Guest speakers (if any) to Staff and prep the **Staff** for any changes they have.

Pre-class 15 minutes

- **Staff**
 - Opens the Waiting Room
 - Explains Zoom change name
 - Answers simple Zoom questions
- **Moderator**
 - Welcome Students
 - “Warm up” the class

Start of Class

1. Staff:

- Starts class on time and plays welcome video
- Reminds students of mic and video protocol

2. Moderator: Welcome students to the class session

- Explain process for questions. E.g., raised hands or chat.

3. Staff: Start the class recording (if any)

1. Moderator:

- If recording – look for red record indicator light
(kindly remind Staff, if not)
- Introduce Instructor

During Class

Moderator

- Assist instructor with student interaction
 - Chat / Raise hand / other
- Add links, emails, websites to Chat
 - include [http://](#) URL prefix
- Monitor time
- Be eyes and ears for instructor
- Alert Staff to problems

During Class

Staff

- Starts Breakout rooms, monitors main room
- Start/End Polls for the instructor
- Monitor member attendance

End of Class

Moderator

- Remind instructor to wrap up
- Thank Instructor and students

Between Classes

Talk with Instructor

- Debrief on prior week
- Review what is new and different
- Establish plan for the upcoming class

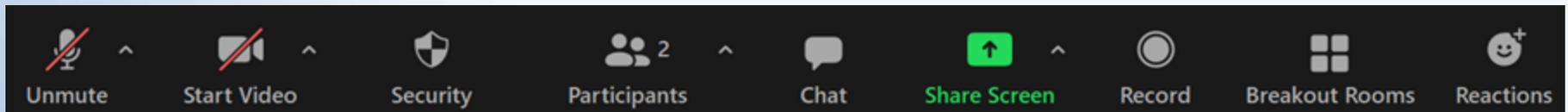
Zoom Features for Moderators

Technology Checklist

- Check Zoom version is 5.5.1 (or above)
- Check internet speed <http://speedtest.net>
- Check audio
- Reminder to mute phones, including landline!
- Check video and background
 - no virtual background
- Check lighting, framing face in video

Zoom Toolbar as Moderator

- Differences as Zoom co-host
 - Share Screen is enabled - used by instructor
 - Breakout Rooms is added - used by staff
 - Ignore options: Security, Record, Polls

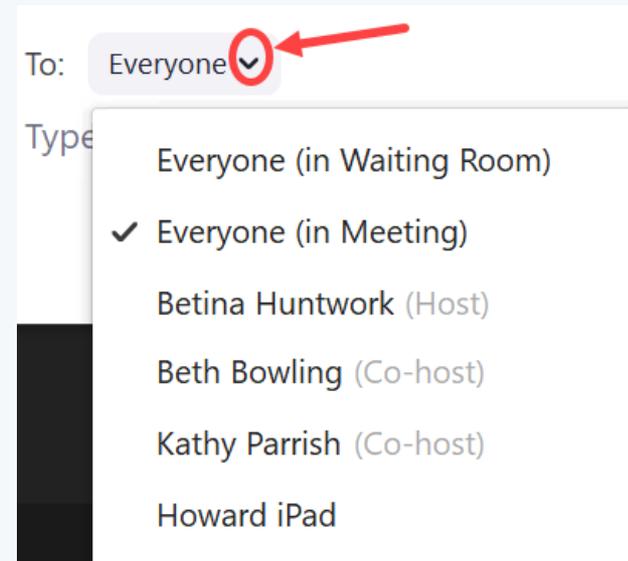
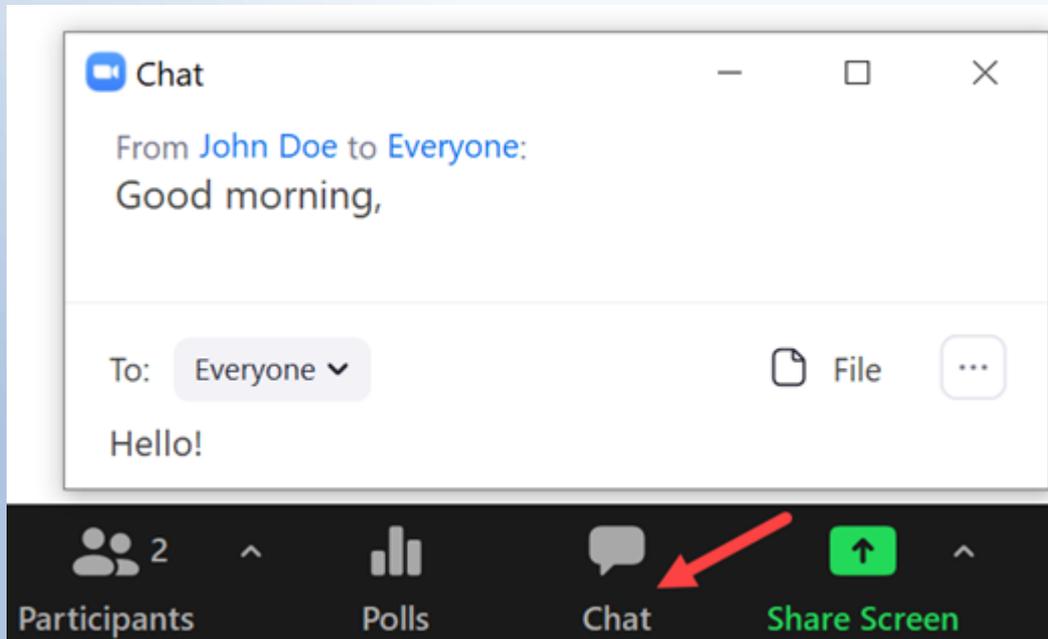


Shared Screen + Gallery

The screenshot displays a Zoom meeting window. At the top, the title bar reads "Zoom Meeting" and "You are viewing Katrina screen". Below the title bar, there is a "Turn on Original Sound" button and a status indicator "Tara is talking...". The main content area is split into two sections: a shared screen on the left and a gallery view on the right. The shared screen displays a slide titled "COVID-19 Vaccines: Your best shot against COVID-19." with a logo for the "NC DEPARTMENT OF HEALTH AND HUMAN SERVICES" and a photo of a woman holding a child. The gallery view shows a grid of participant video thumbnails, with one thumbnail in the bottom right corner showing a person's face. A yellow oval highlights the "Share Screen" button in the bottom toolbar, and a yellow arrow points from this oval to a "View" menu that is open, showing options: "Standard", "Side-by-side: Speaker", "Side-by-side: Gallery" (which is selected), and "Fullscreen". The bottom toolbar includes buttons for "Unmute", "Start Video", "Participants" (59), "Chat" (1), "Share Screen", "Reactions", and a red "Leave" button.

Interactions: Chat

- Open Chat, Select To: Everyone (the default)
- Type message, then press **Enter** key
- Chat window can be resized or moved

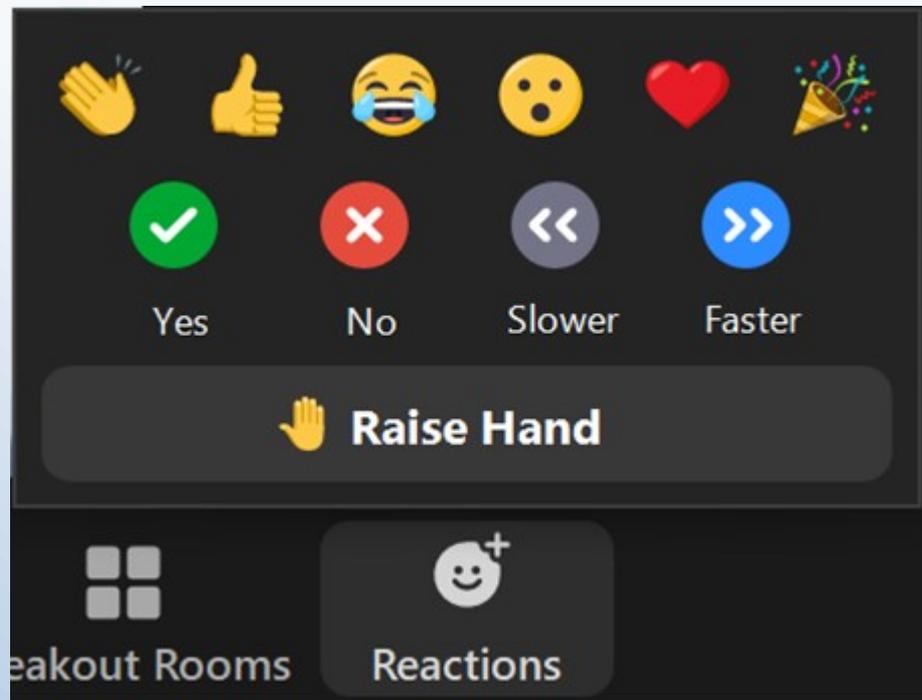


Interactions: Chat

- Monitor chat window (pop out & resize)
- Plan when to handle Q&A
- Moderator reads questions
 - “John Doe asks”
 - Limit paraphrasing
 - Combine identical questions
 - Let instructor answer the questions
- If class not recorded, help save chat
 - Windows Snipping tool
 - Mac screen capture shortcuts
 - Optional training will be available

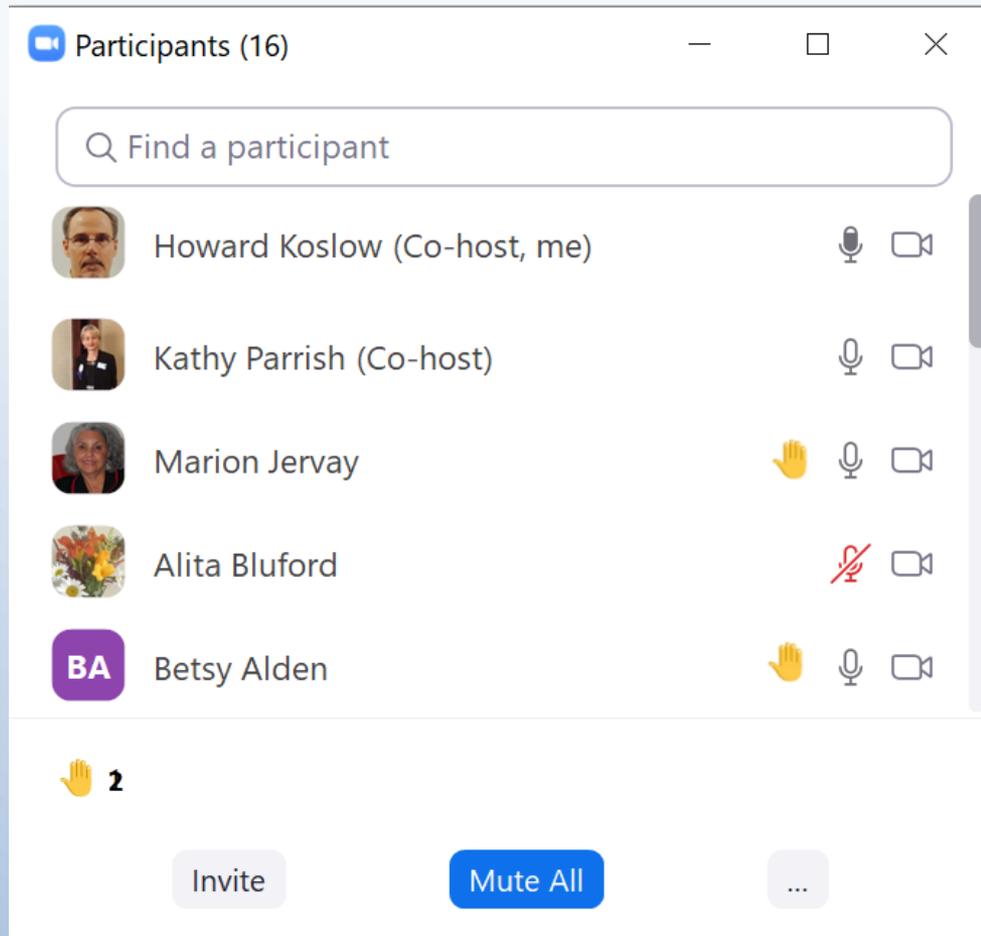
Interactions: Raise Hand

- Click “Reactions”, then “Raise Hand”
 - Old way: “Participants” + press blue hand



Interactions: Raise Hand

- Call on participants in order (Participants window)
- Lower hand after speaking (host or participant)



Rehearsals

- Feb 8-12 - **Mandatory** - with staff + moderators
- At your course assigned day & time
- Invite (with Zoom link) emailed on Feb 5
- Practice intros and first minutes of class
- Practice interactions
 - chat and “raise hand”
- Peer instructors observe and give feedback

Hands on Experience!

General Tips

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

Contact Information

Website: olliatduke.online/volunteers

Email: olliatduke.currcom@gmail.com

Report problems...

Share tips...