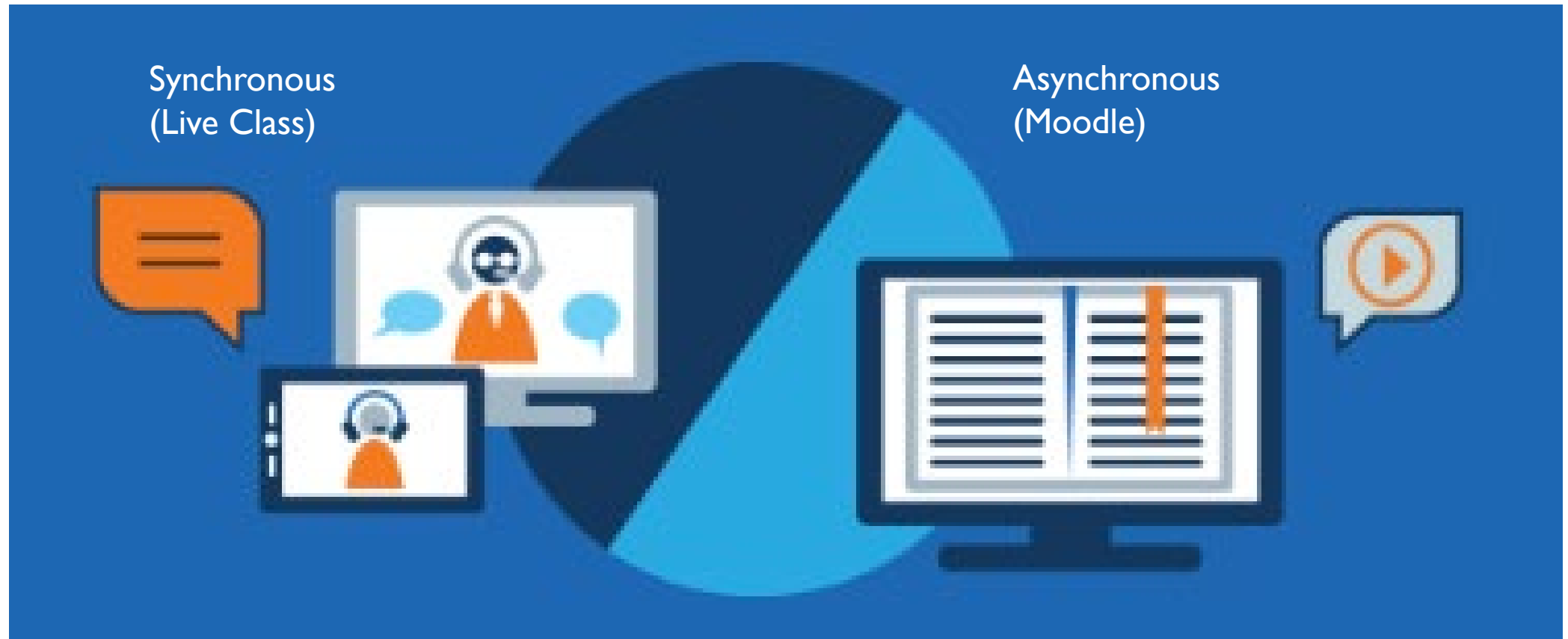# FACILITATING SYNCHRONOUS LIVE STREAM CLASSES

DR VICTORIA CLOUT

SCHOOL OF ACCOUNTING

UNSW SYDNEY

ASYNCHRONOUS AND SYNCHRONOUS WORK TOGETHER!

Synchronous
(Live Class)

Asynchronous
(Moodle)

SYNCHRONOUS LIVE STREAM CLASSES

This session will cover:

- What room should we use? Lecture/Tutorial/Seminar

- Structure of the class

- Time Considerations

- Stimulating engagement

WHAT PLATFORM IS BEST TO DELIVER THE CLASS?
& HOW MUCH WILL YOU USE OF THAT TOOL?

YOU MIGHT BE USING A PRE-EXISTING LIVE CLASS STREAM TOOL, HOWEVER....

Also you can unlock extra features!
Don't just use the doorway!

OPEN THE DOORS
15 MINS BEFORE FOR
TECHNOLOGY
THIS ALLOWS FOR
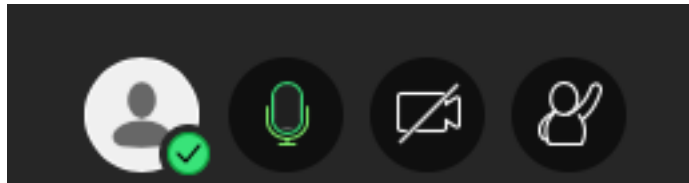WARM-UPS

HAVE A WELCOME SLIDE & THIS CAN SHOW CONTROLS SLIDE

Welcome to ACCTXXX
Here are the Collaborate Ultra tools • Quick Guide

Test these controls while we wait for everyone to arrive...

Chat
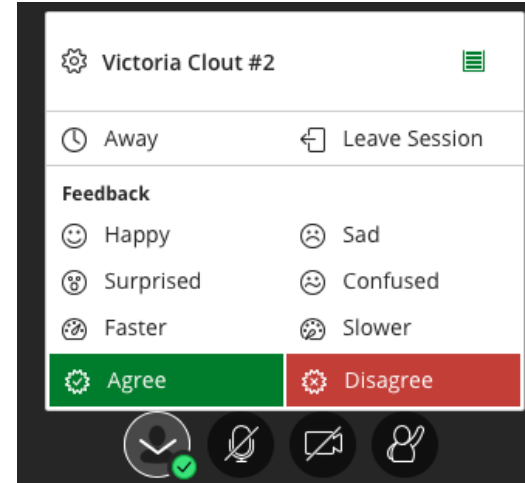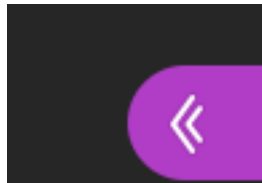
Find someone to chat with

Everyone

You can choose to turn off your video if you don't want it on all the time, but when speaking it helps to make you more 'present'!

Click on this purple tab on the right-hand corner to open the Chat Text section.

Victoria Clout #2

Away — Leave Session

Feedback

Happy — Sad

Surprised — Confused

Faster — Slower

Agree — Disagree

In the Chat Text section you can type a question to the whole class or just your instructor using the 'Find someone' box.

If your instructor asks you to share content to the whole class or a break-out group you can do so by be able to do by clicking on this icon below.

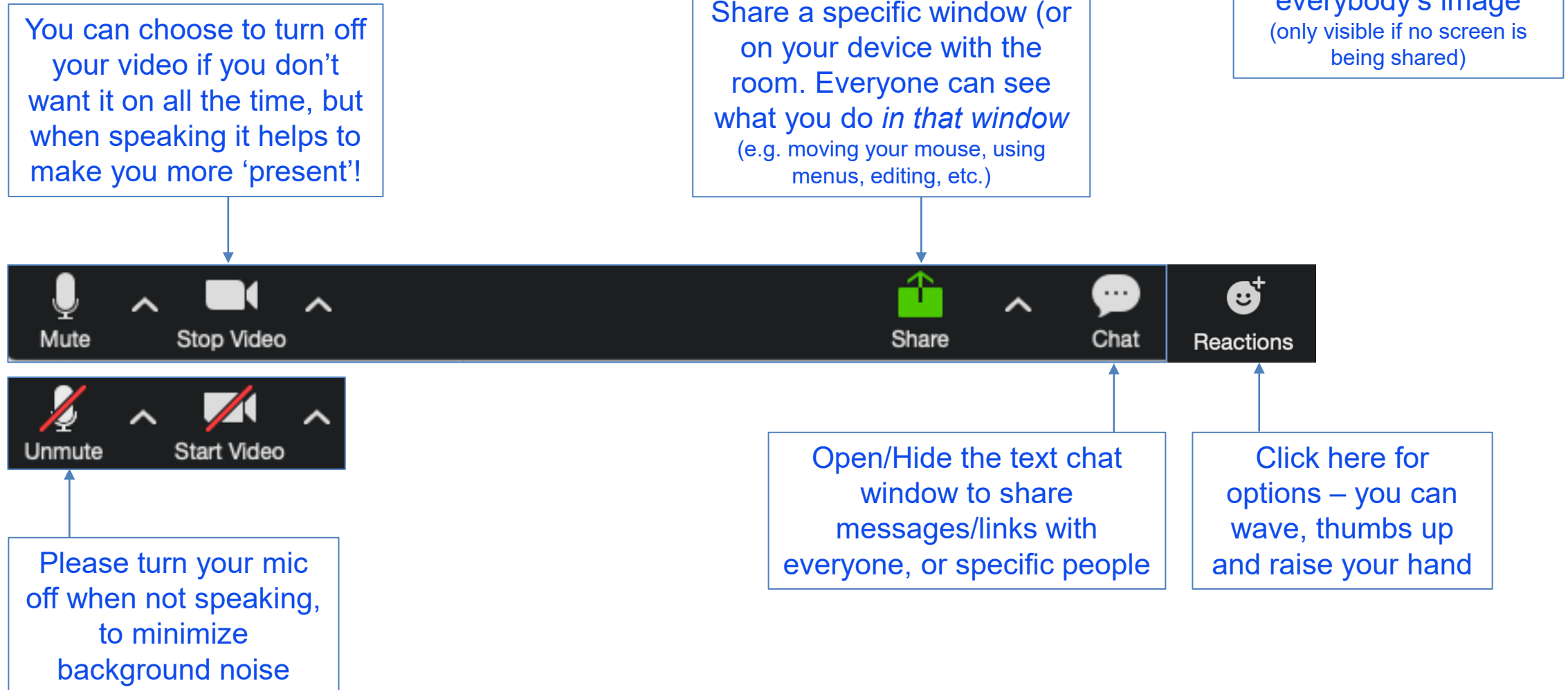Please turn your mic off when not speaking, to minimize background noise

Click on the raise hand button if you want to ask a question.

If you want to indicate your reaction – e.g. agree or disagree. Click on the person icon and then click 'agree' or 'disagree'

To adjust volume or camera click here.

Welcome to ACCTXXX
Welcome to Zoom • Quick Guide

Test these controls while we wait for everyone to arrive…

Gallery View

Click this to view everybody's image
(only visible if no screen is being shared)

You can choose to turn off your video if you don't want it on all the time, but when speaking it helps to make you more 'present'!

Share a specific window (or on your device with the room. Everyone can see what you do *in that window* (e.g. moving your mouse, using menus, editing, etc.)

Mute **Stop Video** **Share** **Chat** **Reactions**

Unmute **Start Video**

Please turn your mic off when not speaking, to minimize background noise

Open/Hide the text chat window to share messages/links with everyone, or specific people

Click here for options – you can wave, thumbs up and raise your hand

Welcome to ACCTXXX here is a quick guide to MS Teams Tools…

Microsoft Teams

■■ Microsoft

Quick Start Guide

New to Microsoft Teams? Use this guide to learn the basics.

Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Add files
Let people view a file or work on it together.

Find personal apps
Click to find and manage your personal apps.

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Reply
Your message is attached to a specific conversation.

Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Add apps
Launch Apps to browse or search apps you can add to Teams.

Live Stream – Netiquette (basic example)

Mute yourself when not talking!

Be on time!

Turn on video if your internet is strong enough.

Come prepared!

Get comfy before class starts.

Be respectful of others

Find a quiet place!

Click raise your hand button to talk!

No eating, especially if the mic is on

Live Stream – Netiquette (more advanced example)

- Wear what you would for class.
- Remove or silence distractions
- Sit in a well-lit space and mindful of your background.
- Be on Time, be prepared!
- Use earphones with a microphone to reduce background noise
- Say Hi when you arrive
- Mute your microphone when not speaking
- Turn your webcam on/off as needed
- Use the raise hand button when you have a question or wish to talk
- Use the chat-box feature to ask or answer a question
- Make room for everyone to have a chance to speak
- Use the same professional language you would in a F2F class
- Remember some classes are being video recorded
- Be patient, be kind, be respectful
- All students must adhere to UNSW's Student Code
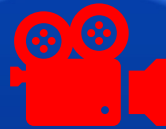
UNSW | AGSM
Business School

Start off with an ice-breaker
Ask students to type their name, raise their hands

PROVIDE A CLASS SCHEDULE FOR STUDENTS

Provide a time structure at the beginning of class
Here is an example for a 2 hour class:

Start	End	Min	Activity	Format
9:45AM	10:00AM	15	• Class door opens • Chat introductions & login to the response system (e.g. GoogleDoc or Socrative or Echo360)	Plenary session
10:00AM	10:20AM	20	• Session begins • Orientation of what to expect • How to login to the response system	Plenary session
10:20AM	10:35AM	15	• Individual quiz	Individual quiz in Plenary session
10:35AM	10:50AM	15	• Instructions for teams • Breakout into teams • Team introductions • Team quiz	Team quiz in virtual break-out room
BREAK		5	• BREAK	
10:55AM	11:10AM	15	• Clarifications / "Burning Questions"	Plenary session
11:10AM	11:30AM	20	• Application or Short answer extended Team activity	Team application/activity in virtual break-out room
11:30AM	11:50AM	20	• Discussion/Gallery-Walk of answers	Plenary session
11:50AM	12:00PM	10	• Closing (Feedback survey / Team peer evaluation activity)	Plenary session

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ENAGEMENT…
Hello? Is anybody there?

THINK OF WAYS TO STIMULATE ENGAGEMENT

- It is easy to become a ghost in the online world.

- If there is no way to engage students might be tempted to Netflix and not come back

- Ask students to give you feedback and also make some 'pauses' for them to think

- Try to mix things up – e.g. poll, microphone, chat-type, long answer responses, post-it note walls - don't get stuck in one way to communicate and engage
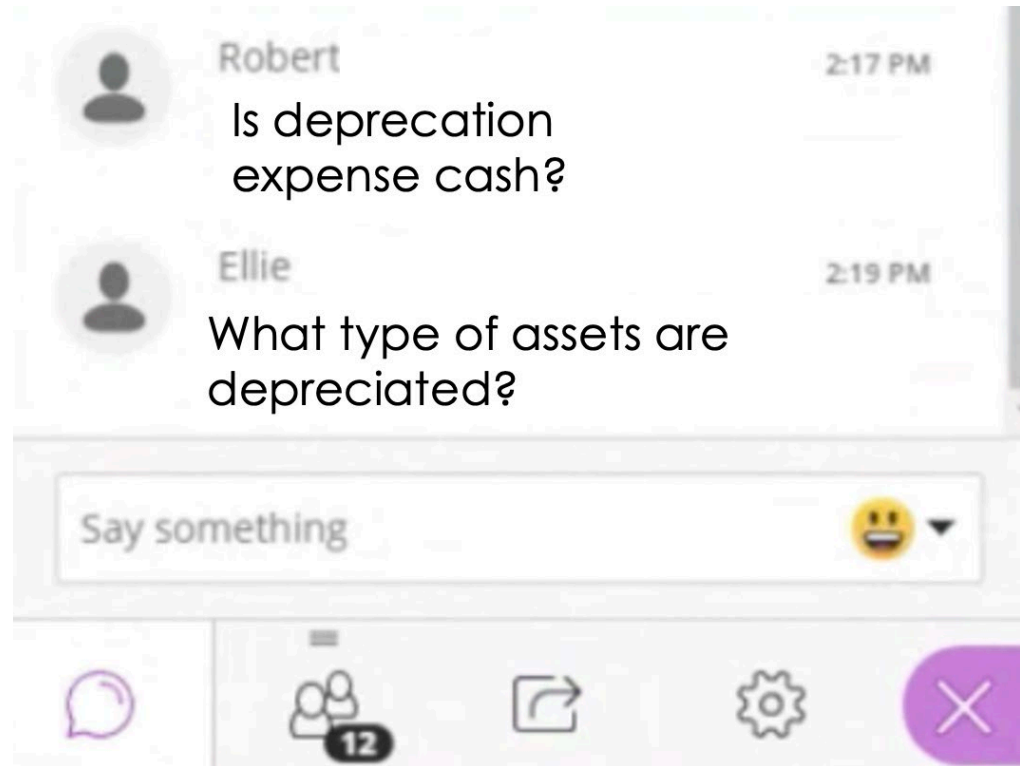
It's quiet in here!

Nothing has been said since you joined.
Start chatting.

Say something

CHAT-BOX – ASK STUDENTS TO TYPE
THEN THE INSTRUCTOR SHOULD CURATE AND MODERATE
READ OUT NAMES

HANG ON A MINUTE…
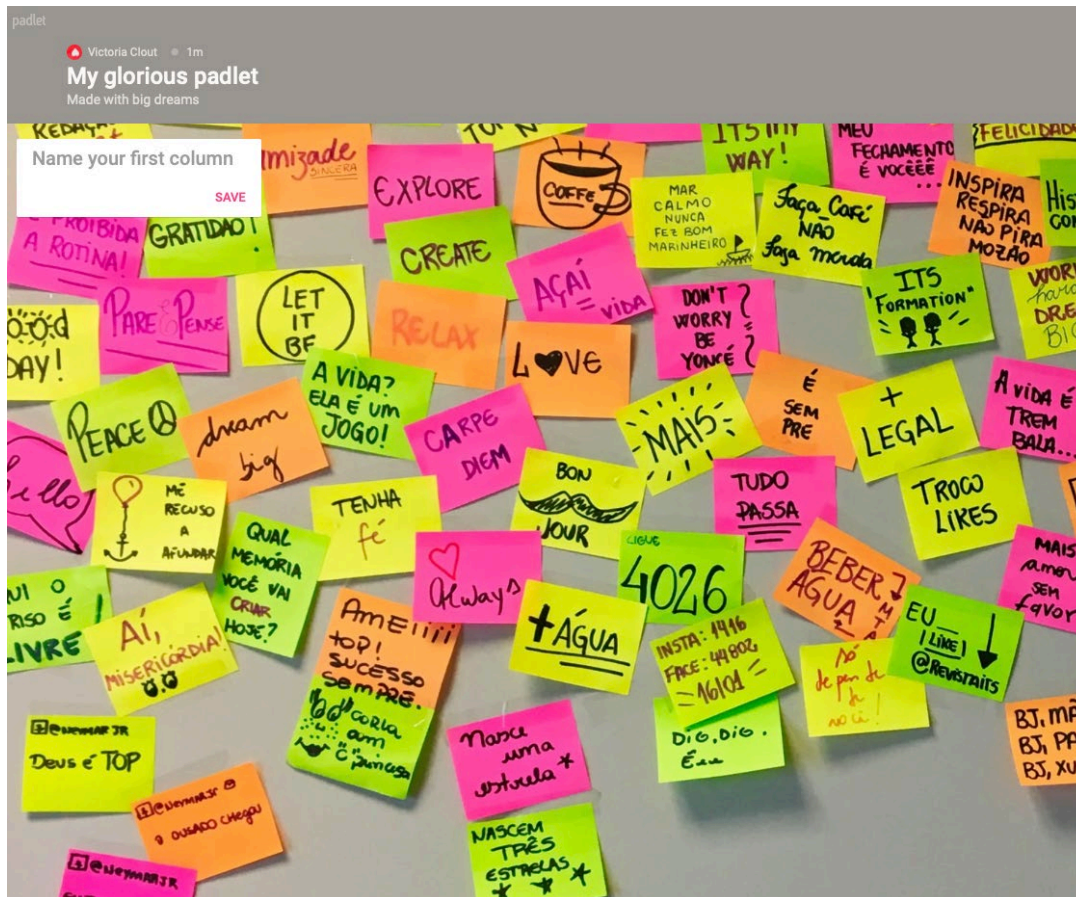
WHITEBOARD FUNCTION

You can ask students to write as well
You can load up a pdf into Collaborate and draw on top

If you don't like the in-built whiteboard you could use other tools like www.miro.com for shareable whiteboards

PADLET - POST-IT NOTE WALL APPROACH

https://padlet.com/

- 3 Free walls… then you have to pay for more walls
- See the real-time typing of answers
- Headings for topics/questions/ideas

INSTRUCTOR TIPS

FOR YOURSELF - TEST, TEST, TEST

- Get comfortable with the tool you are using to teach the classes.

- Go in the tool by yourself and see what all the buttons are

- Do a practice where you go through the motions of a class, such as sharing your screen.

- Ask a colleague/teaching team member to go in with you and talk through what your class will look like

WHAT TO DO WHEN IT ALL GOES WRONG DURING A LIVE CLASS

PLEASE STAND BY…

- Have a game plan for the possibility of technology failure.
- Explain to students calmly – talk through what the issue is, sometimes they can help you trouble-shoot the problem.
- When in doubt try using GoogleChrome browser if you use another browser
- Try going out and back in again to the tool.
- Have back-up Google Sheets/Docs to share with links

ASK FOR HELP – REACH OUT TO THE BDL TEAM

USE THE RESOURCES AVAILABLE – SCHOOL OF ACCOUNTING & BUSINESS SCHOOL MICROSOFT TEAMS SITE

SETTING BOUNDARIES WITH STUDENTS

Have an email policy – put this on the Moodle site and self-enforce it. For example "emails are replied to Monday-Friday 9am-5pm, outside this time emails will be replied to the following day. Please do not send the same email multiple times".

Have a discussion board policy – when it will close down. For example at 5pm the day before the exam staff will stop responding to emails. This way students will get a good night's rest (and so will you!)
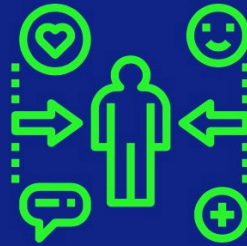
Have a class policy – "we can be informal but must be respectful".

ANY QUESTIONS?