

# Virtual Classroom

 **ONLINE CONFERENCE** SM

Wednesday, April 1

## Production—How Do I Execute?

Karen Hyder,  
Kaleidoscope Training and Consulting

Presented by



Technology Provider



POWERED BY  
Adobe Connect



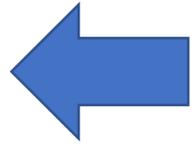
It's not magic, it's  
carefully crafted  
settings and  
processes.

Bringing all elements together to co-create  
a successful session



A black toolbar with Meeting menu, ~~Connect my Audio/Mute~~, (Your mic is not on.) Mute my speakers button and menu, and Set Status button and menu. Please explore and adjust settings, as needed.

# What you see on the desktop version



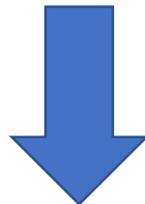
Chat pod for participants to type questions or responses

PowerPoint slides (this is one)

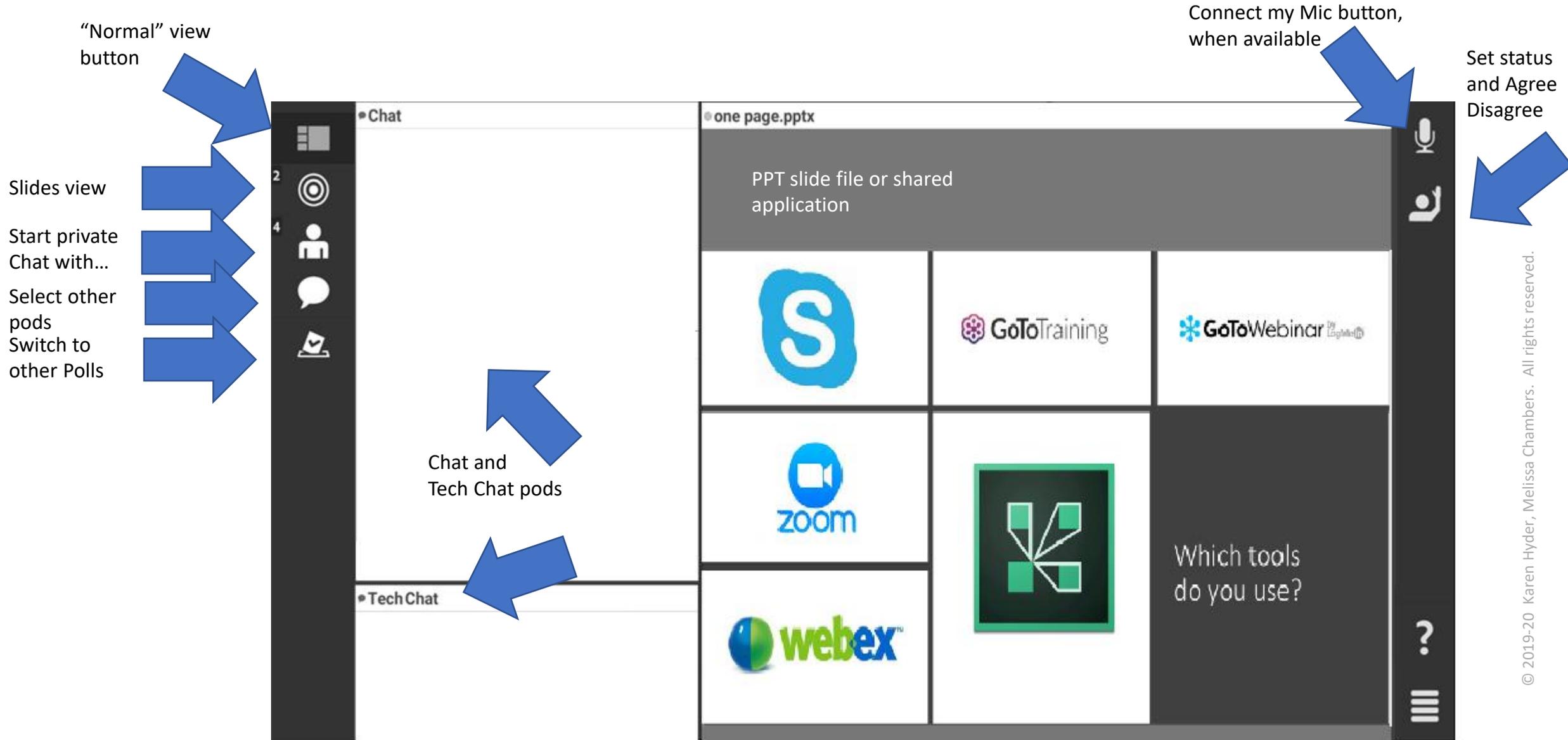


Tech Chat pod. Type here for troubleshooting help.

Pods with instructions or poll questions (when visible.)



# What you see on the mobile app



# Ground rules for participation

- Please resist distractions (Show Step Away)
- Contribute to the discussion by typing in Chat and responding to Polls



Respond to the Poll

# Live, online event production



Bring all elements together to co-create a successful session



There's a person behind every action who must click, type, or drag in order to create engagement and meet objectives



Explore how to effectively manage the process—from planning to evaluation—that make live, online sessions seem like magic

If you've ever taught or learned in a classroom like this one...

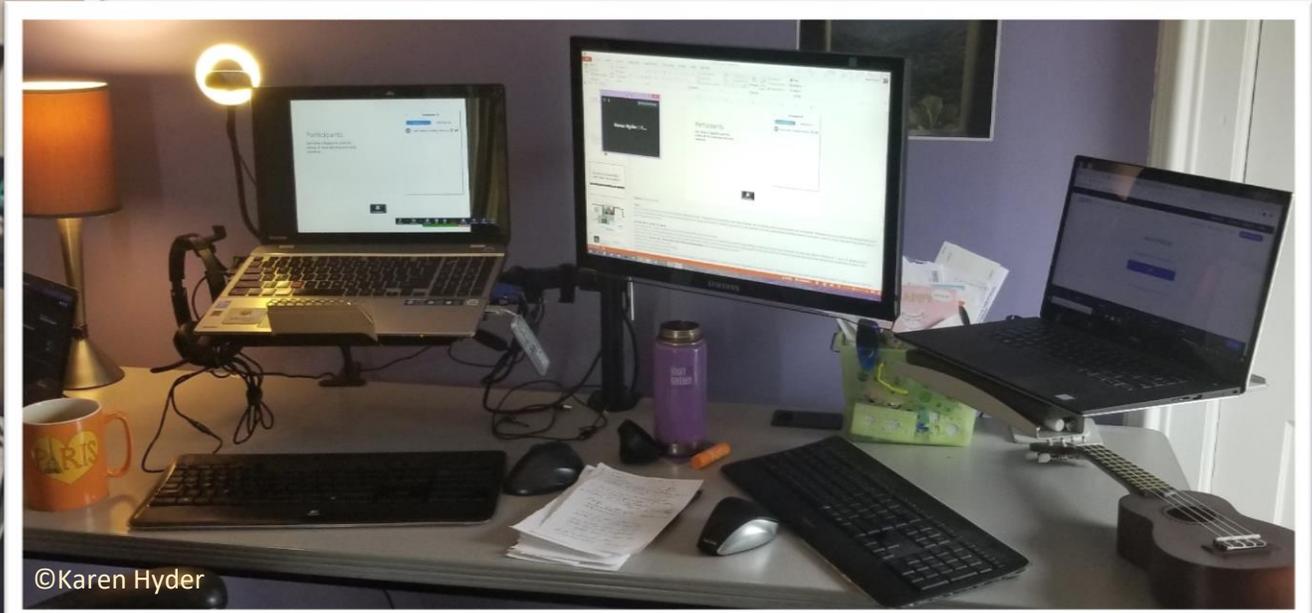
Please Set Status to Agree



A Zoom status menu with a dropdown arrow. The menu items are: Raise Hand (with a hand icon), Agree (with a green checkmark icon), Disagree (with a red X icon), and Step Away (with a red stop sign icon).

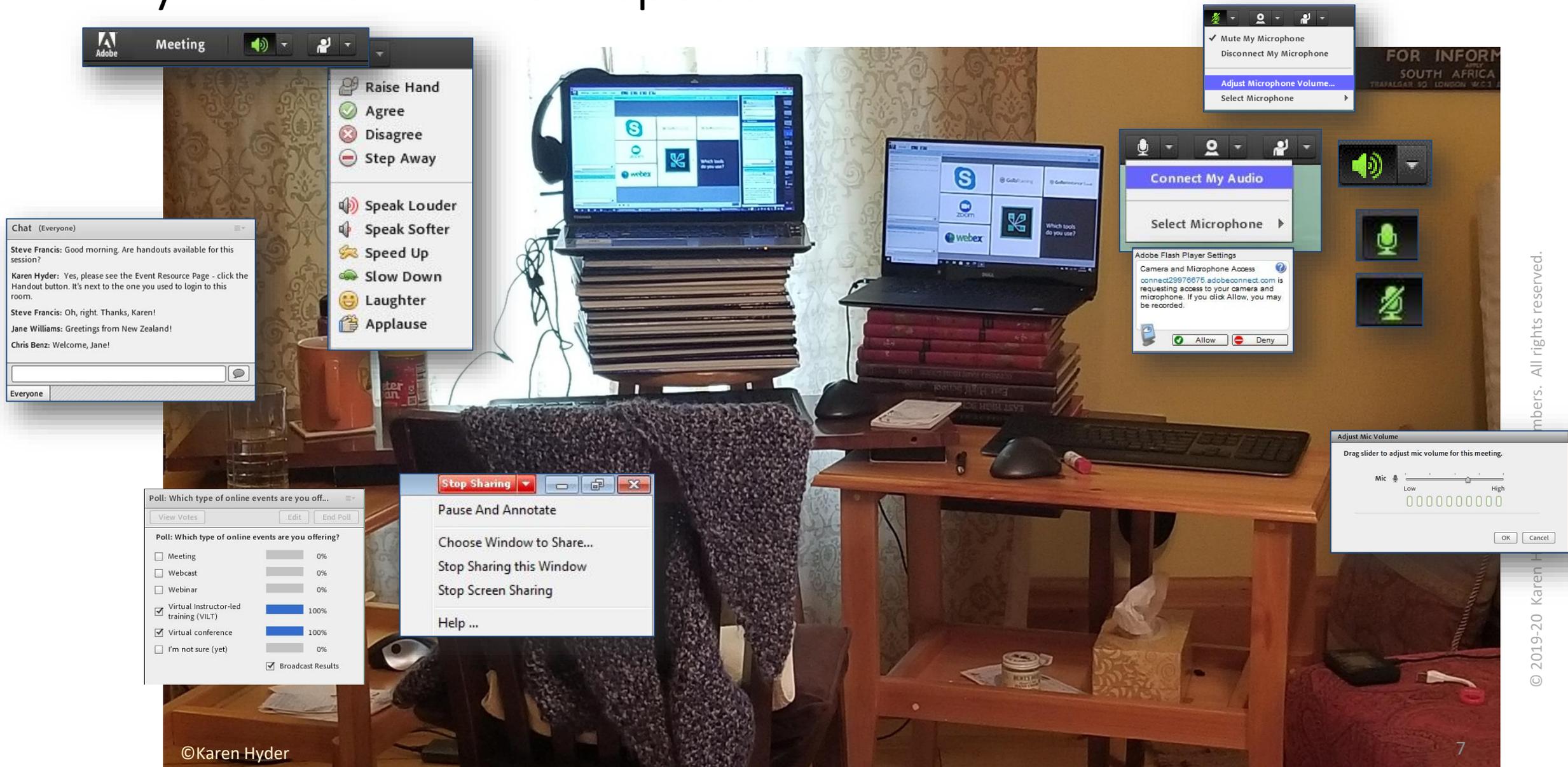


Image courtesy of Logical Operations ([logicaloperations.com](http://logicaloperations.com)); used by permission.



©Karen Hyder

# My makeshift workspace

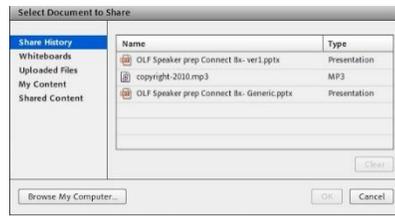
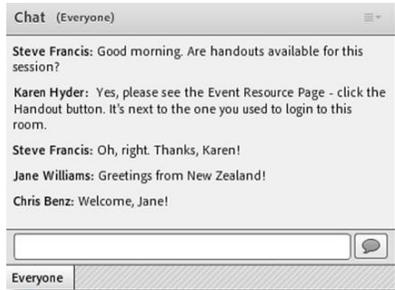


# Identify Adobe Connect features

List the tools and interactive features of Adobe Connect in 60 seconds:



# Adobe Connect



1. Use audio hardware
2. Broadcast streaming Webcam video
3. Show PPT slides
4. Demonstrate software applications
5. Give participants control over demo
6. Ask questions, have participants respond using a variety of methods
7. Draw or annotate on-screen visuals
8. Transfer handout and worksheet files
9. Allow participants to type to each other
10. Collaborate in Breakout groups
11. View video files



Can't ya just.....?

Sure! But what's at risk?



If your online sessions fail, what's the cost?

List obstacles to using virtual software tools to achieve needed learning outcomes:

## Virtual classroom tools and instructional methods, pg. 2.

Virtual classroom tool	Description of tool	Good for	Example activity	Considerations
Web Browser Sharing	Facilitator can launch a website that participants can then navigate individually.	Scavenger Hunts	Send participants on a “scavenger hunt” to find reference materials related to content on a website.	In this option the participant controls where they go, not the facilitator.
Audio/Video Clips	Shows participants short multimedia clips	Demonstrations Mentoring/Coaching	Ask participants to watch a short video clip or listen to an audio clip and identify examples and non-examples of a skill demonstration.	Have multiple ways for participants to access. Will you embed, upload or just provide a link where it’s hosted? Plan option B in case the video does not play.
Status Indicators	Allows participants to provide quick response through the use of icons (green check, red x, etc)	Quick check ins Polling Respond to Yes/No	Conduct a quick round robin by bringing up images on the screen. If you like X, give a green check, if you like Y give a red x, or if you like Z give a smiley face.	Good for closed-ended questions Little to no set up regardless of the tool
Notes	Allows participants to save typed notes for access after the event.	Reflection	Ask participants to write down their thoughts.	
Breakout Rooms	Allows for multiple, simultaneous, small group interactions, separate from the main group.	Group Work Lab Work	Create practice exercises for groups of three: one person to practice, one person to partner, one to observe and report.	These take much more set up. Need to account for the extra time.

# Building the Design for Virtual

## Pre- & Between Session Activities

- What?
- When?
- Who?
- How?

## Live Sessions

- How often?
- How long?
- How many?
- Record?

## Assessments

- When?
- What?
- How?

## Follow up

- What?
- When?
- Who?

## Post-course assignments

- What?
- Why?
- Who?
- When?

3 Ts

**TECHNOLOGY** (What and How)

**TIMING** (When)

**TALENT** (Who)

# Tool Considerations



Is set up needed? How much setup?



How much instruction is needed?



How experienced are the learners in the platform?



How experienced is the facilitator?

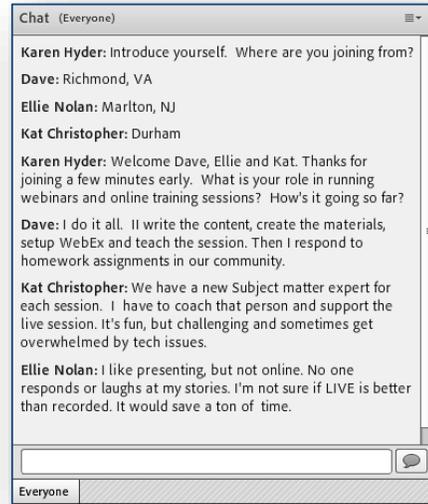
# Determine HOW participants will communicate



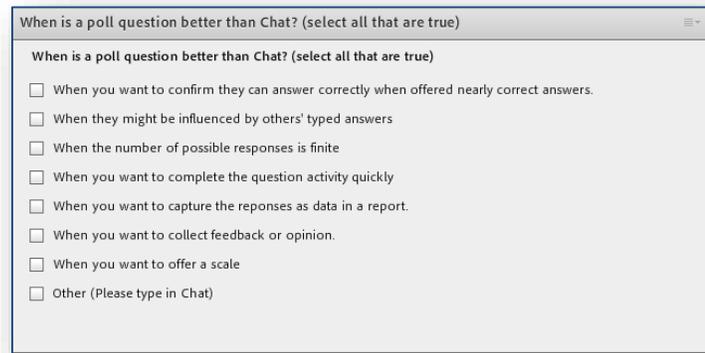
**Raise hand** to indicate “yes” and to ask permission to respond verbally.



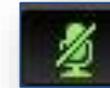
**Set Status** to indicate “Yes,” Agree, Disagree, Laughter, Step Away



**Polls** for questions that have one or more RIGHT answers.



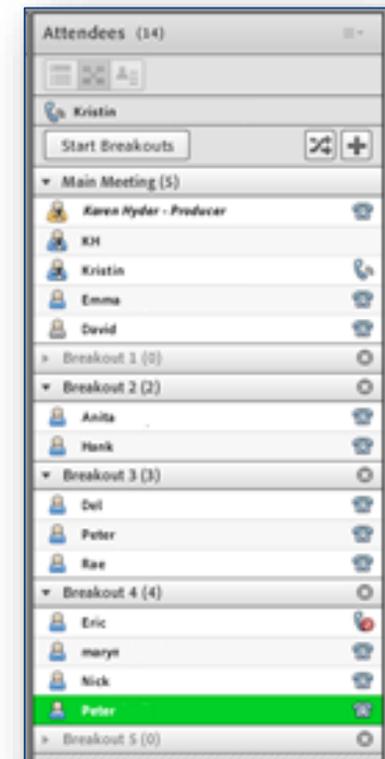
**Chat** for open-ended questions with many possible answers.



**Microphones** reserve for long stories, role plays, small groups and team meetings. Mute whenever not talking.

**Breakout groups**

reserve for small group activities worth the extra time and effort.



## Agree to participate?

### 1. Will you agree to participate? (Multiple choice)

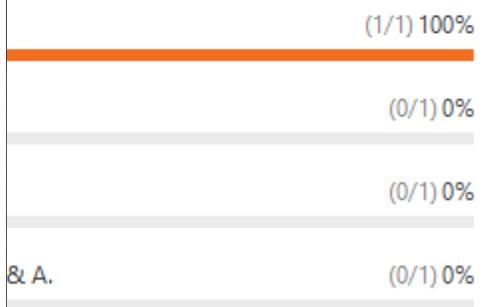
- Sure!
- We'll see how it goes!
- No. I'm "multitasking."
- Other. Please type in Chat or Q & A.

Submit

## Viewing Poll Results

Now viewing the poll results

### Agree to participate? (Multiple choice)

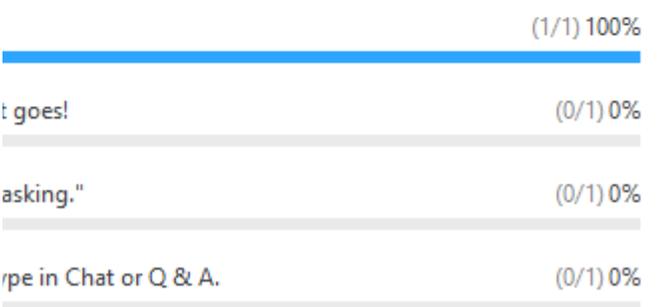


Re-launch Polling

## Agree to participate? in Progress 0:19

Now viewing questions 1 of 1 (100%) voted

### Agree to participate? (Multiple choice)



End Polling

# Technical Considerations

- Presentations
  - Uploading vs. Application Sharing
- Animations
  - Using ppt slide animations vs. building animations with multiple slides
- Graphics & Fonts
  - Photos (copyright), Clip art, Smart art
  - Custom fonts vs. standard web fonts
- Hardware, software, and network setup
  - Wired, not wireless
  - Web Browser vs App vs Mobile App
- Video
  - Network throughput
  - uploading vs. application sharing
  - access to outside sources
  - firewall settings
  - VPN
- Audio
  - Where does the audio come out?

“It’s not about the tool, it’s  
about the instructional design.

Except when it’s about the tool.”

Can't the facilitator just...?

Sure! But what's at risk?



If the facilitator can't manage, what happens?

# Without support, facilitators

Get bogged down in technology

Are overwhelmed by software features

Skip activities that are too difficult to set up and facilitate

Lose credibility

Default to lecture-only format

Fail to achieve needed outcomes

Frustrate learners

Are afraid to try again

Suffer awkward moments

Waste time troubleshooting

Burn goodwill

Miss the point!

Fail to get feedback from participants

Give unclear messages

Aren't able to respond to participant issues

Focus on the wrong things

Can't clearly articulate instructions to participants

# Help the Facilitator stay focused

Upload slides

Present

Point and  
click

Set up  
activities

Provide  
instructions

Facilitate  
discussion



“Do what you’re comfortable doing, and I’ll handle everything else.”

Conduct audio checks

Monitor Chat

Organize participants  
into breakouts

Locate and paste URL

Turn on/off enhanced  
participant rights

Transfer handout file

Identify open mics and  
mute them

Clear status indicators

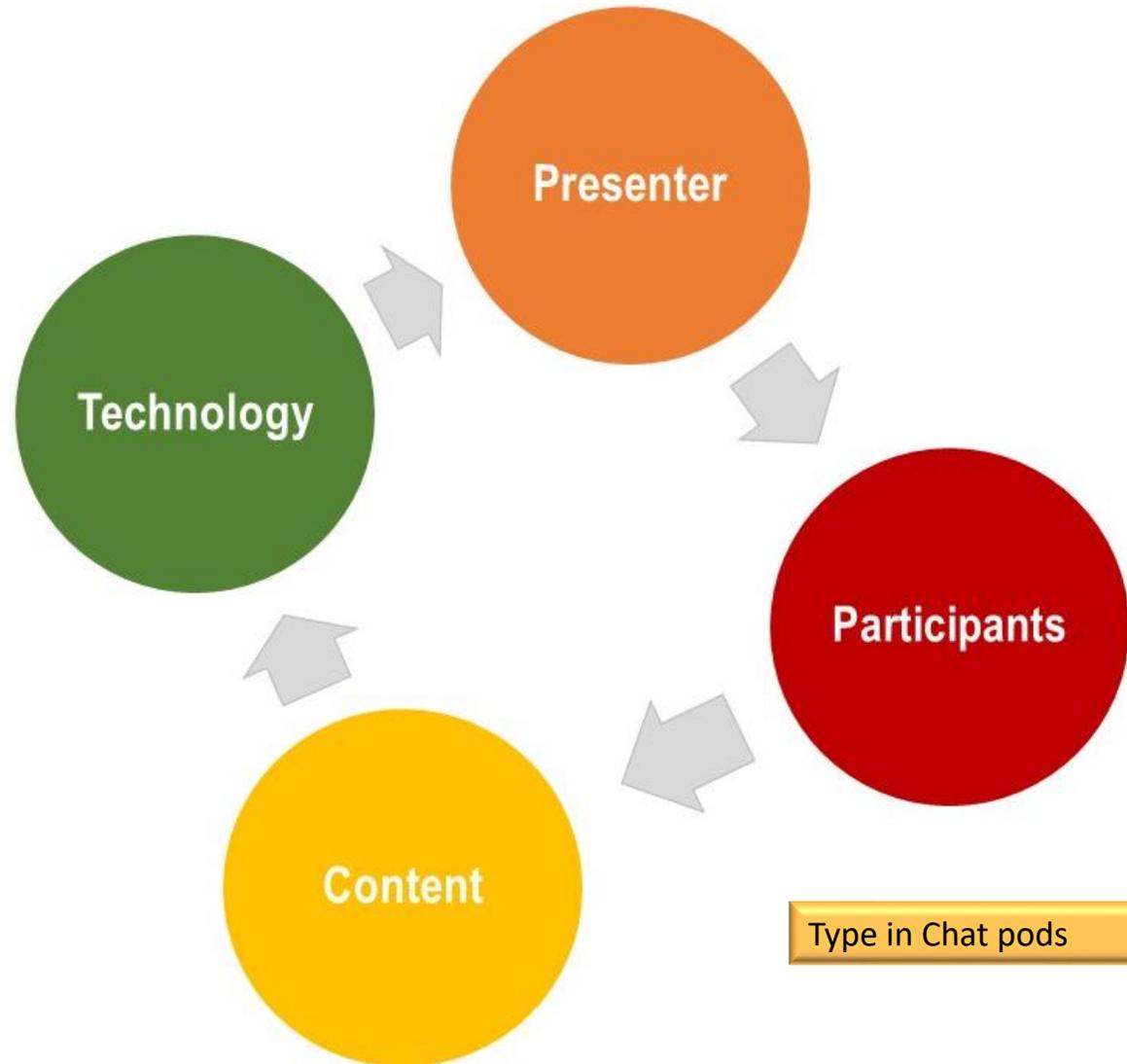
Respond to technical  
questions

Save files

# Can presenter do it? Quickly?

<b>Live session tasks</b>	<b>Can presenter do it?</b>	<b>Can s/he do it quickly?</b>
<b>Locate and paste URL to assignment</b>		
<b>Turn on Enhanced participants rights</b>		
<b>Transfer handout file</b>		
<b>Identify open mics and mute them</b>		
<b>Clear status indicators</b>		
<b>Put raised hands down without giving mic rights</b>		
<b>Monitor chat and respond</b>		

# Areas that need support



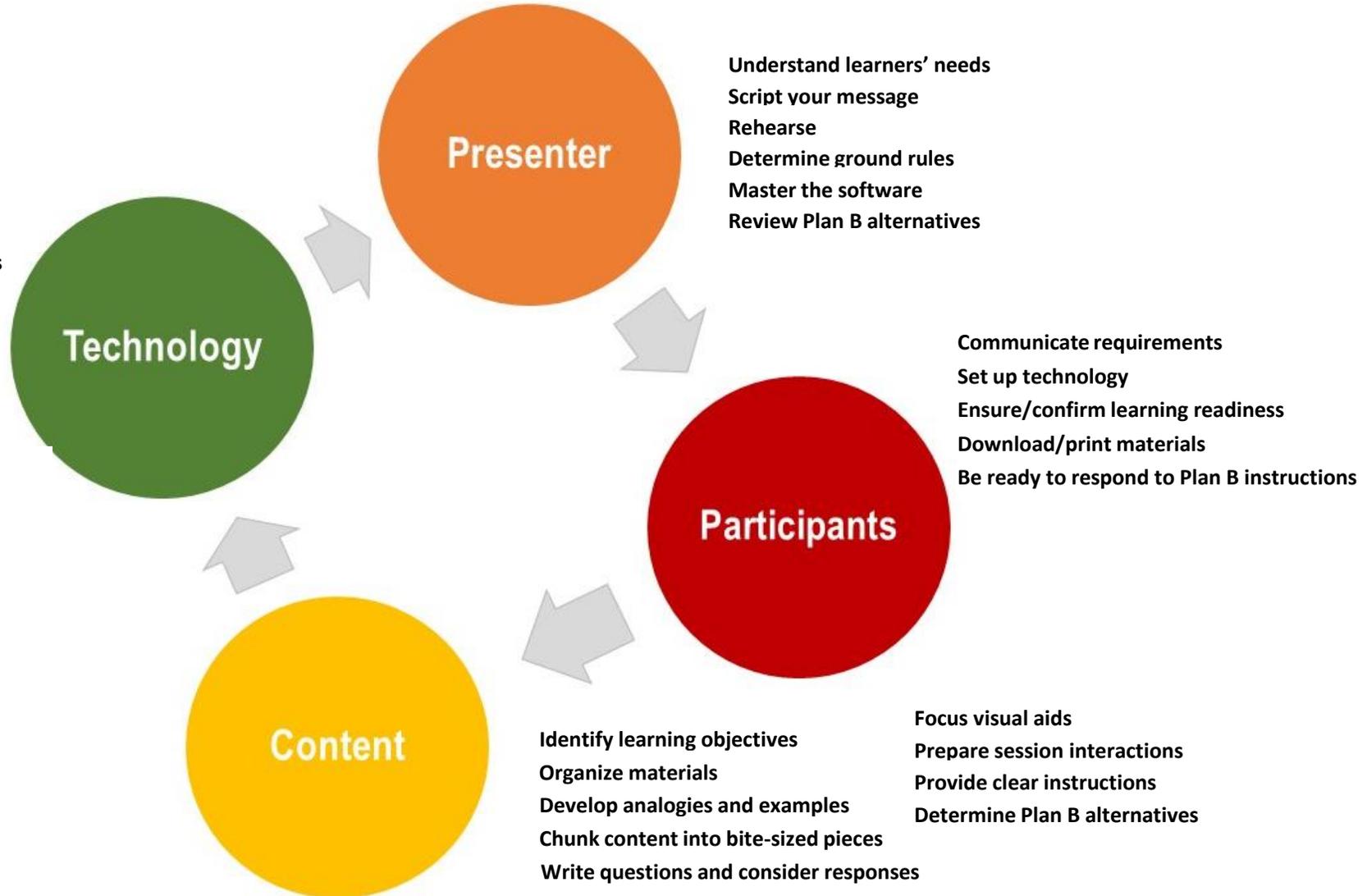
# Preparation checklists

## Pre session

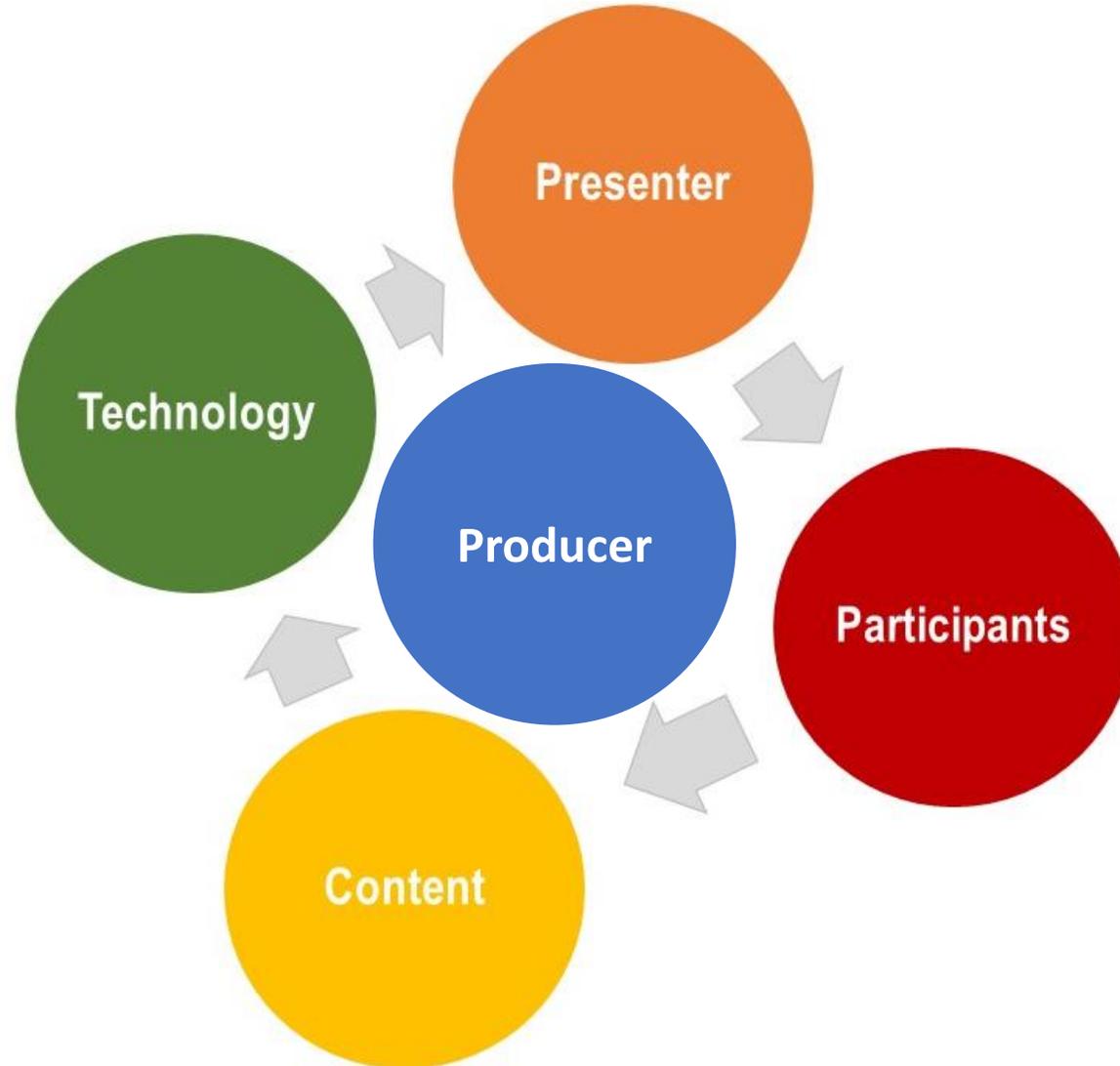
- Create session
- Send invitations
- Create polls
- Send handouts/materials
- Turn on attendee privileges
- Set up Plan B alternatives

## In session

- Manage tech
- Advance slides
- Instruct on basic steps
- Run polls
- Move to breakouts
- Turn on attendee privileges
- Implement Plan B



# The Producer



# Leverage the Presenter Only Area

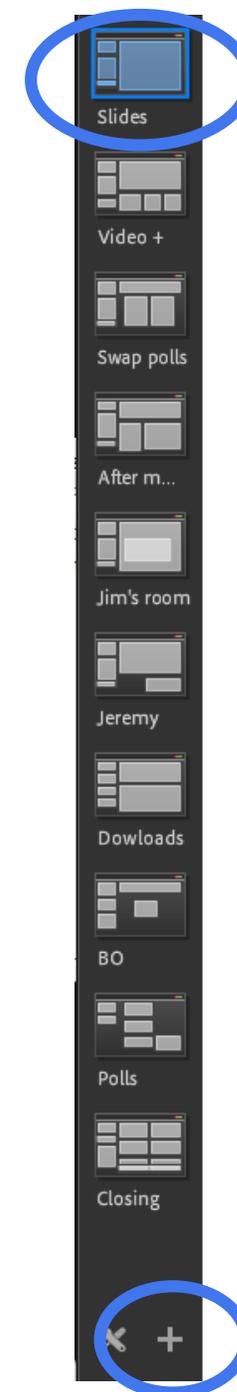
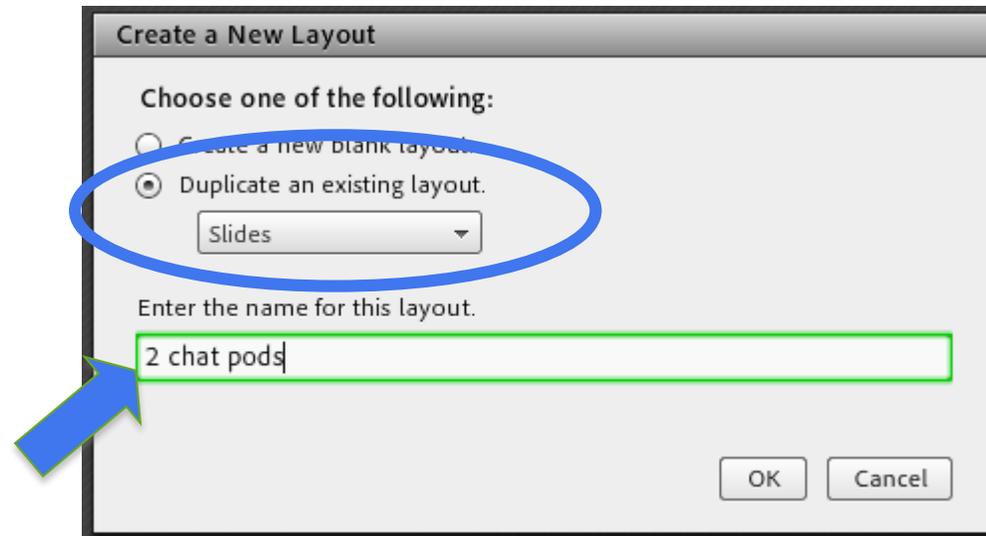
The screenshot shows the Adobe Connect interface for a virtual classroom. The main area is a large grey rectangle. A blue arrow points from the text 'Presenter Only Area (Hidden from Participants)' to this area. The interface includes a top menu bar with 'Meeting', 'Layouts', 'Pods', and 'Audio'. On the left, there are panels for 'Attendees (2)', 'Main Chat', and 'Powered by ADOBE CONNECT'. On the right, there are panels for 'Presenter chat', 'Files', a timer showing '0:11:18', and 'Presenter notes'. The 'Presenter notes' panel contains a list of topics and a detailed note about the 'Presenter Only' area.

**Presenter Only Area (Hidden from Participants)**

**Presenter notes:**

- Area Hyde's self Callout and Guide Tech support: Greg Gannon
- If it had "Presenter Only" area is not seen by attendees. Use the vertical divider bar to focus the content of black space.
- THEME settings, such as sound (you need to present yourself).
- The easiest way to setup your audio is to use the Windows Go to the Meeting room. And to Setup Windows OS. I will send to you the screen to be used as. On the 2nd, send you a product or any phone or any other from the list. So you can see how you will be

# Pre-set activities using Layouts



## The Producer's role is...

to...	A producer can...	specifically...
<b>Structure</b>	<b>Provide a framework</b> for the facilitator to prepare to engage participants.	Coach in advance. Present Intro, closing, Tweens slides. Ground rules. Surveys. Wrap up. Follow up.
<b>Streamline</b>	<b>Coach on the most critical knowledge and skills</b> to be successful. Tips and shortcuts.	Master basic functions. Adapt activities, script micro instructions. Avoid rookie mistakes.
<b>Simplify</b>	<b>Unburden the facilitator from being expert</b> in the virtual classroom software platform.	Offer tutorials, best practices, troubleshooting support. Agree to control interactive tools.
<b>Smooth</b>	<b>Ensure the facilitator looks and sounds good</b> and the session runs smoothly.	Plan and test early and offer guidance. Address distractions, technical issues and sources of stress.
<b>Stand by</b>	<b>Pay attention and be ready to respond</b> or assist, as needed.	Text encouragement or time checks in private messaging. Prepare for all in-session and post-session needs.
<b>Solve</b>	<b>Allow the facilitator to stay focused</b> , deliver a clear message, and engage with participants.	Address technical issues quickly and discreetly. Keep session on track.

Stand by to  
implement back up  
plans

- Print out copy of slides/  
notes/script.
- Keep local copy of PPT to  
app share or email.
- Login on a second  
computer or device.
- Recruit a co-presenter.
- Share contact info.
- Host videos outside the  
session room



# Headsets and Internet connections

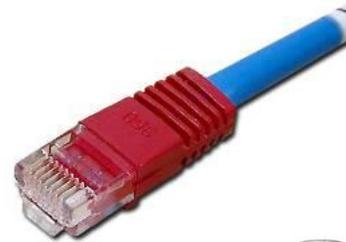


- Wired internet
- USB headset (plugged in before joining)
- OR Landline phone/headset
- Mute when not speaking
- Poor internet connection?
  - Shut down unneeded apps
  - Don't VoIP. Dial in.
  - Ask someone else to share file for you
- Remember to mute other ringers (fax, mobile, pager)
- **ALTERNATE: Disallow participants' mics**

# Setup redundancies



Computer



Connection



Audio



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# Plan B checklists

## Pre session

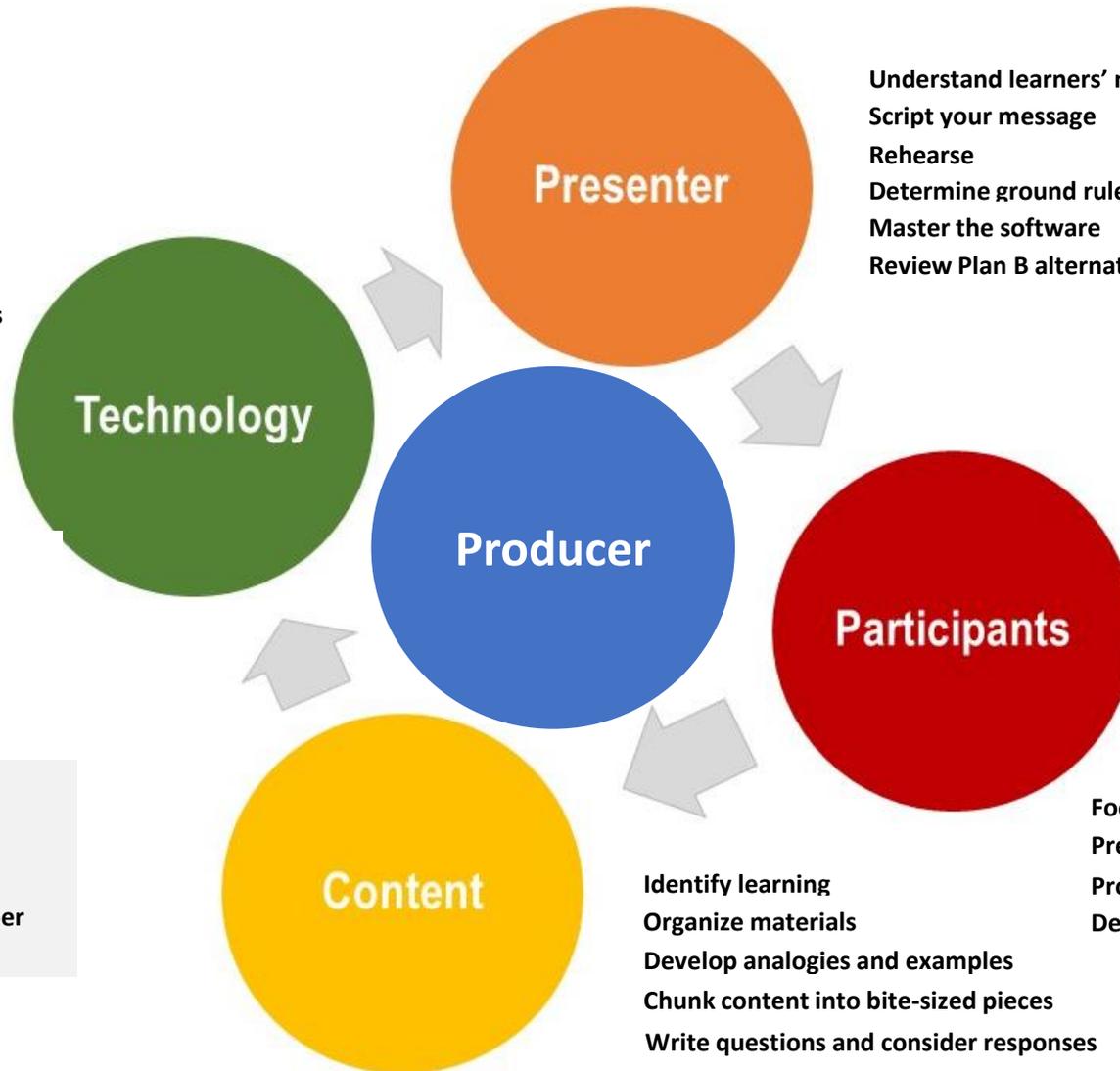
Create session  
Send invitations  
Create polls  
Send handouts/materials  
Turn on attendee privileges  
Set up Plan B alternatives

## In session

Manage tech  
Advance slides  
Instruct on basic steps  
Run polls  
Move to breakouts  
Turn on attendee privileges  
Implement Plan B

### Plan Bs might be:

- Alternate activities
- Second PC and audio
- Cloud-based resources
- Telephony dial-in number
- Live captioning



**Presenter**

Understand learners' needs  
Script your message  
Rehearse  
Determine ground rules  
Master the software  
Review Plan B alternatives

### Plan Bs might be:

- Set up second PC
- Setup second audio option
- Log into cloud-based resources
- Support from producer
- Printed materials

**Technology**

Communicate requirements  
Set up technology  
Ensure/confirm learning readiness  
Download/print materials  
Be ready to respond to Plan B instructions

### Plan Bs might be:

- Use cloud-based resources
- Prepare mobile app as backup
- Prepare to dial in for audio

**Producer**

**Participants**

Focus visual aids  
Prepare session interactions  
Provide clear instructions  
Determine Plan B alternatives

### Plan Bs might be:

- Alternate activities
- Cloud-based resources
- Recordings
- Transcript of recordings
- Flexible lessons that expand and contract

**Content**

Identify learning  
Organize materials  
Develop analogies and examples  
Chunk content into bite-sized pieces  
Write questions and consider responses

# Add it to Storyboard

## Storyboard template

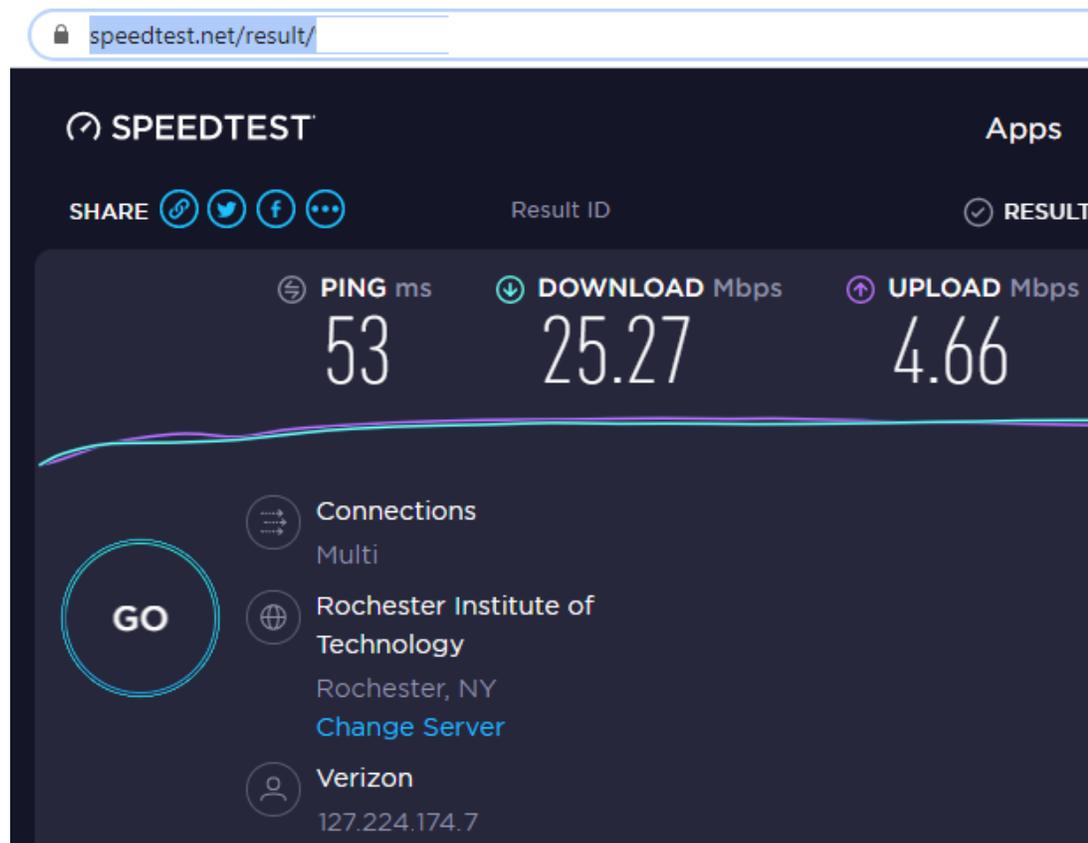
Learning objective	Pre-requisite	Method	Media	Set up details	Script	Activity	Presenter Questions	Intended Responses	Response Method	PLAN B	Typical participant questions
What will participants learn?	What needs to be understood before this starts?	Is this a lecture, a demo, a group activity?	What clip art, photos, videos, drawings will be used?	WHAT MUST BE SETUP or UPLOADED IN ADVANCE FOR THIS TO WORK?	What will the presenter say about the content or to provide instructions?	What will the participant do?	What questions will the presenter ask?	What answers are the participants likely to give based on the wording of the question?	How will participants respond? Chat Poll, Green check, verbal?	If this fails for any reason, what will you do to complete the task and move on?	What are the questions participants are most likely to ask at this point?
Understand the basic elements of an Excel formula	Rows, columns, cells	Demo + volunteer	Excel with precreated filex	upload Excel formulas activity worksheet.xlsx	"I'm sure that everyone here has added a list of numbers before. Here in Excel, we have to approach show we calculate a little differently"	pay attention	"If you were creating this on paper, how would you begin?"	Add numbers together, total the rows first. Add this plus this, plus this, etc.	Type in Chat or verbal	Upload static version of Excel file into session room	can't see the screen. Are you still there? What if numbers to be calculated are not next to each other?

# Facilitator guide example



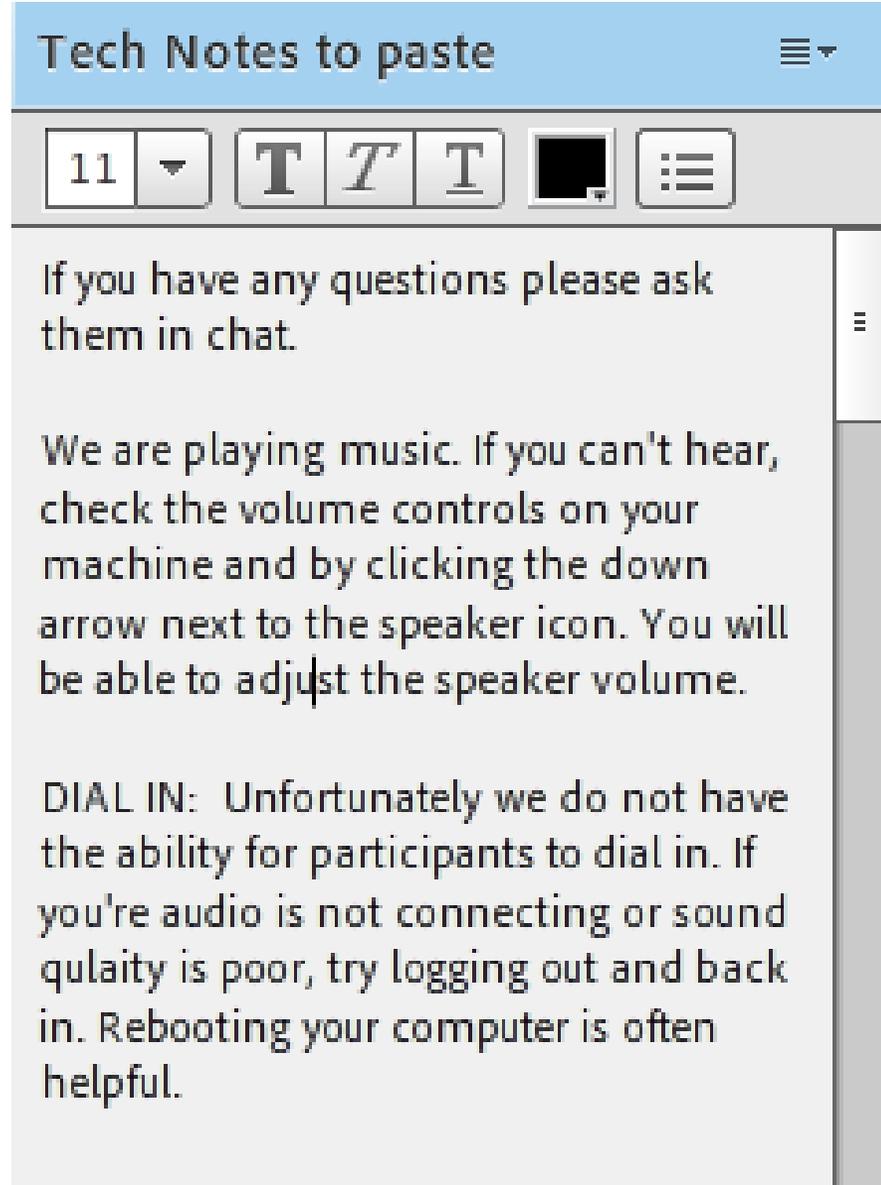
Session Detail				
Minutes	#	Slide/Topic/Key Points	Facilitator	Producer
5	24	 <p><b>How would you present this activity?</b></p> <p><b>Key Points</b></p> <ul style="list-style-type: none"> <li>- How you design an activity will be dependent on many factors</li> <li>-</li> </ul>	<p><b>SAY:</b> Based on the scenario just presented, lets take a look at some possible design options.</p> <p><b>DO:</b> Have participants answer Polls on which option they would choose dependent on the presented information.</p> <p><b>Polls:</b></p> <ol style="list-style-type: none"> <li>1. This option would be the "cleanest" design (B)</li> <li>2. This option would be the "quickest" (D)</li> <li>3. The activity needs to be run quickly, and it is required everyone answers ©</li> <li>4. The organization is very formal (B or C)</li> <li>5. The organization is more informal (A or D)</li> </ol> <p><b>Talking Points:</b></p> <ul style="list-style-type: none"> <li>- How you design an activity will be dependent on many factors</li> <li>- The activity is the same (same objective, same intent, same messages), but different factors can change the look and feel of "how" it may be delivered. From visual to verbal.</li> </ul>	<p>Bring up poll as prompted by the instructor.</p> <p>Open and Close polls</p> <p>Monitor Poll results and present answers as prompted by instructor</p> <p>Communicate with the instructor on timing</p> <p>Monitor chat as needed</p>

<https://www.speedtest.net/run>



- Run bandwidth test regularly
- Shut down unneeded apps
- Plug into router
- Pause webcam video

# Pasteables



Tech Notes to paste

11 ▼ **T** *T* T [Speaker icon] [List icon]

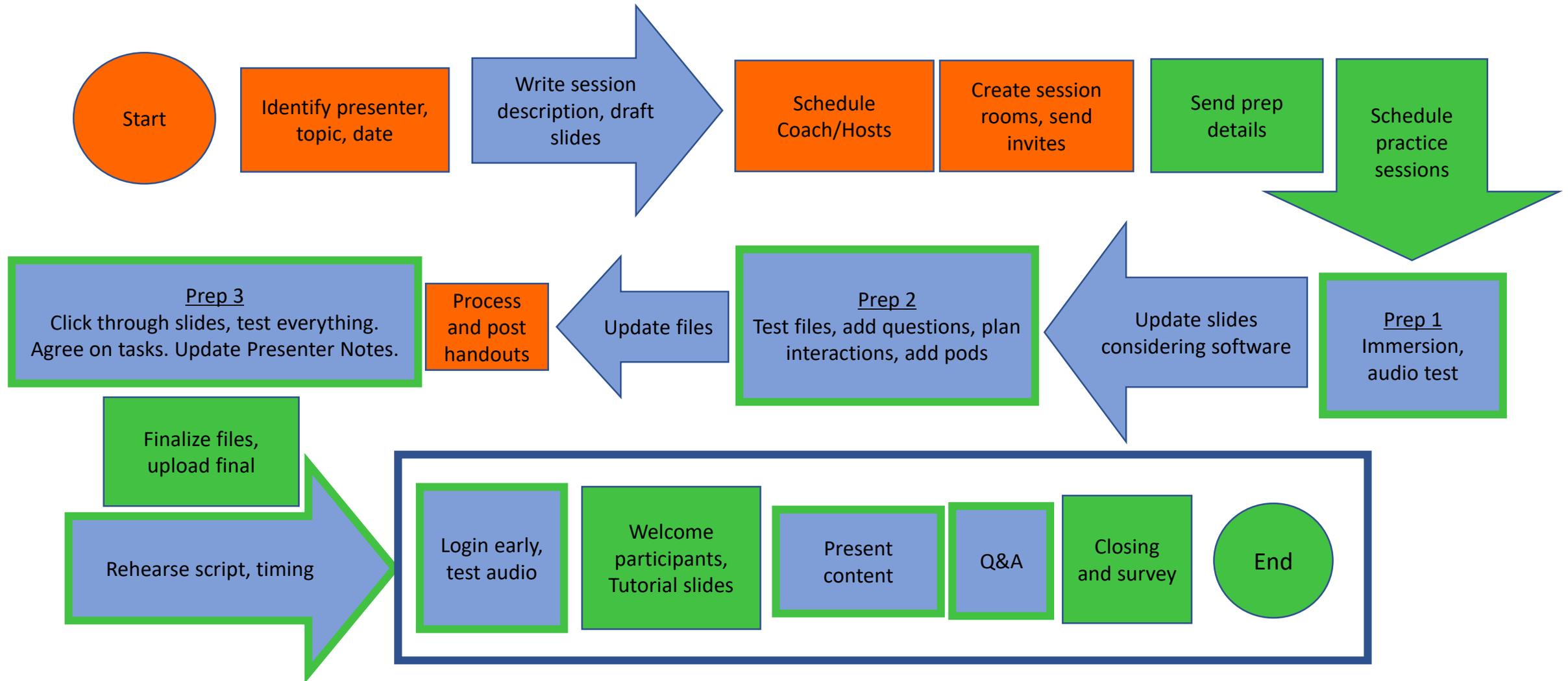
If you have any questions please ask them in chat.

We are playing music. If you can't hear, check the volume controls on your machine and by clicking the down arrow next to the speaker icon. You will be able to adjust the speaker volume.

DIAL IN: Unfortunately we do not have the ability for participants to dial in. If you're audio is not connecting or sound quality is poor, try logging out and back in. Rebooting your computer is often helpful.

# Virtual event project roadmap

- eLearning Guild task
- Facilitator task
- Producer task



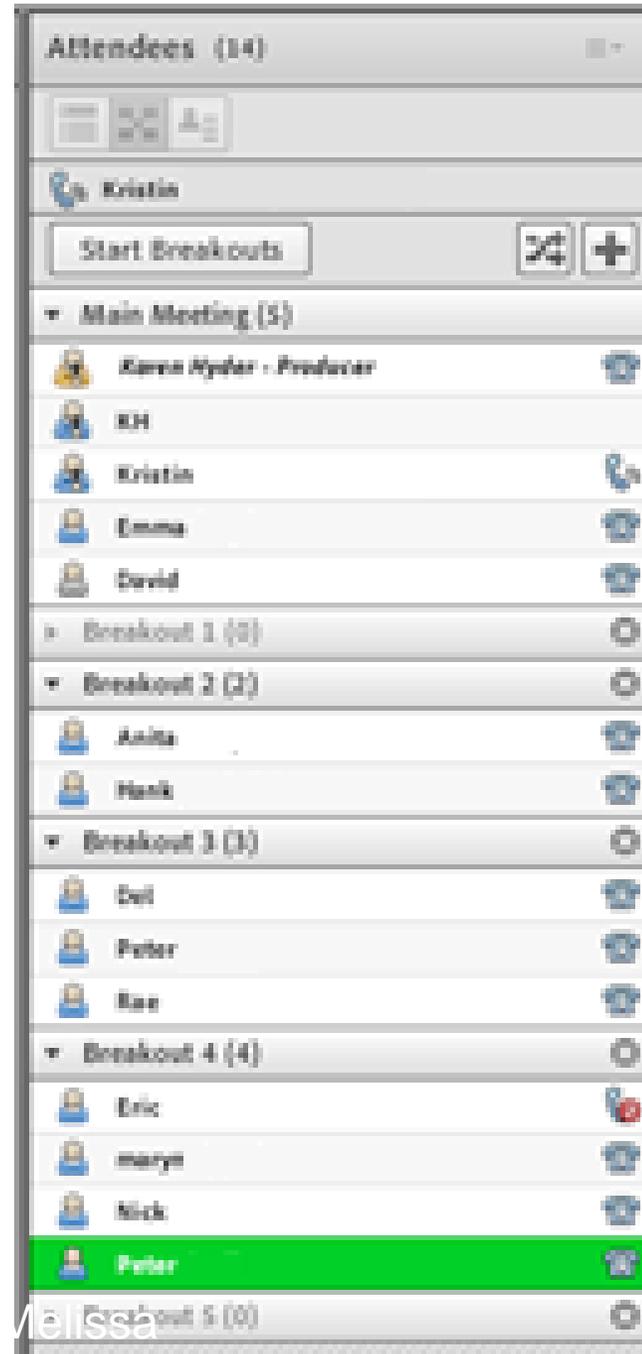
# Production tracking form

Speaker tracking form									
A	B	C	D	E	F	G	H	I	
<b>1 Speaker tracking form</b>									
<b>2 Online event:</b>				<b>Speaker Observations:</b>			<b>Use of Tools:</b> 1=poor, or 4=great!		
3 Session name:		4 session number:		5 How did it go overall?:			6 Chat:		
4 Session URL:				7 Comfort with tools:			8 Layouts:		
<b>5 Speaker Contact Information</b>				9 Effective use of tools:			10 Q&A:		
6 Presenter:				11 Content:			12 Application Sharing:		
7 Job Title/ Company:				13 Credibility:			14 Polls:		
8 Primary phone/ Phone during the event:				15 Timing:			16 Supportive files		
9 city/state:				17 Vocal quality			18 Status indicators		
10 Time zone:				19 Technical issues			20 Pointer		
11 Email address:							21 whiteboard tools:		
12 Login/ pw:							22 URL Push:		
<b>13 Speaker Technical Set-up</b>		<b>Prep session date(s):</b>					23 Use Of Graphics:		
14 File name(s) /type(s):		15 setup room					24 Clarity Of Slides:		
16 Handout name:		17 sent user id, pw and link		<b>Speaker Experience</b>					
18 additional files:		19 1. Initial meet		20 Face-to-Face events:					
		21 2. Prep session		21 Online events					
22 Web link(s):		23 3. Rehearsal		<b>Speaker Co-Operation/Availability</b>					
23 Machine type		24 handouts due from/on		24 How available before event for rehearsals:					
24 OS:		25 intro-close / room set		25 Handouts on time:					
25 RAM:		26 files backed up		26 Handouts formatted correctly:					
26 Audio type/ Check:		27 final audio check		27 Time considerations:					
27 Quality:		28 Event date and time:		28 Unavailable dates:					
28 Connection type/ Check:		29 zone:		29 Recommendations:					
29 Quality:		30 login at:							
<b>Setup Notes:</b>		<b>Host notes</b>		<b>Day / Session</b>		<b>Pacific Time start/end</b>	<b>Mountain Time</b>	<b>Central Time</b>	<b>Eastern Time start/end</b>
31 Activity:				Thurs / Opening session		8:30 - 9:45	9:30 - 10:45	10:30 - 11:45	11:30 - 12:45
32 Activity:				Thurs / Concurrent #2		10:15 - 11:30	11:15 - 12:30	12:15 - 1:30	1:15 - 2:30
33 Activity:				Thurs / Concurrent #3		12:00 - 1:15	1:00 - 2:15	2:00 - 3:15	3:00 - 4:15
34 Activity:				Fri / Concurrent #4		8:30 - 9:45	9:30 - 10:45	10:30 - 11:45	11:30 - 12:45
35 Activity:				Fri / Concurrent #5		10:15 - 11:30	11:15 - 12:30	12:15 - 1:30	1:15 - 2:30
36 Polls/ slides				Fri / Closing #6		12:00 - 1:15	1:00 - 2:15	2:00 - 3:15	3:00 - 4:15
<b>33 Survey Results:</b>									
34 Max number logged on during session:									
35 Number of respondents to survey:									
36 1. The presenter was knowledgeable about the topic									
37 strongly agree									
38 agree									

PLAN,  
PRACTICE,  
KNOW THE TOOLS,  
TEST EVERYTHING,  
HAVE A BACKUP PLAN

# Using Breakouts

- Create and setup breakout rooms
- Customize with Share and Chat pods. Add instructions to Notes pods.
- Move names into sub groups
- Click Start button
- Visit session rooms
- Send Broadcast messages
- Click End



The screenshot displays a meeting interface titled "Attendees (14)". At the top, there are icons for a list, a camera, and a microphone. Below this, the name "Kristin" is shown with a "Start Breakouts" button and a plus sign icon. The attendees are organized into several groups:

- Main Meeting (5):** Karen Hyder - Professor, KH, Kristin, Emma, David.
- Breakout 1 (0):** (Empty)
- Breakout 2 (2):** Anita, Hank.
- Breakout 3 (3):** Del, Peter, Rae.
- Breakout 4 (4):** Eric, maryn, Nick, Peter (highlighted in green).
- Breakout 5 (0):** (Empty)

The name "melissa" is partially visible at the bottom left of the interface.

What techniques did we use that you will share and/or apply immediately?

Please type in Chat

# Resources for Synchronous

Resource	Description	URL
<b>Zoom</b>	Virtual meeting room. FREE session times out after 40 mins.	<a href="https://zoom.us/pricing">https://zoom.us/pricing</a>
<b>Wikipedia</b>	Comparison of web conferencing software	<a href="https://en.wikipedia.org/wiki/Comparison_of_web_conferencing_software">https://en.wikipedia.org/wiki/Comparison_of_web_conferencing_software</a>
<b>Timeanddate</b>	Event time announcer	<a href="https://www.timeanddate.com/worldclock/fixedtime.html?msg=Secrets+of+a+Successful+Live+Online+Presentation&amp;iso=20200319T12&amp;p1=421&amp;ah=1">https://www.timeanddate.com/worldclock/fixedtime.html?msg=Secrets+of+a+Successful+Live+Online+Presentation&amp;iso=20200319T12&amp;p1=421&amp;ah=1</a> OR <a href="https://bit.ly/2U1QHTG">https://bit.ly/2U1QHTG</a>
<b>Ookla</b>	Measure current upload and download speeds of network throughput. (Less than 2.0 Mbps will experience choppiness)	<a href="https://www.speedtest.net/run#">https://www.speedtest.net/run#</a>



I'm here.

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# AC Troubleshooting tips

Common issues:	To solve	Additional info.
<b>I recorded my session. Where did the recording go?</b>	Recordings are stored on the Adobe Server. See Meeting information, Recordings to locate link.	You can also save a recording locally.
<b>Audio connection fails. No one can hear facilitator.</b>	Test conference call number in advance. Be sure to Start Meeting Audio at the beginning of the session.	Stop and restart Meeting Audio. Hang up and redial.
<b>Participant logged in twice. Shows "2" next to name.</b>	Encourage participants to use a strong internet connection reduce chance of getting logged out and back in.	Select the first login instance in the Attendees pod. Click Pod options, Remove Selected user.
<b>Chat pod suddenly appears completely blank. Can't see text field or Send button.</b>	Confirm all have a good quality (WIRED) internet connection. Check it <a href="https://www.speedtest.net/run">https://www.speedtest.net/run</a> or <a href="http://www.bandwidthplace.com/#autostart">http://www.bandwidthplace.com/#autostart</a>	Slightly adjust size of pod to refresh. Hide and reopen the pod to refresh.
<b>Uploaded MP4 doesn't play smoothly.</b>	Make sure all participants and the facilitator have a strong internet connection.	Ask participants to display Green Check when the file is finished playing.
<b>Facilitator's Shared application shows as blue crosshatch-patterned screen.</b>	When sharing applications, be sure to choose the right app from the list. If sharing multiple apps, use Desktop sharing.	Display the correct (selected) application window. Stop sharing and restart.