STP102
It Looks So Easy!
Successfully Producing Virtual Learning Sessions
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Session objectives

In this session, you will learn:

• How to effectively manage the production of successful virtual learning sessions, from planning to evaluation
• The recommended roles for an effective virtual-classroom production team
• How to design for virtual classrooms rather than face-to-face ones
• How to determine how much coaching an SME needs to be an effective presenter
• Tips for avoiding and troubleshooting technical issues before, during, and after virtual sessions
Elements of a Virtual event
It’s a lot to manage BEFORE you even begin
Discussion: What tasks are required to produce consistently engaging virtual online sessions?

Please shout out your responses
Effective engagement requires effective planning and support

**Design**
Good instructional design promotes engagement.

**Logistics**
Poorly handled logistics make engagement difficult or impossible.

**Preparation**
A well-practiced presenter can focus on delivering a clear message and engaging with learners.

**Production**
Even the most prepared and experienced presenter needs help with the software and the audio.
What can the Presenter reasonably manage?

Virtual Event

- Participants
- Presenter Materials/Content
- Technology: Software/Hardware/Audio
What will they need help doing?

Virtual Event

Participants

Presenter
Materials/Content

Technology
Software/Hardware/Audio

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Develop a virtual event roadmap

Start

Identify presenter, topic, date

Write session description, draft slides

Create session room, send invites

Send participant prep details

Schedule practice sessions

Prep
Click through slides, test everything. Agree on tasks.

Update files

Prep
Test files, add questions, plan interactions, add pods

Material development

Prep
Immersion, audio test

Finalize files / Post handouts

Rehearse script, timing

Login early, test audio

Welcome participants, set permissions

Show Tutorial slides

Present content

Q&A, closing and survey

End
Which steps are you skipping?

Start
- Identify presenter, topic, date
- Write session description, draft slides
- Create session room, send invites
- Send participant prep details
- Schedule practice sessions

Prep
- Click through slides, test everything. Agree on tasks.
- Test files, add questions, plan interactions, add pods
- Material development
- Prep Immersion, audio test

Update files
- Welcome participants, set permissions
- Show Tutorial slides
- Present content
- Q&A, closing and survey

Finalize files / Post handouts
- Rehearse script, timing
- Login early, test audio
- Send participant prep details

End

Please shout out your responses
Recommended roles

- Presenter
- Coach
- Session Host
- Learners
- Logistics Coordinator
- Program Manager
- Technical Support

Roles:
- Presenter / Co-presenter / SME
- Learners
Roles often overlap
Align roles to support tasks

Start
- Identify presenter, topic, date

Prep
- Click through slides, test everything. Agree on tasks.
- Finalize files/Post Handouts

Update files
- Test files, add questions, plan interactions, add pods

Create session room, send invites
- Send participant prep details

Schedule practice sessions

Create session room, send invites
- Send participant prep details

Prep
- Click through slides, test everything. Agree on tasks.
- Finalize files/Post Handouts

Rehearse script, timing
- Login early, test audio
- Welcome participants, set permissions

Show Tutorial slides
- Present content
- Q&A, closing and survey

End

Presenter Coach Tech Support Logistics Prog Mgr Host Learner
A “Producer” can help a presenter stay on time and on message

The presenter focuses on presenting and engaging

While the producer helps behind the scenes

Participants

Presenter
Materials/Content

Technology
Software/Hardware/Audio

Virtual Event
<table>
<thead>
<tr>
<th>Task to be done</th>
<th>Presenter</th>
<th>Producer</th>
<th>Someone else</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule sessions and invite participants</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Setup session room features and upload and test files</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor chat</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Facilitate discussions, respond to content questions</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present clear instructional content and instructions</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organize participants into breakout groups</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Locate and paste URL to assignment</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Turn on enhanced participants rights</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Transfer handout files</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Identify open microphones and mute them</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Clear status indicators</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Respond to technical or administrative questions</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Provide verbal software instructions to participants</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Support [participants OUTSIDE the session room</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Respond to login and registration issues</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
How much coaching is enough?

Consider three separate coaching sessions:

**Coaching Session 1:** Interface tutorial and reminders

**Homework:** Pull together slides, files, and questions

**Coaching Session 2:** Tweak content, set up room, set up interactions

**Homework:** Finalize files and practice

**Coaching Session 3:** Load files and practice together

Well-prepared, well-supported presenters can focus on delivery and effectively engage with learners.
Virtual is different than face-to-face

- Design for regular feedback
- It’s easier to type than talk
- Set up and test in advance
- Script your instructions
- Give both visual and verbal cues
- Recalculate your time

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Trim the excess
Don’t have each person verbally introduce

It takes too long.
Better to type short responses in Chat.
Polling is a good option, too!
Visual best practices

- Add a slide to support each activity
- Add questions and prompts to slides
Visual best practices

- Use relevant graphics
- Keep explanations close to image
# Add Visual and Verbal Cues

<table>
<thead>
<tr>
<th>If...</th>
<th>Visual cue</th>
<th>Verbal cue</th>
</tr>
</thead>
<tbody>
<tr>
<td>starting a poll</td>
<td><strong>Please respond to the Poll.</strong></td>
<td>When you see the poll, please click to the left of the correct answer and stand by. There is no Submit button.</td>
</tr>
<tr>
<td>using annotation tools</td>
<td>![Highlighter tool]</td>
<td>Using the annotation toolbar on the left, click Highlighter, then select a color. Highlight the word and then click away to finish.</td>
</tr>
<tr>
<td>answering a yes/no question</td>
<td>![Status options]</td>
<td>Please change your status by clicking the little drop down arrow to the right of the Raise Hand button, then select Agree or Disagree.</td>
</tr>
</tbody>
</table>
#1 Tip:

Ask more questions. Ask lots of questions. Ask open-ended and closed questions. Balance higher-order and lower-order questions. Then...

Wait for participants to respond

How long should you wait for responses?
“Good teaching is more a giving of right questions than a giving of right answers.” —Josef Albers

1. “Seed” questions and responses in advance
2. Show/ask questions throughout
3. Tell participants how to respond; Chat, verbal, poll, hand raise, other.
4. Wait (patiently) for responses
5. Use participant contributions to lead into content
These questions will take you in the wrong direction:

Since you’re not saying anything, I’ll assume you have no questions, right?

Does that make sense?

Any questions before we move on?

Any questions?
Choose best participant response tool and be EXPLICIT about how to respond

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

**Set Status** to Agree or Disagree (Binary poll)

**Polls** for quiz-style questions when there is one or more RIGHT answers.

**Chat** for open-ended questions with many possible answers.
## Adapt Language for Adobe Connect

<table>
<thead>
<tr>
<th>If, in the physical classroom you say...</th>
<th>If, in Adobe Connect you say...</th>
<th>Then, in Adobe Connect you use...</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Let me demonstrate…”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Choose this or this…”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Share an example of your own…”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Let’s brainstorm…”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Explore this website on your own…”</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Leverage Presenter Only Area

Presenter Only Area (Hidden from Participants)
What can go wrong?

- Focus on the wrong things
- Get completely disconnected
- Too much going on at once
- Technology fails
- Waste time
- Unable to confirm learning happened
- Video won’t play
- BODMAS
- Learners get frustrated
- No one participates
- Get bogged down with technology
- Must skip key activities because they are too difficult to use
- Give unclear messages
- Audio choppy
- Can’t access site/files
- Default to lecture
- Suffer awkward moments
- Lose credibility
- No one learns
- Confusing instructions

http://en.wikipedia.org/wiki/Montparnasse_derailment
Top Tips

- Master using and talking about the tools
- Prepare with presenters 3x
- Ask questions. Wait for responses.
- Add a slide for each activity; poll, chat, breakout, video
- Consistent internet connection www.bandwidthplace.com
- Urge participants to pre-test, install app, optimize network connection plug in headset and join early.
- Establish alternate communication channel
- Have plan B and plan C in place
Technical resources for presenters and learners (examples)

Technical Support (Adobe Connect)

This page provides technical support information for eLearning Guild events running on the Adobe Connect platform. All Guild Spotlights and Summits use Adobe Connect, while Guild webinars might use Adobe Connect or Citrix GoToWebinar. You will be informed of which platform a webinar will use during the registration process, and also in the event confirmation and reminder emails.

Looking for the Technical Support page for Citrix GoToWebinar-hosted webinars?

System Set-up and Configuration

Beginning May 1, 2017, the eLearning Guild is using Adobe Connect 9.6. View the System Requirements. If you are participating in a Spotlight, Summit, or webinar as an individual, you will need to have a computer headset or speakers connected to your computer to hear the audio. A microphone is not required.

To ensure that your participation in a Guild Spotlight, Summit, or Adobe Connect-hosted webinar is successful, please run the Adobe Connect diagnostic test on your Mac or Windows computer at least two hours before the start of the event. (Please note that Adobe Connect no longer supports Windows XP.)

The diagnostic test will ensure:
- You have a high-speed broadband or better Internet connection.
- Your computer meets the system requirements for Adobe Connect 9.6.
- Your computer has a compatible version of the Adobe Flash Player installed.

To set up your audio

1. Use a headset. Desktop or built-in mics are noisy!

2. In the lower left corner, click the Hands-free (LOCK) button

3. Click Allow

4. Your mic is locked ON (displays dark grey). Click the Hands-free (LOCK) button to turn OFF. RELEASE MIC WHENEVER NOT TALKING

Technical info webpage

https://www.elearningguild.com/webinars/content/2998/technical-support-adobe-connect/
<table>
<thead>
<tr>
<th>Session name:</th>
<th>session number:</th>
<th>Speaker Observations:</th>
<th>Use of Tools:</th>
<th>1=poor, or 4=great!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenter:</td>
<td></td>
<td>How did it go overall?</td>
<td>Chat.</td>
<td></td>
</tr>
<tr>
<td>Job Title/ Company:</td>
<td></td>
<td>Comfort with tools:</td>
<td>Layouts:</td>
<td></td>
</tr>
<tr>
<td>Primary phone/ Phone during the event:</td>
<td></td>
<td>Effective use of tools:</td>
<td>Q&amp;A:</td>
<td></td>
</tr>
<tr>
<td>city/state:</td>
<td></td>
<td>Content:</td>
<td>Application Sharing:</td>
<td></td>
</tr>
<tr>
<td>Time zone:</td>
<td></td>
<td>Credibility:</td>
<td>Polls:</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td></td>
<td>Timing:</td>
<td>Supportive files:</td>
<td></td>
</tr>
<tr>
<td>Login/ pw:</td>
<td></td>
<td>Vocal quality:</td>
<td>Status indicators:</td>
<td></td>
</tr>
<tr>
<td>Prep session date(s):</td>
<td></td>
<td>Use Of Graphics:</td>
<td>Clarity Of Slides:</td>
<td></td>
</tr>
<tr>
<td>Machine type:</td>
<td></td>
<td>Speaker Experience</td>
<td>Face-to-Face events:</td>
<td></td>
</tr>
<tr>
<td>File name(s)/ type(s):</td>
<td></td>
<td>Speaker Co-Operation/Availability</td>
<td>Online events</td>
<td></td>
</tr>
<tr>
<td>Handout name:</td>
<td></td>
<td>How available before event for rehearsals:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>additional files:</td>
<td></td>
<td>Handouts on time:</td>
<td>Time considerations:</td>
<td></td>
</tr>
<tr>
<td>Web link(s):</td>
<td></td>
<td>Handouts formatted correctly:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OS:</td>
<td></td>
<td>Time considerations:</td>
<td></td>
<td></td>
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<tr>
<td>RAM:</td>
<td></td>
<td>Time considerations:</td>
<td></td>
<td></td>
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<tr>
<td>Audio type/ Check:</td>
<td></td>
<td>Time considerations:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality:</td>
<td></td>
<td>Time considerations:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connection type/ Check:</td>
<td></td>
<td>Recommendations:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Day / Session</th>
<th>Pacific Time start/end</th>
<th>Mountain Time start/end</th>
<th>Central Time start/end</th>
<th>Eastern Time start/end</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thurs / Opening session</td>
<td>8:30 - 9:45</td>
<td>9:30 - 10:45</td>
<td>10:30 - 11:45</td>
<td>11:30 - 12:45</td>
</tr>
<tr>
<td>Thurs / Concurrent #2</td>
<td>10:15 - 11:30</td>
<td>11:15 - 12:30</td>
<td>12:15 - 1:30</td>
<td>1:15 - 2:30</td>
</tr>
<tr>
<td>Thurs / Concurrent #3</td>
<td>12:00 - 1:15</td>
<td>1:00 - 2:15</td>
<td>2:00 - 3:15</td>
<td>3:00 - 4:15</td>
</tr>
<tr>
<td>Thurs / Concurrent #4</td>
<td>8:30 - 9:45</td>
<td>9:30 - 10:45</td>
<td>10:30 - 11:45</td>
<td>11:30 - 12:45</td>
</tr>
<tr>
<td>Fri / Concurrent #5</td>
<td>10:15 - 11:30</td>
<td>11:15 - 12:30</td>
<td>12:15 - 1:30</td>
<td>1:15 - 2:30</td>
</tr>
<tr>
<td>Fri / Closing #6</td>
<td>12:00 - 1:15</td>
<td>1:00 - 2:15</td>
<td>2:00 - 3:15</td>
<td>3:00 - 4:15</td>
</tr>
</tbody>
</table>

Survey Results:

1. The presenter was knowledgeable about the topic
   - Strongly agree
   - Agree
   - Disagree
   - Strongly disagree

2. The presentation content matched the session description on the website.
   - Strongly agree
   - Agree
   - Disagree
   - Strongly disagree
PLAN,
PRACTICE,
KNOW THE TOOLS,
TEST EVERYTHING,
HAVE A BACKUP PLAN
# AC Troubleshooting tips

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

Please shout out your responses
Contact

Karen Hyder

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- Website: http://www.karenhyder.com