

CLASS MODERATORS' GUIDE FOR VIRTUAL CLASSES

Keep this handy for a quick reference



Thank You for serving as an OLLI Class Moderator! Your volunteer efforts make it possible for the instructor to focus on providing an excellent class for the students, while you focus on hospitality and logistics with Zoom. This guide walks you step-by-step through the role.

Remember, the OLLI staff is here for help and support: (434) 923-3600.

Timeline

Before Classes Begin:

- Attend Class Moderators' Zoom Meeting (optional).
- Read through this Class Moderators' Guide.
- Practice with Zoom (if needed/desired)

Two Weeks before the First Class, or after you attend training:

- Connect with the instructor.
 - You and the instructor will receive an email from OLLI with contact information: name, phone and email address, together with course details.
 - We suggest that you speak by phone or have a Zoom visit. If you would like to have a Zoom visit, Steve Bevis will be happy to set that up in OLLI's UVA Zoom account.
 - Introduce yourself and let the instructor know that in order to provide the best support, OLLI has provided a list of questions for you to go over together:
1. Ask the instructor about the planned format of the class. *(The Moderator will want to understand if the class is primarily lecture, lecture with PowerPoint, discussion in whole group, discussion in small groups, or some combination.)*
 2. Will the format remain the same each week, or vary?
 3. How can you best support the instructor with Zoom? *(Some instructors are very comfortable and confident with Zoom; others less so. The same is true of Class Moderators. OLLI's goal is to provide appropriate support so the instructor, moderator and members all have a good experience. Please reach out to Steve if you feel that you and the instructor need extra support to be successful.)*
 4. Discuss Wi-Fi signal strength of both instructor and moderator. *If the instructor's Wi-Fi signal is weak, it would be best for the moderator to share the screen and control PowerPoint presentations if any.*
 5. Discuss the chat set up with the instructor. *OLLI recommends that the moderator be the class Host so that all chat can come to them. The instructor as Co-Host still has full screen sharing and will not be interrupted by chat during their lectures.*

6. Discuss with the instructor how the Q&A will be handled (*See best practices for Q&A below*). *The Q&A period needs to be carefully managed, and there are a variety of options.*
7. Is there any information or handouts the instructor would like sent out before the first class? (*Handouts may be sent to the class as an email attachment. Handouts will not be printed and mailed.*)
8. At the first class, you will introduce the instructor. (*Generally, this involves simply reading the instructor information found on the OLLI website, olliuva.org.*) Would the instructor like to provide additional information for the class introduction? (*See page 4 for introduction tips.*)
9. Are there any changes planned to the published schedule? (*If yes, be sure OLLI knows!*)

On Class Meeting Days:

- **Arrive in the Virtual Room about 30 minutes before the class start time. Meet your instructor if you have not already done so, and greet the OLLI representative.**
 1. OLLI will email the Zoom link to each class member one week before the course begins, and again the day before each class. The link will remain the same throughout the class.
 2. The instructor, moderator, and OLLI staff member will review the plan for the class for the day. Ensure that you are prepared for any needs the instructor identifies, such as screen sharing, using breakout rooms, taking a poll, and the like. Determine which features the instructor will control, and which the moderator will control. (See Zoom Tools below for more information).
 3. Confirm how the Q&A will be handled.
 4. The OLLI staff representative will hand the class off to you and the instructor. The class moderator and instructor will be made the Zoom host and co-host.
 5. Once you and your instructor are comfortable, you can begin to admit students from the waiting room. *Take your time.* Check names against the class roster, and admit one by one. If a student's display name is "owner" or "ipad" or their phone number, ask their name to ensure they are in the class. Ask them to rename themselves, or you can do it for them.
 6. Warmly greet class members as they arrive. At this point unmuting microphones and allowing people to visit before class begins is a nice touch. Socialization has always been an important part of OLLI, and we'd like to continue that on Zoom.

Troubleshooting and providing assistance to people getting onto the call: Some class members will have problems unmuting their microphones as well as starting the video. Be ready to point out that the Zoom controls are at the bottom left of the screen on a laptop or desktop computer.

iPads, tablets and cell phones present additional “quirks.” (See Document Entitled “Detailed Zoom Tools and Guidance for Class Moderators”)

7. As members arrive, please take attendance by checking students off on your roster. Alternately, after everyone is present, take attendance by reviewing the list in “Participants.” Do the best you can – perfection is not required.
8. When the scheduled start time arrives, Smile! Welcome everyone again. Thank everyone for Zooming with us!
 - Let students know that class is about to begin.
 - Ask them to mute their microphones and keep them muted unless they are speaking. Introduce yourself as the class moderator.
 - Go over Zoom etiquette: keep microphone muted except when speaking, raise hand or use chat for questions, beverages are fine but eating in class is discouraged; silence cell phone, close room door, minimize other distractions (radio, music, TV off); turn off video if you need to leave briefly or attend to other duties.
 - Explain how Q&A will be handled.
 - Ask if there are any questions. At the first class, introduce the instructor. Turn things over to the instructor.

While class is underway:

- Ensure that everyone’s mic is muted. As the moderator, you have the ability to mute class members’ microphones as needed. You also have the ability to turn off an individual class member’s video if they have left the Zoom room for an extended time or if their camera image is distracting.
- Remain attentive to the waiting room. Some class members may arrive late; others may be dumped from the class by an internet blip and need to be readmitted. Zoom allows you to set a “doorbell” on the waiting room which only you will hear. This is located under the three dots that signify “more” in the lower right corner of your screen.
- If asked to do so, share your screen for PowerPoint; deploy a poll or send the class into breakout rooms. Only the Host in a meeting can deploy a poll or use breakout rooms.
- Before screen sharing, OLLI recommends that moderators and instructors set their shared screens in view to ‘fit window’ rather than 100%.

- Manage Q&A in the way agreed upon with the instructor. The Class Moderator may need to be assertive to control the enthusiasm of class members. (See Q&A section below).
- As the class moderator, it is important that you adjust your screen so that you can always see all of the participants. If a PowerPoint is running, minimize the slides in your view so that you can still see all of the participants.

Tips for Introducing the Instructor

- The introduction need not be formal or very lengthy. Please take a few minutes in advance to think about what you will say.
- It should show enthusiasm and excitement for the opportunity to learn from the instructor.
- Include portions of the instructor's biography or background in the introduction (see OLLI catalog, or ask instructor to provide).
- Highlight portions of their bio that show why the instructor is well-qualified to teach the course. Emphasize that the instructor is volunteering their time and expertise.
- Thank the instructor for volunteering their time and expertise, and for making the leap into Zoom classes with OLLI.
- Close by welcoming the instructor and encourage students to warmly welcome also. *Applause is appropriate.*

If Students Arrive for Class and Whose Names Are Not on the Class Roll (This should be rare):

- Class Moderators and Instructors will receive the **live link** for the Class Roll. This gives real-time information including name and email address for students who have added into or dropped the class. With Zoom we are seeing more last-minute additions to courses.
- If someone arrives who is not in your class list, be hospitable. Let that person know that while they are not on the roll, they are welcome to attend as a guest for one class.
- Ask them to put their name and email into the Chat, sent privately to you.
- Then, when the class is over, please contact OLLI and let us know how we can reach that person. (434-923-3600 or olliuva@virginia.edu).
- OLLI will verify enrollment or contact the person about how they may (or may not) enroll.

At the End of Every Class:

1. Thank everyone for attending. Remind of the next class date and time. Students will receive a reminder email with the Zoom link the day before each class.

2. Announce that you will be turning microphones back on for everyone so that people can say and talk for a few minutes if they'd like.

Last Class:

Course Questionnaires are distributed via email, timed to arrive on the day of the last class.

1. Students will receive one email for each class in which they are enrolled.
2. The email will contain a link that will take the user to the questionnaire.
3. Students will enter the course and instructor's names. OLLI requests that students use care with the course name, as some instructors teach multiple classes in one session, and we want to be sure the correct feedback is attached to the correct class.
4. If two classmates use the same email address, they will receive only one link. Each person can now use the link independently and fill out their own evaluation.
5. Emphasize that course feedback through the questionnaires is valuable tool that OLLI uses to constantly make efforts to improve. Let everyone know how important they are and how much OLLI appreciates receiving their feedback.
6. Instructor and Class Moderator Questionnaires will also be sent electronically.

Last Class:

- **At the End of the Last Class:**
 1. **Thank instructor for their time and efforts.** *Encourage applause for the instructor.*
 2. Thank everyone for their support of OLLI.
 3. Remind class members to take the online questionnaire.
 4. Remind everyone to invite friends and neighbors to join OLLI.

Inclement Weather Policy:

DELAYS AND CANCELLATIONS DUE TO WEATHER

Virtual classes will continue to be held during inclement weather, and classes will not be cancelled. In the event of a power outage affecting the instructor's ability to teach the course on that particular day, OLLI at UVA will do its best to reschedule that class session.

Contact Us

434-923-3600 or olliuva@virginia.edu

For Additional Information Review Document Entitled
[“Detailed Zoom Tools and Guidance for Class Moderators”](#)