Instructor & Facilitator Guide
STUDENT ORIENTATION

ORIENTATION TOUR:
Familiarize students with the "physical" layout and attributes, (do not get into too much detail)

- Upper Left Buttons (Listen, Talk, Camera, Home)
- Upper Right buttons (room chat, people, options)
- Avatar visual cues
  - Headset appears to hear
  - Mic appears when turned on
  - Blinking indicates who is talking
  - Eye indicated they are viewing the screen
  - Note pad blinking means they are typing an internal chat
- Cover Classroom etiquette (see below)
- Room and Space layout (room names, view screens)
- "Space" shows current location – drop down shows authorized access to other spaces

NAVIGATING:

- Click on room/room name to move from room to room
- Setting up a room as "home " (optional – default is the lobby)
  - right click on their room name, select edit room, select home
- Right click for menu options
- Right click on someone's Avatar to show one on one options

FEATURES and FUNCTIONALITY:

- Audio Conferencing – base functionality of the space
- Chat – set the rules for you class regarding using room chat
  - Room – this sends a chat to all members in the room at the time
    - Click CHAT upper right and use the Chat section on the right of the screen
  - Private – this sends a chat to an individual
    - Right click on the avatar of the member you want to chat with or Click drop down next to avatar in PEOPLE section
- Video / Camera
  - A great tool to enhance the group experience
  - Be aware that it takes a lot of their bandwidth and users may experience quality issues
- Screen Sharing
  - View Screen - Shares what is open on the desk top – click on a the white view screen in the room, select share and select the open item from the list provided
  - Dedicated Screen - Shares and allows multiple user control of a predetermined website or shared document repository

Classroom Etiquette

- As in any classroom it is important to set the rules. In addition to common courtesy and etiquette when interacting with other individuals, consider the following list of items when interacting in within Classroom AnyWhere.
- Use a headset whenever possible. Built -in computer speakers/mic tend to echo or feedback
- Turn off your 'talk' icon if you're not engaged in an active conversation
- Turn off your 'talk' icon if you're in a noisy environment or eating. Use Push to Talk or toggle on/off instead.
- Check to see if your avatar is blinking before you ask, "Can you hear me?" If it's blinking, your audio is working.
- Be aware of your surroundings when using the video camera
- Turn off your "listen" button to signal that you don't want to be interrupted with a voice conversation.
- When blending OAW with a physical conference meeting use a USB based speakerphone like the Jabra 410 or 510
- Use the "Get" feature to help people join your meeting quickly.
- Use the "Home" button to gracefully leave a meeting when it ends.
- Schedule virtual conference rooms in the same manner you schedule common rooms in your physical office
- Even if the door is open, knock before jumping into someone's office or conversation
- Unless you have a designated office space, sign out until your next class/meeting

Basic Troubleshooting

- <u>No Audio</u>: Have member check audio settings/selection on PC and options bar (3 bars in the upper right corner) to ensure the correct device is selected
- <u>Choppy Audio/Video:</u> Usually a student bandwidth issue. The system will start reducing quality parameters to accommodate. Reduce the number of camera users or screens being shared
- <u>Hearing an echo</u>: Generally this means someone is using their computer speakers instead of a headset and the sound is feeding back into their mic. Do a quick poll and ask users to mute their mic unless called on to speak or plug in a headset.
- <u>Background noises:</u> Moving to a quiet surrounding will reduce the amount of background noise. If not an option, ask students to mute their mic unless called on to speak
- <u>Connectivity/Dropping:</u>   Classroom AnyWhere uses internet and computer processing resources. Close all other unnecessary applications or browsers. Internet speeds can be checked at site like speedtest.net or speakeasy.net. *Note: Using the video camera and sharing your screen (not viewing a screen) requires upload bandwidth.*