



"Virtual Classrooms: How Do I Use This?"

Transcript

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Karyn: Hello everyone, welcome to virtual classroom online conference. This is a special free presentation brought to you by the eLearning Guild. Just a reminder we have four sessions and that schedule here is right here. We are going to be covering this session of 10am to 11am – “Virtual Classrooms: How Do I Use This?” And that will be presented by Karen Hyder who is an online event producer and speaker coach with Kaleidoscope Training and Consulting. So with that I’m going to turn things over.

Karen: Thanks so much Karyn Gleeson. If there weren’t enough Karens in your life, you’ve got two more to share your day with. So it’s always good to be with the Karens at the eLearning Guild and running online events. I have to admit what I’m doing here is not new to me. I’ve been running online events since, as Mel likes to say, “Before the turn of the century.” So yeah, in 1999, I was a trainer teaching trainers how to train and one of my clients said, “You know trainers are sick of going to China. Can you teach us how to train online using this tool called Placeware?”

And you might remember Placeware, it was the precursor to Microsoft Live Meeting and it doesn’t really exist quite that way anymore. So in this little session that we’re going to do for the next 58 minutes, I want to share with you some features of tools or software platforms that I’m familiar with using. I will say I call myself an expert in Adobe Connect, but I still don’t know every single thing there is to know and I am not an expert in Zoom, but I’m learning. So I would like to share with you what I’ve learned so far and what I’ve experienced and researched over the last couple of weeks.

So welcome, welcome, thanks so much for coming in. I’m going to pop over to this other view and show you my pre-established slides. Standby as the layouts change.

And I see that many of you took the opportunity to respond to the poll that was showing at the bottom of the screen earlier. Please respond to that poll if you haven’t done so already, and let me know what your network connection is like. I want to convey to you that you establishing your own network connection and keeping it consistent is really important to the success of anything we do in the cloud, and there’s very little I can do from here.

So I’ve made some provisions on my side to ensure that I’ve got a good connection to the internet, to the cloud, to the Adobe server farm wherever that might be so that I can have good and consistent access and good and consistent audio throughput. But there are things that you need to do on your side. That I can’t do for you. So I

can't improve your network connection, I can only warn you that you need to do something for your network connection. So I do encourage you to run a speed test before you join live sessions to be sure that your network connectivity is excellent and consistent. And I encourage you to run that speed test throughout the day and even days before the session at the same time frame that you're going to run a session because with everybody and my mother on the internet these days, throughput can slow down. So wireless connections, high-traffic connections, inconsistent connections will experience symptoms. And again there's very little I can do to change those symptoms. I can have done some things up front to prepare, but you'll need to make those changes locally.

So as you're looking at this Adobe environment, I know that many of you were in Mel Chambers' session in our first part of the program and you'll see her again in our next part of the program, so you may be familiar with this software tool, Adobe Connect, and the pods that you're seeing on screen right now, or the features, the tools that are available within this software application.

On the left side of the screen you're seeing the chat pod and in the lower left I've got a specific chat pod set aside for technical questions. When there are 667 people logged in to a session, it can be difficult to pick out any troubleshooting that might be required, and it's also a distraction. With everybody typing in chat, technical questions and troubleshooting get lost. So I've separated the technical chat out into the pod on the lower left and I'm asking that my team members Mel and Karyn Gleeson to respond to you there to provide technical troubleshooting while I talk nonstop for the next 55 minutes. Not really nonstop. I'm going to take a couple breaks from time to time and ask you to type in chat.

So I see that many of you have confirmed your readiness showing – using the poll at the bottom of the screen. And I'm going to end the poll now to keep you from voting. But I do want to point out to you that it's helpful to have a poll like that showing right away so that I can know what's going on with my participants. Virtually every virtual classroom software platform that you might use will have polls available – something that you can do with your participants at any time during your live session.

As long as we're thinking about the features of the software interface, I want you to also notice that in Adobe Connect on the mobile app the software looks totally different. So the features might be the same, and they might even be called by the same names, but things are really quite different. So if you're looking at a mobile app and you're annoyed when I tell you to change your status to agree, because you're not finding that "agree" function, I want you to know that it's part of this Hand Raise button over here on the right side. So what I'm doing here is an attempt to eliminate the barriers to our success. It's important that you understand how to control the features of the software for yourself because there's very little I can do from here to improve your ability to use the tools unless I tell you right now, at the beginning of the session.

So I do want to encourage you to use chat. Please notice your chat feature has a pod options button in the top right corner. That means you can make additional setting changes within chat. So take a look at Pod Options and please notice you can change your font size – so if you have middle-aged eyes like mine you might need to increase the font size there to read the text more easily. But of course when it's larger it zooms by even more quickly. You might choose to change your text color to a different color so that it's easier for us to follow threads of a conversation. And the key thing of course is to type in the white space at the bottom and press enter. If you'd like to have a private chat with another participant or the host in the session room, you can use that same pod options menu and start chat with a group of people logged in as host or as presenter. Or any individual on the session.

So if you're seeing colleagues and friends and you'd like to communicate with them privately, you're certainly welcome to do that using that chat function. That's not unique to Adobe Connect; the way that it works though is unique: you end up with a separate sort of golden glowing tab at the bottom of your chat pod to indicate that there's a second page here and on that second page there's another conversation.

So if you haven't done so already, please use chat to let me know where you're joining from and what your role is. Also, I'm curious to know what you typically teach, or what you're creating training about. If you're using the mobile app, again notice chat behaves differently, you have to access that chat pod from a menu on the left side. And if I have more than one chat pod, you're choosing those chat pods as though you're choosing items in a menu.

So take a look and I'm going to pause now and read what you're writing. And again with the hundreds of people logged in, it's hard to see those text messages but I see a lot of folks coming in here with experience as facilitators, as instructional designers, as trainers, welcome, thanks so much for coming in. And Bill I don't actually follow 700 responses. This isn't the ideal virtual instructor-led training experience. I would more likely reduce my session sizes to 20 people, not 700.

But with the webinar we do have the ability to use these tools to communicate. And I would say the key thing if you care about what the participants are typing is to stop regularly, mute your mic, and read what they're writing. So as I read, I can see that Roshanda is getting dizzy and yeah I understand. And you as participants don't have the ability to control the size of chat, but I do. So I can pause regularly, scroll back up through chat. I can even save chat off into an email, and look at it again later on. I can develop FAQs based on what's been posted there in chat. But it is pretty hard to carry on a conversation with 700 people at once. Yo, Logan, I see you there from Florida, welcome.

So Mel mentioned this in her session today that virtual classrooms are not created equal. So I want to compare a few different tools and I'll talk about four specifically, a couple more than others, and you'll see why. There's a lot of similarities among the tools that we'll talk about here. So I really want to highlight the things that are different. And when we talk about what they're called – you know, are they virtual online software tools or web interface tools? Whatever you choose to call it is fine, but I typically refer to it as a virtual classroom, because what I do here is I create and deliver training sessions so my goal is to create sound instructional design and deliver with effective delivery methods.

And you heard Mel say in session 1 that for us it's not about the tool, it's about the instructional design. So when we are designing for online, we are really trying to figure out what are the learning objectives? What are the things that people need to take away from this training? And design based on that, not look at the software and say "whooo-wee, look at all these bells and whistles, let's figure out how we can make them work." Because that gives us the wrong focus.

But the reality is that virtual classroom tools are quite different from one to the next. So if you've designed something to run in a software tool like WebEx and you find you have to run it in Skype for Business or Microsoft Teams instead, you might find that the feature set is limited. And here's a tip. If the word "meeting" is in the name, as opposed to training, it's designed for meetings, and not for training. So if your IT folks are saying, "Hey, GoToMeeting is totally fine for your multi-hundred person training class," nope, it's not. Because it's designed for meetings. So I encourage you to go with the tool that has training in the name.

And I won't bore you with all the details of my long and storied history as a teacher, but I've spent almost 30 years teaching people how to do different things. So just notice please on this slide that hypertext links are clickable. So as I create my PowerPoint slides that I use in the Adobe Connect environment, I purposely make hypertext links clickable so that when you hover over them, you can click on them in this software interface.

So I'm going to keep on moving through this as you already are familiar with me. And as I mentioned at the top of the hour, these tools are not created equal. So in this session I want to share with you the differences and similarities, and talk about how that might impact you as you're making choices about how to design your instruction or how to deliver your training online.

So some of you already figured out how to set your status. If you find your hand-raise button at the top of the screen – it looks like a little black button with a person raising their hand. And there's a little dropdown arrow to the right of that. You can click that dropdown arrow to select agree or disagree or you can let me know that you've stepped away. Sorry Mary, that may have been a false statement there that all those links were clickable, we'll try again in a few minutes. So please choose your agree button if you are ready to agree to this next question.

Oh and if you're on the mobile app, you have to find that same option next to the hand-raise button over here.

So I'm asking that during this session you do resist distractions. I know that that aspect of teaching while presenting while also doing email is tempting. But multitasking isn't actually a thing; instead, we "task-swap." So I'm going to ask you to resist those distractions and do participate by typing in chat and responding to the polls as they come up. And now you can agree to participate. And here in Adobe Connect I cannot show you the attendee list while we're in one of these huge 1000-person rooms. But if you're in a normal-sized Adobe Connect session room, the attendees list is visible and I can see who's clicked "agree" and who's clicked "disagree" or stepped away. You might also show me bunny or turtle to show me that you want me to speed up or slow down. Those options are visible as well.

In Zoom, those same types of tools look like this. So you might see a raise hand button, or what they call non-verbal feedback – maybe you might call it a binary poll where you can agree or disagree or yes or no. You might use chat that kind of looks like this where yeah you can have private chats, if that feature is turned on. Or you can type to just the panelists or presenters if that is turned on. And then, you can have polls that can be pre-created prior to the session and then displayed by the person who's really the host in that live session. So here in Adobe Connect, things look a little bit different. We have different types of tools but they all kind of do the same thing. The tricky thing is when you're making your instructional design, you've got to know what you're going to be using. You need to know what it's called; you might need some screen shots or some micro-instructions for your facilitator or your producer to use.

And things really are just different enough that the participants need to be taught how to use the tools. Because from one to the next, things change. And certain tools might be turned on or not turned on. So I encourage you to always teach participants ahead of time which tools are available to them and tell them to use them. If we don't tell people to use them, they are very unlikely to start changing their status to go faster or go slower or coffee cup, which is one of the options there.

So as we design, do make sure that you've designed for the tool that you're going to be using. But even that can throw you. Because in the Zoom app, if you're using Zoom on your phone or your tablet, in contrast to on your

laptop or desktop machine, in Windows, the tools look different. They're even called by different names. So that "set status" that was yes or no or go faster or go slower, on the mobile app is clap or thumbs up.

So if I thought I might get people to respond to me and I wanted to say "Hey, if you're hearing me OK or if you're ready to begin, change your status to yes," they don't have a yes here, so I have a new issue and I need new language and scripting in order to talk straight about this. Some of you noticed here in Adobe Connect when we use polls there's no need to click submit at the end. But in Zoom and in WebEx and in GoTo, we do need to click (submit) at the end to finalize our answers.

And if you're using WebEx, chat looks kind of like how it looks here. You can send a message to all participants or to specific groups or individuals. It's right there at the bottom of the chat pod, you don't have to dig around in the pod options menu at the top right. So you type in the pod, or you type in the field, and click send. Easy, piece of cake, no problem.

When you go to GoTo Webinar, chat is not as it seems. So everything looks kind of the same here, but I got to tell ya, it doesn't behave the same. So bonus points for anybody who can tell me how in specifically GoTo Webinar – Webinar, not the other two flavors, how this chat works differently. Yeah ding ding ding, it only goes to staff. So it actually shows up more like a question in the questions panel. So this is a show stopper for me. If a client says to me "I want you to teach this, but we have 1000 people so we need to run it in GoTo Webinar and that means chat doesn't work" That's a problem for me. Because I rely a lot on chat. And in Mel's session she asked you to respond to that poll "What do you use most frequently, what's your favorite go to?" If chat is your favorite go to and suddenly you can't speak, then that's a problem because you can't ask people "Are you hearing me OK? Are you ready to proceed? Did you understand what I just said?" You're needing to use that through Q&A.

So, I wish that in GoTo Webinar you could just switch that switch on. But thankfully in Zoom, you can. So if that function to chat is not turned on, you can go into your zoom settings and turn on the function to chat. You can even turn on the function to private chat if it's not turned on. Which would mean you could do sort of one-on-one brainstorming. Like a poor man's version of breakout groups – go into private chat – first pick a partner – go into private chat, have a private discussion and come back and report what your findings were. So you might be able to leverage a design technique like that. Please notice also here in the zoom chat settings you can prevent participants from saving chat. If the content is proprietary or copyright held, then no, you don't want people to be saving that at the end. So you can switch that off.

So I really appreciate that in Zoom there's so many different things that you can switch on and off based on how you like to use it. But – hang on just a second, I've got a couple pods going on here – but that can be too many settings to change. Or maybe you don't realize what it is that needs to be changed and you go into a session and realize "uh-oh, I needed to have turned on the captioning" or "I needed to have turned on the ability for people to download files." Or "I needed to turn on the ability for people to use polling". So things that I think of as standard in Zoom are not necessarily standard. So quick question for you, we didn't look at the question or Q&A pod here in Adobe Connect, but I gave you an inkling that there is a tool or a setting or a feature that allows you to just collect questions and not have open chat pods like we're using here.

Why would you ever use the chat pod and why would you use the Q&A pod separately? When would you want to control those things differently? I'm going to stop and read for a minute and mute my mic, please stand by. OK so these are terrific answers coming in here and notice I've really isolated the answers. We've got two buckets. Instead of one big bucket, with lots of answers coming in and then we can't differentiate between one and the other. Two buckets lets us pre-sort.

And you saw in Mel's presentation that I had 9 separate chat pods going at one time. Of course, they were in categories, so the 9 made good sense. But we use chat when we want the conversation to be open and back and forth, and sort of free flowing. And ideally when there's fewer than 700 people logged in. Q&A we use when we want more structure. When we want to keep it filtered. When we want other team members to respond to the questions and not just the person who is leading the discussion.

The Q&A pod allows us to filter things in such a way that participants don't see what others are typing until we've responded. So most of the tools that you'll see have some differentiation between the chat and the Q&A, but you have to ask yourself, "Is that important to me? Is it important that I separate the questions from chat?"

And I think if you've got hundreds of people logged in, or you're afraid of being heckled. Which is for real. Or if you need the team members to be responding to business questions versus technical questions versus content-related questions, the questions and answers pod is going to be much more useful to you. I see that friends are typing to each other. Thomas, I can't put you in those chat pods exclusively, but you could self-select into those chat pods. OK so I'm going to get rid of these chat pods for the moment and really all I'm doing is covering them up. What you're seeing here in Adobe Connect is an object-oriented environment.

So all of these items on screen are objects. And these objects can be moved and sized as needed. That means that there can be a lot of set-up up front. I can't tell you how many hours Mel and I have spent bit-twiddling – what we call "bit-twiddling" here in Adobe Connect, just making things fit. Making this move here and making this line up with this. And double clicking on title bars to rename them. Notice what I've renamed the chat for tech troubleshooting help. So it stands alone as its own explanation.

That takes time and it takes energy to set that up. So don't overlook that as something that needs to be done. So I'm curious to know, of the tools, of the names I've just been throwing out there, the software platforms or products, which ones are you using and this poll lets you choose more than one if there are more than one that apply. If there's something that I haven't mentioned here, use chat to type in other. Polls can be kind of like anonymous polls. Where if you wanted people to give you an answer, but it was really an open-ended question, and maybe you want to keep it anonymous. You could create an open-ended question, like "Where are you from?" – creating this now – and make it into a multiple answer poll that allows participants to fill in the blanks, but not see what the others have typed until the end.

So if you wanted to use a different kind of a poll, try this one up above. Oh OK, actually I should have made it that, sorry what tools. Sorry for ripping that out from under you. So it's a different type of poll. But it's still called a poll. And you can't see what other participants have answered until I click on "broadcast results." But I gotta tell you, you know what I really like about polls here in Adobe Connect is I can just switch them on and off. I can just... Like the poll that you're seeing at the bottom, what type of events, I'm unchecking broadcast results to take away the bar chart on the right, and now I'm broadcasting the results to put it back. I can end the poll to keep you from voting and I can reset the answers and re-open the poll and make you vote again. So it's endlessly editable. It doesn't matter if I already used it. It doesn't matter if there's already data there. Every time I end the poll, the data is saved so I can create a report later on, which is excellent. And most tools do allow me to have reporting based on what is entered into the poll.

So if you're using it as more of a quiz, that's great. But I can really only have one poll at a time here. I mean, to be fair, I have two on screen at the moment. But they each live in their own pod. They each live in a box by themselves. And those boxes need to be created and they need to be put there and they need to be sized. And

they need to be labeled. So you're thinking "Man, every time I run a session I've got to put all these boxes there and label and size them" The big difference that you're going to find when you look at Adobe Connect or WebEx, in contrast to tools like Zoom or GoTo, is that session rooms are persistent. More so in Adobe than WebEx.

In Adobe Connect, if we – all of us were to log out of this session room right now and come back a week from now, everything would be exactly the way we left it. The data in the polls, the text in the chat pod, all of this would exist and would persist over time. So as I'm working for an organization like Hearing First and running multi-week programs 90 minutes at a time, we use the same session room over and over and over again. Participants have the same login ID – the presenter has access to the room early, they can upload materials ahead of time. We can create and size things ahead of time. So that persistence means that rooms are endlessly reusable. All I need to do is clear out the data from one session to the next. So that's really different.

And in WebEx, you can do that to a degree, but you still have to populate the session room each time you join. But you can kind of keep all those slides in a little folder attached to the room so that saves you some time. You can absolutely open and do anything on the fly. In fact, I just created that poll while you were waiting.

So it kind of depends which tools you're using – or, I'm sorry, which types of online events you're offering when you consider what types of tools you might need. If you're doing meetings, or you're doing webinars, that are broadcasty, and you don't need participants to interact with each other, by all means use a tool that's a meeting tool or a webinar tool. But if you mean to have highly interactive, engaging, running multiple times with multiple people, you might consider a tool like Adobe Connect that is persistent and that allows us to have a url that we can go back to over and over again.

So this poll thing isn't so tricky. I can show you a poll any time. I just bring it up. Well first of all, I create it and set it to multiple answers in this case, and I dragged it into view, but I can just open it from a menu if I need to. And of course I want to talk about it as I'm showing the poll and ultimately click broadcast results and then in the end, I hide the poll to get rid of it or to stop displaying that object from view. And you saw earlier that I had a multiple-choice type of poll and a short answer poll. OK, big deal. If you're not using polls, you wouldn't care about this. But I have to tell you that when we instructional designers create polls and ask facilitators to use them, they are intimidated by this.

So you think, "wow, what's the big deal, it's so easy" It's not that easy. It's not that easy when you have an audience watching you and your mouse hand is sweaty and your mouse finger is shaking. So it's really handy to have a producer or somebody that you can just say "Hey, Mel, can you bring up that poll for me because you know my internet connection is a little sluggish right now and I'm getting a grayed out view of the interface at the moment and not able to actually control that."

So know that it's just not as easy as it looks. You think it's going to be easy but then you end up working in an interface like Zoom where, here's a poll this is what the poll looks like to you where you would be voting and then ultimately clicking on submit, so I have to remind people to click on submit. But when I create the poll, I'm creating it in an online cloud environment that's associated with the creation of the room – that's where I go to change the controls and set the date and time and if I'm going to have a waiting room or a password associated with the room. I set all that stuff up. If I've turned on the ability to use polls then I can add polls there. So I'm filling in these little fields. Which means I'm either typing or copying and pasting. Once per line. So that slows me down a little bit. It takes time.

And notice I have the choice to have multiple choice or multiple answer. In Zoom, I can string several polls together, so I could do it more like a quiz. Where I show three polls at a time or five polls at a time. And that's true in WebEx and GoTo products as well. When I'm creating the poll, of course I'm filling in all this text, I have a finite amount of space that I can use to fill in. It's showing a little counter here telling me how much space I have left. About 200 characters for that question itself and about I think it's 70 characters or something like that for each of the fields and then I can add more questions to this particular poll. When I show it to you in the live environment, it looks like this to me, where I've got the question at the top and then possible answers and then the question here.

And if I decided in this moment that I needed to edit it, I could use this edit button in the top right and I could end up in that cloud environment where I can make tweaks to the text. But I've kind of left the room then, I'm working in the administrative area. This little dropdown arrow lets me switch between the first poll and the second poll, if I have more than one. When it comes time to give you the poll and have you vote, I'm seeing responses coming in like this.

So I'm seeing you vote and I can comment on what I'm seeing and I can even stop sharing and start the poll over again if I wanted to. If I see a typo though, I would have had to go back to the administrative area to fix that. And then, ultimately, this is what I can show to you at the end – and I just want you to take a quick note of what you see here from creation to delivery in the poll itself. What do you notice about the poll? Yeah to me it just feels clunky and everything looks different, it's not even graphically the same, so for a new producer or for a new facilitator, it can be easy to feel lost in here because things look so different.

So in comparison to the Adobe version, which I am a fan of, where everything really happens in the same place with the same look and feel, this to me feels like a learning curve. So now I know why my facilitators tell me they're intimidated by using polls because there's a lot that goes into it to make it work quite right.

Now, WebEx works I would say more similarly to Adobe in that the pods are sort of controlled objects and they look really similar, but it's more similar to the other in that you can have more than one question in a single poll. I can also set a timing. Participants need to click submit when they're done. But polls themselves are individual files that are saved with ATP extensions.

So if I'm in a hurry and I don't want to have to log into the WebEx room early, this actually harkens back to when we were paying for WebEx by the minute, so we didn't want to log in early. We'd go to the poll questionnaire editor, which is a little app you can install on your own desktop and that poll questionnaire editor lets you create polls in advance and then upload the polls into the room when you join. Here's a funny thing. If you're using WebEx Meeting Center, not Training Center, you can't upload more than one ATP file.

So if you're going to show a poll, you have to stop to load a new file. Which again, facilitators don't like to get slowed down by the technology. If you're using WebEx Training Center in contrast, you can load as many ATP files as you want and then you can just navigate from one to the next easily. So my – here it is – that link is clickable at the bottom, so for the person who was not able to click earlier, I'm sorry I didn't make that link quite right, it has to be hyperlinked in PowerPoint, so it has to be a good workable link in PowerPoint for it to be clickable here. So this one is. You should be able to click it, if you mouse over it, you'll see your mouse pointer change to a pointing finger. This does not work in other tools. You can't click hypertext links in WebEx like that. In fact in WebEx, I also can't, at least unless they've fixed it, I can't add PowerPoint animations. If I want to animate separate objects or separate text boxes on the slide, I have to create separate slides.

So a bulleted list with three revealing bullets needs to be three separate slides. Not true in Adobe Connect. It will convert the file and make animations work. And that brings me to another critical difference between WebEx and Adobe Connect, and the other tools that you might be familiar with, and that is, here in Adobe Connect we upload everything. We upload PowerPoint, we upload video files, I can upload a picture of myself here so I don't have to use my webcam, because like Mel, I question my network throughput when I'm live streaming video as well as live streaming audio. I'd rather let my audio take priority and not let you have a choppy audio and my goofy out of sync video. So I'll just put that pod up there.

But what I like to do is upload all the materials ahead of time, then I can sleep easily, not worry about my session room and my files and then when I arrive on the day of the session, everything is already there, I just need to test it and I can proceed from that point. So Adobe and WebEx allow you to upload files into the room. Everything else is live application sharing all the time. So I'm counting a lot on my network connection to be broadcasting to the cloud and then back to you as I show my video, share my desktop, and broadcast my audio. If your network throughput is at all iffy, how well do you think that's going to work for you? Tell me what the symptoms are like when your network throughput is not great and you're trying to do a webinar (*audio cuts*) Julie, I don't use Teams, so no. I can't speak to how that works differently.

Yep delays, choppy sound, frozen screen, things disappear, you hear a repeat, out of sync video, people leave. Right, things go black. So it's important, and we'll talk about this more in our production session, in session 4 today, when I talk to you about the criticality of production and thinking about what goes into a successful session, not just rock up to – you know, get Zoom, log in and go for it, that's what we call show up and throw up or spray and pray – so not really ideal. But the key things are that the technology needs to be able to support what you're doing. If your network connection, if your computer, if your phone, if your tablet cannot broadcast voice, video, and live desktop sharing at once, give it a break. You've got to shut something down.

I mentioned GoTo just a little bit, we aren't going to talk too much about that here, but I want you to know that these types of tools behave still differently. You might be able to type in chat, you could even respond to polls and you can collapse those tools using this little arrow at the top of what's called the "grab tab toolbar" so you can get those tools to display or not display off to the right side. But all those boxes that you see on the right can be free floating.

So, like in Zoom, in GoTo Meeting, GoTo Webinar, GoTo Training, participants can sort of lose track of those boxes that get displayed. And they can be free-floating, so they can be too big or too small. They could be maximized or minimized, and it's easy, I find, to get lost. Because there's so many things floating around on the screen. I recommend to my facilitators, and Mel's going to talk about this in part three, that it's important to shut down everything else that's running on your screen. Not only do you not need extra windows open, you don't need popups from your messenger coming in, you don't need alerts alerting you in your ears that something is coming in. You don't need extra network traffic coming in. So shut down everything on your system.

And then start application sharing, because once you're in that interface where you're expanding and collapsing panels and then you're live application sharing, it can be unnerving to have multiple different free-floating objects. And it's easy to share the wrong thing, to be honest. There are nice little handy tools that let you anchor those boxes to the right side of the screen. Or, here in WebEx, a restore layout option, just says OK just kind of fix all these things. Make all these things go the way they're supposed to go. But they're different enough to really throw your facilitators and participants off.

Something just as simple as managing audio – many many of the folks who logged in here today weren't sure on whether or not their microphone was turned on, so it's important to teach people about using their microphone and in WebEx they have a mic icon right to the right of their own names. If participants have joined by telephony or by dialing in on the phone, that little button looks like a phone. So I can tell who logged in which way. Actually it's this icon that looks like a phone and to them that looks like a phone. So I can tell who logged in with which audio modality, and in this space I can also mute people who erroneously leave their microphones open and cause background noise. Notice in WebEx there's also extra little feedback icons that tell people when their microphone is open and whether or not they're being heard.

So it's crucial to get familiar with the interface and get used to how the tools behave. I mean even in Zoom, if you're used to using Zoom but then you join on a mobile device, this mobile device looks so much different than the Zoom application looks on my desktop. I have to click on this little extra button at the bottom to access the audio, and then my microphone is on automatically in most cases. That is a tool that can be turned off if you don't want participants to have their microphone open as soon as they join, when they're often oblivious to their microphone being on, you can make that turn off from minute one. You can also keep their video off from minute one. But from that point forward you'll want to tell them how to control their tools by using the unmute or start video at the bottom of the screen.

And notice here participants by default can share things. So you could be sharing videos with me or application sharing. Lane, I see your private message there, they all allow some kind of quizzing in one way or the other. But they behave differently enough that you wouldn't even call it quizzing. Here in Adobe Connect, we can only use ~~chat~~ (polls), but if you're using Adobe Presenter over top of that, then you can create quizzes. So, sorry it's not as easy a question to answer as you might think.

Hey Karyn Gleeson if you can hear me, can you make my other machine a host? I keep hanging up on this machine. Hey Mel, my machine is hung, so can you make my other user a host?

Mel: I am trying to find you amongst the sea.

Karyn: Are you Karen 2?

Karen: I don't know. KH. Janet that's what I'm doing here, yeah so I'm logged in on two machines, one my primary machine where I'm joined as a host and my secondary machine, not Karen 2 nope. KH. My secondary machine I was logged in as a participant. It's a good way for me to see what others are seeing, but it's also an excellent backup in case of network cataclysm. That extra machine is logged in on a different network connection so that in case of trouble I can reach over to the other machine and advance my slides.

Karyn: Karen, we're not finding you, we cannot find your second instance. Can you click your "raise hand" on that?

Karen: Yes. Yeah real life Nathalie, for reals.

So keep in mind Zoom on the desktop, on the laptop is different than on the app and all of your participants need help with that. People aren't used to your software. So they're going to need some guidance going from one tool to the next. And the menu can be intimidating. There's a lot of settings in there and a lot of things that I can click on. Sometimes the settings aren't what I hope to see at all, it's showing that different hardware is selected that I didn't think I wanted to be using. But in Zoom, participants can actually check their audio while they're waiting to

join. So you may have seen this when you were waiting to join last time you were logged in, where it just prompts you to test your audio. So you can go in, make sure the right hardware is selected, make sure the volume is audible and make some other adjustments as well in that settings dialogue.

Once you're logged in, you might also choose to change settings related to your video. So that you can improve the look of your video or choose a different hardware input device. This particular feedback information is concerning for me. It says that the host is seeing that an individual participant's bandwidth is low. And in Zoom, our focus seems to be on all video, all audio, all the time. Which means people on low bandwidth, high traffic or wireless network connections are suffering profoundly. So better to not have everybody turn on all their cameras and mics at once. Better to let the facilitator's voice be the primary voice. And let their video be the primary video. To free up that throughput. So that others can actually function. And if you're used to working in a corporate setting and you've got T1 lines running everywhere, or better, fiber, and then you're home and you're competing with the people who are playing World of Warcraft in the next room or streaming Netflix all day, every day, you're going to notice some traffic issues.

So all video and all audio all the time is not brilliant. And while it may seem to be a little complex in Zoom, it can be even more complex in Adobe. So when we login here, I often start with a slide that instructs participants how to connect their audio. And in many cases they get hung up on this thing where they're prompted to use the audio or not. And if they miss that setting, their microphone might not connect. These issues are real. So just because somebody has once used some kind of virtual classroom software, it doesn't mean they're going to be able to click on the right things when the time comes.

And in fact, I also use tutorial slides like this one to remind people that they should really plug in their headset before they join. Not wait until after they join. Because that plug and play doesn't always work. Also, if you're testing your own audio, you can go in and hear yourself. So I can adjust my mic volume and in that dialogue box I can say test test test, test test test, to hear myself talking. I can choose the right hardware, if it didn't default to the right hardware. So the tools that we've been talking about today -- Zoom and GoTo and WebEx and Adobe -- all have settings like this. But I promise you, your participants have no idea where to find them. So you'll be frustrated with them not controlling their microphones and video, but they don't know where to go to find it.

And sometimes these settings are multiple settings deep. With Adobe, I encourage you to try sending people out to pre-test their connection, in advance of the live session, where they can confirm that the Adobe app is installed. The app always runs better than the browser-based version of the software. So if they can install the Adobe app locally, and run from the app instead of the browser, you're going to find that the symptoms are a little lessened. And notice that they can get in and test their audio in advance using the familiar audio setup wizard. For those of you that know Adobe, know that the Audio Setup Wizard lives here in the live session under the "meeting" menu. But you can send people to that place, even before they log in. So we'll talk more about this when we talk about being pre-emptive in the production session later on.

Here in Adobe Connect, if I want to play a video for you, I'm going to play that video by first uploading the video file into a pod, then showing you the pod, then clicking on play. So I'm going to let this video play for a few seconds to give you a chance to see it, and then I want to tell you about a subtle difference in Zoom. Stand by. That was about a 16-second video and it was about 16 MB in size. Kind of a small file, actually. But it didn't flow to you very smoothly. So when I tell you about throughput, and bandwidth, and network connectivity, I'm not kidding. Those things can make a huge difference. So in a 16 second video, many of you were experiencing that as choppy. Imagine a 3-minute video. Imagine a 50 MB file or bigger. So you're better off not showing videos within the construct of the Adobe Connect session interface if it's going to be bigger than a minute or 20 MBs. You're

better off putting it out on YouTube, letting people go there. Or putting it on your intranet someplace and letting people go there and consume that video locally.

In Zoom, there's no such thing as "uploading." So you're all application sharing, all the time. If I want to show you that video, I have to first have the video available on my desktop, then go into live sharing mode. Once I get into that application sharing dialogue box, it'll let me choose a specific area of my screen, or a specific application that's running in memory, or my whole desktop, which I find dangerous because I accidentally show things I didn't want to show. But I would hear the application sharing a live streaming video. To me that's like holding my phone up to the TV so I can broadcast the football to you. Like, that fidelity is a problem. You'll notice when you go to use Zoom though, one of the options it has is to stream a video that lives on the cloud already.

So something in Dropbox, something on YouTube, something elsewhere so that your participant is not trying to receive your broadcasted video that's being broadcast from your house to the cloud then back to everyone else. If you have problems with fidelity on that, that's why. If it's already living on Dropbox, at least it's already in the cloud. It doesn't need for me to be broadcasting it up first. Kathleen, yeah more than one audio source open creates an echo for sure. Keep in mind here too if I tried to application share a video to you in Adobe, the audio would be coming out my headphones, my earpieces. And therefore you wouldn't be able to hear it. But in Zoom, when I go to application share, this option lets me share my computer's audio, so that you would hear that – the sound from that flowering video. I'm going to breathe for a second.

You know I could talk about this stuff all day, and I'll certainly talk more about production and considerations with production when we get to session 4 later on, but I'd like you to know that when you're using Adobe Connect, there are some aftermarket apps. Some pods that you can upload into this interface to use when you need them. So if you needed something like maybe a closed captioning pod, because you have deaf or hard of hearing students in your session, you could actually load a captioning pod that would allow the captioner to type and all the participants to see. This is also available in the other tools we talked about. If you'd like to find out where those aftermarket apps are, click on the link that you see on the bottom of this slide here, it's Adobe.com products, and when you click there, it's going to take you into a library of some for-free apps, and some for-pay apps. So take a look.

I appreciate the ones from folks like Refined Data Solutions, they have a Carbon Savings Calculator that's interesting to see how much your carbon footprint is being saved by you not commuting to work every day. And another tool that lets you manage video better here in Adobe Connect.

If you're interested in Zoom, know that licensing ranges broadly, as it does with all of them, just depending on the feature set you need.

Each of them allows you to record files or record live sessions, and in Zoom you can separate the recording visual from the chat text, from the audio very easily.

Here's some other Zoom links that you might be interested in. Including the one there from Matt Richter, that is an excellent article about 44 tips and pieces of practical advice when using Zoom. There's another article there about not getting "bombed" when you're in Zoom, meaning there's a lot of security vulnerabilities that you can avoid if you follow these guidelines. These links will be available in the handout that Karyn Gleeson is going to post on our event site later.

Here's some Adobe links, including that self-test. And a website that lets us know if the Adobe server is down right now. Karyn Gleeson added this "adding /?proto=true" at the end of your Adobe url forces the app to install and forces the app to run the session as opposed to running in the browser.

If you're interested in WebEx, there's lots of good stuff out there, this has been around a good long time. I've got the link there to the poll questionnaire editor if you want to create your WebEx polls before you join the live session, then just upload the ATPs. And know that I wrote a course for lynda.com (now LinkedIn) back in 2012, if you'd like to find out more about WebEx Training Center, there's 52 short movies available there for your viewing pleasure while you are suffering from cabin fever, no doubt.

So I'm curious to know, in our last minute, please let me know what takeaways you'll share or apply immediately after this session. Yes, your colleagues are typing some excellent suggestions there – the housekeeping, the – oh somebody is saying they don't use any of these tools, we need to practice, we need to know the tool. Yeah, I just ran a Zoom session the other day and the polling wasn't working and I didn't know that the polling wasn't switched on. So that burned me. Also I accidentally handed over host control to somebody who didn't know what they were doing. Yeah expect the unexpected Janet, that's good tip. I often say that I operate from a place of deep paranoia and I use that paranoia to drive my decision making when it comes to running virtual sessions.

I hope you'll join me later on today for our follow-up session, loosely called "The Magic Behind Interactive Webinars." It's not really magic at all, it's really carefully crafted settings and processes. So if you want to learn about online event production, join us for session 4. Thanks so much everybody for coming in, we'll see you in a little while. Mel, back over to you.

Mel: OK thanks so much Karen and we're going to be putting the room back on hold here while we prepare for our next session which is back to me, I will be talking about facilitation best practices, I've already seen some savvy folks already giving some great tips around facilitation skills. And even if you're not a face-to-face facilitator or you don't think that applies to you, there are also great tips if you're going to be presenting, maybe not facilitating, but presenting, or even you want some tips on what you should do if you – now that a lot of us are virtual teaming, those tips will still apply to maybe running meetings as well.

