

# Virtual Classroom

 **ONLINE CONFERENCE** SM

Wednesday, April 1

## Virtual Classrooms— How Do I Use This?

Karen Hyder,  
Kaleidoscope Training and Consulting

Presented by



Technology Provider

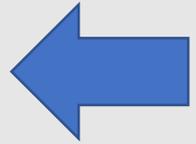


POWERED BY  
Adobe Connect



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

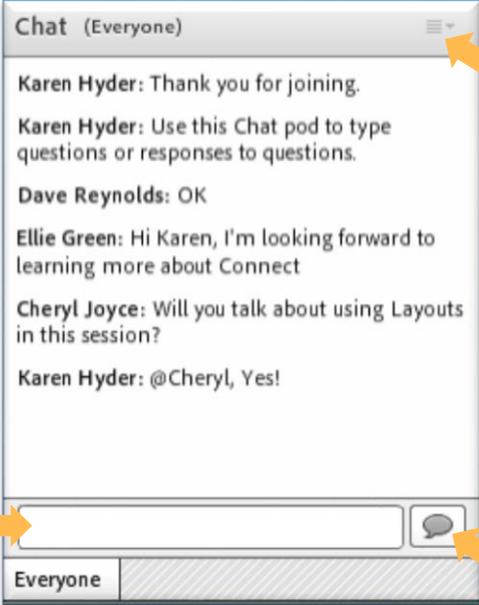
The image shows a mobile app interface with several annotated features:

- “Normal” view button:** Points to a grid icon in the top-left navigation bar.
- Slides view:** Points to a target icon in the navigation bar.
- Start private Chat with...:** Points to a person icon in the navigation bar.
- Select other pods:** Points to a speech bubble icon in the navigation bar.
- Switch to other Polls:** Points to a poll icon in the navigation bar.
- Chat and Tech Chat pods:** Points to the main content area, which is divided into a top section for chat and a bottom section for tech chat.
- Connect my Mic button, when available:** Points to a microphone icon in the top-right navigation bar.
- Set status and Agree Disagree:** Points to a person icon in the top-right navigation bar.

The main content area displays a grid of tool logos: Skype, GoToTraining, GoToWebinar, Zoom, and Webex. A poll question "Which tools do you use?" is also visible.



# Type questions and comments into Chat



The screenshot shows a chat window titled "Chat (Everyone)". The chat history includes:

- Karen Hyder: Thank you for joining.
- Karen Hyder: Use this Chat pod to type questions or responses to questions.
- Dave Reynolds: OK
- Ellie Green: Hi Karen, I'm looking forward to learning more about Connect
- Cheryl Joyce: Will you talk about using Layouts in this session?
- Karen Hyder: @Cheryl, Yes!

At the bottom, there is a white text input field and a "Send" button (a speech bubble icon). The name "Everyone" is visible in the bottom left corner of the chat area.

Annotations with orange arrows:

- An arrow points to the top right corner of the chat window, indicating the Pod Options menu.
- An arrow points to the white text input field.
- An arrow points to the Send button.

Text annotations:

- "Type in the white space here" is positioned to the left of the input field.
- "Use the Pod Options menu to increase Font size and change the Text color of your messages." is positioned to the right of the chat window.
- "Click Send or press Enter" is positioned below the Send button.

Red text annotation:

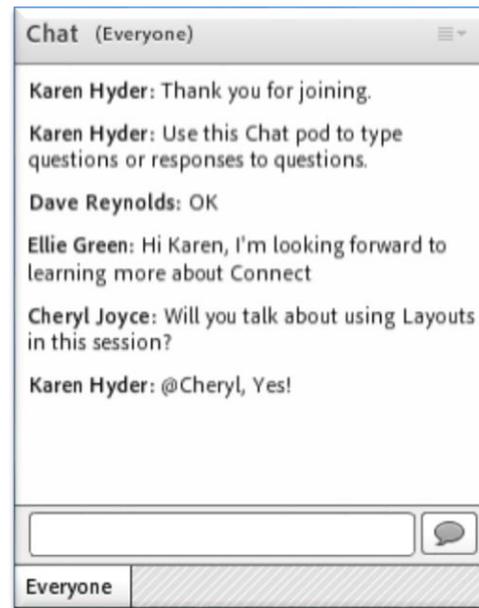
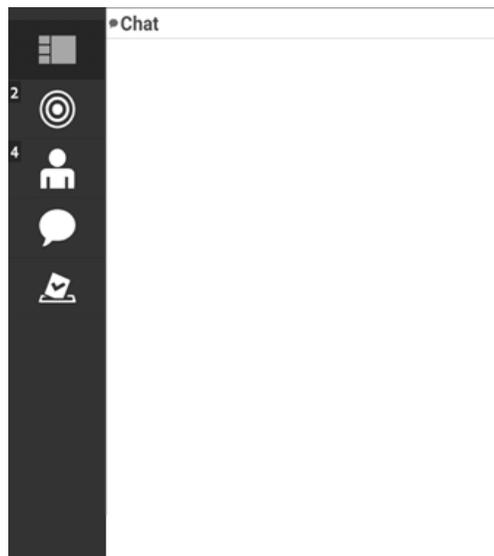
**You can also Start a Private Chat. [Private Chat with Host for Technical support during the session.](#)**



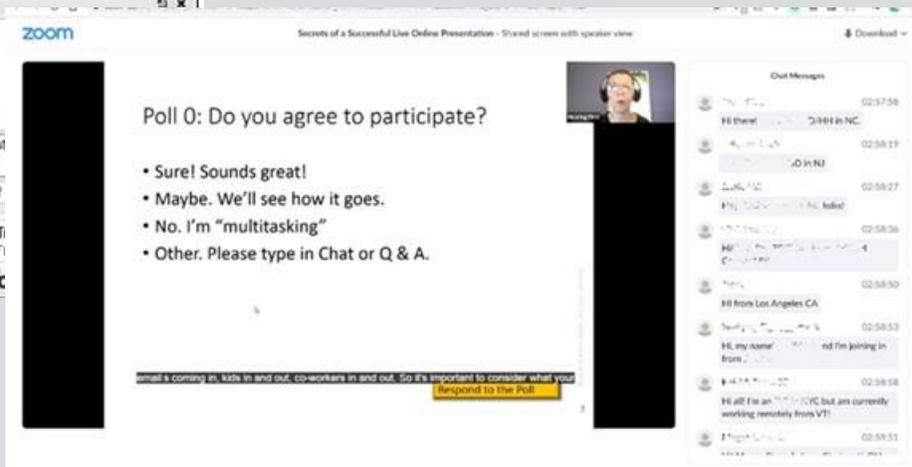
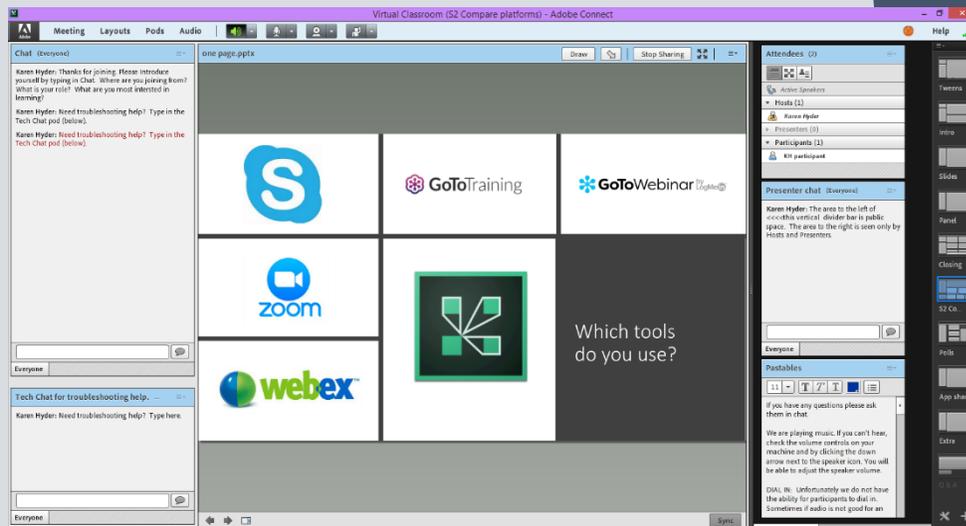
# Introductions

Please share:

- where you're joining from
- your role in webinars and virtual instructor-led training
- topics you typically teach or create training about.



Please type all 3 responses in Chat, then press Enter.



Webinars, Live, virtual, online software tools

are not created equal.

Comparing and contrasting popular software tools; Adobe Connect and Zoom, with comments on GoTo and WebEx.

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

Except when it’s about the tool.”



# Karen Hyder, CTT+

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[www.linkedin.com/in/karenhyder](http://www.linkedin.com/in/karenhyder)

Twitter @karenhyder

English language teacher		'88-'93
Application software trainer		'91-'96
Classroom train-the-trainer trainer		'95-'99
Online train-the-trainer course designer and trainer		'99-'18
Adviser for CompTIA's Certified Technical Trainer CTT+		'01-'17
Online event producer, coach, trainer		'99-'18
Producer for The eLearning Guild Online Forums <a href="http://bit.ly/XCQVKJ">http://bit.ly/XCQVKJ</a>		'03-'15
The eLearning Guild Spotlight and Showcase events <a href="http://bit.ly/2bRhc9J">http://bit.ly/2bRhc9J</a>		'09-'18
Co-wrote <i>The eLG's Handbook on Synchronous e-Learning</i> <a href="http://bit.ly/Y6Z760">http://bit.ly/Y6Z760</a>		'07
CompTIA's Certified Technical Trainer CTT+ VCT certification <a href="http://bit.ly/kNXwla">http://bit.ly/kNXwla</a>		'08
Guild Academy Virtual classroom courses		'13-'15
<i>Mute your Mic</i> Blog post <a href="https://bit.ly/2WVb2vr">https://bit.ly/2WVb2vr</a>		'14-'17
CompTIA's CTT+ 8-week Deep Dive <a href="https://app.box.com/v/DeepDiveCTTplus">https://app.box.com/v/DeepDiveCTTplus</a>		'16
The eLearning Guild's Guild Master		'17
Director of Online Events – Hearing First		'17-pres.

Virtual classrooms are not created equal.



What are the similarities and what are the differences between software platforms?



Explore ways to engage learners by integrating available resources inside the virtual classroom, whichever platform you are using



Delve into the how to make the platform meet your objectives in the best way possible

# Set Status to provide feedback

**If you can hear me talking now, please change your status to Agree (Green check).**  
If you cannot hear me, change your Status to Disagree (Red X)



To show the Status menu, click the drop down arrow next to the Raise Hand button at the top of your screen.

Change your status to “Stepped Away” anytime you’re distracted from the session.



# Set Status on Adobe Connect mobile app



Click Raise hand button to see  
Set status and Agree Disagree

# Ground rules for participation

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



Please Set Status to Agree



# In Zoom (Windows), tools look like this.

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



Raise Hand

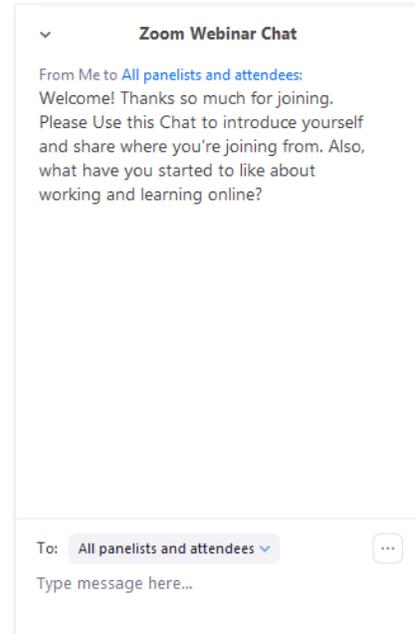
**Non-verbal feedback** Yes or No (Binary poll)



yes

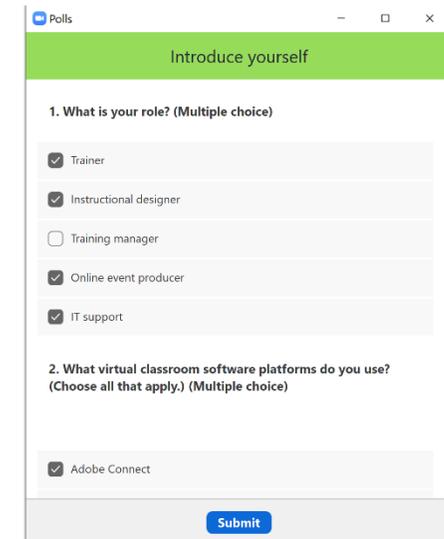


no

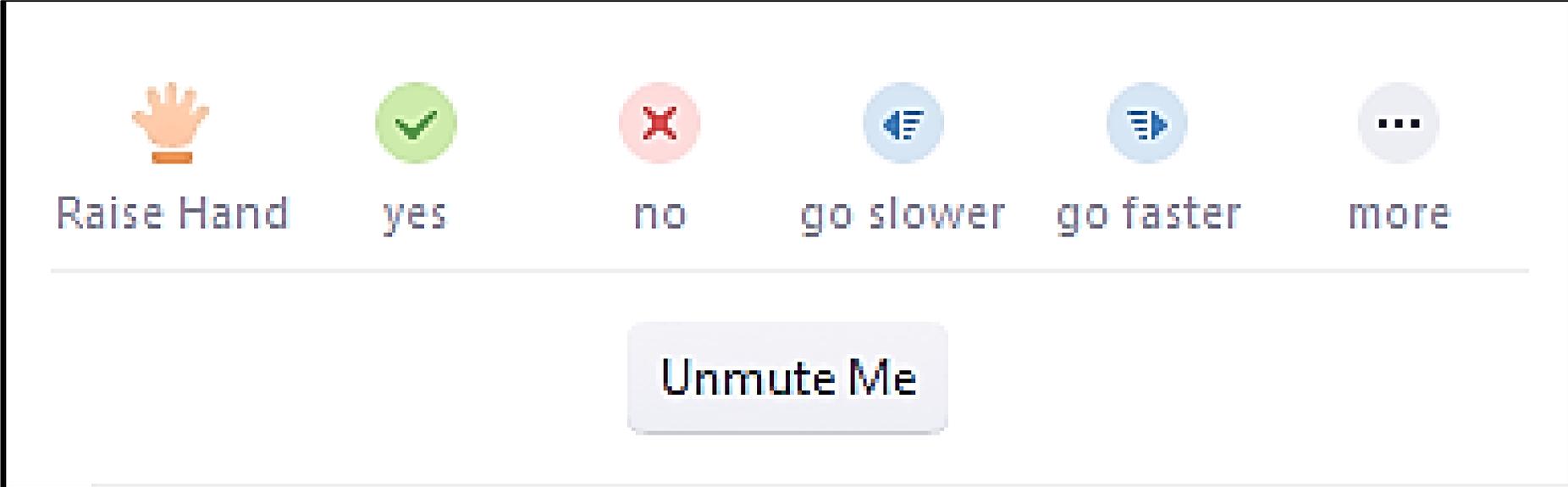


**Chat** for open-ended questions with many possible answers.

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



# Zoom Meeting



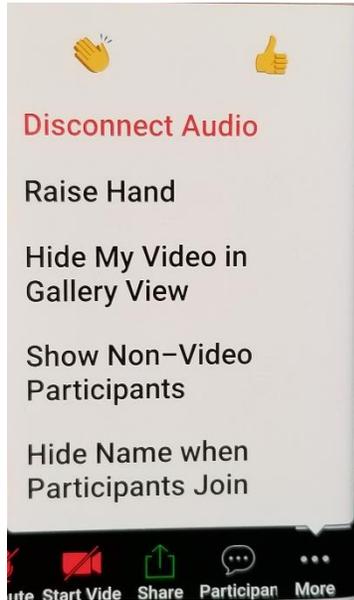
A horizontal bar containing six icons and their corresponding text labels: a hand icon for 'Raise Hand', a green checkmark for 'yes', a red 'X' for 'no', a blue left-pointing arrow for 'go slower', a blue right-pointing arrow for 'go faster', and a grey circle with three dots for 'more'. Below this bar is a grey button labeled 'Unmute Me'.

Raise Hand    yes    no    go slower    go faster    more

Unmute Me

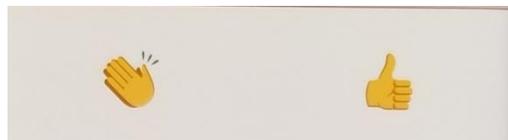


# In Zoom (App), tools look like this.



Use the More menu (lower right corner) to click **Raise hand**.

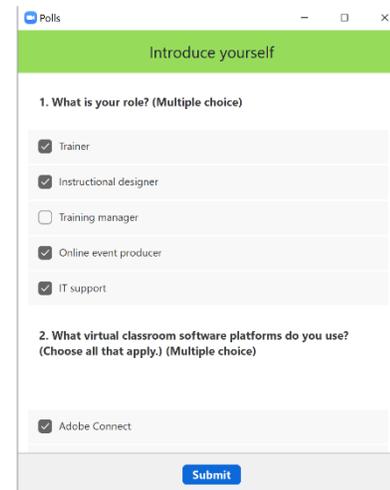
**Set Status** to Clap or Thumbs up



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



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



In WebEx, Chat looks like this.



1. Type questions and responses

2. Click Send or press Enter

# In GoTo Webinar, Chat is not what it seems.

The screenshot displays the GoTo Webinar interface. At the top, there are two panels: '+ Questions' and '- Chat'. The 'Chat' panel is currently active and contains a large empty text area for typing. Below the text area is a placeholder text: '[Enter a question for staff]'. At the bottom of the chat panel, there is a 'Send question to Staff' button and a 'Send' button. A blue arrow points from the text '1. Type in Chat' to the text input field. Another blue arrow points from the text '2. Click Send' to the 'Send' button.

1. Type in Chat

2. Click Send



Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

### Chat

Allow meeting participants to send a message visible to all participants



Modified [Reset](#)

Prevent participants from saving chat

### Private chat

Allow meeting participants to send a private 1:1 message to another participant.



### Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



Modified [Reset](#)

### Play sound when participants join or leave

Play sound when participants join or leave



Locked by admin

### File transfer

Hosts and participants can send files through the in-meeting chat.



Modified [Reset](#)

Only allow specified file types

### Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting



Modified [Reset](#)

### Display end-of-meeting experience feedback survey

Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.



# For what purposes would you use Chat and/or Q & A?

Type in Chat pods

**Reasons to use Chat pod:**

**Reasons to use Q & A pod:**

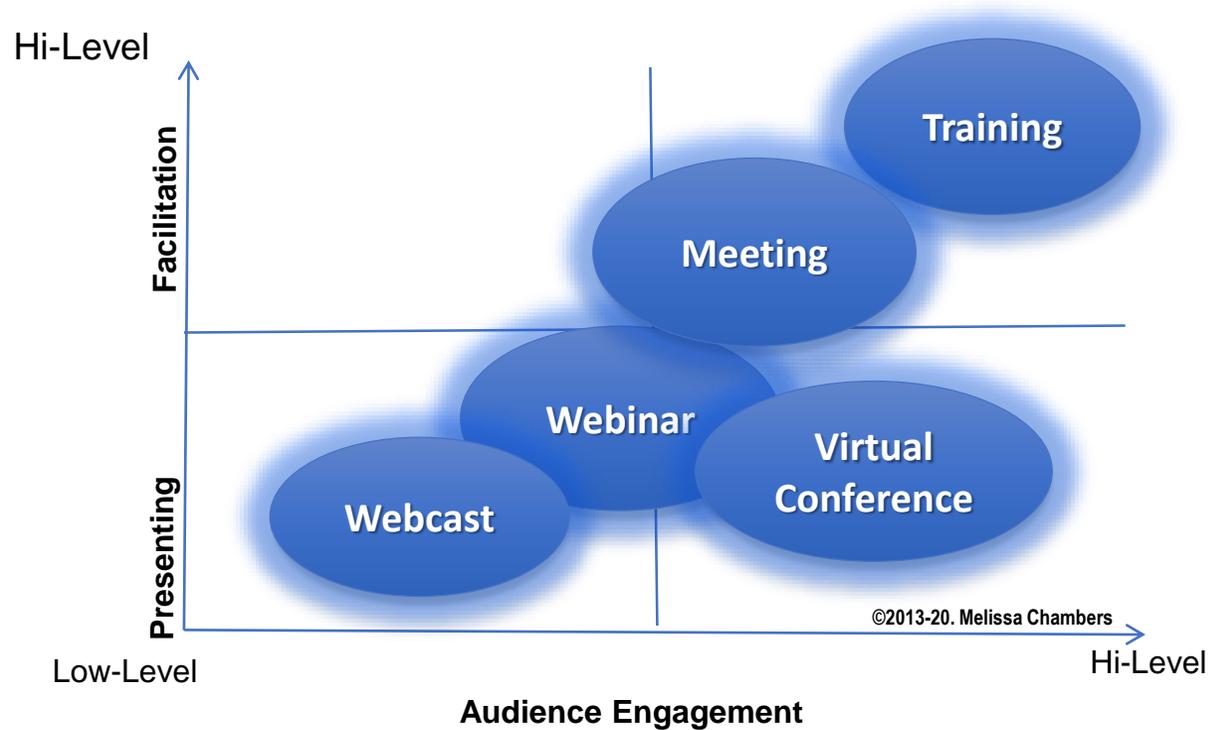




Which tools  
do you use?

Respond to Poll

# Which types of online events are you offering?



## Poll: Which type of online events are you offering?

- Meeting
- Webcast
- Webinar
- Virtual Instructor-led training (VILT)
- Virtual conference
- I'm not sure (yet)
- Other, type in Chat

Respond to Poll

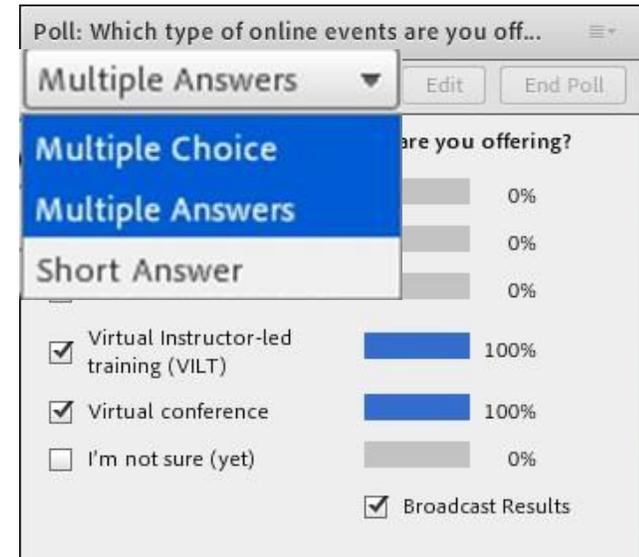


# What just happened?

I showed a Poll, you responded!

How'd I do that?

- Create the pod, Set to Multiple Answers
- Show, Open, drag into View. Facilitate, click Broadcast Results, Hide.



# Polling in Zoom

**1. What is your role? (Multiple choice)**

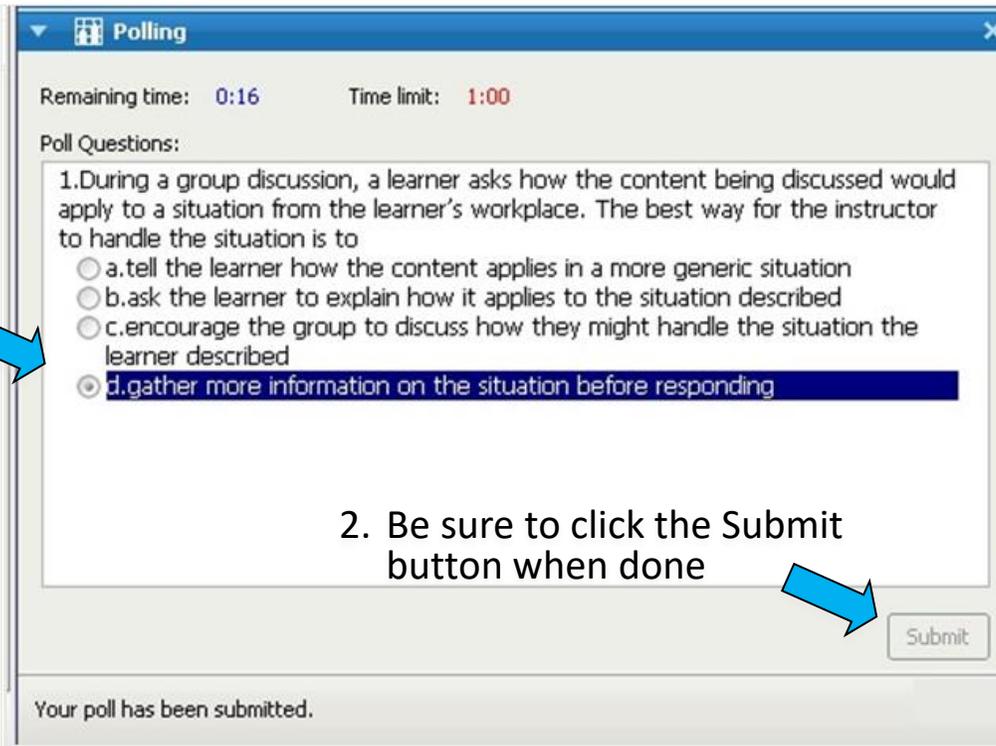
Role	Percentage
Trainer	100%
Instructional designer	100%
Training manager	0%
Online event producer	100%
IT support	100%

**2. What virtual classroom software platforms do you use? (Choose all that apply.) (Multiple choice)**

Platform	Percentage
Adobe Connect	100%
Zoom	100%
WebEx	100%
GoToMeeting/GoToTraining/GoToWebinar	100%
Skype	100%
Blackboard	100%
Microsoft Teams	100%
None yet	100%

# When you're finished voting, click Submit.

1. Click the option button next to your response(s)



Remaining time: 0:16      Time limit: 1:00

Poll Questions:

1. During a group discussion, a learner asks how the content being discussed would apply to a situation from the learner's workplace. The best way for the instructor to handle the situation is to

- a. tell the learner how the content applies in a more generic situation
- b. ask the learner to explain how it applies to the situation described
- c. encourage the group to discuss how they might handle the situation the learner described
- d. gather more information on the situation before responding

2. Be sure to click the Submit button when done

Submit

Your poll has been submitted.



Pre-create .atp files outside WebEx using the Poll Questionnaire Editor  
<https://help.webex.com/en-us/3mg1pu/Manage-Polls-in-Cisco-Webex-Events>

# In GoTo Webinar, tools look like this.

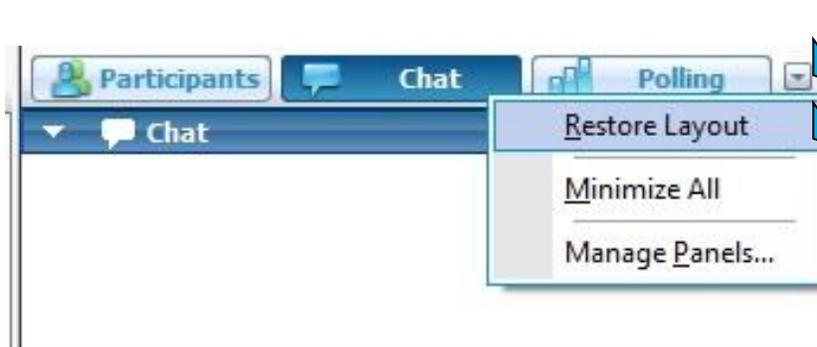
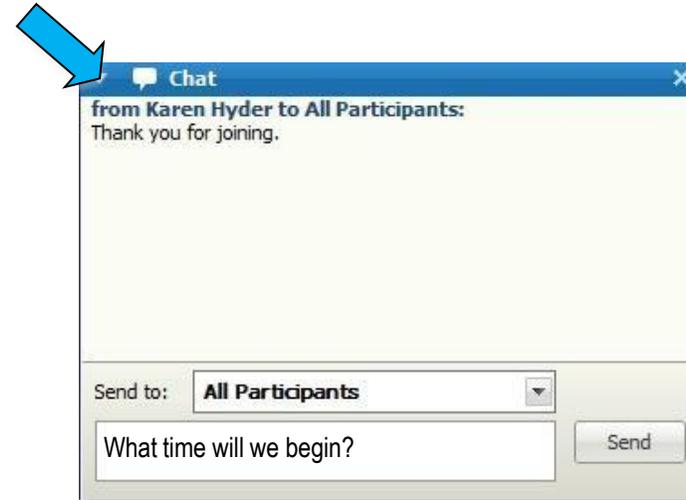
1. Grab tab toolbar collapses and expands panels

2. Click + or – to expand and collapse each panel.



# Collapse and expand WebEx Panels

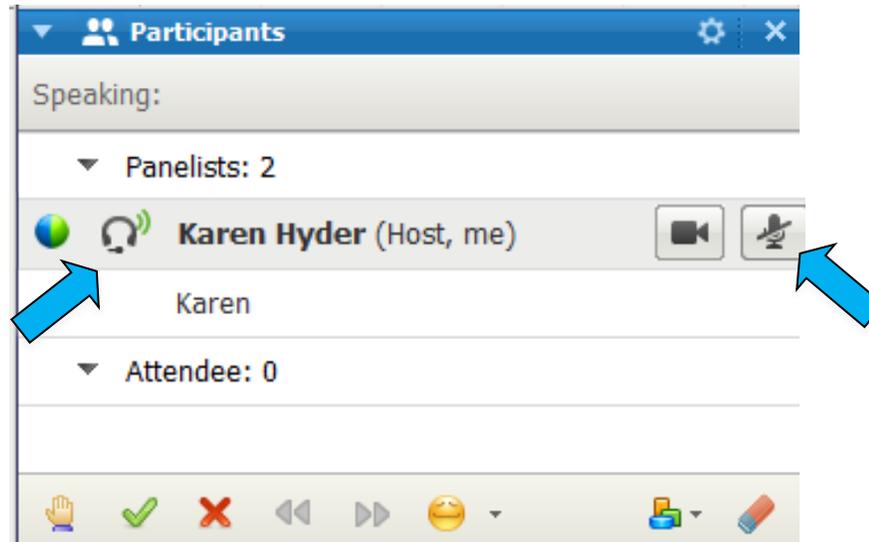
1. Collapse these boxes (or Panels) and expand panels by clicking the arrows



1. To reset Panels to normal
2. Click Panels menu
3. Click Restore Layout

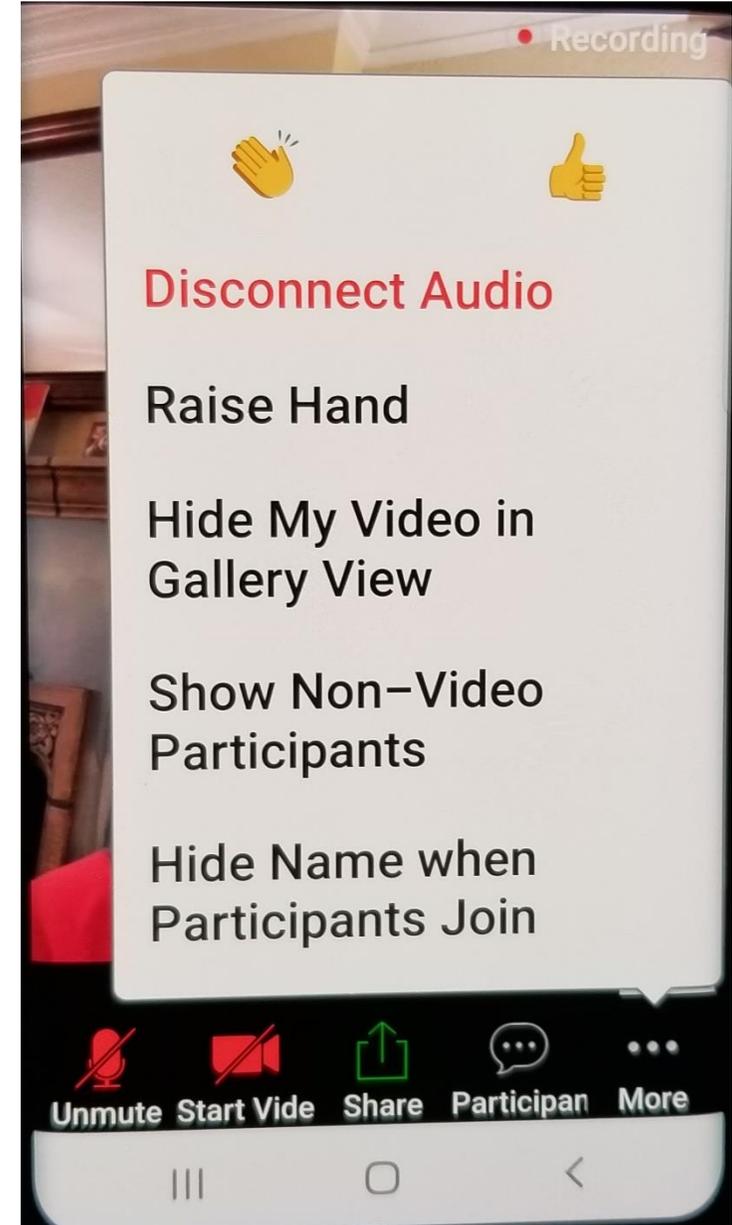
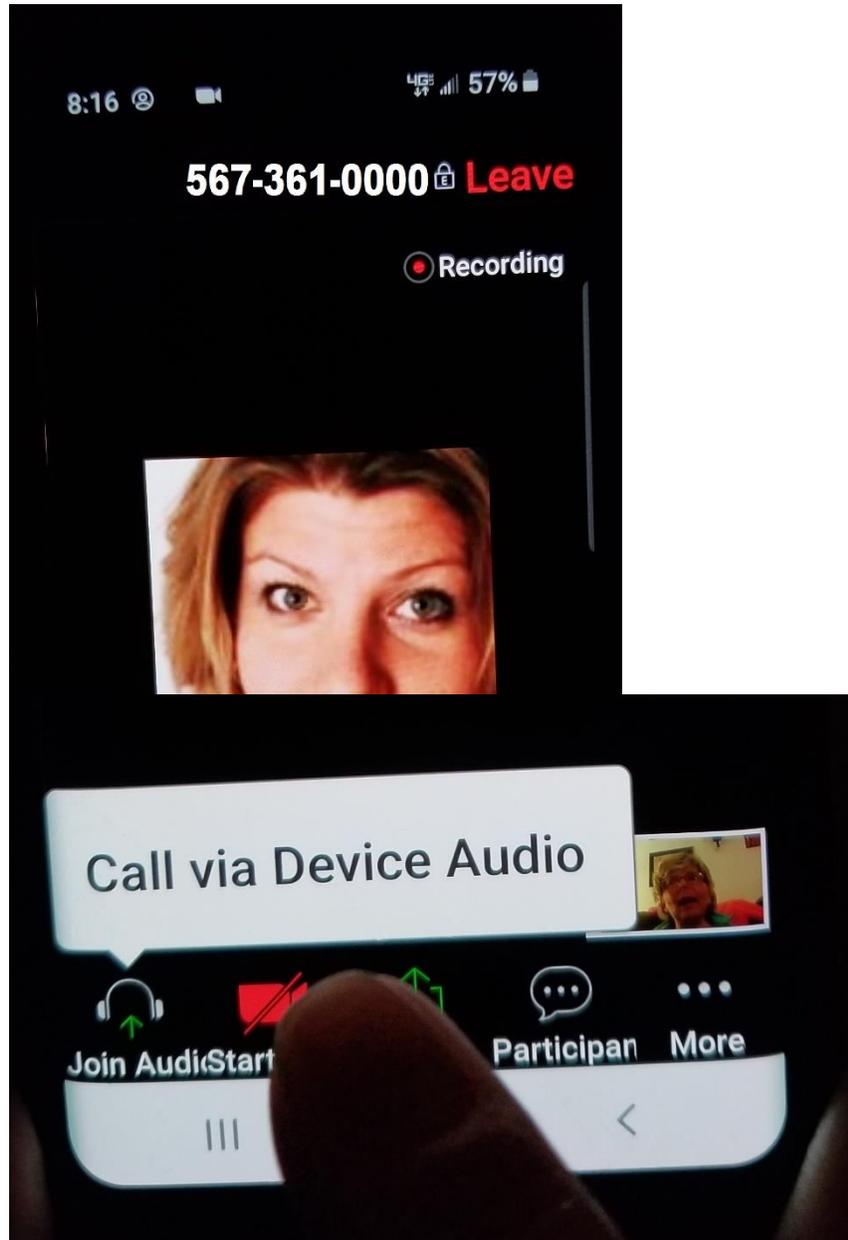


# Manage microphone audio



1. Click on the Mic icon

2. Mute and unmute microphone



# Join Audio. Adjust Settings.



Settings

- General
- Video
- Audio**
- Share Screen
- Virtual Background
- Recording
- Statistics
- Keyboard Shortcuts
- Accessibility

**Speaker**

Test Speaker   Speakers / Headphones (Realtek ...)

Output Level:

Volume:

**Microphone**

Test Mic   Microphone (Realtek Audio)

Input Level:

Volume:

Automatically adjust volume

Use separate audio device to play ringtone simultaneously

Automatically join audio by computer when joining a meeting

Mute my microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Sync buttons on headset

Advanced

Zoom Meeting Interface

Top right: Gallery View

Participant: Karen Hyder

Message: Karen (backup)'s network bandwidth is low

Main Video: Karen (backup)

Bottom left: Zoom logo

Participants (2)

- Karen Hyder (Host, me)
- Karen (backup) (Guest)

yes no go slower go faster more clear all

Mute All Unmute All More

Zoom Group Chat



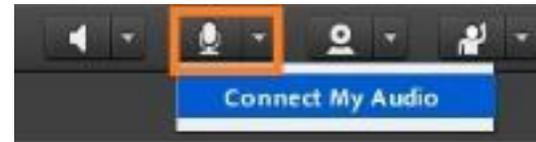
# Connect your audio

To connect your audio so that you can speak,

1. Plug in your headset with microphone (Built-in mic and speakers can be noisy.)



2. Click the Connect My Audio (mic) button and select Connect My Audio.



3. Click Allow, if prompted.



4. To mute/unmute, click the mic button.



# Select the correct VoIP mic/headset hardware

Wrong computer microphone picking up your voice?

Please plug in your headset BEFORE you join the meeting.

Click Select  
Microphone

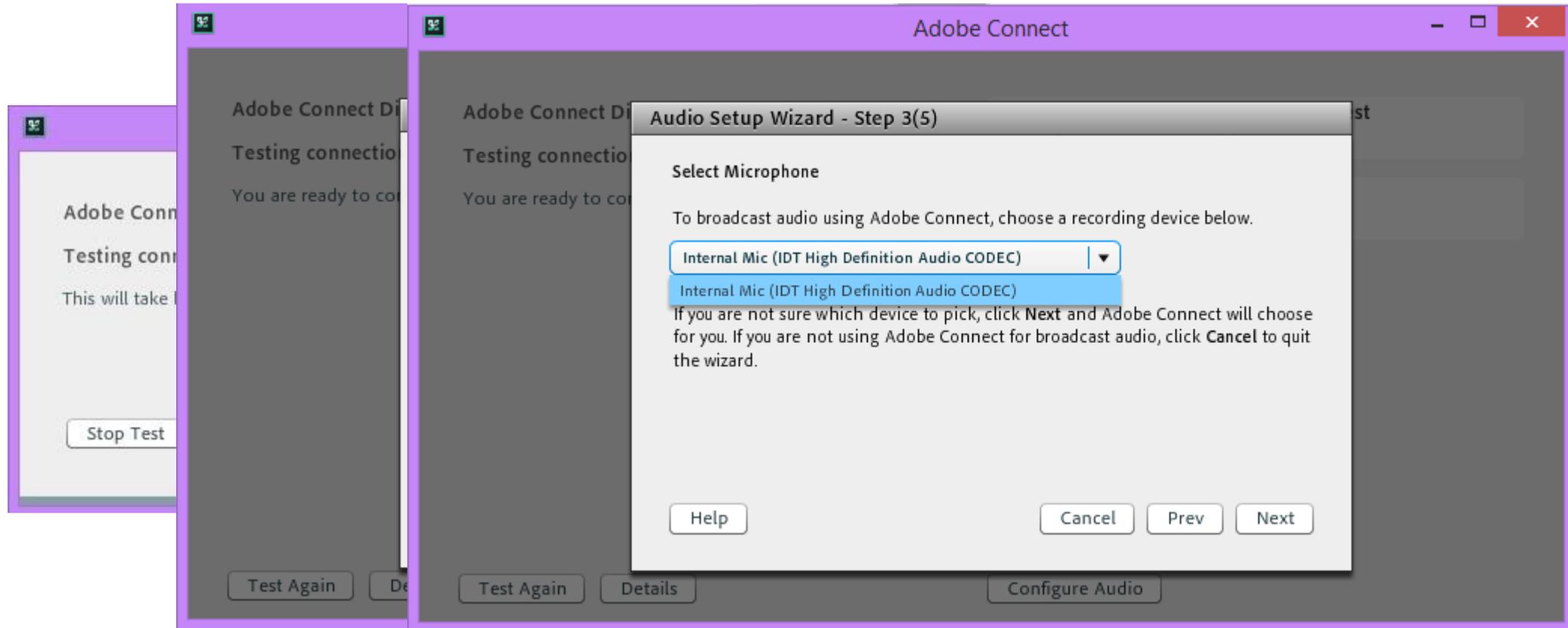


Choose the headset hardware

If yours is not shown, please logout, plug in the hardware and re-join the session.



# Pre-test Connection and Audio



[https://elearningguild.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://elearningguild.adobeconnect.com/common/help/en/support/meeting_test.htm)



# Manage webcam video

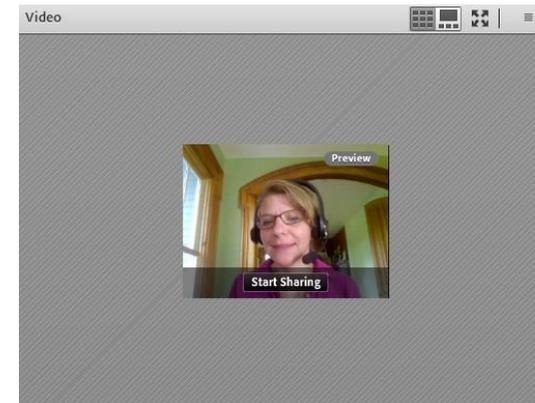
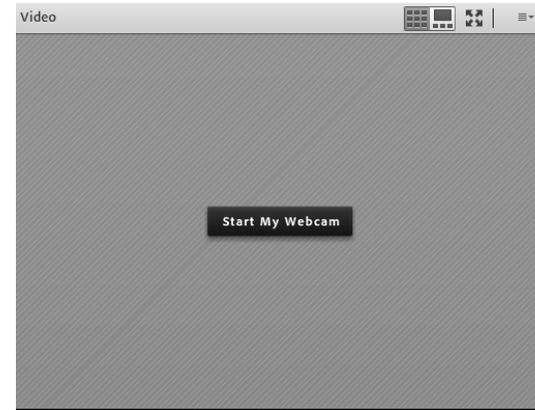


1. Click the camera icon

2. Smile

# Using your Webcam

- Plug in camera (or confirm built-in laptop camera)
- In the Video pod, click Start my Webcam
- Adjust lighting, camera angle—and hair.
- Click Start Sharing
- Pause Sharing to unburden system resources
- You can also Pause others' incoming video.





# Poll 0: Do you agree to participate?

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



Hearing First

email's coming in, kids in and out, co-workers in and out. So it's important to consider what your Respond to the Poll

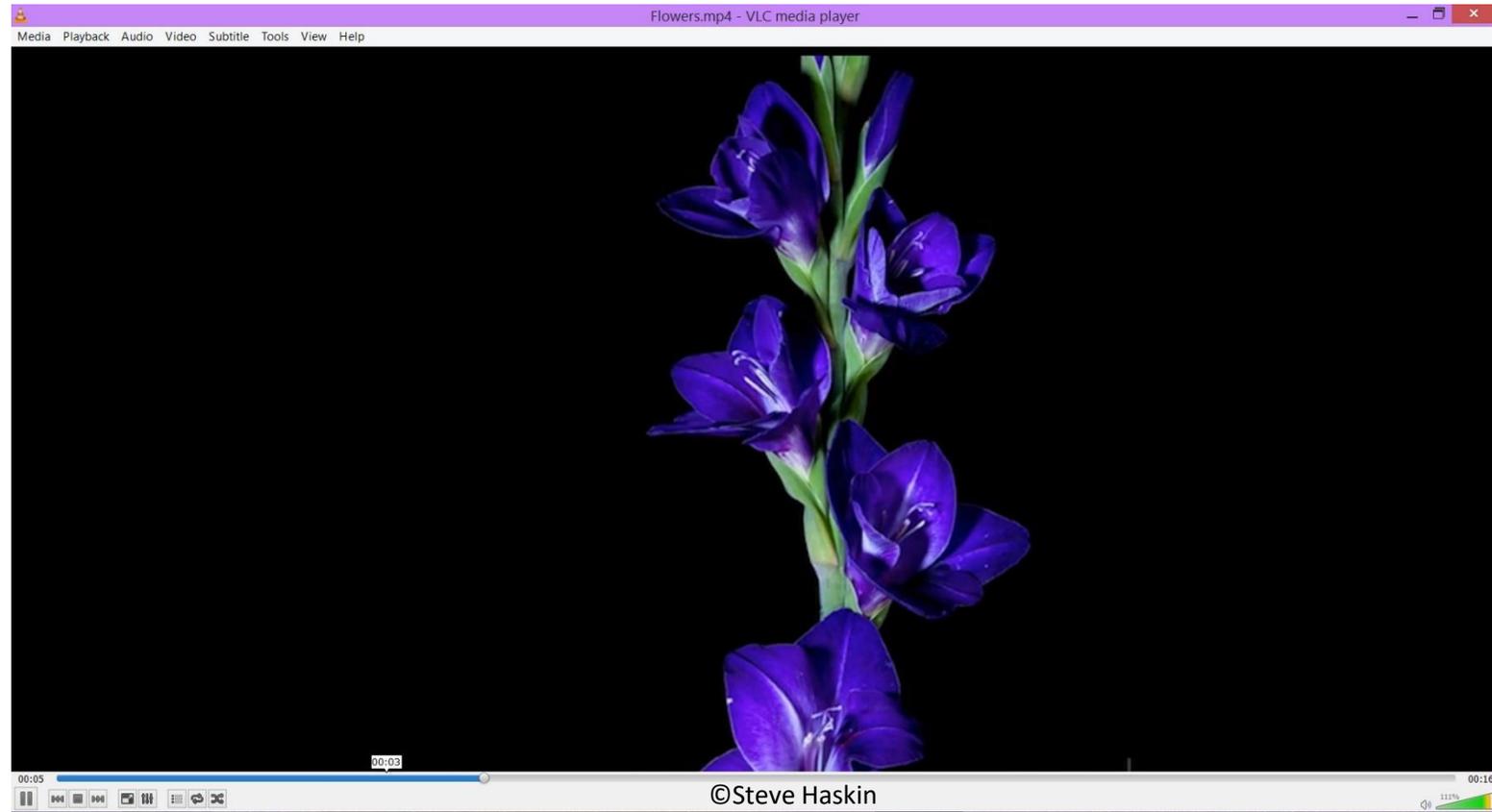
© 2019-20 Karen Hyder. All rights reserved.

### Chat Messages

- 02:57:58  
Hi there! I'm from D/HH in NC.
- 02:58:19  
Hi! I'm from NJ
- 02:58:27  
Hey! I'm from NC folks!
- 02:58:36  
Hi! I'm from TX/CA from Dallas (Chad Miller)
- 02:58:50  
Hi from Los Angeles CA
- 02:58:53  
Hi, my name is [redacted] and I'm joining in from [redacted]
- 02:58:58  
Hi all! I'm an [redacted] in NYC but am currently working remotely from VT!
- 02:59:51  
Hi! I'm from [redacted]



# Play a Video





Select a window or an application that you want to share

Basic Advanced Files

Content from 2nd Camera

Select a window or an application that you want to share

Basic Advanced Files

Screen Whiteboard iPhone/iPad

April 2020 - Crash course Windows Media Player April 1 Crash Course\_KH Compar... Post Attendee - Zoom - Google ...

Zoom Cloud Meetings

Share computer sound  Optimize Screen Sharing for Video Clip

Share

Select a window or an application that you want to share

Basic Advanced Files

Content from 2nd Camera

Clip

Share

REVIEW VIEW ADD-INS

5 4 3 2 1 0 1 2 3 4 5 6

Select a window or an application that you want to share

Basic Advanced Files

Whiteboard iPhone/iPad

Post Attendee - Zoom - Google ... Zoom Cloud Meetings

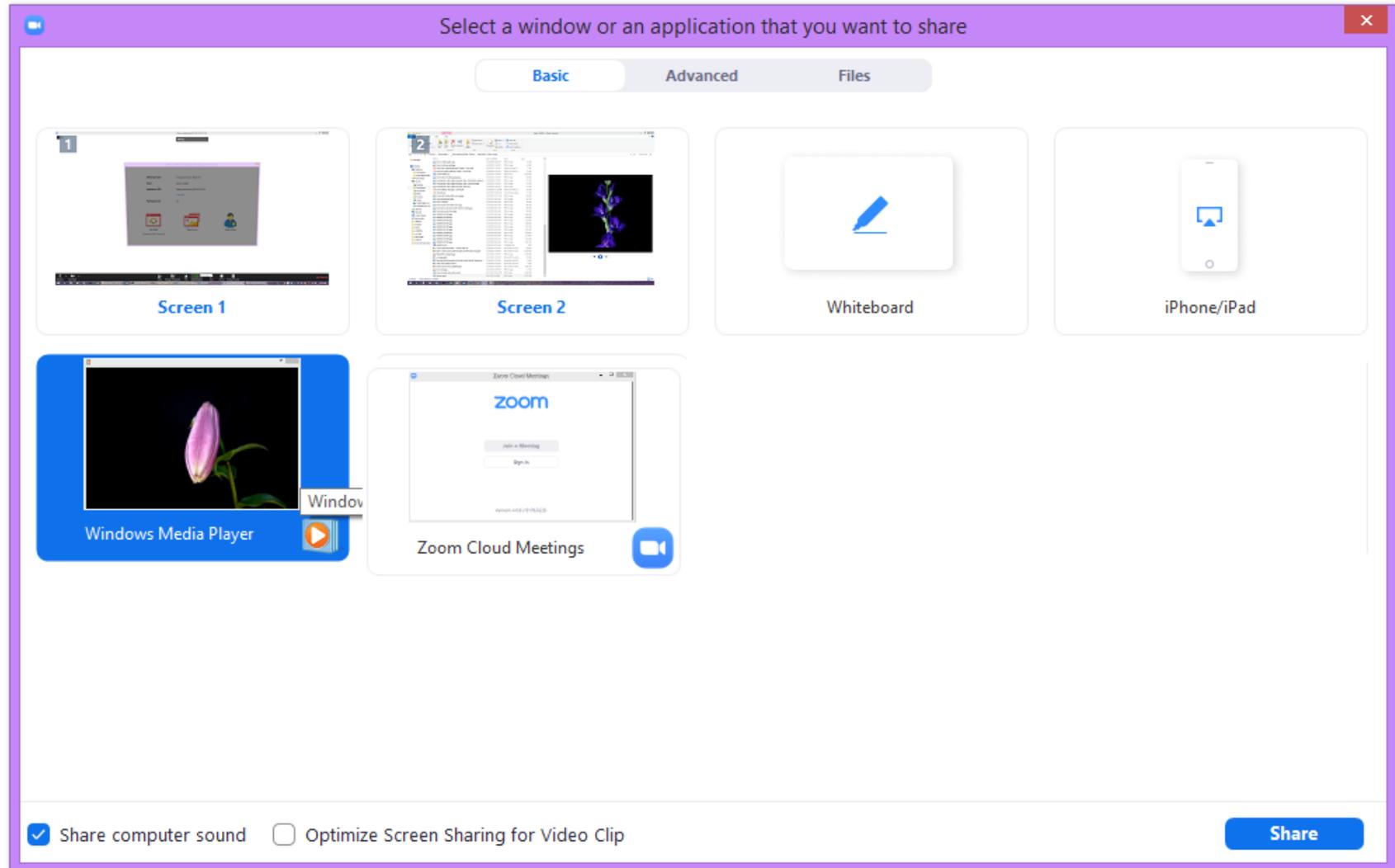
Share computer sound  Optimize Screen Sharing for Video Clip

Share

Unmute Start Video Manage Participants Polls New Share Pause Share Annotate Remote Control More

Slide 11 of 134 ID: 261-815-714 Stop Share 70%

# Sharing a Video in Zoom



# Interaction tools in Adobe Connect



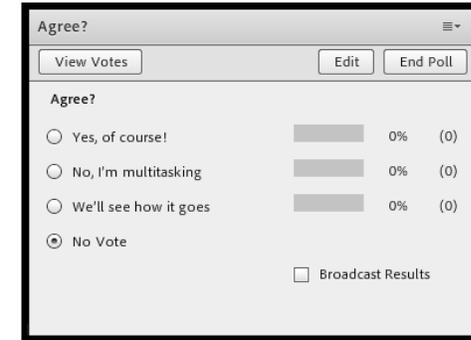
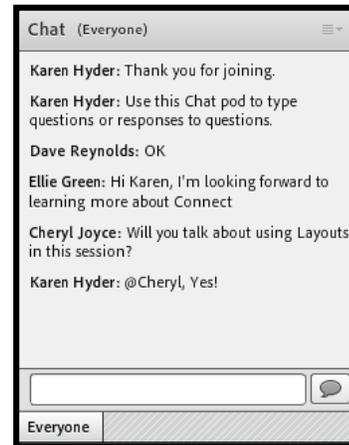
**Raise hand** to indicate “yes” and to ask permission to respond verbally

**Set Status** to Agree or Disagree (Binary poll), provide impromptu feedback, or indicate “away”

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



**Connect audio and speak up** for verbal responses to open-ended questions with long, unique answers



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



**Breakout rooms** separate participants into audio-video sub-groups to discuss and complete tasks



# Activity: Word Search

Locate the words in the puzzle. Use the annotation tools as shown.

Breathe	Interactive
Chat	Plan B
Coach	<del>Polls</del>
Collaborate	Questioning
Facilitate	Rehearse
Feedback	Synchronous
Follow up	Voice over IP

Choose the Highlighter tool

Highlighter

Or choose the Rectangle tool

Then, choose an ink color. Use "no color" for Rectangles

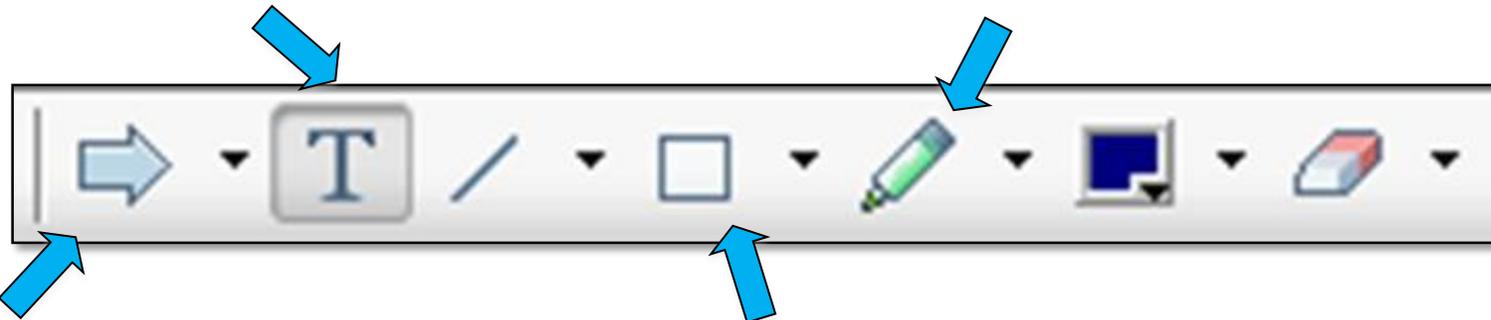
## Virtual synchronous online training

H	A	P	O	L	L	S	N	H	I	P	T	K	I	W
T	Q	U	E	S	T	I	O	N	I	N	G	X	R	L
F	Q	M	X	O	J	R	E	H	E	A	R	S	E	T
E	L	J	E	T	A	T	I	L	I	C	A	F	J	A
E	C	H	A	T	V	L	B	N	A	L	P	K	T	H
D	H	E	P	I	R	E	V	O	E	C	I	O	V	S
B	C	N	I	N	T	E	R	A	C	T	I	V	E	I
A	A	O	I	B	R	E	A	T	H	E	R	R	R	A
C	O	E	F	O	L	L	O	W	U	P	W	S	V	G
K	C	U	R	C	O	L	L	A	B	O	R	A	T	E
V	Y	S	U	O	N	O	R	H	C	N	Y	S	E	T

# Use Annotation tools

1. At the top of your screen, click T text tool
2. Move your mouse to slide area
3. Click to place insertion point
4. Type your comment
5. Click away from text to display

1. Click on Pen tool
2. Press and hold mouse to create each stroke

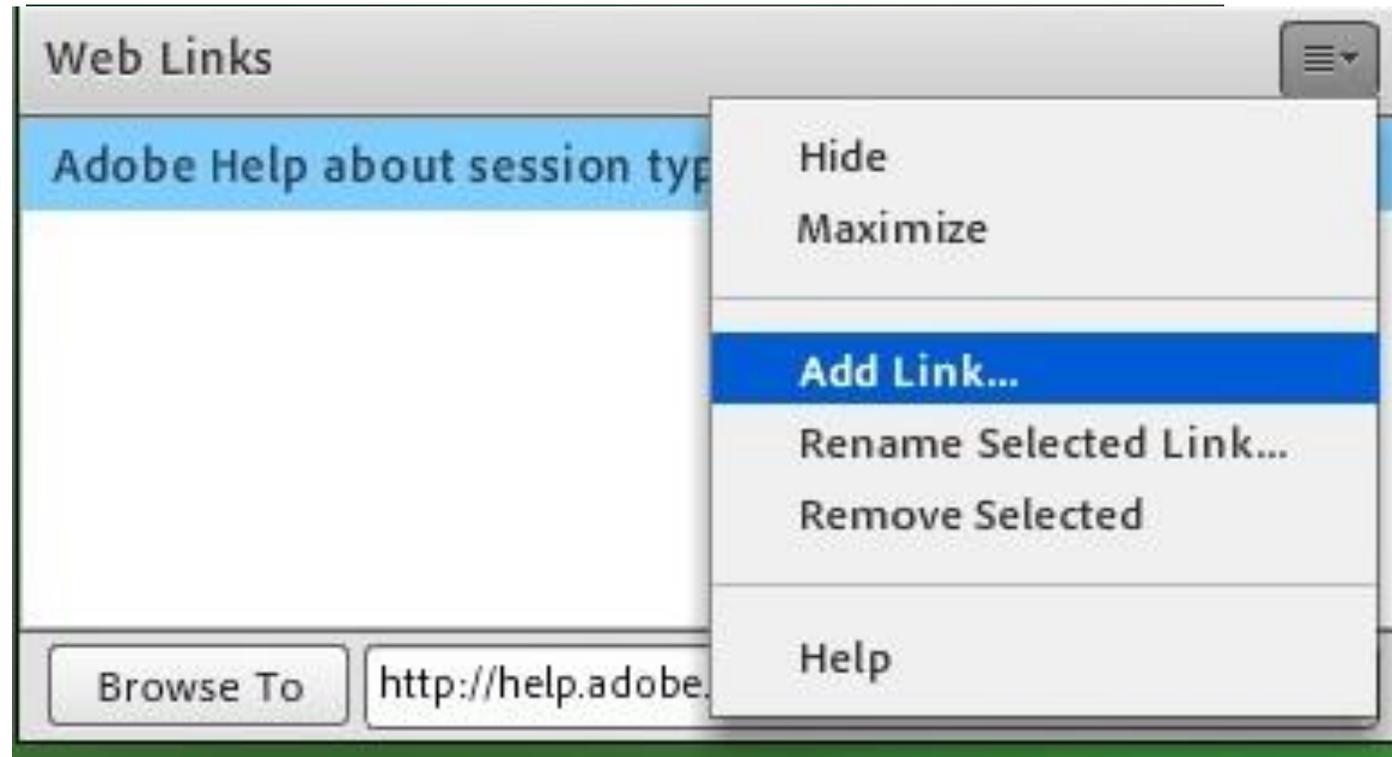


1. Click Arrow tool
2. Then, click next to item on screen
3. An arrow displays your name

1. Click on Shapes tool
2. Drag to display outline of shape on the slide

Karen Hyder →

# Force a web page to open



# Leverage the Presenter Only Area

The screenshot shows the Adobe Connect interface. A large blue arrow points from the text 'Presenter Only Area (Hidden from Participants)' to a central area of the screen that is currently blacked out. This area is the 'Presenter Only Area' where the presenter can view and control the session without participants seeing their actions. 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 slide numbers and titles, such as '13 Intro', '14 my intro', '15 Objectives', '16 Agenda', '17 What is...', '18 How do we do...', '19 Mail client setup', '20 Background', '21 ITIL v4 framework', '22 After market', '23 Map', '24 More Cloud', '25 Benefits', '26 Presenter 11', '27 Explore, present', '28-33 Knowledge (present)', '24 "Core browser"', '22 Provider 11', and '20 All the downloads'.

Presenter Only Area (Hidden from Participants)



# Pre-set activities using Layouts

Create a New Layout

Choose one of the following:

Create a new blank layout.

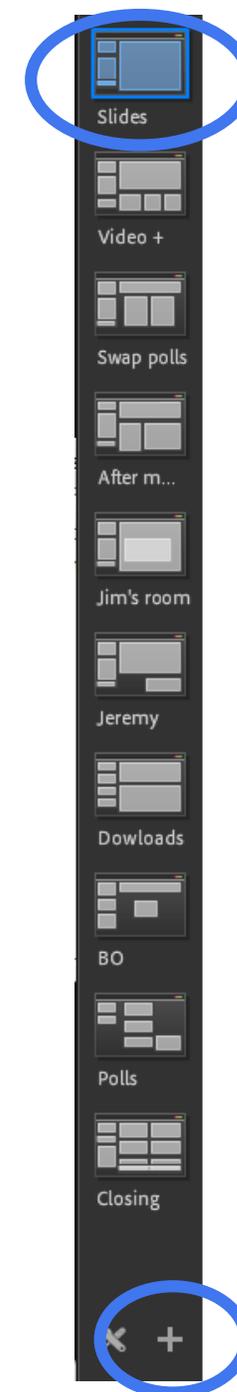
Duplicate an existing layout.

Slides

Enter the name for this layout.

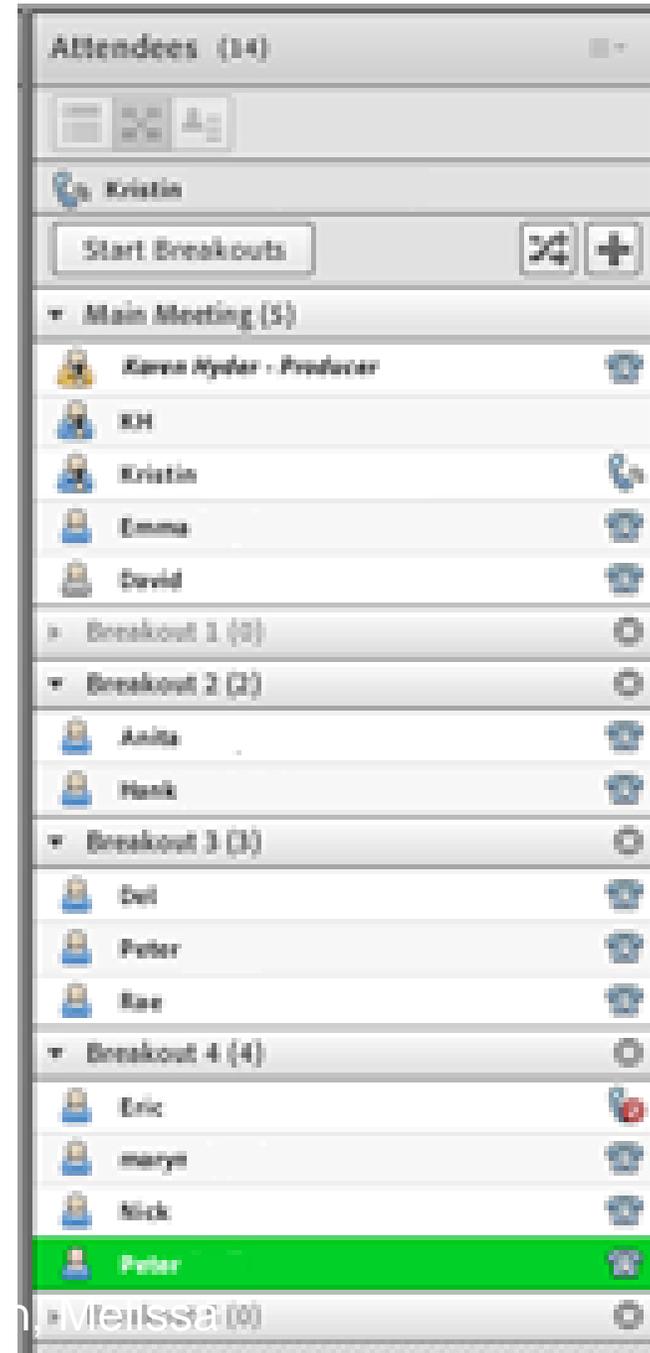
2 chat pods

OK Cancel



# 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
  
- All telephone audio lines must be merged with Attendee logins first!



# Aftermarket Apps for Adobe Connect

## Free

- Closed Captioning – Adobe
- Adobe Connect Clock – Adobe
- Word cloud – CoSo Cloud

## Refined Data Solutions Inc.

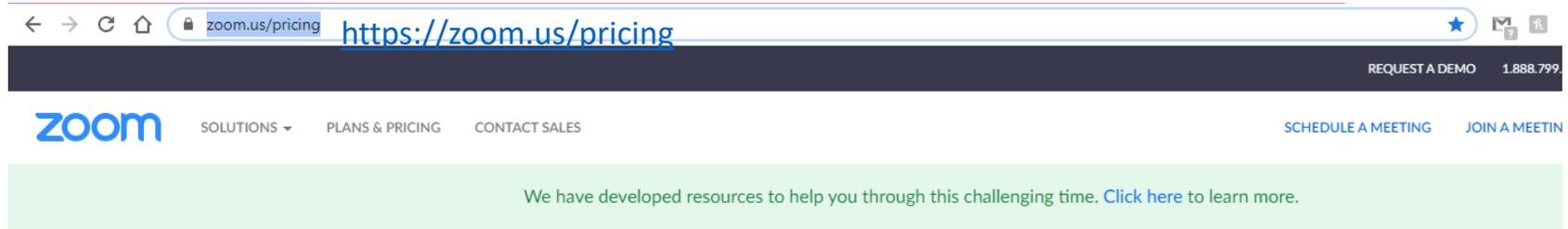
- Vantage Point – Video management
- Footprints Carbon Savings Calculator



Find free and licensable

<https://www.adobe.com/products/adobeconnect/apps.html>

# Zoom licensing



## Zoom Meeting Plans for Your Business

[Zoom for Education](#) | [Zoom for Telehealth](#) | [Zoom for Developers](#)

Basic	Pro	Business	Enterprise
Personal Meeting	Great for Small Teams	Small & Med Businesses	Large Enterprise-Ready
<b>Free</b>	<b>\$14.99</b> /mo/host	<b>\$19.99</b> /mo/host	<b>\$19.99</b> /mo/host
<a href="#">Sign up, It's Free</a>	<a href="#">Buy Now</a>	<a href="#">Buy Now</a>	<a href="#">Contact Sales</a>
Host up to 100 participants	All Basic features +	All Pro features +	All Business features +
Unlimited 1 to 1 meetings	Includes 100 participants <a href="#">Need more participants?</a>	Includes 300 participants <a href="#">Need more participants?</a>	Enterprise includes 500 participants
40 mins limit on group meetings	Meeting duration limit is 24 hrs	Dedicated phone support	Enterprise Plus includes 1,000 participants
Unlimited number of meetings	User management	Admin dashboard	Unlimited Cloud Storage
Online support	Admin feature controls	Vanity URL	Dedicated Customer Success Manager
+ Video Conferencing Features	Reporting	Option for on-premise deployment	Executive Business Reviews
+ Web Conferencing Features	Custom Personal Meeting ID	Managed domains	Bundle discounts on Webinars and Zoom Rooms
+ Group Collaboration Features	Assign scheduler		



# Zoom Recording + files

The screenshot displays the Zoom web interface. At the top, a dark navigation bar contains links for 'REQUEST A DEMO', '1.888.799.5926', 'RESOURCES', and 'SUPPORT'. Below this, the Zoom logo is followed by 'SOLUTIONS', 'PLANS & PRICING', and 'CONTACT SALES'. On the right side of this bar are 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING' buttons, along with a user profile icon.

The left sidebar is divided into 'PERSONAL' and 'ADMIN' sections. Under 'PERSONAL', there are links for 'Profile', 'Meetings', 'Webinars', 'Recordings' (highlighted in blue), and 'Settings'. Under 'ADMIN', there are links for 'User Management', 'Room Management', and 'Account Management'. A large Zoom logo is positioned at the bottom left of the sidebar area.

The main content area shows the 'My Recordings' page for a meeting titled 'Secrets of a Successful Live Online Presentation'. It includes a 'Share' button, the meeting date and time ('Mar 19, 2020 09:00 AM Eastern Time (US and Canada)'), and statistics ('124 total views • 3 total downloads'). A 'Recording 1' card is displayed, showing a video player thumbnail with a play button and a duration of '01:03:23'. Below the card, there are buttons for 'Download (3 files)', 'Copy shareable link', and a trash icon. A table lists the recorded files:

File Name	Size
Shared screen with speaker view (CC)	136 MB
Audio only	24 MB
Chat file	41 KB

# Zoom links

- ZoomInstaller.exe [https://zoom.us/download#room\\_client](https://zoom.us/download#room_client)
- Systems Status <https://status.zoom.us/> Subscribe to updates.
- “[44 Tips and Pieces of Practical Advice When Using Zoom](#)” by Matt Richter
- Security settings article by Zoom <https://bit.ly/3bL3cZP>



# AC links

- Adobe Connect Help <https://helpx.adobe.com/adobe-connect/using/user-guide.html>
- Adobe Connect Self test [https://elearningguild.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://elearningguild.adobeconnect.com/common/help/en/support/meeting_test.htm)
- Adobe Connect system status <https://status.adobe.com/products/3011>

Tip: Add `/?proto=true` to force open AC app rather than browser.



# WebEx links

- WebEx Getting Started Guide <https://help.webex.com/en-us/xqsxxt/Get-Started-with-Cisco-Webex-Training#WM-q4>
- WebEx the Poll Questionnaire Editor <https://help.webex.com/en-us/3mg1pu/Manage-Polls-in-Cisco-Webex-Event>
- “Learning WebEx Training Center” LinkedIn lynda.com <http://bit.ly/2ipoOTe>



What takeaways will share and/or apply immediately?

Please type in Chat



I'm here.

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Twitter: @karenhyder

Blog: <https://karenhyderblog.wordpress.com/>

Site: [www.karenhyder.com](http://www.karenhyder.com)





# The magic behind interactive webinars...

Bringing all elements together to co-create  
a successful session