

# Best Practices Tip Sheet

Keep these tips in mind when presenting! This material is designed to refresh and build upon your lessons from our Public Online Presenter Training: 101 and Advanced.

**101** Indicates material reviewed in Presenter Training 101.

**A** Indicates material reviewed in Advanced Presenter Training.

## **101** 4 Basic Steps to Presenting

1. Conduct audio check
2. Start archive
3. Present!
4. Stop archive

## **101** New Presenter Tips

- **Setup Wizard**
  - ✓ Ensure everyone (including you) runs the Wizard
  - ✓ Wizard should be completed well in advance of presentation
  - ✓ For computer labs, run Wizard on all computers that will use this software
- **Prepare content and yourself**
  - ✓ Make sure all content has been uploaded
  - ✓ Make sure your room is Open for access
  - ✓ Practice! Create an archive or present to family and friends
- **Start out with a few essential features**
  - ✓ Try additional features as your comfort level with the software increases
- **Reflect on your presentation**
  - ✓ Review the archive and make sure it's Open for access
  - ✓ Note all unexpected issues encountered and work with appropriate people
  - ✓ Ask for feedback from others to improve

## **101** Working with New Participants

- **Conduct an audio check (*always*)**
  - ✓ Push a slide or type a message, indicating a check is in progress
  - ✓ Request Participants to click "Yes" button to indicate they hear you
  - ✓ Speak continuously to give them a chance to hear
  - ✓ For small groups: go down Participant Frame, asking each person to test microphone
- **Orient new users to their new environment.**
  - ✓ Briefly explain the basic features of the Live Classroom interface
  - ✓ Ask Participants to practice clicking the "Hand Raise" button
  - ✓ Have Participants type a greeting in the Text Chat Frame
- **Set ground rules**
  - ✓ Ask Participants to click "Hand Raising" button or type questions in chat area.OR
  - ✓ Indicate that questions/comments will be answered during Q&A periods. (Easier on Presenters).

## 101 Presentation Management

- **Optimize your experience**
  - ✓ Don't use a wireless Internet connection, which can produce poor audio quality
  - ✓ Find a quiet place with few interruptions
  - ✓ Close all unnecessary applications
  - ✓ Restart your computer if it has not recently been restarted
  - ✓ Turn off or mute phone ringers
  - ✓ Keep track of time once presentation starts
  - ✓ Start and stop your archive
  - ✓ Put a reminder by your computer to avoid forgetting these tips
- **Technical Support**
  - ✓ Have someone log in to field technical questions or issues, if possible
  - ✓ Tech issues usually discovered/resolved within first 15 minutes
  - ✓ Problems generally avoided by running Wizard ahead of time
  - ✓ A red NetStats meter indicates poor connectivity; the user may need to access the telephone simulcast for good audio quality
- **Keep it interactive**
  - ✓ Ask polling questions and discuss results
  - ✓ Elicit vocal comments (using the "Hand Raise" queue)
  - ✓ Conduct brainstorming exercises using text chat

## 101 Feature Spotlight: Audio

- **General Tips**
  - ✓ Use Lock-Talk On to keep your hands free (Presenters only)
  - ✓ A headset with microphone is optimal
  - ✓ Don't use standalone computer speakers when using Lock-Talk; speakers cause echo effect
- **Audio Issues?**
  - ✓ If no one can hear you, it's probably you. Check your mic or dial into the telephone simulcast. Otherwise, you could ...
    - Direct user to internal Tech Support
    - Tell user about the Telephone Simulcast
    - Ask user if Wizard was run
    - Ask user to click the "Help" link (self-guided troubleshooting)
    - Mention that the session is being archived

## 101 Feature Spotlight: Application Sharing

- **Cursor Control**
  - ✓ Avoid passing Cursor Control to too many people at once
  - ✓ Be very explicit about who should lead at what time
- **Shared Area**
  - ✓ Do not cover the Text Chat and Participant Frames with your application
  - ✓ Ask Participants to click "Yes" or "No" if they see your shared area
- **Participant Connection Speeds**

- ✓ Be mindful of users with low bandwidth
  - ✓ Go at a slower pace if dial-up users are present
  - ✓ Close all unnecessary applications when running Application Sharing (and when running Live Classroom in general).
- **Practice makes perfect**
- ✓ Work with a buddy to try out this feature
  - ✓ Use two computers, side-by-side, if available

### 101 Feature Spotlight: PowerPoint Design

- **Backgrounds**
- ✓ Use a solid background for your PowerPoint slides. Colors are okay.
  - ✓ Avoid anything with gradients or fills.
- **Animations, videos, or other plug-ins**
- ✓ PowerPoint slides are converted to static image files; animations, videos, etc. are not preserved.
  - ✓ Distribute video clips before or after the presentation (ideal), or upload it separately.

### A Feature Spotlight: Content Slides

- **Content format**
- ✓ Use Admin Tools to upload a wide variety of content
  - ✓ Slide content should be viewable through web browsers (images, PDF's, Flash, etc.). When in doubt, use Application Sharing.
- **Web Pages**
- ✓ Show web page slides in a New Window, instead of the Content Frame.
    - Warn people that you'll push out a new window.
    - Ask people to close or minimize their window after you're done.
  - ✓ For web tours, use Application Sharing. (This can go in the Content Frame without worry.)

### A Feature Spotlight: Polling

- **Yes/No Polling**
- ✓ Use them often! No prep work needed.
- **Advanced Polling**
- ✓ Use for feedback, opinions, quizzes, or just plain fun.
  - ✓ For polished seminars, keep chatting while the poll is up, to avoid long periods of silence.

### A Feature Spotlight: eBoard

- **Interactive Exercises (by enabling Participants)**
- ✓ Have students doodle before class.
  - ✓ Create a matching exercise.
  - ✓ Create a slide with a blank grid. Assign each student to a grid and perform a brainstorming exercise with the Text Tool.

- ✓ Add an image of a map and ask students to use the Arrow Tool to indicate where they're from.
- ✓ Invite students to be guest presenters. You push out the slides, and they use the eBoard tools.
- **Better Drawing Control**
  - ✓ Use a USB "smart pen" instead of your mouse for freehand drawings. Especially great for math and science symbols.

## A Breakout Rooms

- **Uses**
  - ✓ Discuss assigned topics.
  - ✓ Brainstorm in smaller groups.
  - ✓ Work on a specific project or assignment.
  - ✓ Work in a 'lab environment'
  - ✓ Develop problem-solving skills.
- **Tips**
  - ✓ Ensure Participants have access to the breakout room.
  - ✓ Keep breakout sessions short.
  - ✓ Give precise instructions to Participants.
  - ✓ Assign specific projects or goals.
  - ✓ Assign a Participant as a Breakout Leader, to keep order and manage the agenda.
  - ✓ Give Participants a specific time when they should return.
  - ✓ Visit each breakout room to check on progress and answer any questions