

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