

# Presenter Training: Advanced

**Duration:** 1 hour

**Format:** Online (within Live Classroom, using VoIP)

**Optimal Number Trainees:** up to 5

**Recommended Maximum Trainees:** 10

“Presenter Training: Advanced” is conducted live, online and gives new Presenters a solid foundation of more advanced Live Classroom features. Follow-up materials include:

- Practice Exercises
- Best Practices
- Live Classroom Cheat Sheet

Presenters should have already attended “Presenter Training: 101” to learn about basic features.

This agenda provides you with a script, adaptable for your needs. Accompanying slides are in **red font**, and trainer instructions are in *italic font*.

Tips for the Trainer:

- Log into the room as a Room Administrator (not System Administrator).
- Using a different browser, log into the room as a Participant (called “Sample\_Student”).
- Place your picture in the Branding Frame.
- Frequently monitor the Text Chat area and Participant Frame, for questions and hand-raises.

# Live Classroom

## I. Audio Check and Introductions

Welcome trainees and make sure everyone can hear you / be heard.

Before starting, test users' audio:

1. Display **1\_Audio Prep Slide**
2. Select Lock-Talk-On and play an audio CD. Ensure that Recording Controls allow audio to be heard.

START YOUR ARCHIVE.

- a. We're ready to get started. My name is < name>, and I'm the <position> at <organization>.
- b. Post a picture of yourself in the Branding Frame.

## II. Getting Started

Introduce ground rules and your training agenda.

- a. Here are some general guidelines, before we get started today.

Display **2\_Guidelines Slide**

- i. First – you should have already attended or seen an archive of Presenter Training: 101.
  - ii. Second - to ask a question, either type it in the Text Chat area or raise your hand (and I'll call on you to speak).
  - iii. I'm also going to ask that, while it's tempting, you don't click or press any button unless you're specifically asked to. This can be disrupting, since everyone is logged in as a Presenter. Everyone will have a chance to actively participate throughout the session.
- b. In today's session, we'll review and discuss some advanced features for presenting and managing your room. They are:

Display **3\_Agenda Slide**

1. Private Text Messaging
2. Advanced Polling
3. Adding Slides Through the Admin Tools
4. FAQ's for working with Slides
5. Using the eBoard Tools
6. User Controls for Audio and Text Chat
7. Tracking Users' Attendance
8. Using Breakout Rooms

Let's begin.

## III. Private Messaging

Discuss how to send a private text message.

- a. In addition to public text chat, we also offer private text chat. Let's try it now.

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- i. Everyone, click the drop-down menu at the lower left-hand corner, which currently reads "ALL". Select my name <Login Name> instead, and send me a message.
- ii. As you do that, I'm going to send you each a private message, so you know what it's like to receive one.

*Send each trainee a private message.*

- iii. By default, Participants also have the ability to send private messages to anyone. However, there is a way to restrict both private and public messaging to Presenters only. We'll review this later today. For now, we'll move onto polling.

### IV. Advanced Polling

*Discuss how to present, create, and report on advanced polls.*

- a. Everyone, go to the Content Folder list in your Presenter's Console and select the folder called **Advanced**. Remember to click "Go" to activate that folder.
- b. <Trainee>, in the slide list below, click **4\_Poll: Ice Cream**.
- c. Everyone, let's answer that question: Which Ben and Jerry's ice cream flavors have you tried in the past?
- d. This is an example of a multiple-choice poll. If you look all the way to the left, you'll see grey polling controls. Participants will never see this. The very top section automatically updates to give you a tally. Everyone, please click the "Preview" button directly below that. You'll see how the results look, although the screen won't change for users.
  - i. <Trainee2>, go ahead and click the "Publish" button. Now everyone sees the results like you did, and the polling controls disappear.
- e. We offer a similar type of poll, which allows users to respond with an open-ended answer instead.

*Ask <Trainee3> to display **5\_Poll: Favorite Technology**.*

- i. Take another look at the grey controls to the left. Here, there's also a "Select" button. You can select only those responses you'd like to show, if for instance, you only wanted to highlight the best answers.
  - ii. <Trainee4>, please go ahead and de-select my response, and click the "Submit" button below. You'll automatically be sent to the "Preview" option for the poll. Now go ahead and click the "Publish" button to share the results with the entire group.
- f. We offer one last type of poll, called a questionnaire.

*Ask <Trainee5> to display **6\_Questionnaire: Mayan Civilization**.*

- i. You'll notice the polling controls are gone. This is because you can't display results on the fly. However, you can see detailed results in the Administration Tools, which we'll review shortly.

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- g. Let's brainstorm: why might you use these types of polls? Type your thoughts in the text chat area.

*Respond to feedback; display **7\_Polling\_Benefits Slide** after getting responses.*

- h. Now let's learn how to create these polls.

*Begin Application Sharing the Administration Tools. Enter a room.*

- i. Recall that we visited the Admin Tools in Training 101, when you learned about opening rooms and archives. The Admin Tools can also be used to modify a room, such as to create new polls. To modify your room, simply click the link for it under the Rooms tab.
- ii. You're now in the Content section of your room. You can see that "Content" is highlighted in orange, within this navigation bar at the top. On this page, you're seeing all the content folders that exist in your room. Let's add a poll to the **Week 7 Lecture** folder.
- iii. *<Trainee6>*, I'm going to give you cursor control, so that you can help me with this. Let's create a multiple-choice poll.
  1. At the bottom of this page, you'll see where you can add polls. Leave the radio button at "Multiple Choice" and click the "Create" button directly below.
  2. Here's a simple form to fill out. Let's change the title, which appears in the Presenter's Console slide list, to something that you'd like.
  3. Now go ahead and type your poll question.
  4. You can now add up to 8 response choices.
  5. Moving all the way down to Preferences, let's publish each person's response along with our bar graph.
  6. Click "Save Changes" at the bottom.

- i. Great. Creating open-ended polls and questionnaires are similar in process, so you can practice on your own. Now let's review how to gather results.

- i. To gather results, you simply navigate to the "Poll Results" section of your room, in the navigation bar at the top.
- ii. Here, I can query results by date, polls and respondents. I can choose multiple fields by holding the Ctrl key.

*Perform an example query and click the "View Report" button.*

- iii. You can see results for all 3 types of polls, and can even download the data by clicking the "Download Data" button towards the top-right of the screen.

- j. Any questions?

*Continue Application Sharing. Remove cursor control as necessary.*

## V. Adding Slides Through the Admin Tools

*Explain how to add slides to a room using the Administration Tools.*

- a. Let's stay in the Admin Tools and focus on content again.

*Navigate to: Content → Week 7 Lecture content folder*

- b. We can add other types of content to the folder where we added our poll, by clicking the "New Content" button. Generally, "create new" buttons are located in this area.

*Click "New Content" button.*

- c. We can add other types of content to the folder where we added our poll, by using the "Browse" button at the top. For instance, we can add PowerPoints [here](#), instead of using the Presenter's Console. However, we can add other types of content here as well.

- i. You could add image files (like GIF's and JPEG's), PDF documents, Flash files, and short media clips.
- ii. By using the second section (where you see the http:// text field), you could also add a web page as a slide.
- iii. For now, I'll just add a PowerPoint presentation on my computer.

*Add PowerPoint file.*

- d. Here, I have a mirror of the Presenter's Console slide list. However, unlike the Presenter's Console, I can actually edit things here.

*Give cursor control to <Trainee> and instruct him/her to:*

- Change the title for the first slide.
- Delete the last slide.
- Re-order slides.

- e. Here, I also have the ability to change where my slide appears in the interface. This is called the "Slide Target". So, if I wanted to add a new picture of myself in the Branding Frame, I would do the following:

*Click and narrate: "New Content" → Upload Branding Image → Change target to "Branding Frame"*

- f. I also can target my slide to a new window. When you push it out, it would pop-up as a new browser window for everyone and overlap with the Live Classroom interface.

- g. Any questions?

*Stop Application Sharing.*

## VI. Slide FAQ's

*Discuss some common questions and issues related to content slides.*

- a. Let's now discuss 3 common questions that arise when managing content.

- i. Display **8\_FAQ1\_Slide**

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Q: Do I need to make my branding picture a certain size, or will it shrink to fit?

A: You do need to size it properly. You may want to write this down somewhere: dimensions are: 135 pixels wide by 145 pixels high.

Display **9\_Branding\_Push Slide**

I highly encourage you to add a picture of yourself, since a face really adds dimension to voice.

ii. Display **10\_FAQ2\_Slide**

Q: Is there any type of content I shouldn't use as slides?

A: Yes! Just remember one important rule of thumb: Only add content that can be seen through a web browser.

Live Classroom is web-based; we're at a web address. Some things look good in a web page, and some things don't. For instance, you can see images, Flash files, PDF's and media clips on the web. So these work well as Live Classroom slides. PowerPoints, as you know, will also work – since they're actually converted to GIF images.

Other things don't work so well. For instance, people with Netscape or Safari browsers can't see Microsoft Word documents. So you shouldn't add a Word doc as a slide.

When in doubt, simply use Application Sharing. This uses a totally different technology, where you could show anything you'd like.

iii. Display **11\_FAQ3\_Slide**

Q: I added a web page as a slide, through the Admin Tools. Can users see me navigate through this page?

A: No. This is a static slide, and users navigate by themselves. Remember – you'd use Application Sharing to give a web tour. But showing a web page as a slide is great if you'd like to ask people to check out a website after class.

b. Any questions before we continue?

## VII. Polling Break!

*Test people on what they've learned. Publish their answers.*

a. Let's shift gears and review what we've learned so far. For starters:

i. Display **12\_Quiz: Polling**

"True or False. You can display results for Questionnaires on the fly."  
(Answer: False. You can only display multiple choice and open-ended poll results on the fly, but can get Questionnaire reports in the Admin Tools.)

ii. Display **13\_Quiz: Slide Types**

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"I want to refer to an Excel Spreadsheet during my presentation. Why should I use Application Sharing, instead of adding the Spreadsheet to my room as a slide?"

*(Answers: Because not all browsers can display Excel. Only Internet Explorer browsers can.)*

iii. Display **14\_Quiz: Content Folders**

"True or False. I can create as many content folders as I'd like for my room."

*(Answer: True. You can do this in the Admin Tools.)*

### VIII. Using the eBoard Tools

*Discuss how to use Live Classroom's digital whiteboard.*

- a. In Training 101, we reviewed basic eBoard tools to the left of the interface, which allow you to mark up your slides. Let's spend some more time with the eBoard.
- b. The eBoard is a great way to add interactive and fun exercises. Here's an example of a purely fun exercise.

Display **15\_eBoard\_Draw Slide**.

- i. This is a blank face. I'm going to ask each of you to fill in a part of the face, using those tools to the left. Whatever you do, please don't use the "Erase" or "Clear Slide" buttons right now.

*Assign different trainees to draw different aspects of the face, such as:*

1. Eyes
2. Nose
3. Mouth
4. Hair
5. Moustache and beard
6. Ears
7. Bowtie
8. Hat

*When complete, take a Snapshot of the annotated slide, using the Save button of the eBoard tools.*

- ii. Great. You could do something similar with your Participants, by enabling them access to the eBoard tools. The "Enable" button is at the bottom of the toolbar. With it, you could select any or all Participants to see the same grey tools that you see.
- c. Notice the "Save" button, which is the third button from the bottom. This allows you to take a snapshot of your slide with all eBoard annotations. This snapshot automatically gets saved as a slide in the content folder called "Snapshots". By the way, polling results also get saved there, if you ever want to refer back to the results later.
- d. We've put together some exercises and ideas for using the eBoard in our Best Practices Tip Sheet. Feel free to look at them or submit your own ideas to us.
- e. Any questions?

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## IX. User Controls for Audio and Text Chat

*Discuss the finer aspects of limiting audio and text chat for participants*

- a. Let's now talk about more user functionalities in Live Classroom.
- b. Everyone, click the "Users" tab of your Presenter's Console, at the top. In Training 101, you learned how to mute all Participants' audio, by clicking the first "Disable" button in the 2<sup>nd</sup> row.
  - i. The "Disable" button next to that, with the text bubble, allows you to mute all Participants' text chat. This is helpful if you see unwanted public messages, or if you want to stop private messaging between Participants. Just keep in mind that Participants can always send you a private message, so the lines of communication aren't completely gone.
- c. Instead of disabling everyone's text chat or audio, you actually have the ability to disable just one person.

*Display **16 Status Icons Slide**.*

- i. If you look at the Participant Frame below, you'll notice the status icons for audio and text chat, next to each person's name. You could actually click the icon next to someone's name, to change his/her status. You would see the plus sign turn into a minus sign.
- d. We often get asked, "Can I leave public chat on, but turn off private chat among Participants?" It's a good question, since you may not want students passing notes to each other in class.
  - i. The answer is "Yes". That's a room setting, and we're going to go to the Admin Tools to learn how to turn off note-passing.

*Begin Application Sharing the Admin Tools. Select a room within the tools.*

- 1. I'm navigating to a new area for us, which is "Room Settings".
  2. On this page, you can change the title of your room or archive that appears in the Lobby.
  3. But for text chat, I'm going to click the "Show Advanced Settings" button. More options now appear below.
  4. Under the "Chat" section of this page, I can choose the "Enable Public text chat only" radio button, and Save changes.
- e. Any questions about this?

*Continue Application Sharing.*

## X. Tracking User Attendance

*Discuss how to monitor user's attendance in your room and archives*

- a. Here's one last feature to review in the Admin Tools: tracking attendance for your rooms and archives.

*Click the "Rooms" tab at the top-left corner of the Administration Tools.*

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- b. There is a magnifying glass icon next to each room. By simply clicking on it, you can get a list of all the users who've entered the room, in addition to the time they entered and how long they stayed. Like poll results, you could also download this data by clicking the "Download Data" button.
- c. Remember, this feature is available for archive as well.

*Stop Application Sharing.*

## **XI. Breakout Rooms**

*Discuss how to use breakout rooms.*

- a. Finally, let's talk about breakout rooms. This feature is only available to multi-room clients, who have access to more than 1 room.
- b. Among other things, breakout rooms encourage small groups to:
  - Discuss assigned topics
  - Work on specific projects or assignments
  - Brainstorm as a group
- c. Technically, breakout rooms are exactly the same as other rooms. You need to make sure Participants have access to the room, and that the room is open.
- d. Participants can navigate themselves to a breakout room by clicking the Lobby link within Live Classroom. However, you can also move them yourself.

Everyone, go to your Presenter's Console and click the "Move User" button. You'll see a new pop-up window, where you could move some or all people into the Lobby, a room, or an archive.

- e. Keep in mind that you'll need to be logged into the breakout room as a Presenter in order to move them back to the main room. There's no way to do this from the main room. Therefore, if you'll use many rooms at the same time, you should instruct Participants to return on their own, at a specific time.
- f. Any questions? Please go ahead and close that "Move" window, so we can wrap up.

## **XII. Polling Break!**

*Test people on what they've learned. Publish their answers.*

- a. Let's shift gears again and review some things we've learned.
  - i. Display **17\_Quiz: Enabling Audio**  
"I have muted everyone's microphones. However, Bill has raised his hand, and I would like to give him the mic. How could I enable him to speak, without enabling others at the same time?"  
(Answer: By clicking the round status icon next to Bill's name in the Participant Frame.)
  - ii. Display **18\_Quiz: Something New**

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"True or False. I have learned at least one new feature today that I can use in my next session."

*(Answer: We would hope you say True. We have a lot of interactive features to offer, but you may want to review this archive or our best practices if you would like more training.)*

### **XIII. Q & A and Wrap Up**

*Wrap up with questions from your trainees.*

- a. Any final questions or comments before we conclude?
- b. Thanks for attending today. If you haven't checked these out yet, we have resources to help you reinforce your learning and to practice.

*Display Horizon Wimba "Product Resources" page.*

- c. You may want to bookmark this page, or include it as a link on your resource pages for users. It includes:
  - 1. Best Practices for Presenting
  - 2. "Follow-Up Exercises", to test your skills.
  - 3. A "Cheat Sheet", summarizing how to use each feature
  - 4. Complete product documentation
- ii. It also includes an archive of today's training material (if you'd like to use it as review), as well as the scripts and slides we used today (if you'd like to bring this training in-house, at your organization.)
- iii. Some areas are password protected, so if you don't have your organization's password, ask the appropriate person there.
- d. Before you leave, we'd also like for you to fill out our Questionnaire. This will give us important information about your experience, so we can continuously improve our ability to help you. It will only take 1 to 2 minutes to complete.

Thanks again for your time and attention today. We hope that you feel excited about delivering online presentations!

*STOP YOUR ARCHIVE.*