

The art of online conferencing- a cookbook for the digital age

The necessary where, when and how

7. oktober, 2009
Sigrún Gunnarsdóttir

1 Innovation, kreativitet, och e-larande

7/10/09

Classrooms...



2 Innovation, kreativitet, och e-larande

Where are we.....



first mobile phone, 1924



first handheld phone, 1973



3 first videoconferencing system, 1927
Innovation, kreativitet, och e-larande



7/10/09

Classroom at



4 Innovation, kre

Overview

- Web conferencing can be a tricky business. It takes talent to capture and keep the attention of an invisible audience.
- Here are some tips and tricks

5 Innovation, kreativitet, och e-larande

7/10/09

Overview

- Step 1: Prepare
 - Choose the best equipment; take control of the medium
 - Check your equipment from every perspective
- Step 2: The conference
 - Before, during and after

6 Innovation, kreativitet, och e-larande

7/10/09

Step 1



Prepare: Choose the best equipment; take control of the medium



7 Innovation, kreativitet, och e-larande

7/10/09

Introduction



Videoconferencing (or web-conferencing) is the synchronous two-way connection of two or more locations through audio and video equipment.



8 Innovation, kreativitet, och e-larande

7/10/09

Web conferencing



- A videoconferencing session via the Internet. In order to interact with other participants, attendees use either a Web application or an application downloaded into their client machines. Web conferencing offers advantages over traditional room-based videoconferencing because applications such as collaborative Web browsing, file transfer and application sharing are easily supported over the Internet.



9 Innovation, kreativitet, och e-larande

7/10/09

(WEB-based seminar)



- A workshop or lecture delivered over the Web. Webinars may be a one-way Webcast, or there may be interaction between the audience and the presenters.



10 Innovation, kreativitet, och e-larande

7/10/09

Webinar/Webcast



- Web Conferencing Terms
- **Webinar** - An interactive seminar or presentation distributed online
- **Webcast** - A one-way audio or video presentation distributed online

11 Innovation, kreativitet, och e-larande

7/10/09

Functions and features of web conferencing



- Live or Streaming video
- VoIP
- Chat
- Meeting Recording
- Whiteboard
- Slide show presentations
- Polls and surveys
- Screen sharing/desktop sharing/application sharing

12 Innovation, kreativitet, och e-larande

7/10/09

Live or Streaming video



- You need high-resolution video that downloads quickly.
- No one wants to watch a Webcast with a video that continually tries to load and then freezes or crashes.



13 Innovation, kreativitet, och e-larande

7/10/09

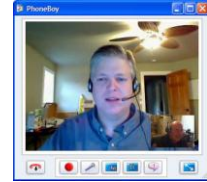
Live audio



- Using a microphone attached to the computer the presenter can broadcast their voice to all attendees of the web conference.



- For speaking to the audience, it's important to use a headset or handset rather than a speakerphone to avoid background noise. If there is a buzzing or echo, or it sounds like people are in a cave, it will definitely distract your audience.



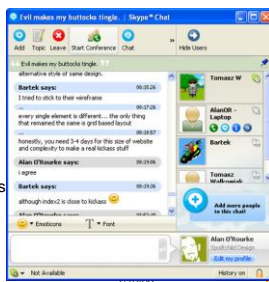
14 Innovation, kreativitet, och e-larande

7/10/09

Live chat



- Online chat** can refer to any kind of communication over the Internet, but is primarily meant to refer to direct one-on-one chat or text-based group chat (formally also known as synchronous conferencing). The expression *online chat* comes from the word *chat* which means "informal conversation"



15 Innovation, kreativitet, och e-larande

7/10/09

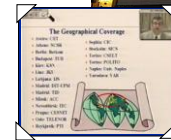
Slide presentations



- Presentation** is the practice of showing and explaining the content of a topic to an audience or learner. A presentation program, such as Microsoft PowerPoint, is often used to generate the presentation content.



- Web-conferencing tool often offer to convert your presentations and offer full upload.



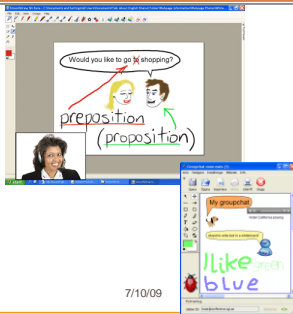
16 Innovation, kreativitet, och e-larande

7/10/09

Whiteboard



- Virtual whiteboards allow one or more people to write or draw images on a simulated canvas. This is a common feature of many virtual meeting, collaboration. Today, the term Whiteboard is also used to refer to interactive whiteboards.



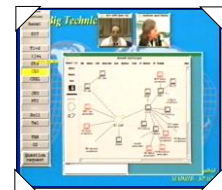
17 Innovation, kreativitet, och e-larande

7/10/09

Screen Sharing



- Screen Sharing**
- Web-based collaboration lets you share your screen with attendees for software demos, design collaborations, document creation, and more.



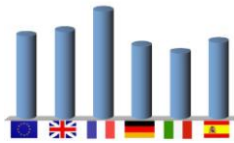
18 Innovation, kreativitet, och e-larande

7/10/09

Polls and surveys



- Allows the presenter to conduct questions with multiple choice answers directed to the audience
- Create custom polls, then collect data in real time to get responses to a question, get feedback concepts and ideas, or measure customer attitudes.



Hand raising



- **Hand Raising and Mood Indicators**
 - By measuring audience attitudes during presentations, you can adjust your message to meet participants' needs.
- **Resizable Interface**
 - Drag the interface our application to make it meet your specific needs. For webcasting applications, drag the video window and make it larger. For online chats, make the chat area larger. Its up to you!

Recording and invitation



- **Presentation Recording and Archiving**
 - All aspects of your webcast, webinar, and video conferencing presentations – including audio, video, and PowerPoint® slides -- are stored on our servers for playback any time of the day or night.
- **Automated Meeting Invitations**
 - Compose and send meeting invites using a single form, allowing recipients to join meetings by clicking on a link in the email.



Online conference tools



Web conference

- Citrix GoToMeeting 9.5 [Read](#)
- Netviewer Meet 9.1 [Read](#)
- WebEx MeetMeNow 9.1 [Read](#)
- Microsoft Office Live Meeting 8.7 [Read](#)
- DigitalMeeting 8.6 [Read](#)
- DimDim Pro 8.5 [Read](#)
- Adobe Connect 8.1 [Read](#)
- IBM Sametime Unyte Meeting 7.9 [Read](#)
- Eliminate vRoom 7.8 [Read](#) Free of charge
- we:presenter 7.7 [Read](#)
- Convens 7.5 [Read](#)
- spread.com 7.5 [Read](#)
- Novia 7.3 [Read](#)
- Vview 7.1 [Read](#) Free of charge
- TeamViewer 7.0 [Read](#)
- Bridgit Conferencing 6.8 [Read](#)
- BeamYourScreen 6.6 [Read](#)
- iVocalize 6.5 [Read](#)
- WebHuddle 6.3 [Read](#) Free of charge

Source http://www.webconferencing-test.com/en/webconference_overview.html

Step 1b..



Check your equipment from every perspective



Things to be done well before webconference session



- **Testing:** Test, test, and test your connection with the remote party!
- **Firewalls:** Almost all schools have a firewall installed and it is the single most challenging issue to be resolved before you start with a videoconferencing session. Make sure the people at your site know how to deal with firewall issues and know how to bypass them to exchange the audio and video streams between your site and the remote site.

Things to be done well before webconference session



- **Lighting:** Make sure you have good lighting in the room and shining on the faces of the people who will be talking during the session.
- **Camera position:** Always position your camera to be as close to the display area as possible. If rearrangement of the room is needed to accomplish this, do it ahead of time.
- **Background noise:** Eliminate all sources of background noise from the room (e.g. fans, disks, etc).

Things to be done well before webconference session



- Check echo
- Plan videotaping and recording
- "Plan B"
- Telephones
- Display & projection
- Agenda
- Appoint a session moderator
- Session materials
- Prepare your students
- Engage students
- Invite guests
- Clothing

Tips for agenda



- Allow 30%-50% of the total session for lecturing (around 20 – 30 minutes for 1 hour lectures).
- Use the rest of the time for interactivity, discussion and collaborative learning.

Things to do 20-30 min before video session



- Start connection
- Check image color
- Monitor other communication channels
- Check camera position
- Check echo
- "Self view" window
- Are your students coming?
- Have time for informal remote chat

Things to watch out for



Things to do during a videoconference session



- Start on time!
- Introduce yourself and your group
- Expect video and audio imperfections
- Ask people to interrupt you if they have problems hearing you well
- Allow for time delays
- Talking tips

Speak slowly



- **Speak slowly and energetically.** Presenters will often speak too quickly because they can't see their audience. This mistake can confuse the audience and lose their attention.

Your voice



- **Magnify your vocal energy** 15 percent more than your ordinary phone voice. Use the same gestures and body language you would when presenting in person. If it feels natural, stand when you present.

Listen



- **Listen to your audience.** As they give their feedback via live chat, make sure the presenter is responsive to comments like "slow down," or "speak up."

Speak clearly..



Press here

Things to do during a videoconference session



- **Remind people to mute/un-mute their mikes**
- **Respect the rights of other participants**
- **Only one person should speak at a time, with no side conversations**
- **No background noise**
- **No sudden movements**
- **Avoid displays of casual behavior**

Things to be done immediately after videoconference session



- **Interview participants (students):**
 - Organize a quick interview/discussion with your students right after the webconference session
 - Quiz

Other things to be done after videoconference session

- Documentation
- Make final video material
- Post-session tasks

Instructional strategies

- Learner motivation
- Activity Design

Learner motivation

- Holding the learners attention
- Keeping the learner satisfied
- Enhancing the learners' confidence
- Relevance of Learning

Audience interaction?

- Questions from your audience show they're engaged and interested. The speaker should be prepared to answer the questions during the session to keep the presentation targeted

Activity Design

- Brainstorming Sessions
- Brainteasers
- Question and Answer Activities
- Student Displays
- Case Study Analysis
- Focused Discussion
- Project Based Activities
- Demonstration, Experiments and Investigations

Tips

- Always test your system and your source materials prior to any meeting or event. Do not leave this responsibility to someone else, and do not assume that since the systems worked well in one type of connection that they will work for every connection. You may be connecting to a dissimilar and less capable system or into an unstable network, and this may result in small difficulties that need to be worked out ahead of time.

Eye contact



McCurry '83
7/10/09

Tips



- Eye contact comes from looking towards the camera, not the display. Make certain that your camera is located as close to top-center of your receive-video display as is possible. This will give the impression of good, strong eye contact.

Tips



- Speak up. If you mumble and cannot be heard by the person seated next to you, the people at the far-end will also have a problem hearing you.

Tips



- Cameras and video displays tend to make everything "bigger". Nervous habits or little recurrent gestures will be greatly magnified and distracting. No rocking and no swaying or "playing" (no fidgeting with pens, pencils, papers, eyeglasses or spare-change in your pocket, etc.) is a good rule to follow.

Tips



- When you are connected in a video call, the electronics of the system will faithfully pick up all your images and words. Smart remarks, quips and asides, or demeaning gestures such as rolling eyes, will be greatly amplified at the far end. Assume they always see and hear you, even when the camera is not pointed in your direction.

Tips



- This is webconferencing, not TV. A webconference is two-way. TV is passive and only one-way. Build in opportunities to verbally engage the participants at the far-end. Vary your source materials and provide visually interesting items that will elicit responses.

Finally



- What can you learn from our experience ?
 - New technology is being developed every day. Developing a plan to adopt the new technology to fit our educational aim is very important
 - Highly interactive technology, including multimedia capability will be the most promising technique for future distance education

Questions ?



Thank you!