Live Online Moderator Guide v2.6

Congratulations on being selected to moderate an upcoming SANS Live Online course! The role of the Live Online Moderator is critical. You will be the eyes and ears for SANS during the class, watching and listening to ensure that all students have an excellent learning experience.

Communication is key to being a successful Moderator. The role requires effective communication with the students in your class, your instructor, and the SANS team (Event Planners and Live Online Techs).

Moderating requires a stable network connection. If you do not have a stable connection at the location you will be working from, please notify your SANS team.

As a Moderator, you have the following responsibilities:

- Prepare to moderate by reviewing the training materials, ensuring a stable network connection, and joining SANS Training Slack workspace *(see "Preparing to Moderate" section on pg. 2 for details)*
- Join your course session **1 hour** before the scheduled start time each day
    - **NOTE:** Classes start 30 minutes earlier on Day 1 than the rest of the week *(e.g. if your class starts at 9 AM, it will start at 8:30 AM on Day 1. So, you would need to join at 7:30 AM on Day 1 only, and 8 AM on the days that follow).*
- Promote your instructor to Organizer when they join class (*Do not promote instructor to Presenter)*
- Conduct audio and video checks with your instructor prior to class each day
- Promote the vTA to Organizer if one is assigned to your class *(see the "Housekeeping Notes" email to confirm if a vTA has been scheduled)*
- **DAY 1**: Assist any students in **GoToTraining (GTT) Chat** who may have issues joining **Slack** *(e.g. finding the "Join Slack" button, assistance moving from the browser to the desktop application)*
    - **Slack** will be the primary platform for communication. The chat feature in GTT will be reserved for emergency purposes only during the week
- Confirm that the students' microphones are turned off in the "Attendees Panel" on GTT
- Monitor the **Course Channel** on **Slack** for student issues or unresolved questions; escalate all issues to the **Operations Channel**
- Share communications with students in the **Course Channel** *(e.g. when class is taking a break or going to lab, when sharing eval links, etc. – see the Daily Play Sheet at the end of this guide for specific communications)*
- Assist the instructor and SANS staff with tasks as requested, including starting/stopping timers, posting links, sharing announcements, and any other special requests
- Notify the **Operations Channel** of **class status**:
    - When you've logged into GoToTraining 1 hour before class start
    - Once the AV (audio/video) check with instructor is complete

- 5 minutes prior to class start, to verify that the session is being recorded *(Techs will start/end recordings)*
- At the session start
- At the lunch break. Please report the time lecture will resume **(Full-Day Only)**
- 5 minutes prior to class start, to verify that the session is still being recorded
- When lecture resumes after the lunch break **(Full-Day Only)**
- When the session has ended for the day and the instructor is ready to 1) end the recording and 2) for the GTT session to be closed by the Tech
- ***NOTE:*** *You do not need to report any other breaks or labs to the Operations Channel, but please keep students informed of all breaks and labs*

- Monitor the **Operations Channel**, as your Event Planner or Tech may have timely issues that require you to respond quickly
- Distribute Course Evaluation Links 2 times a day at the specified times

If you have any questions or concerns about issues with your online class, PLEASE CONTACT US IMMEDIATELY. *Live Online classes are* ***LIVE*** *classes; every second counts and there are no do-overs!*

PREPARING TO MODERATE

The following tasks will prepare you for your Moderator role and should be completed before Day 1. The tasks include reviewing the training resources, ensuring you have a stable network connection, and joining the SANS Training Slack workspace through your SANS account.

Throughout the week, you will be actively monitoring and participating in two Slack Channels: the **Course Channel** (comms between Instructor and Students) and the **Operations Channel** (comms between Moderators, vTAs, and SANS staff -- Event Planners and Live Online Techs). *(GoToTraining Chat will be reserved for emergency purposes only.)*

- Watch the Moderator Training Video, read and review this Moderator Guide / Daily Play Sheet, and attend a Q&A session the week before your class
- Ensure you have a stable network connection (upload and download speeds $\geq$ 5 Mbps, latency $\leq$ 150ms). We recommend using speedtest.net or speedof.me to run a speed test
- Download the Slack Desktop Application and join the SANS Training Slack workspace
    - Operating system specific download links and instructions on how to join the workspace can be found at https://sansurl.com/sanstraining-slack
    - You will be able to join the SANS Training Slack workspace 7 days before the start of your class. If you complete your payment during the 7 days leading up to class, you will gain access within 30 minutes
    - Upon joining, you will see that your username will include the name you used to register for the class plus the course prefix and the word "moderator" in parenthesis – IE: Elvis Presley (SEC999 Moderator). This can be changed but please do not remove the course name and moderator tag
- You will be programmatically added to the Course Channel based off your registration

- o **Course Channel**: communications between instructor and students. This is the channel where you will share communications with the students and monitor for any issues
- SANS Planner team will manually add you to the Operations Channel. If you have not been added to the Operations Channel by the time you receive your Housekeeping Notes email, locate the Event Planner's contact in that email. Send them a direct message in Slack to let them know you are in the workspace and ready to be added to the Operations Channel
  - o **Operations Channel**: communications between Moderators, vTAs, and SANS team (Event Planners and Live Online Techs). This is the channel where you will escalate any student or instructor issues, as well as report regularly on the status of your course
- Look for the Housekeeping Notes email 2-3 days prior to your course start. This email will include your course-specific details, including event contacts, daily evaluation links, course run times, and escalation path

NOTE ON RECORDINGS

Moderators **are not** required to make recordings. Live Online Techs will be manually starting and stopping the recordings and saving them in the cloud.

However, GoToTraining makes a local recording on **all** Organizers' machines. This means you should ensure that you have enough space on your hard drive (~3 GB per session) to avoid any potential issues with system performance or monitoring GTT.

When the session ends for the day, you may be prompted by the GTT "Recording Manager" to "Convert Recordings." Simply close out the dialog box. The recording can be deleted from your machine as well.

Under no circumstance should any other Organizer, other than the Live Online Tech, manually stop or start the recording while GTT is running.

JOINING CLASS

- You are required to **log into class one hour prior** to the official start time *(NOTE: the official start time is 30 minutes earlier on Day 1)*

To join the class, follow these steps:
- Go to https://www.sans.org/account/login and login to your SANS portal account
- Click on "SANS Live Online" under the **My Online Training** heading *(if you still have access to a class you have taken in the past, you will need to select your current course from a list of courses)*
- Click on the "Join Live Broadcast" button under the **My Course Schedule** heading

- o   This button will become **active <u>one hour</u>** before the scheduled start time
- o   If you arrive early and the button is not active (it will say "test connection" if not active yet), please wait until one hour before the class starts and refresh the page
- When you click the "Live" session link, GoToTraining will launch, and you will join your virtual classroom

PRIOR TO THE START OF CLASS

Notify the Operations Channel once you have connected to the class and your SANS Tech will promote you to Organizer.

Once you have been promoted to Organizer, perform the following steps:

- Confirm that your audio settings are correct in the Audio panel. Use Computer Audio (mic and speaker)
    - o   You may select Phone Call if you prefer. Selecting Phone Call will provide a list of call-in numbers, as well as a training ID # to use when calling in
- When the instructor joins the class, promote them to Organizer. Right click on their name in the Attendees panel and select "Make Organizer" (*Do not promote instructor to "Presenter").* Confirm your decision in the dialog box that opens
- Ask the instructor to perform an audio and video check and provide feedback, so they can make necessary adjustments
- Start a Timer in GoToTraining, counting down to the start of class
- Promote the vTA to Organizer if one is assigned to your class *(see the Housekeeping Notes email to confirm if a vTA has been scheduled)*
- Send out a general greeting to Students in the Course Slack Channel (*example provided in Daily Play Sheet*)
- Address and escalate any student questions or concerns brought up in the Course Channel
- Assist the instructor and SANS team with any additional requests
- Five minutes before the course begins, verify that the session is being recorded remotely. To do so, look for the "O This session is being recorded." notice displayed at the bottom of the GoToTraining Control Panel. Report whether or not the session is being recorded to the Operations Channel

MODERATING THE CLASS

Once class starts, you will perform the following tasks:

- Monitor audio/video quality during class and notify the Operations Channel if there are any issues.
- Monitor the Course Slack Channel at all times. Reply to questions that are not directed to the instructor or the vTA. If a student has a technical problem or question, an issue

with audio and video, or any other concern, escalate to the Operations Channel for assistance
- If the instructor announces a break or a lab, announce the break and lab in the Course Channel and start a Timer in GoToTraining, so it is clear to students how much break or lab time remains
- Share the **Evaluation link** with the students 2 times a day
  - o **1)** At the specified time during the afternoon lecture that you have coordinated with your Instructor via direct Slack message
  - o **2)** Again at the end of the day
  *NOTE: Since each day has a unique link, please **do not pin** the evaluation link in the Course Channel. Pinning the link may cause confusion with the students in regards to which evaluation to fill out.*
  ***Also, please verify the date next to the evaluation link in the Housekeeping Notes email before posting*
- Notify the Operations Channel when the Instructor is done with lecture
  - o **Full-day Training**: for both AM and PM sessions
  - o **Half-day Training:** for the day's session
- SANS Techs will be monitoring your class; however, they will NOT be actively monitoring the Course Channel of your class. **Escalate all issues to the <u>Operations Channel</u> immediately**

LUNCH BREAK (Full-Day Training only)

When your class breaks for lunch, you will perform the following tasks:

- Communicate to students in the Course Channel that class is breaking for lunch and specify the time when class will resume
- Notify SANS Tech via Operations Channel that you are breaking for lunch and specify the time lecture will resume
- Start the Timer in GoToTraining
- Address any student questions or issues **before and after** taking your break
- Assist the instructor and SANS team with any special requests **before and after** taking your break
- Take a Lunch Break and return 10 minutes prior to lecture
- Confirm that the instructor and vTA are still promoted to Organizer
- Five minutes before lecture resumes, verify that session is still being recorded and report that to the Operations Channel
- Confirm that lecture resumes successfully and report status to the Operations Channel

AFTER CLASS ENDS

After class has ended for the day, you will perform the following tasks:

- Share the Evaluation link in the Course Slack Channel for the second time

- Notify the SANS Tech via the Operations Channel when the instructor is ready to 1) stop the recording and 2) end the GoToTraining Session for the day. These may occur at different times. For example, the instructor may want to stop the recording but keep the session open. Please be specific on both points when notifying the Operations Channel
- Typically, the Tech will end training and close the session. However, if your Tech asks you to close the class, please select "Exit - End Training" from the File menu in the control panel when closing the session. **Do not** select "Exit – End Training" in any situation unless you have been asked to do so
- Complete and submit an Evaluation at the end of each day

*When the session ends, you may be prompted by GTT "Recording Manager" to "Convert Recordings." Simply close out the dialog box. The recording can be deleted from your machine as well.

Live Online Daily Play-Sheet

8:00 AM *(one hour before course start)*	▪ Connect to the Live Online Session using your SANS Portal ▪ Contact the Operations Channel once you are connected and SANS Tech will promote you to Organizer NOTE: All classes start 30 minutes earlier on Day 1. You are required to arrive one hour before that start time. *(e.g. if your class starts at 9 AM, it will start at 8:30 AM on Day 1. So, you would join at 7:30 AM on Day 1 only, and 8 AM on the days that follow)*
8:00 – 9:00 AM **NOTE TO MODERATORS:** This speech icon indicates that you are required to communicate (type) in the **Course Slack Channel** with the **students**, a sample communication is provided in italics.	▪ Start Timer counting down to the start of class ▪ Send a general greeting to Students in the Course Slack Channel: **Moderator Communication:** *Good Morning Everyone, we will be starting class at 9 AM <Appropriate time zone>. Please let me know if you have any questions prior to the start of class.* ▪ Greet Instructor when they connect, promote them to Organizer *(NOT Presenter)* ▪ Conduct an Audio / Video check with the Instructor and confirm their Audio and Video is working well ▪ Assist Instructor and SANS team with any additional tasks they request of you ▪ Promote the vTA to Organizer (if one is scheduled) ▪ Check for and escalate any Student questions or concerns brought up in Course Channel ▪ 5 minutes before the session begins, verify that the session is being recorded remotely. To do so, look for the "This session is being recorded." notice displayed at the bottom of the GoToTraining Control Panel. Report status to Operations Channel
9:00 AM	▪ Confirm Class start is successful and report that to the Operations Channel **Moderator Communication:** *Good Morning Everyone, class has started. Please let me know if you have any questions or are having any issues with the audio/video feed.*
9:00 AM - 10:30 AM	▪ Monitor for A/V, Student or Instructor issues, escalate any issues to the Operations Channel
10:30 AM - 10:50 AM *(note: break times are examples)*	**AM BREAK(S)** ▪ Start Timer for break ▪ Take a break **Moderator Communication 1:** *We are now on break; I have put up a timer for the duration of the break. Make sure to get up, move around, and refresh yourself!* **Moderator Communication 2:** *Welcome back from break, we are resuming lecture now. Please let me know if you have any questions.*
10:50 AM	▪ Ensure Instructor starts back from break successfully
10:50 AM - 12:15 PM	▪ Monitor and Escalate issues
12:15 PM *(full-day training only)*	**LUNCH** *(full-day training only)* **Moderator Communication:** *We are now breaking for lunch. Have a good break and we will see you back here at <Time Instructor Gives>.* ▪ Start Timer ▪ Notify SANS Tech via Operations Channel and specify the time lecture will resume ▪ Address any Student questions or concerns ▪ Assist instructor and SANS staff with any special requests ▪ Take Lunch Break **Arrive 10 Minutes early from lunch**

	- Review the chat to see if any Students had questions or comments, address and escalate as necessary - Look for any special requests from Instructor or SANS staff 5 minutes before lecture resumes, verify that session is still being recorded and report that to the Operations Channel - Notify the Operations Channel once the PM Session starts
1:30 PM - 3:00 PM *(note: start time is an example)*	Monitor and Escalate issues **Moderator Communication:** *Welcome back from lunch! We are now resuming lecture, please let me know if you have any questions for the instructor.*
3:00 PM - 3:20 PM *(note: break times are examples)*	**PM BREAK(S)** - Start Timer **Moderator Communication 1:** *We are now on break; I have put up a timer for the duration of the break. Make sure to get up, move around, and refresh yourself!* - Distribute Online Evaluation for the first time (NOTE: you will need to coordinate with your instructor via direct Slack message for the exact timing of when they would like the evaluation link shared, but it will likely be sometime during the afternoon lecture, during or after a PM break) **Moderator Communication (example 1):** *Hello Everyone, SANS wants to know how we did today. If you could please take a moment to complete today's online evaluation linked below. SANS would greatly appreciate your feedback. Thank you!* *<Post Link>* **Moderator Communication (example 2):** *Hello everyone, it is that time again. Here is the daily course evaluation. Please let us know how we did today, thanks!* *<Post Link>* - Take a break
3:20 PM	Ensure Instructor starts back from break successfully **Moderator Communication 2:** *Welcome back from break, we are resuming lecture now. Please let me know if you have any questions.*
3:20 PM - End of Class	Monitor and Escalate issues
End of Class	- Post evaluation for the second time – be sure to fill this out yourself –but do not rate yourself (leave blank or a 5) - Stay until the posted end of class time, unless the class is specifically ended by the Instructor early - If any Students still need help with the lab at the posted end time of class and the Instructor or vTA has left, reach out to the Operations Channel for assistance **Moderator Communication:** *Okay, that's a wrap for the day. Have a good evening everyone and please take a moment to complete today's evaluation if you haven't already. Thanks!* *<Post Link>* **Moderator Communication (if ending on a lab):** *We are done with lecture for the day, once you are done with the final lab of the day you are free to take off. We will be sticking around for a while if you have any questions on the lab. Please remember to take a moment before you log off for the day to complete today's evaluation. Thanks!* *<Post Link>* - Notify SANS Tech that class is over for the day, the recording is ready to be stopped, and GoToTraining session is ready to close. Tech will end session