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 and communicating with SANS staff to ensure a great experience for all.

**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).

In the Moderator role, you will need a very stable network connection at the location you will be working from. If you do not have a stable connection, please notify the SANS Team.

As a Moderator you have the following responsibilities:

- Watch the Moderator training video, review the Moderator Guide, and attend a Q&A session the week before your class
- Install Skype and join designated SANS Skype Group (you will be added the first day of your course start)
- Join your course session **1 hour** before the scheduled start time
- Promote your instructor to both Organizer and Presenter when they join class
- Conduct sound and video checks with your Instructor prior to class
- Greet students in the chat as they join the classroom
- Confirm that the students’ microphones are turned off
- **DAY 1 ONLY:** Read the introductory script just prior to the start of the first session (5 minutes before class starts)
- Monitor GoToTraining Chat and for student issues or unresolved questions; escalate to the SANS Skype Group
- Monitor the Slack Channel if instructor shares one for your course; escalate all issues on Slack to the SANS Skype Group
- **Escalate ALL issues, from instructor or students** from GoToTraining and Slack chats, to the SANS Skype Group
- Periodically check on students via GoToTraining and Slack chats; ask if they have questions or need assistance
- Assist the instructor with tasks as requested, including starting/stopping timers, posting links, sharing announcements, and any other special requests
- Notify the SANS Skype Group of class status – Class starting, class breaking for lunch, afternoon lecture starting, class end of day, issues with the session, etc.
- Monitor the SANS Skype Group, as your Event Planner or Tech may have timely issues that require you to respond quickly
- Distribute Course Evaluation Links at least 3 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 minute counts and there are no do-overs!

JOINING CLASS

You are required to log into class one hour prior to the official start time.

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 (Simulcast / vLive / CyberCast)” under the My Online Training heading and click on your class
- Click on the link to your current day class session under the My Course Schedule heading
  - The current session will be indicated with the word “Live” to the right of the class link
  - This link will become active one hour before the scheduled start time
  - If you arrive early and the link is not active, please wait until one hour before the class starts and refresh the page
- When you click the Live class session link, GoToTraining will launch and you will join the online classroom

PRIOR TO START OF CLASS

Run a Speed Test before each morning session to confirm your connection is stable for class. Use Speedof.me to complete this test. If you have a download or upload less than 5 Mbps, high jitter or latency (Over 150ms), please notify the SANS Skype Group.

Notify the SANS Skype Group 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). You may select Phone Audio if you prefer
- When the Instructor joins the class promote them to Organizer and Presenter. Right click on their name in the Attendees panel and selecting “Make Organizer.” Follow the same process and to select “Make Presenter”. You will need to look for the instructor 30 minutes before class starts
  - Full-day Training: You will need to do this again after lunch. You will need to look for the instructor 10 minutes before lunch break ends if they have not yet connected
- Ask the Instructor to perform an audio and video check and provide feedback so they can make necessary adjustments
- Ask the Instructor if they have any special requests for you.
- Start a Timer counting down to the start of class
- Greet students in the Slack and GoToTraining chats as they join class. It is important to build rapport with students so they feel comfortable coming to you with questions or concerns
- Five minutes before each session 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. If it not displayed, please escalate to the Skype Group.

MODERATING THE CLASS

- Unmute yourself and read the Introduction Script (see below), you should be finished with this just before class starts. Please remember to mute yourself when you are finished. **DAY 1 Only**

Once class has started, you will perform the following tasks:

- Monitor audio/video quality during class and notify the SANS Skype Group if there are issues
- Monitor the Slack / GoToTraining chats at all times. Reply to questions that are not directed to the instructor. If a student has a technical problem or a complaint, notify the SANS Skype Group for assistance and escalation
- If the instructor announces that the class will take a break, start a Timer, so it is clear how much break time remains
- Share the Evaluation link to the students at least 3 times a day
  - **Full-day Training:** Share evaluations with the class after the afternoon break, at 4:30 PM, and at the end of the day
  - **Half-day Training:** Share evaluations with the class one hour before the session ends, 30 minutes after that, and at the end of the session
- Notify the SANS Skype Group when the Instructor is done with lecture
  - **Full-day Training:** for both AM and PM sessions
  - **Half-day Training:** for the day’s session
- SANS Techs will be monitoring your class; however, they will NOT be actively monitoring the chat of your class. **All escalation needs to be sent to the SANS Skype Group immediately**

AFTER CLASS ENDS

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

- Notify the SANS Tech via the Skype Group when the instructor is ready to end the session
- Typically a SANS employee will end the training and close the class. However, if your SANS Tech asks you to close the class, please select “Exit - End Training” from the File menu in the control panel when closing the session
- Complete and submit an Evaluation at the end of each day

DAY ONE - MORNING INTRODUCTION SCRIPT

Unmute yourself and read out loud 5 minutes before class starts. *(Example: for 9am start, read at 8:55am - please complete using information provided in the “Housekeeping Notes” email from your Event Planner)*. Remember to mute yourself when you are finished.

Good morning everyone and Welcome to *(COURSE NUMBER AND TITLE)*
My name is ______________________________ and I’m excited to be your moderator this week. My primary functions are running the virtual classroom and being your point of contact for any issues you are having with class.
Your instructor is *(INSTRUCTOR NAME)*. Please use the chat to send any questions you have for *(INSTRUCTOR NAME)*.

**Read only if Virtual TA is Staffed**
I’d like to introduce *(TA NAME)*, who is your virtual teaching assistant this week. They will be assisting with lab exercises. Please send lab-related questions to *(TA NAME)*

If you have not started your downloads for your lab environment – please do that now.

- Begin setting up your workstation for class, follow the first exercise in your workbook or book 1 to set up your lab environment

SANS is here to support the virtual lab setup and connectivity. If you need help at any point with your virtual lab setup, please reach out in the chat for assistance.

As a reminder, the course schedule for this week is as following in the *(COURSE TIME ZONE)* Time Zone:

- Courses will run from *(class start) - (class end)*
- We will periodically take 10-15 minute breaks
- We will take a mid-day break *(full-day training only)*
- Sessions may run later depending on how interactive the students are throughout the day

Just to reiterate, *(Instructor/TA Names)* and I here to make your learning experience successful. If you have any issues or there is anything we can do, please let me know as soon as possible so that we can assist you!

**Please copy and paste this information into Slack and GoToTraining chats as well. Communicated only ONCE during Day 1**
### Live Online Daily Play-Sheet

<table>
<thead>
<tr>
<th>Time</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:50 AM</td>
<td>• Run a Speed Test – use Speedof.me to confirm Network stability</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>• Connect to the Live Online Session using your SANS Portal. Contact the Skype Group once you are connected. SANS Tech will promote you to Organizer</td>
</tr>
</tbody>
</table>
| 8:00 - 8:50 AM | • Start Timer  
               • Greet Students as they enter the class  
               **Moderator Communication:**  
               Good Morning Everyone/Student Name, 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 and Presenter.  
               • Confirm their Audio and Video is working well. **Be attentive for them joining 30 minutes prior to start**  
               • Discuss with Instructor any additional tasks they want to you to do and potentially address any issues from the previous day  
               • 5 minutes before session, 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. If it not displayed, please escalate to the Skype Group |
| 8:55 AM     | • Unmute yourself, read Introduction to the Students, be sure to mute yourself after you are done                                            |
| 9:00 AM     | • Confirm Class Start is successful and report that to the Skype Group  
               **Moderator Communication:**  
               Good Morning Everyone, class has started. Please let me know if have any questions or are having any issues with the audio/video feed. |
| 9:00 AM - 10:30 AM | • Monitor for A/V or Student issues, report issues to the Skype Group                                                        |
| 10:00 AM - 10:50 AM | AM BREAK  
               • 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 lunch and I will see you back here at <Time Instructor Gives>.  
               • Communicate to Students that session will be ending and that they will need to rejoin  
               • Notify SANS Tech via Skype  
               • SANS Tech will end training and notify you when the session is back up.  
               • When you have rejoined, Tech will promote you to Organizer  
               • Start the Timer *(timer will not display if started BEFORE you rejoin)*  
               • Take Lunch Break  
               **Arrive 10 Minutes early from lunch**  
               • Promote Instructor to Organizer and Presenter and confirm that their Audio and Video is working well |
- Review the chat to see if any Students had questions or comments
  - 5 minutes before session, 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. If it not displayed, please escalate to the Skype Group
- Notify the Skype Group once the PM Session starts

<table>
<thead>
<tr>
<th>1:30 PM - 3:00 PM</th>
<th>Monitor and Escalate issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moderator Communication:</strong></td>
<td>Welcome back from lunch! We are now resuming lecture, please let me know if you have any questions for the instructor.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3:00 PM - 3:20 PM</th>
<th>PM BREAK</th>
</tr>
</thead>
</table>
| **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
| **Moderator Communication:** | Hello Everyone, SANS wants to know how we did today. If you could please take a moment to complete the online evaluation linked below SANS would greatly appreciate your feedback. Thank you! <Post Link>
  - Setup Timer
  - Take a break

<table>
<thead>
<tr>
<th>3:20 PM</th>
<th>Ensure Instructor starts back from break successfully</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moderator Communication 2:</strong></td>
<td>Welcome back from break, we are resuming lecture now. Please let me know if you have any questions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3:20 PM - End of Class</th>
<th>Monitor and Escalate issues</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>4:15PM - 4:30 PM</th>
<th>Post Evaluation Link for the second time</th>
</tr>
</thead>
</table>
| **Moderator Communication 1:** | Hello everyone, it is that time again. Here is the daily course evaluation. Please let us know how we did today, thanks! <Post Link>
| **Moderator Communication 2:** | Hey there! In case you missed the evaluation link earlier this afternoon, here it is again. Please take a moment to complete before leaving class for the day. Thank you! <Post Link>

| End of Class | Post evaluation for a final 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 Skype Group for assistance |
|-------------------|---------------------------|
| **Moderator Communication:** | Okay, that’s a wrap for the day. Have a good evening everyone and please take a moment to complete the 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 the evaluation. Thanks! <Post Link>
  - Notify SANS Tech that class is over for the day |