



Attending virtual workshops



Tips and Guidance

Documentation for Edinburgh Napier University

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Welcome to our virtual session!

Learning and Development – a virtual workshop guide

This guide is to help you think about virtual learning classroom etiquette and help you prepare for your session. Since facilitating a virtual workshop is quite different from working in a face to face environment, we thought it would be useful to provide some additional guidance and support.

If you need help setting up your computer systems for working from home then please go to the excellent Napier IS page <https://www.napier.ac.uk/about-us/work-with-us/working-from-home>

1 What can you expect from the virtual workshop?

Virtual workshop will only run for between 30 minutes and 1.5 hours. These shorter times are to minimise the amount of screen time but maximise the participation. You will also find virtual workshop tend to have smaller group sizes (between 4 - 10). You may be asked to complete pre and/or post workshop activities in order to achieve the same learning outcomes as we would have with a face to face course. Therefore, you should plan in off-line time to do this work on top of the live virtual sessions time. Links to pre and post workshop information will be sent out with invitations or be guided by your workshop facilitator.

Virtual Learning using The WebEx training platform



Some of you are familiar with the different WebEx platforms, and may have used the WebEx meeting or event platform. The training platform simply allows for more options to interact with each other.

2 Joining the virtual workshop

There are several ways you can join one of the virtual workshops

1. You can join any drop in sessions from the public WebEx page which advertises WebEx training events throughout the coming week from across Napier
2. You can go onto the Learning & Development Web page and select the link next to the event you want to join
3. Contact the Learning and development mailbox requesting to join an event learninganddevelopment@napier.ac.uk
4. Join through an email invitation you received directly from the learning & development team or facilitator

With all events you will also receive a system generated invitation from messenger@webex.com.

This email gives all information you need to join the session, here is an example of what this will look like.

Topic: Planning your Personal Development - test
Host: XXX
Date: Wednesday, April 15, 2020
Time: 11:00 am, GMT Summer Time (London)
Session number: 848 511 350
Session password: This session does not require a password.
Host Key: 194356
Course Materials: Available

For most sessions you will be required to register for a training session before you can join. Your facilitator will approve your registration (it is often automatic). When registration is approved, attendees will receive a unique registration ID in their email. Attendees must use this ID to join the session.

In order to join the session, simply click on the link and press 'join now'. Here is an example of what this will look like.

To join the training session

1. Go to <https://edinburghnapier.webex.com/edinburghnapier/k2/j.php?MTID=td8c33bf0ba5dba4dbbed9bcb36ecef1>
2. Enter your name and email address.
3. Enter the session password: This session does not require a password.
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

Make sure you try and join the session around **5-10 minutes before the official start time**. It will be challenging to join after the session has already started. Often sessions are relatively short and there is a lot of content to cover.

Joining 5-10 minutes early will also allow you to:

- Have enough time to download any additional software requirements that may pop up to ensure a seamless learning experience
- Have some additional time to sort out any internet connectivity issues such as settings, speed or stability
- Have some time to explore some of the features
- Support your facilitator enabling them to keep to time
- Prevent interruption of the other participants who have already joined

If you are late joining, we would recommend you to join one of the other sessions and contact learning and development - learninganddevelopment@napier.ac.uk

Please note that the session doesn't automatically appear in your diary. In the bottom of the WebEx email invitation you will see:

To add this session to your calendar program (for example Microsoft Outlook) click this link:
<https://edinburghnapier.webex.com/edinburghnapier/k2/j.php?MTID=t04032647006337a864dc24935508645>

Other recommendations to avoid technical issues before joining the workshop:

- Best not to join the session through the virtual desktop, we have seen this could create technical difficulties such as delays or getting disconnected
- Recommended web browser is google chrome, or Firefox
- Best to join from a desktop or a laptop, however an iPad or a phone are also possible. Remember that if you use apple products the layout may look slightly different once you are on the WebEx training platform
- If possible, using headphones for better audio quality and prevention of feedback
- Often you may be 'muted' when you join the workshop, the facilitator will control this and unmute the group through the sessions. This helps with audio feedback and participant focus. You will then be able to mute/unmute yourself during the session

3 Managing Interruptions during the workshop

Try and make sure you are connected from a distraction-free environment. Switching mobile phones to the "silent" mode and refraining from accessing emails during the session, will all help you and the facilitator manage interruptions. For any unavoidable reason if you need to step away, please click on the "Step Away" button on the virtual platform and return as early as possible. We recognise during this time of lock down and working remotely interruptions can be inevitable and we recognise many of us have these challenges.

In the event that you encounter a disruption e.g. such as unable to log in due to connectivity/ system issues or such as unclear audio, you can use the chat window in the virtual platform to explain your situation.

There is however very little that the facilitator can do to fix the issue during the live session. Instead, try one or more of the following:

- Log off and connect back again (if needed, try another system)
- Run the audio (if needed, try using another headset and make sure it is connected in the right sockets/ ports)

If neither of the above works, simply exit from the session and let the facilitator know. We can either book you on another session, or if you attended most of the workshop already, contact the facilitator afterwards to get an update on what you may have missed.

4 Interacting with others during the workshop

Asking questions

Of course, you can ask questions whenever you wish to do so, but it is helpful if you keep your **microphone on mute when you are not speaking**. When there are larger numbers of people

attending online workshops unmuted microphones can cause lots of audio feedback which makes it hard to hear for everyone.

Using the Chat Window

Participants are encouraged to use the chat window to interact with the facilitator and the other participants. This includes asking questions, responding to questions, stating their thoughts and ideas etc. However, please remember that this is a public forum where every user in the live session can read the discussions. Hence, it is important to demonstrate respect and value towards the facilitator and other participants.

5 After the workshop

The group could decide to connect again after the workshop to meet virtually and carry on some of the discussion. Usually this will be up to the group and will not be administrated by the facilitator. In some workshops the facilitator will provide the group with some options to meet up again, particularly if there is post workshop activities that participants wish to share. How you chose to meet up will depend on individual preferences and you will be guided by the facilitator.

Like any other learning session, you may be given the opportunity to share your feedback about the session via a short confidential survey that will be made available towards the end of the session.