



Live Online Moderator Guide v3.4

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 monitoring from, please notify the 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 **30 minutes** 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 8:00 AM on Day 1 only, and 8:30 AM on the days that follow*)
- Conduct audio and video checks with your instructor prior to class each day
- **DAY 1:** Assist any students in **Zoom 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 Zoom will be reserved for emergency purposes only during the week
 - If any students are posting in the Zoom Chat during Day 1 or during the week, please help redirect them to the Course Slack Channel
- Monitor the **Course Channel** on **Slack** for student issues or unresolved questions; escalate all issues to the **Operations Channel** on **Slack**
- 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 posting links, sharing announcements, and any other special requests
- Notify the **Operations Channel** of **class status**:
 - When you’ve logged into Zoom 30 minutes before class start (*Tech will make you co-host in Zoom*)

- When the instructor has logged into Zoom (*Tech will make the instructor co-host in Zoom*)
- When the vTA has logged into Zoom (*Tech will make the vTA co-host. Not all classes have a vTA assigned. Please see the “Housekeeping Notes” email to confirm if a vTA has been scheduled*)
 - **NOTE:** Making moderators, instructors, and vTAs co-hosts ensures that if the host (SANS tech) unexpectedly drops from the session that the session will continue. The instructor does not need to be made co-host in order to present and share screen
- Once the AV (audio/video) check with instructor is complete
- 10 minutes prior to class start, 1) to verify that the session is being recorded (*Techs will start/end recordings*) and 2) to verify that Live Transcription (Closed Captioning) is enabled
- At the start of the session, to confirm that class has started successfully
- At the lunch break. Please report the time lecture will resume
- When lecture resumes after the lunch break, to verify that the session is still being recorded and that afternoon session has started successfully
- When the session has ended for the day and the instructor is ready to 1) end the recording and 2) for the Zoom 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

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). (**Zoom Chat** will be reserved for emergency purposes only. If any students are posting in the Zoom Chat during the week, please help redirect them to the Course Slack Channel)

- 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 ≥ 5 Mbps, latency ≤ 150 ms). 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
- You will be programmatically added to the Course Channel based off your registration
 - **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 event 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
 - **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, course run times, and the 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.

As a co-host in Zoom, you will have the ability to start, stop and pause recordings. **Please do not do that.** Only the Live Online tech should manually stop, pause, or start the recording while Zoom is running.

JOINING CLASS

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

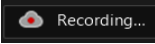
To join the class, follow these steps:

- Go to <https://www.sans.org/account/login> and login to your SANS portal account

- Click on “SANS Live Online” under the **My 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
 - This button will become **active 30 minutes** before the scheduled start time
 - 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 “Join Live Broadcast” button, Zoom 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 make you co-host. Once you have been made a co-host, perform the following steps:

- Confirm that your audio is working
- When the instructor joins the class, notify the tech via Operations Channel that the instructor has arrived. Tech will make the instructor co-host
- Ask the instructor to perform an audio and video check and provide feedback, so they can make necessary adjustments
- When the vTA joins the class, notify the tech via Operations Channel that the vTA has arrived. The tech will make the vTA co-host *(Not all classes have a vTA assigned. Please 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)*. If any students are posting in the Zoom Chat, please redirect them to the Course Slack Channel
- Address and escalate any student questions or concerns brought up in the Course Channel
- Assist the instructor and SANS team with any additional requests
- Ten minutes before class begins, verify and report status to the Operations Channel that
 - The session is being recorded remotely *(Look for  Recording... in the top left of the screen)*
 - Live Transcription (Closed Captioning) is enabled *(Look for the notification at the top of the screen)*
- Report to the Operations Channel when your class has started

MODERATING THE CLASS

During class, 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
- 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 Operations Channel immediately**

LUNCH BREAK

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 the SANS tech via Operations Channel that you are breaking for lunch and specify the time lecture will resume
- 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 lecture resumes successfully, and that the session is still being recorded. Report status to the Operations Channel






AFTER CLASS ENDS






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

- Notify the SANS tech via the Operations Channel when the instructor is ready to 1) stop the recording and 2) end the Zoom 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
- Tech will stop the recording and close the session
- Complete and submit an Evaluation at the end of each day (Note: Do not rate yourself)



Live Online Daily Play-Sheet

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| <p>8:30 AM (30 minutes before course start)</p> | <ul style="list-style-type: none"> Connect to the Live Online session using your SANS Portal Contact the Operations Channel once you are connected to Zoom and SANS tech will make you a co-host <p>NOTE: All classes start 30 minutes earlier on Day 1. You are required to arrive 30 minutes 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 8:00 AM on Day 1 only, and 8:30 AM on the days that follow)</p> |
| <p>8:30 – 9:00 AM</p>  <p>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.</p> | <ul style="list-style-type: none"> Send a general greeting to students in the Course Slack Channel: <p><u>Moderator Communication:</u> <i>Good morning class! We will be starting class at 8:30 / 9:00 AM <Appropriate time zone>.</i></p> <p><i>Upon joining the Zoom session your audio was muted. You can unmute yourself. However, we ask that you remain on mute and ask any questions in this course Slack channel unless otherwise directed by our instructor.</i></p> <p><i>Additionally, you can show your camera to the class. If you choose to use this feature, please use it respectfully. Webcams are not recorded.</i></p> <p><i>Please let me know if you have any questions prior to the start of class.</i></p> <ul style="list-style-type: none"> Greet instructor when they connect Notify SANS tech via Ops Channel that instructor has arrived. Tech will make instructor co-host (<i>repeat process for vTA if one is assigned</i>) Conduct an Audio / Video check with the instructor and confirm their audio and video are working well Assist instructor and SANS team with any additional tasks they request of you Check for and escalate any student questions or concerns brought up in Course Channel 10 minutes before the session begins, verify that the session is being recorded and that Live Transcription (Closed Captioning) is enabled |
| <p>9:00 AM</p>  | <ul style="list-style-type: none"> Confirm class start is successful and report that to the Operations Channel <p><u>Moderator Communication:</u> <i>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.</i></p> |
| <p>9:00 AM - 10:30 AM</p> | <ul style="list-style-type: none"> Monitor for A/V, student or instructor issues, escalate any issues to the Operations Channel |
| <p>10:30 AM - 10:50 AM (note: break times are examples)</p>  | <p>AM BREAK(S)</p> <ul style="list-style-type: none"> Take a break <p><u>Moderator Communication:</u> <i>We are now on break. Make sure to get up, move around, and refresh yourself!</i></p> |
| <p>10:50 AM</p>  | <ul style="list-style-type: none"> Ensure instructor starts back from break successfully <p><u>Moderator Communication:</u> <i>Welcome back from break, we are resuming lecture now. Please let me know if you have any questions.</i></p> |
| <p>10:50 AM - 12:15 PM</p> | <ul style="list-style-type: none"> Monitor and escalate issues |
| <p>12:15 PM</p>  | <p>LUNCH</p> <p><u>Moderator Communication:</u> <i>We are now breaking for lunch. Have a good break and we will see you back here at <Time instructor gives>.</i></p> <ul style="list-style-type: none"> 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 a break |

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| | <p>Arrive 10 Minutes early from lunch</p> <ul style="list-style-type: none"> ▪ 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 ▪ Notify the Operations Channel once the PM Session starts and verify that session is still being recorded |
| <p>1:30 PM - 3:00 PM (note: start time is an example)</p>  | <ul style="list-style-type: none"> ▪ Monitor and Escalate issues <p><u>Moderator Communication:</u> <i>Welcome back from lunch! We are now resuming lecture, please let me know if you have any questions for the instructor.</i></p> |
| <p>3:00 PM - 3:20 PM (note: break times are examples)</p>  | <p>PM BREAK(S)</p> <p><u>Moderator Communication:</u> <i>We are now on break. Make sure to get up, move around, and refresh yourself!</i></p> <ul style="list-style-type: none"> ▪ Take a break |
| <p>3:20 PM</p>  | <ul style="list-style-type: none"> ▪ Ensure instructor starts back from break successfully <p><u>Moderator Communication:</u> <i>Welcome back from break, we are resuming lecture now. Please let me know if you have any questions.</i></p> |
| 3:20 PM - End of Class | <ul style="list-style-type: none"> ▪ Monitor and escalate issues |
| <p>End of Class</p>   | <ul style="list-style-type: none"> ▪ Stay until the posted end of class time, unless the class is specifically ended early by the instructor ▪ 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 <p><u>Moderator Communication:</u> <i>Okay, that's a wrap for the day. Have a good evening, everyone. Thanks!</i></p> <p><u>Moderator Communication (if ending on a lab):</u> <i>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. Thanks!</i></p> <ul style="list-style-type: none"> ▪ Notify SANS tech that class is over for the day, the recording is ready to be stopped, and Zoom session is ready to close. Tech will end session |