Live Online Moderator Guide

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 Slack (see "Preparing to Moderate" section on pg. 2 for details)
- 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
- 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)*
- Greet students in the chat as they join the classroom
- Assist students with joining Slack (mostly a Day 1 task)
- Confirm that the students' microphones are turned off in the "Attendees Panel" on GoToTraining
- **DAY 1 ONLY**: Read the introduction script just prior to the start of the first session, 5 minutes before class starts (see pg. 7 for "Morning Introduction Script")
- Monitor **GoToTraining Chat** for student issues or unresolved questions; escalate all issues to the Operations Channel on Slack
- Monitor the **Course Channel** on **Slack** for student issues or unresolved questions; escalate all issues to Operations Channel
- **Escalate ALL issues, from instructor or students** from GoToTraining and Course Channel, to the **Operations Channel** on **Slack**
- Assist the instructor with tasks as requested, including starting/stopping timers, posting links, sharing announcements, and any other special requests
- Notify the **Operations Channel** of **class status** throughout the day. At minimum, you will communicate the class status at the following times:
    - 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
    - At the session start
    - When class breaks for mid-day **(Full-Day Only)**

- o 5 minutes prior to afternoon start, to verify second session is being recorded **(Full-Day Only)**
- o At the afternoon session start **(Full-Day Only)**
- o When session has ended for the day and the Instructor is ready for the GoToTraining session to be closed by the Tech
  - Monitor the **Operations Channel**, 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!*

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 Live Online Workspace** and **Course Channel** in Slack.

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). Though Slack will be the primary form of communication, you will still need to monitor the **GoToTraining Chat** for Student and Instructor questions and issues (ex. Student cannot access Slack; Student needs to rejoin Slack; Slack is down globally).

- 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
- Look for the "Housekeeping Notes" email 1-3 days prior to your course start. This email will include your course-specific details, including how to join the Slack **Live Online Workspace** and **Course Channel**, event contacts, daily evaluation links, course run times, and escalation path
- Join the Slack Live Online Workspace specified in your "Housekeeping Notes" email
- Once you have joined the workspace, search for the #channel specified in the "Housekeeping Notes" email and join
  - o **Course Channel**: communications between instructor and students
  - o **NOTE:** *Private classes use private Course Channels. If you are moderating a private class, you will need to be manually added by the Event Planner. You may also be asked to assist in adding students into the classroom channel (/invite @user from inside the channel).*
- After you have joined the Course Channel, you will be added to the **Operations Channel** on Slack. This will be a private channel, so you will be manually added by the Event Planners before your course starts

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

NOTE ON RECORDINGS

Moderators **are not** required to make recordings. Live Online Techs will be manually stopping and starting 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) so as to avoid any issues with system performance or monitoring GTT.

When a session ends (lunch break / end of the day), 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.

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.

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
  o The current session will have the word "Live" to the right of the class link
  o This link will become **active** __one hour__ before the scheduled start time
  o If you arrive early and the link is not active, please wait until one hour before the class starts and refresh the page (or use the direct access link provided in your "Housekeeping Notes" email)
- When you click the "Live" 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 speedtest.net to complete this test. If you have download or upload less than 5 Mbps, high jitter or latency (Over 150ms), please notify the Operations Channel. You do **not** have to notify the Operations Channel if your speed test looks OK.

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). 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 select "Make Organizer." Right click on their name again to select "Make Presenter"
  - **Full-day Training:** You will need to promote instructor again to Organizer and Presenter during mid-day break. *Be on the lookout for the instructor ~10 minutes before the mid-day 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
- 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)*
  - **Full-day Training:** You will need to promote vTA to Organizer again after lunch
- Greet students in the Course Channel / GoToTraining as they join class. It is important to build rapport with students so they feel comfortable coming to you with questions or concerns
- **DAY 1:** Assist students with joining the SANS Live Online Workspace and the Course Slack Channel by sharing the following communication (also found in Daily Play Sheet included in this guide):
  - Please use the following link to join the SANS Live Online Slack Workspace: <use URL from "Housekeeping Notes" here>. You can find a full set of instructions on how to join the Slack workspace and course channel here - https://sansorg.egnyte.com/dl/xwqcrdqJX5/
  - **NOTE:** You will need to reshare this message multiple times, after every 3-5 Students join, on the morning of Day 1, as the GTT Chat history is not visible to new attendees. (Also, GTT posts links like this <https://www.sans.org> with the <> at the beginning and end of the link. You will have to delete them for the URL to display accurately in the GTT Chat)
- 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. Report whether or not the session is being recorded to the Operations Channel

MODERATING THE CLASS

- **DAY 1 Only**: 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.

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 Channel / GoToTraining chat 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 concern, escalate to the Operations Channel for assistance
- If the instructor announces a break or a lab, start a Timer in GoToTraining, so it is clear how much break or lab 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
    - *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
- Notify the Operations Channel 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. **Escalate all issues to the <u>Operations Channel</u> immediately**

LUNCH BREAK (Full-Day Training only)

The SANS Tech will be making two recordings per day. To do so, they will need to end the GoToTraining Session and restart it once your class breaks for lunch. This will require a few steps on your part:

- Communicate to Students via Course Channel / GTT Chat that the session will be ending and that they will need to rejoin. A script is provided below in the Daily Play Sheet

- Notify SANS Tech via Operations Channel that you are breaking for lunch and that the session is ready to be restarted
- SANS Tech will end training and notify you when the session is back up
- Immediately rejoin. Tech will promote you to Organizer
- Start the Timer (timer will not display if started BEFORE you rejoin) and promote Instructor to both Organizer and Presenter, and vTA to Organizer (if one is scheduled)
- Take Lunch Break and return 10 minutes prior to lecture

*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.

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 end the GoToTraining Session
- 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.

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. This is the only time you will be required to speak during the course.

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!

In addition to reading the script out loud, please copy and paste this introduction into the Course Channel and GoToTraining chat. Communicated only ONCE on Day 1

Live Online Daily Play-Sheet

Time	Tasks
7:50 AM	▪ Run a Speed Test – use speedtest.net to confirm Network stability
8:00 AM	▪ Connect to the Live Online Session using your SANS Portal or the direct access link found in the "Housekeeping Notes" email. Contact the Operations Channel once you are connected. SANS Tech will promote you to Organizer
8:00 - 8:50 AM **NOTE TO MODERATORS:** This speech icon indicates that you are required to communicate in the **Course Slack Channel** with the **students**, a sample communication is provided in italics.	▪ 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.* ▪ **DAY 1:** Assist students with joining the SANS Live Online Workspace and the Course Slack Channel (note: you will need to re-share this a few times as new attendees arrive) **Moderator Communication:** *Please use the following link to join the SANS Live Online Slack Workspace:* *<put URL from Housekeeping Notes here>* *You can find a full set of instructions on how to join the Slack workspace and course channel here - https://sansorg.egnyte.com/dl/xwqcrdqJX5/* ▪ Greet Instructor when they connect, promote them twice - once to Organizer and once to Presenter ▪ Confirm their Audio and Video is working well ▪ Assist Instructor with any additional tasks they request of you ▪ Promote the vTA to Organizer (if one is scheduled) ▪ 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. Report status to Operations Channel
8:55 AM **(DAY 1 Only)**	▪ 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 Operations Channel **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, Student or Instructor issues, report any issues to the Operations Channel
10:30 AM - 10:50 AM *(note: break times are examples)*	**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. The GoToTraining Session will end. Remember to rejoin before lecture resumes, using any link that says "Live" in your SANS Class portal. Have a good lunch and we 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 Operations Channel - 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 - Promote the vTA to Organizer (if one is scheduled for your course) - 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. Report status to Operations Channel **Notify the Operations Channel once the PM Session starts**
1:30 PM - 3:00 PM	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** **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 today's online evaluation linked below. SANS would greatly appreciate your feedback. Thank you!* *<Post Link>* - Setup Timer - 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
4:15PM - 4:30 PM	Post Evaluation Link for the second time **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 today's evaluation before leaving class. 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 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 and GoToTraining session is ready to close. Tech will end session