TUDelft | Extension School for Continuing Education

# Guide to Live Online Sessions & Webinars (Teams & Zoom)

## When to use live online sessions and webinars

Live online sessions in the form of webinars or even 1-1 sessions can be very effective and motivating for participants of online courses with a small number of people. Webinars are most successful when they are connected to the discussion of assignments with the lecturer/expert, where the participants' context matters (i.e. they are compelled to ask relevant questions to their situation). That way participants are prepared and have a sound reason to attend the webinar. For instance:

**Profed *Fibre Reinforced Polymers*** has a webinar for each group (3 participants) with a lecturer in week 1. The purpose is to explain the group assignment and the case they will be working on. The webinar is 20 minutes long. Afterwards, the group can discuss how they will collaborate. The date is announced in the start email, so participants have time to free up their agenda. The lecturer sends an invitation with a link.
A second webinar is held at the end of the course. A member of each group presents their case solution in 5 minutes. Lecturers share their feedback about the case. The final webinar is also used to collect feedback from each participant about the course.
**PCP *Railway Engineering Capstone project***: each participant is invited to a 1-1 meeting to discuss the solution of their assignment with 1 expert in the field. Afterwards the participant can improve his/her assignment before handing it in.
In addition, several networking webinars are held during this course via Teams, which allows participants to learn from each other and discuss railway engineering in their own countries.
**PCP *Project Finance***: the participants are invited to submit questions they would like to discuss with the lecturer in the final week. It is important to invite participants already at the start of the course by opening a separate module with a forum to collect questions and the link to the webinar. Before the start of the webinar, they can already open the tool and install it if needed. Participants are reminded in weekly emails to submit their questions for the webinar.

## Top Tips for using live sessions and webinars

***Didactic set up***:
- Check if the webinar is necessary, what purpose it serves, and if this is the best format for your task. Communicate this clearly in the course. If you **don't** want engagement, then this shouldn't be a live session — record a video or send an email.
- Do your participants come from a range of timezones? If so, and they are extreme (i.e. China to Chile), consider:

- ○ hosting two webinars at different times, AND/OR
- ○ allow participants to post questions to a forum ahead of time, and
- ○ offer to record the webinar for participants who can't attend.
- Be clear ahead of the webinar whether it will be recorded or not and, if so, remind participants during the first 5 minutes that you will record it. Allow them to turn off their cameras, if they wish not to be recorded. Also note that if you intend to share the recording outside of the context of this course, you need to ask for explicit consent and/or remove the identities of the individuals who didn't consent via editing.

### *Technical set up*:
- Test your setup at least one day before with another person (TA, partner, LD, etc.). This way, you can become familiar with the functions and views, and they can tell you if your mic is too loud/soft or has issues.
- If you are doing multiple webinars, use the same device each time. This way you will always know the settings and it will take you less time to set up. Things also tend to change using a different browser (if using the Zoom application or the browser version), so keep that the same too.
- While many people are familiar with tools like MS Teams and Zoom after 2020, not everyone is, so ensure that you provide clear instructions on how to install and navigate the software, and what is expected during a webinar (mics on/off, how to ask questions, etc.).
- Start the webinar several minutes earlier and invite participants, who are unfamiliar with the tool, to come early to test it out.
- Have a pre-recorded 15 -30 min portion of the webinar ready in case anything goes wrong. This gives you time to fix problems.

### *Webinar Engagement*:
- Actively leading the webinar is key.
- Share an agenda beforehand: participants want to know what's coming up.
- Students can sometimes be very active in the live session, keep strict time or bring a charger for your device!
- If you have many participants, you will need a system for who can speak when. This can be done via the chat function or by asking participants to use the 'raise hand' function. Make sure that all others mute their microphones, when not speaking.
- If the group is small, ask each participant to introduce themselves, if they are new. Don't start off by just asking "who has a question?".
- MS Teams and Zoom have options to automatically switch the screen to the participant who is talking. However, you don't always want that. You can opt for a gallery view or spotlight participants based on your preferences.
- Have 2 people running a webinar (for instance an instructor and a TA) so that one can interact with the audience and one can type in chat, as well as move people to smaller groups/breakout rooms, if needed.
- Consider the use of Breakout Rooms, if you wish to have a more active webinar session, where participants work in smaller groups for a few minutes on a task or question before reporting back.
- Schedule a session for your participants to give feedback when the course is finished. This will help you improve the course for next time and give the students the possibility to engage in the course design.

# Which tool should I use and how?

Looking for a fast and simple way for live online sessions / webinars using your own computer? Maybe record it too? Check out what suits your situation:

You can view a comparative list of webinar tools here:
https://teaching-support.tudelft.nl/comparing-online-meeting-tools/

Is the webinar a **mandatory** element?
- If yes, due to privacy regulations the TU Delft may not use Google tools as a mandatory element for their students. Use MS Teams or Virtual Classroom (if it is a Brightspace course).
- If the webinar is not mandatory, you can use MS Teams (recommended) or Zoom (some privacy issues).

**Tools & support:**
- **MS Teams**: Collaboration and Webinar tool. Go to https://teaching-support.tudelft.nl/teams/ or contact teaching-support@tudelft.nl for didactical guidance.

- **Virtual Classroom**: Webinar tool in Brightspace (YouSeeU/Bongo). More info. Contact brightspace@tudelft.nl to turn the tool on for your Brightspace course. Note: this tool is GDPR compliant.

- **Zoom**: web-based webinar tool. Zoom is not recommended, and you can read more here: https://intranet.tudelft.nl/en/group/guest/-/zoom, but if you insist on using it, you can use the TUDelft license: https://tudelft.zoom.us/, which will allow you to use it for longer than 40 minutes.

# Examples of course team communication about webinars

## Invitations and announcements
**:**

**[Rail Capstone. Individual feedback sessions]**

In week 4 of this course (Thursday, 25 November 2021), you are given the opportunity for a 10-minute 1-on-1 online discussion with one of our experts on your topic via Microsoft Teams.

Sign up for these preferably by Thursday, **11 November, 2021** (23:59 UTC).

**Please note** that in this session, you will NOT be given feedback on your Assignment B submission itself, though you can ask questions about your solutions and ideas for Part C.

**N.B.** Because each appointment is short, we strongly suggest that you ensure that you test if your microphone and headphones ahead of time and that you limit conversation to your most pressing questions. You can also use the forum below to ask your question, if you think Valeri needs more time to consider it.

**Time Slots: Thursday, 25 November 2021 (click here to calculate the time).**

**[ProfEd Aircraft performance. Webinar is not recorded, only for live session]**

**Meet the lecturer and e-moderator**

This professional course gives you the opportunity to meet the lecturer during live online sessions or 'webinars'.
First webinar will be on Wednesday 15 March 2019, 13:00 UTC  (That's 2 pm in Delft. Please check your time zone).
Agenda:
- Getting to know each other;
- Progress through the course structure and lecture material of module I 'Basics';
- Discussion about the assignments;
- Questions from the audience.

Due to the different time zones you are all in, we are going to change the day and time of the following hangouts. The date, time and agenda for the next meetings are going to be published every week in the Course messages.

**How can you access the webinar?**

Go to the Teams link for this course . It will be open from the beginning until the end of the course. You can even access it in between live sessions, to check if you are able to join. We'll use the same link for every weekly webinar.

It's a closed webinar; only the participants to this course are invited.
We hope to see you every week!

[embedded recording of the webinar on air]

## [MOOC Project finance. Recorded webinar]
Dear all,

At 5pm UTC today, we will start the webinar (Live Q&A-session) that was announced earlier. Approx. 30 minutes before the start, we will post a link that you can use to get into the video room.
This webinar will be run through MS Teams.

Allow me to propose some house rules to ensure the webinar runs smoothly. These can be found below. Them most important ones are:
1. to make sure you your microphone is set to mute if you are not talking, because the system opens the stage (and blocks others) for anyone who coughs, sneezes or makes any other sounds;
2. to check beforehand that your sound and microphone settings are working ok.

Speak to you later,

Emile Peters

**House rules:**
*Once you are in the session:*
 •Check sound. Can you hear me? If not, check *Settings* (hangout menu, middle on top).
 •Mute your microphone
 •Open chat box (left-top)
*During the session:*
•Emile Peters will answer the questions on the forum. Oldest questions first.
•After each question he will:
 –check the chat box for additional questions / remarks.
 –ask you to raise your hand if you have a question/remark/…
•The time is limited to 1 hour.


Example of an invite to a live session/webinar and follow-up message after session. No instructions given re how to use Teams or Netiquette as this is a Cybersecurity course and learners should be super users.


## [MOOC Digitalization of Intelligent and Integrated Energy Systems. Recorded webinar]

Dear learners,

There will be a live webinar on "Cyber security of power grids and strategic importance of securing critical infrastructures" by Prof. Alexander Stefanov on **June 10th (Friday)** between **16:00 and 17:00 CEST.**

Prof. Stefanov will be answering your queries during the live session, so make sure to use the Discussion Forum to post any questions or topic discussions you may have for him in advance.

The webinar will take place via MS Teams. Please find the link attached below. Also remember to convert 16:00 CEST to your respective time zone.
https://teams.microsoft.com….

We look forward to seeing you all there!

Warm regards,
The course team.

## [MOOC (Re)Imagining Port Cities: Understanding Space, Society and Culture. Recorded webinar]

### Email 1 - Preparing for live webinar

As we approach the end of the course, we have planned to get together in a live webinar to summarise some of the discussions we've had during the course, and answer your questions. This session will take place online on Thursday, July 1st, 14.00 - 15.00 CEST and you are kindly invited to join us if you can.

Details about how to access the online seminar room will be shared via email closer to the date. We are aware that different time zones will make it difficult for everyone to attend; for this reason, the webinar will be recorded and shared in the course as soon as possible.

To help us prepare for the live session, if you have any questions or any comments that you would like the course team to address, please share them in the course forum, ideally by June 28th. We will try to respond to as many as possible in the time we will have in the webinar, or soon after in the forum.

### Email 2 - Live webinar Thursday July 1st at 14:00 CEST

Please join us tomorrow in a live webinar to wrap up the course and celebrate port cities around the globe :)

To enter the webinar room please click on the link below (or copy and paste it into your browser):
Topic: Webinar Re-Imagining Port Cities
Time: Jul 1, 2021, 02:00 PM Amsterdam
Link: https://eur-nl.zoom.us/j/xxxxxxxx
Meeting ID: xxxxxx
Passcode: xxxxxx

We look forward to meeting you!

*The (Re)Imagining Port Cities course team*


**[ProfEd Circular Building Products for a Sustainable Built Environment. Recorded webinar]**

Hello everyone!

We hereby enclose the link to our meeting which is scheduled for today at 15:00 CEST.

Topic: Online round-table: Circular Building Products for a Sustainable Built Environment
Time: Nov 9, 2020 03:00 PM Amsterdam
Join Zoom Meeting: https://tudelft.zoom.us/j/xxxxxxxxxxxxxxx
Meeting ID: xxxxxxx
Passcode: xxxxxxxx

It is our wish to record this meeting so that you and your peers who cannot join us today can revisit it later. However, we would like to have your consent. At the beginning of the session you will be asked to determine whether you agree or not to the recording. Please use the zoom chat to state your opinion. This video will be available in our YouTube channel but it will be unlisted so nobody can find it and watch it unless they know the exact URL. In case you all agree to the recording, the video will stay available online from our server and YouTube infinitely. If one or more of you object to the recording we will make the video available for two weeks only. Afterwards it will be deleted both from our servers and YouTube. You can also switch off your camera if that makes you more comfortable. Please note that the recording will be available in the course and for this particular cohort only.

Looking forward to seeing soon,

*The CESBE2x course team*

## Follow-up message:

**[MOOC Digitalization of Intelligent and Integrated Energy Systems. Recorded webinar]**

Missed the Live Webinar? The recording is now available!

Prof. Alexander Stefanov, hosted a webinar on Cybersecurity of Electricity Networks on Friday 10th of June. We hope all the attendees enjoyed the session.

If you missed the webinar; don't worry you can find the recording under Week 3, "3.8 Webinar Recording".