Online Rooms: Adobe Connect

Conference or Workshop Item

How to cite:

For guidance on citations see FAQs.

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Version: Version of Record

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Online Rooms
Adobe Connect

AL Staff Development Event
Module study planner

- Provided that students have booked on to a tutorial via StudentHome and through LEM, then a series of automated navigation / signposting items become available.

- Module homepage – Study planner including a block for forthcoming booked events – accessible via consistent Tutorials tab at top.
Access to online rooms

From the Tutorial page on your module website
Access to online rooms

- Tutor-led online rooms accessed from Tutorials page.
- Past events are collapsed by default, ‘View all’ to display. Past event hyperlink to room remains but with name change to ‘View recordings.
- Upcoming events are expanded by default. Next event is highlighted with blue strip on left hand side. Clickable link to online rooms for bookable events.
- Addition to the Name of the event is to add Host names in square brackets.
- Manage bookings block with link back to the tutorial booking system.
- Tutorials advice block with links to Conduct and content online, OU Computing Guide, and Accessibility Guide.
- Any online events will have a link to the correct room, provided the event in the booking system aligns with the standard rooms added to module websites:
  - **Online module-wide room** = module-wide event
  - **Online tutorial room** = cluster event (including UK-wide cluster)
  - **Online tutor group room** = tutor group event
## Access to online rooms

### Student and tutor views

<table>
<thead>
<tr>
<th>Tutorials</th>
<th>Manage bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td>To see events available to book on, go to Your tutorials and study events</td>
<td>To book, cancel or amend your tutorials please select the link below</td>
</tr>
<tr>
<td>AA100-18B Online tutorial room</td>
<td>Your tutorials and study events</td>
</tr>
<tr>
<td>AA100-18B Online module-wide room</td>
<td></td>
</tr>
<tr>
<td>AA100-18B Online tutor group room</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tutorials</th>
<th>Tutorials advice</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently no events to display</td>
<td>Conduct and content online</td>
</tr>
<tr>
<td>AA100-18B Online tutorial room</td>
<td>OU Computing Guide</td>
</tr>
<tr>
<td>AA100-18B Online module-wide room</td>
<td>Accessibility Guide</td>
</tr>
<tr>
<td>AA100-18B Online tutor group room</td>
<td></td>
</tr>
</tbody>
</table>
Entering a room: desktop

- Students cannot enter rooms for bookable event without tutor present
- Students enter a room as Participants and are given permissions within a room by the tutor (Host)
- Read the checklist before entering a room
- Click on Join room to enter the room
Entering a room: mobile

To enter a room

- Earphones with microphone or a headset should be connected to your mobile device before you enter the room. Built-in mic/speakers may not be sufficient.

- Close non-essential apps that may compete for WiFi.

- Enter 5–10 min in advance by selecting 'Join room'. For most rooms, if you enter before a Host (tutor) is present you will go to a waiting page and enter when the Host arrives.

- You will be prompted to either install the Adobe Connect app or open the room using it if it’s already installed. Mobile devices are not recommended for Hosts.

- In the room, there is a mic icon at the bottom left. Select this icon to ‘Connect my microphone’ and select again to mute when not speaking.

- For help entering a room, contact the Computing Helpdesk: +44 (0)1908 653972 or ou-computing-helpdesk@open.ac.uk

- **Join room >**

  Recordings: will not play on mobile devices.

  Note to Hosts: in shared rooms avoid Layout > Reset layouts, and deleting layouts you did not create, as this will remove other Hosts’ layouts. Always add your own layouts and pods, do not duplicate others.

Checklist for mobile entry is slightly different. No ‘connection and software settings’ or Audio Setup Wizard required.
How do I view a recording?

- The owner (the Host that initiated record) of a recording can edit, unhide, and make an offline version: https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=5

- The recording protocol sits on TutorHome: http://www2.open.ac.uk/tutors/tutorials/recording-tutorials

- Recordings are restricted to the group they are associated with

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Image 1

<table>
<thead>
<tr>
<th>Recordings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>U101-17J-OSEP Example room 1_0</td>
</tr>
</tbody>
</table>

Image 2

**Total number of views: 2**

Download table data as Comma separated values (.csv)  Download

<table>
<thead>
<tr>
<th>First name</th>
<th>Last name</th>
<th>Username</th>
<th>ID</th>
<th>Access time</th>
</tr>
</thead>
<tbody>
<tr>
<td>U101-17J</td>
<td>example student</td>
<td>qxx7614</td>
<td>I0007614</td>
<td>Wednesday, 7 Jun 2017, 15:29</td>
</tr>
<tr>
<td>U101-17J</td>
<td>example student</td>
<td>qxx7614</td>
<td>I0007614</td>
<td>Wednesday, 7 Jun 2017, 08:37</td>
</tr>
</tbody>
</table>
How do I view attendance?

There are two ways:

• Learning Event Management attendance register
• ‘Join room’ page attendance report

Basic layout for Participants

Participant Quick Reference Guide

- Speaker volume
- Audio set up
- Webcam
- Connect microphone
- Status: raise hand, agree, disagree, step away, speak louder, speak softer, speed up, slow down, laughter, applause

Adobe Connect Help
- Connection status
- Video pod
- Attendee pod
- Chat pod

Nothing is being shared.
Student rooms

Not added to module websites by default

Module team can request the following.

1. Standard student room: As a student you can enter this room without a tutor and meet with other students. This room gives you the ability to use your microphone and chat. In addition, there is a blank whiteboard available. Guidance on how to use this room is included within the room.

2. Advanced student room: As a student you can enter this room without a tutor and meet with other students. You will be automatically promoted to Presenter. This gives you permission to use your microphone, webcam, and chat. In addition, you get full use of the share pod, being able to share your screen, add a whiteboard and upload documents. If you upload documents note that you cannot remove these from the room and all students who have access to this room will also be Presenters and have access to all uploaded content – the module team must regularly clear documents from this room.
What you can do on a mobile I

Students can:

• Join and log out of a meeting
• Use emoticons/raise hand
• Connect mic if enabled by Host (with headset or using integrated, but latter may cause audio issues)
• View share pods and make full screen
• Start sharing a whiteboard, upload file (if already uploaded to room) if promoted to Presenter by Host
• Draw on whiteboard if enabled by Host (but not type text), on tablets only – due to screen size limitations

continued
What you can do on a mobile II

Students can:

• Type text in chat pod, and use private chat if enabled by Host
• Type text in notes pod if promoted up to Presenter by Host
• Start webcam in video pod if enabled by Host
• Participate in polls
• Ask a question in a Q&A pod
• See the attendee pod
• Participate in a breakout room, remember all participants are automatically elevated to Presenter in breakouts
What you cannot do on a mobile

You cannot do:

• File pods for handouts
• Web link pods
• View recordings from the ‘Join room’ page
Top tips for tutors I

1. **Follow the checklist** on the ‘Join room’ page. Once in the room and audio set up, at any point throughout your session, if you notice there are connection issues or lag then think about restricting mic and draw rights. See ‘Connectivity and performance’ ([https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=1](https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=1)).

2. As Host, remember to **enable mic and draw rights for Participants** – you don’t need to promote Participants to Presenters to let them speak or draw ([https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=6](https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=6), specific draw guidance for share your screen, document, presentation).

3. When preparing for your tutorial you can **block access for participants** and then unblock within 20 min before a session. This will not only give you time to prepare without interruptions (Meetings > Manage Access & Entry > Block Incoming Attendee), but it will stop students entering the room too early and then not being automatically registered as attending ([https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=4](https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=4)). You can edit the message they see while waiting to enter.

*continued*
4. **Sharing a room.** If you are one of several Hosts in a cluster or module-wide room, there is guidance on the ACCT site (https://learn3.open.ac.uk/mod/oucontent/view.php?id=126477).

Remember:

- Do add your own layouts and pods – rename with your initials
- Do keep the top layout as a standard entry point layout – this means before you leave a room you can click on this layout so this is what the next AL will see.
- **Do not reset layouts** – this removes others’ layouts if they have added any.
- **Do not duplicate others’ layouts** – this will mean you take others’ pods in the layout you duplicate and change others’ work.

*continued*
5. **Using the share pod.** We have put together guidance on preparing and sharing a presentation (https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=6.3), sharing your screen and using the MiniControl that allows access to key functions during screenshare (https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=6.1), if you want to play a video in Adobe Connect you can upload a MP4 video file or FLV (Flash video) file or share a URL for participants to open in their own browser.

6. **Breakout rooms** is an advanced feature, but one that many find useful. The key here is to *practice with colleagues* and keep things simple to start with. (https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=8)

*continued*
Top tips for tutors IV

7. **Leaving a room.** As Hosts when you have ended your tutorial please stop sharing your document, end breakouts, switch to the standard entry layout as above in place of yours (to minimise risk of another Host using it), and click on **End Meeting** from the Meeting drop-down menu. This removes everyone from the room and provides accurate attendance data: (https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=12).
Top tips for module teams I

1. **Follow the checklist** on the ‘Join room’ page. Once in the room and audio set up, at any point throughout your session, if you notice there are connection issues or lag then think about restricting mic and draw rights. See ‘Connectivity and performance’ ([https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=1](https://learn1.open.ac.uk/mod/oucontent/view.php?id=13797&section=1)).

2. It is recommended that all module teams provide a **space on tutor websites** (tutor-only forums) for all ALs in a cluster to discuss ideas on how they wish to work together before the start of the presentation and time could also be built into the tutor briefing. If this is not provided, it is important that ALs in a cluster are provided with an alternative means of contacting each other in order to meet and set up agreed processes for the use of their shared room.

3. If your module only has bookable cluster events, this does not mean you cannot **keep the tutor group rooms and module-wide rooms available**. There may be events outside the booking system that can happen in these rooms.

*continued*
Top tips for module teams II

4. **Attendance register.** Guidance on how this works (from Tutorial Delivery) and advice given to ALs about blocking access until 20 mins before a session can be found in the Online Learning Systems Guide ([https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=4](https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=4)).

5. **Recordings** can be accessed and viewed on computers only, i.e. not mobile devices, from the Join room page. Decisions on whether recordings are made and if they should be offline to share beyond the group, should be made by module teams/qualifications/Faculties and made clear to both ALs and students. The University recording protocol on TutorHome is linked to from the OLS Guide ([https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=5](https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706&section=5)).
Top tips for students I

1. **Follow the checklist** on the ‘Join room’ page. Your headset should be set to default on your computer. Both integrated audio and Bluetooth audio may give inconsistent audio quality and for this reason we recommend a wired USB headset or earphones. If after following the checklist you cannot speak, but can hear, it is possible to participate using the chat pod and status icons (and draw if your tutor, as the Host, enables this in the share pod). If after following the checklist you cannot hear, please contact the Helpdesk for support: +44 (0) 1908 653972.

2. **Microphone and draw rights**. If you cannot see a microphone icon at the top of the meeting room, then the tutor has not enabled mic rights – you can politely ask when mic rights will be enabled for you to speak as there may be a reason it is not enabled. The same mic icon is how you can mute and unmute your mic. If your tutor asks you to draw, again they need to enable this, when they have you will see a draw palette ([https://helpx.adobe.com/adobe-connect/using/sharing-content-meeting.html#whiteboard_drawing_tools](https://helpx.adobe.com/adobe-connect/using/sharing-content-meeting.html#whiteboard_drawing_tools)).

*continued*
Top tips for students II

3. **Mobile access.** There are some activities that may not be suited to mobile access; however, if you can only attend a tutorial on your mobile device there is a lot you can do: [https://learn1.open.ac.uk/mod/oucontent/view.php?id=13798&section=6.2](https://learn1.open.ac.uk/mod/oucontent/view.php?id=13798&section=6.2).

4. **Leaving a room.** At the end of a tutorial the tutor may end the meeting, this will remove all from the room. If you need to leave the room before this you can do so by going to Meeting > Exit Adobe Connect on a computer or Logout [https://learn1.open.ac.uk/mod/oucontent/view.php?id=13798&section=6.4](https://learn1.open.ac.uk/mod/oucontent/view.php?id=13798&section=6.4) on a mobile device.

5. **Accessing recordings.** If the tutor has recorded the tutorial, this will display on the same Join room page you used to join the room once the tutor has made this visible. These recordings are available to all who have access to the given group, they are not downloadable and only viewable on a computer.
• Computing Guide: https://learn1.open.ac.uk/admin/tool/redirector/redirect.php/adobeconnect – link will be available on all Tutorial and Join room pages
• OLS Guide: https://learn3.open.ac.uk/mod/oucontent/view.php?id=122706 – for staff planning larger events (50+ participants), attendance reports, and recording protocol
• Online rooms implementation website with trial rooms and forums: https://learn3.open.ac.uk/site/online-rooms
• Adobe Connect transition training website: https://learn3.open.ac.uk/site/ACTT

Access training resources at any time. On here there are:
  o Quick guides https://learn3.open.ac.uk/course/view.php?id=300789&cmid=125530
  o Screencasts https://learn3.open.ac.uk/course/view.php?id=300789&cmid=125805
Contacts

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Learning-Systems@open.ac.uk  |  Learning Systems

This handout is available via  http://bit.ly/ALSD-handout