TOOLS FOR TEACHING WITH VIDEO – LESSONS LEARNED

INTERNET2

I2 online

SEPTEMBER 30, 2020

BY COMMUNITY, FOR COMMUNITY

Agenda

- Welcome

- About Internet2

- Rutgers University

- University of Texas-Arlington

- Q&A/Discussion

Logistics

- Participants microphones and video are turned off

- Please submit your questions via the Q&A functionality

- We will have time for interactive discussion at the end. Please use the "raise my hand" functionality and you will be un-muted (and make sure to un-mute yourself as well!)

- Today's virtual event is being recorded and will be made available on the Internet2 I2 Online page: https://www.internet2.edu/news-events/events/i2-online/

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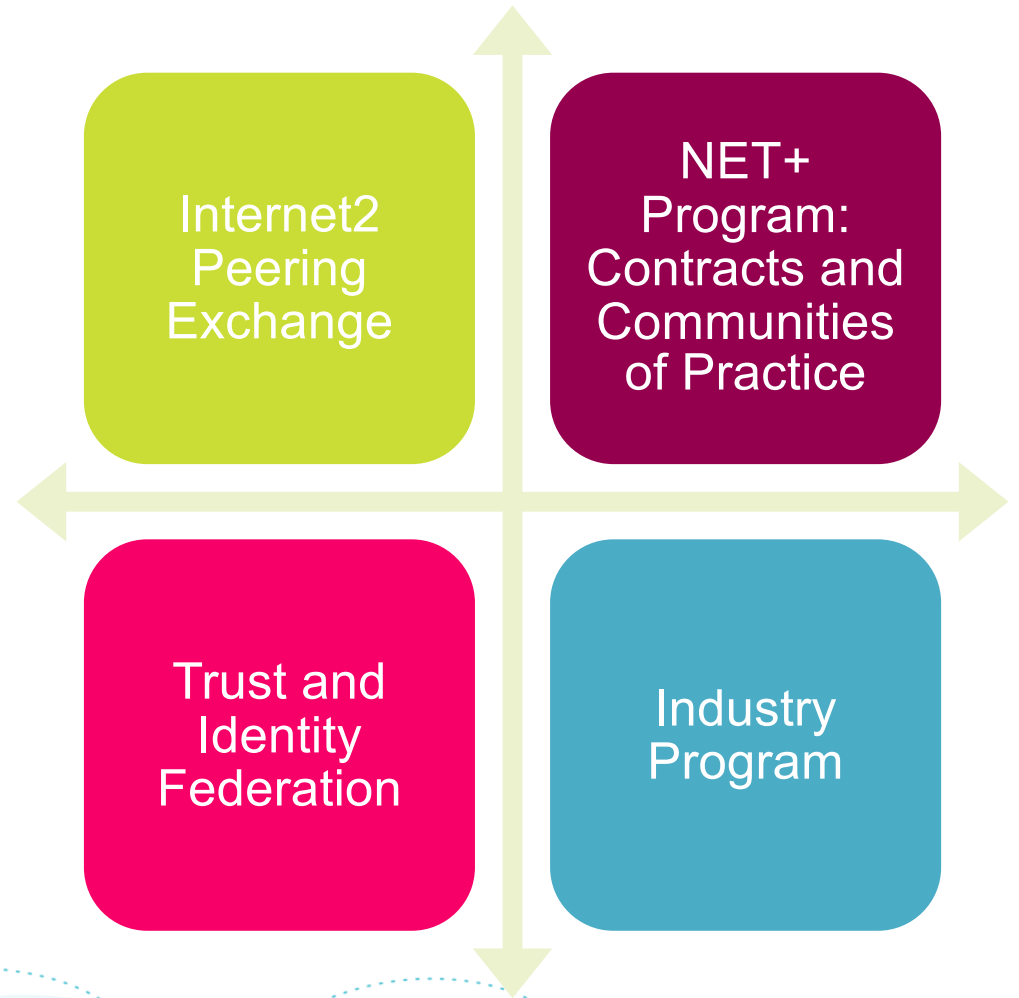Internet2

SPEAKERS

I2online
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How Internet2 Supports Access to Cloud Video & Collaboration Services

Internet2 Peering Exchange

NET+ Program: Contracts and Communities of Practice

Trust and Identity Federation

Industry Program

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RUTGERS

Tools for Teaching
with Video

Michele Norin
Senior Vice President & CIO

About Rutgers

- Teaching over 71,000 students from across New Jersey, the United States, and the world

- 29 schools and colleges

- 150+ undergraduate majors and 400+ graduate programs

- 6,900+ continuing education programs

- 25,000+ classes taught annually

- Ages 4 to 100+ taking courses as lifelong learners

- 18,000+ degrees granted to Rutgers students each year

Teaching with Video

Synchronous Tools	Asynchronous Tools	Collaboration Tools

Synchronous Tools:
- zoom
- Cisco webex
- BigBlueButton
- Poll Everywhere

Asynchronous Tools:
- Kaltura
- YouTube
- PowToon — So Everyone Can Animate
- vt

Collaboration Tools:
- Office 365
- Microsoft Teams
- CANVAS

Before COVID-19 Closure

- A very small number of instructors using recorded video in courses and videoconferencing.

- BigBlueButton was the only synchronous video option integrated directly into our LMS.

- There was a cap of 15 concurrent BBB sessions at a time. We averaged 5 concurrent sessions, never more than 12 at time.

- Webex was in widespread use by administrators and staff, but not much for instruction.

- A small number of instructors were using both Kaltura and YouTube to create and stream video to their students. Mostly in hybrid and fully online courses.

- More than 50% of instructors weren't using an LMS, let alone using video in their teaching.

After COVID-19 Closure

- Most instructors immediately moved to using videoconferencing sessions to replicate their classroom lectures. This presented challenges for the instructors, students, and support staff.

- BigBlueButton usage increased to 130 concurrent sessions, requiring agreements to be amended and severe technological issues to be fixed.

- We advertised the existing Webex service as an option and introduced Zoom. Both options are now integrated directly with Canvas.

- Kaltura usage rose by over 150% with over 30,000 player impressions in the month of April.

- With more time to prepare, instructors have been preparing more asynchronous video content for the Fall 2020 semester.

- Training workshops, self-paced tutorials, and one-to-one sessions were offered around the clock to help instructors better leverage our video tools.

Synchronous Video Usage

- Webex usage increased by 2241% between February and April.

- In September alone there have already been more than 17,000 Webex sessions with over 230,000 participants.

- Zoom and Zoom Tenant were introduced in June 2020.

- There have been 116,000+ Zoom sessions in September with nearly 800,000 participants.

Monthly Sessions (Instructional and Non-Instructional)

Legend: Webex, Zoom, Zoom Tenant (HIPAA)

RUTGERS | 13
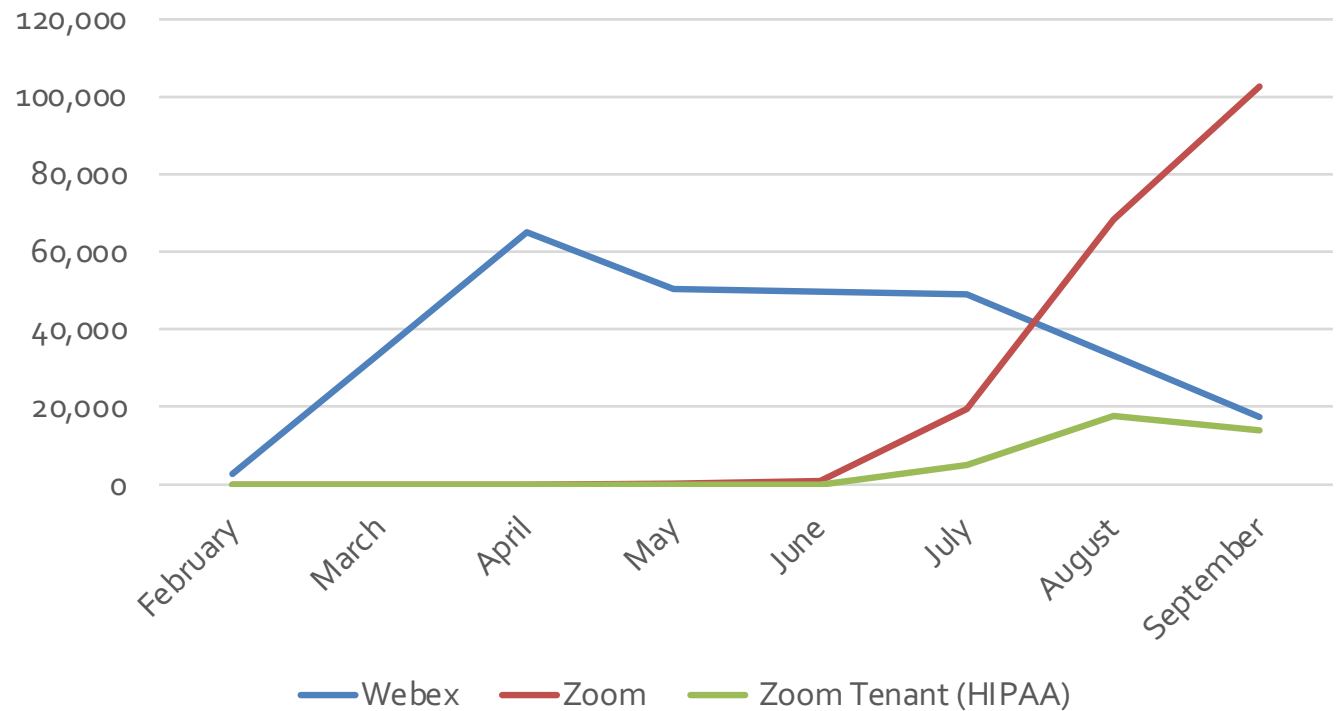
Challenges & Lessons Learned

- Teaching with video has a steep technological & pedagogical learning curve.
    - **Provide options for all user levels and multiple pathways for training and support.**
- Demand for video tools increased significantly and fast.
    - **Ensure your systems can handle the load.**
- Too many tool options can generate confusion and be difficult to support.
    - **Limit your selection to only what is necessary and provide direction on when to use what.**
- Keep your audience in mind; students today digest content differently.
    - **Ensure content can be accessed from mobile devices on demand.**
- The technology is only a tool; how we use these tools is just as important.
    - **Collaborate with instructors to develop best practices for using video in teaching.**

Synchronous vs. Asynchronous Video

- Most video technologies fall into one of two categories; recorded video or live streaming.

- Recording content and making it available on demand comes with less risk and can be scaled to an instructor's abilities.

- If an error occurs during recording, you can try again, but if it happens in a live session, it is more difficult to recover from, leading to a loss of crucial teaching time.

- Asynchronous video allows for more elaborate productions including animation/simulation, while synchronous video will allow for student interaction.

- As with most things, using a combination of both modalities usually leads to the most effective experience.

Asynchronous Teaching with Video

- **Provide Good Tools:** Invest in high-quality equipment, software, training, and support.

- **Prepare Ahead:** Plan and script your content, practice, record iteratively, and leave time for editing.

- **Add Visuals:** Using slides, whiteboards, and interaction tools like quizzes help to make content more engaging. Consider recording your face as well as your slides.

- **Think Mobile First:** Consider that students will likely be using a mobile device to view your content. Keep it simple. Also, if it's an option, allow students to download the content.

- **Video Accessibility:** Providing captions improves the experience for all users. Be sure to check for good audio and video quality too.

Synchronous Teaching with Video

- **Prepare Ahead:** Just like recorded content, be sure to use quality equipment, test your technology, script your content and activities, and practice.

- **Use the Crowd:** The biggest advantage to teaching synchronously with video is the student interaction. Use polling tools, embedded quizzes, and breakout room activities to encourage participation.

- **Feedback Channel:** Most platforms like Zoom and Webex have a text chat feature students can use to ask questions and provide feedback without disrupting your lecture.

- **Be Conscious of Limitations:** Streaming video and audio may not be possible for all students, especially in a large session. Consider only displaying what is necessary.

- **Accessibility:** Live transcription is great if available. Consider recording your session and posting afterward along with a transcript and other resources like slides.

Revised July 2020

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Tools For Teaching – UT Arlington

- Lee Pierce – Asst. Director Knowledge Services
- Kevin Krawzik – Lead Program Manager

UTA Prior to March 2020

UTA actions prior to going online:

- Network infrastructure upgrade complete

- 2018 – Teams Adoption begins

- 2018 – Canvas LMS implementation starts

- 2019 – PureCloud active for call centers

- 2019 – Canvas LMS go-live

- 2019 – Microsoft and UTA engagement increases

- Early 2020 – Completion of further Network/Telephone infrastructure

The Move to Online

Starting March 2020:

- Early March cross-departmental teams are formed to assess possible needs to go to online modality

- Call centers begin work from home testing

- OIT Training Classes shift to online the week ahead of March 16th to prepare the campus

- March 16th – Online Begins
    - Working with Microsoft UTA Converts 13,000 courses to Teams in the first two weeks

- OIT Help Desk and Business Support Teams are remote and live from day one

OIT Rapid Response Team

Cross-Department Engagement:

- OIT Team is formed to work with campus partners
  - Team includes employees from all levels, not just executives and managers
  - Team has the ability to assign tasks and move campus needs to the top of priority list
  - Team initially meets daily to listen to concerns
  - Campus is now looped in transparently to OIT
    - Issues are openly discussed
    - Solutions are the focus

The New Normal

UTA's OIT Department Now:

- Cross departmental efforts are key
- Large push to synchronous learning with Teams in conjunction with Canvas
- Microsoft collaboration is increasing
- UTA is part of the MS TAP program
- Efforts to reduce redundant tools and reduce costs are underway; For example, Zoom.
- Time with students off campus used to rapidly complete infrastructure upgrades
- OIT participation with course planning is now the norm
- OIT is engaged at almost every level in the University to provide tools and support to the campus.

Challenges of Traditional Voice

Challenges experienced prior to implementing Teams Calling:

- How do we connect faculty and staff with students when their phones are in the office, but they aren't?

- Can we leverage the Teams app as a calling platform?

- Is there a way to have a more mobile calling platform?

Transforming UTA Voice to a Mobile Platform

PROBLEM: How do we quickly get more faculty and staff using Teams for calling?

- UTA was transitioning to Teams Calling at the start of COVID 19 using a "building-by-building" approach.

- This approach would have needed to be accelerated as classes moved online and faculty and staff began working remotely.

- The solution was to use MS Forms to automate the migration and porting process on an opt-in basis.

Success

Results of using an expedited process

- Over 1600 voice users were migrated to Teams Calling via the opt-in automated process.

- Once user was migrated, they scheduled a Bookings appointment to have their headset or phone delivered upon their return to campus.

- Very few issues arose as a result of this process change.

Outcomes

UTA will continue with a hybrid cutover moving forward.

- Building-by-building replacement will resume in October, and users will still be able to opt-in to Teams Calling.

- We are planning to have all devices delivered and all users migrated to Teams Calling within six months.

- There are no challenges with voice quality, E911, etc.

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Please tell us how we did today!

Take our survey:
http://bit.ly/ToolsTeachingVideo

Have a question or feedback we didn't get to?
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