

GETTING READY FOR YOUR VIRTUAL CLASSROOM EXPERIENCE OFF CAMPUS

The virtual classroom experience is when you are learning with a teacher and other students via web conferencing technology as part of a virtual classroom.

This guide will assist you with connecting to your teacher and peers from off campus.

A set of experience tips and tricks cards for before class, first class and during class, will help you quickly create a positive and engaging experience.

TOP 3 THINGS TO DO BEFORE CLASS



TOP 3 THINGS TO DO DURING CLASS



Prepared by TAFE NSW CX Team
V6, July 2021

VIRTUAL CLASSROOM OFF CAMPUS
FOR STUDENTS

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FOR STUDENTS

WHAT YOU WILL NEED

CHECKLIST

- Device
- Headset
- Your learning platform
- The link to your virtual classroom
- Your teacher's contact details
- Access to your files

You will need to know how to:

- Send and attach a file to an email.
- Send a photo.
- Select your camera and microphone source.
- Turn the mute button on and off.
- Use the chat field in your online class.

TROUBLESHOOTING COMMON CONNECTION ISSUES

Dial in 10 minutes before all classes to discover and address any potential issues.

I can't hear or see anything/they can't hear or see me:

- Plug in your headset and microphone before logging into your learning platform.
- Check your headset isn't on mute (some headsets have mute buttons located on the cable).
- Check the learning platform is picking up the correct microphone, audio and camera source (another program or web browser session might be using your camera or microphone already).
- Ensure you have closed any windows from other programs that might use your microphone or camera.

I can't get into the class:

- Recheck your username and password.
- Check you are using Chrome as your internet browser.
- Turn your computer off and on again.
- Minimise concurrent use of your internet by members of your family (e.g. Netflix, YouTube).

If all else fails:

- Shut down any additional programs running on your computer.
- Turn your modem off and on again.

STILL EXPERIENCING DIFFICULTIES IN CLASS?

Send your teacher a message to let them know.

CALL THE TAFE NSW STUDENT TECHNOLOGY SERVICE DESK ON 131 601. Select option 4 for technology support, then option 2.

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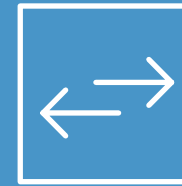
TOP 3 THINGS TO DO BEFORE CLASS



1 SET UP
TO LEARN



2 LEARN HOW
TO CONNECT



3 TEST YOUR
CONNECTION

VIRTUAL CLASSROOM OFF CAMPUS

FOR STUDENTS

BEFORE CLASS

TIPS & TRICKS



SET UP TO LEARN

Device

You will need a device to connect to the class from home - preferably a laptop or computer. You can use a mobile phone but it isn't ideal for long periods of time.

Camera

It is good to be visible to the teacher when they ask to see you. You can use the inbuilt camera on your computer or device, use a separate webcam or occasionally use the camera on your mobile phone. Don't panic if you can't get a camera. You will still be able to attend classes.

Headset

It's a good idea to use a compatible headset so you can hear the class and concentrate more easily.

Environment

Ideally you will have a private, distraction free environment. Make sure people around you know you are at class. It is a good idea to turn on your camera before class to check the background is appropriate.

Attire

Come to class wearing what you would normally wear to campus.



LEARN HOW TO CONNECT

Load up your platform

There are several web conferencing technology platforms in use at TAFE NSW to connect students and teachers. Make sure you know ahead of class which platform you will be using and have it loaded onto your computer. Examples are Microsoft Teams, Meet.TAFE or Adobe Connect. Some platforms need additional software (e.g. Flash player).

Log in details

Many TAFE NSW platforms require a link to join the class. It is a good idea to save this link to your bookmarks in your internet browser.

Key skills you will need

You will need to be able to send an email and attach a file and select your camera and microphone source. You can search YouTube to find out how to do this.



TEST YOUR CONNECTION

Internet

You will need access to the internet to connect to class from home. If you need one you can get a new internet connection by contacting an internet service provider.

Bandwidth

Sometimes issues connecting to your class can be caused by too many platforms open at once (e.g. Netflix). Try shutting any additional programs down if you have issues.

If you experience any difficulties send your teacher a message. They may not be able to assist you straight away but they will get to you when they can. You can also ring the TAFE NSW Student Technology Service Desk on 131 601. Select option 4 for technology support, then option 2.

Students who may be deaf or hard of hearing, can seek assistance through the [National Relay Service](#) or may lodge a request on line through the [TAFE NSW Enquiry Form](#).

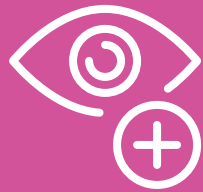
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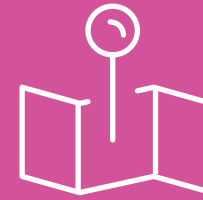
TOP THINGS TO DO DURING CLASS



 SPEAK UP



 BE SAFE
& VISIBLE



 STAY ON
TRACK

DURING CLASS

TIPS & TRICKS



SPEAK UP

Stop the class

We know it can be daunting stopping a class to ask questions but it is important because if you don't understand something others might not either.

You can go off mute then:

- Say the teachers name to get their attention
- Say your name so they can see you
- Ask your question.

Signal to the class

If you have spoken recently you will be up on the screen. If so, you can use a hand signal to let the teacher know you have a question or something to say.

Send to the chat field

Use the chat field in your web conferencing platform to ask a question or make a comment and your teacher will get to it when they take questions.

Mute button

Stay on mute until you need to speak.



BE SAFE & VISIBLE

Know your environment

Even though you might be familiar with your own home environment take note of your closest evacuation in case of emergency.

Be seen and heard

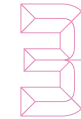
Your teacher might ask you to turn on your camera for an activity or discussion or they might ask for you to use the chat field. Be prepared to do this at any time throughout class. Be aware of what your camera is capturing of your home environment to minimise distraction.

Be mindful of each other

Please consider how what we say affects other people in the class. It can be easy to misinterpret each other when we can't see each other well over distance.

Alert the teacher if you feel distress

If you feel distress unexpectedly during class or you see a classmate experiencing distress please contact the teacher.



STAY ON TRACK

Participate in activities

There are still plenty of opportunities to participate in activities in the virtual classroom. This will continue to be important as it was in face to face.

Evidence of participation

Your teacher might ask you to send evidence of your participation in class. This could be your answers in the chat field. You might also be asked to email a file or send though a photo of something. Always include your name and unit in the file name or email subject before you send it to your teacher.

Keep discussion to class related topics

Keep conversations focused on class related topics because time is more precious in the virtual classroom.

Listen actively

Listen actively and stay on mute when other people are talking.

Seek help

Don't wait too long to ask for help if you get off track!

TAFE NSW will send you a regular check in survey by email to make sure you are feeling confident in your studies from home. This is an opportunity to tell us what you need help with so we can respond to your needs.

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