



**Training for hosting online
events and Microsoft
Teams platform training**

November 2023

Introduction

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Schedule:

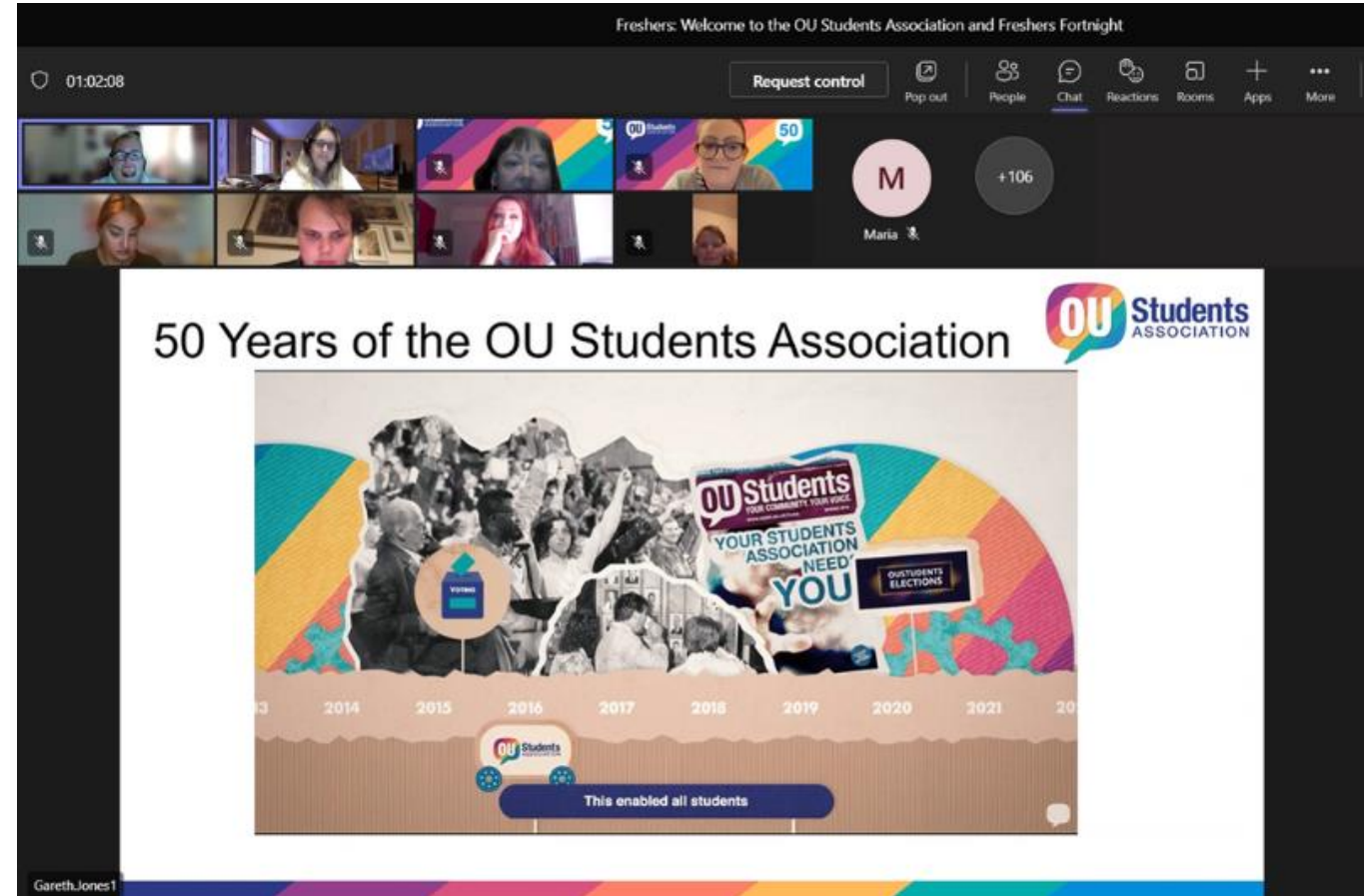
- Guidance on setting up and running online events and meet-ups
- Microsoft Teams training



Guidance on setting up and running online events and meet-ups

Purpose of the training

- So you can host drop-in sessions, quizzes, meet-ups for your faculty or area, etc.
- Help build the student community.
- Student Leadership Team (SLT) members can also host online events and meet-ups for students.
- Clubs and Societies can host events as well.



Setting up online events

Organise the name of your event, date and time, a description, a link for your session and a co-host

Event name

- Keep the name short and clear

Time

- The most popular time for events is weekday evenings, but we like to offer events at other times too
- Events can last between 30 minutes – 1.5 hrs usually. If longer than an hour, make sure to include a break

Description

- Explain what students can expect from the event e.g. if it's just an informal chat, or if it's a quiz how it will work

Link

- For Microsoft Teams sessions, you will create the meeting invite and the link, and send this to us.
- For Adobe Connect, let us know you'd like to book a room, we will book it and organize the link. If it's a regular event in the same room, it'll be the same link



Setting up online events (cont.)

Organising a co-host

- You must have a co-host for your events as support, and/or to host the event if you are unable to make it at the very last minute. To organise a co-host, you could ask fellow Hosts on the Slack channel, or contact the Community team to ask our Hosts for you. If you feel Staff Support would be helpful, please let us know.
- Co-hosts will be able to help manage the event with you, e.g. one of you could be the main host and the other could monitor the chat box. They can also help if a difficult situation arises.

Prizes

- If you are organizing a quiz or similar event, we can organise prize(s) for the event. Please let us know in advance so we can organise the prizes and add the Terms and Conditions to the event page.

Letting us know about your event

- Once the details are sorted, [fill in this form](#) or email us at oustudents-meetups@open.ac.uk. Please try and give 2 weeks notice for events if you can.
- Your event will then be published on our [website events page](#)



Promoting online events

We encourage you to promote your event on spaces such as forums and Facebook groups. If you don't have social media and would like help with promotion, please just let us know. We can also create an image for promotion if you ask in the event form.

We promote the events happening each week on our social media channels.

You could also write an article on [The Hoot](#) to promote your event, e.g. if it's a regular meet-up

Please don't share the direct link to the session on social media – just share the link to the event page on our website. This reduces the risk of non-OU students attending.

Please note, currently most events on our website are open to all to attend, they are not behind a log-in screen, and attendees do not need to register in advance. For larger events, e.g. Freshers, event links are behind an OU log-in screen. If you'd prefer this, or for attendees to register in advance, please let us know.



Hosting tips

Timing

- Try to let attendees through the lobby on time or no sooner than 5 minutes before the start
- Try to keep to your advertised event times. If you're finding it difficult to end the event, you can signpost students to other events happening soon, Clubs and Societies etc.

Welcome people

- Remind attendees how to mute/unmute, use the chat box, access captions, and explain how you are going to run the session if relevant
- Try and make your event as welcoming and friendly as possible. Welcome students and encourage them to introduce themselves and take part in the discussion
- Remember that some students might not have attended an event before – a brief introduction to yourself and the Association would be great

Presenting

- If you're using PowerPoint slides, make sure you check the accessibility of the slides with the 'Check Accessibility' tool, under the review tab. You can also [find more guidance on accessibility on the Microsoft website here](#).

Any questions you can't answer, direct students to: oustudents-community@open.ac.uk



Code of Conduct

for OU Students Association Events

By taking part in our online events, you agree to abide by our code of conduct, below. Please take a moment to read it before attending one of our events.

1. We ask you to show respect to your volunteer hosts and fellow attendees - we want everyone to feel safe and welcome to participate in this space.
2. We have zero tolerance to bullying and harassment. See our [Values and Behaviour Policy](#).
3. We are dedicated to providing a welcoming and friendly experience for everyone, regardless of gender, gender identity and expression, age, sex, sexual orientation, disability, neurodiversity, physical appearance, body size, race, ethnicity, religion (or lack thereof), technology choices, or any other characteristic or belief.
4. We want you to be aware that the [University's Computing Code of Conduct](#) is applicable in this space.

Attendees who are not willing to respect the spirit of our events will be asked to leave or removed by our hosts. If you have any concerns about behaviour in an event, or if you'd like to talk to the host, or someone from the community team before coming to an event, please don't hesitate to contact us at oustudents-community@open.ac.uk.

Have fun and enjoy yourselves.



More on the Code of Conduct

- There is a [direct link to the Code of Conduct on our website](#) on the event pages so that students can read it before entering the session
- If anyone does not adhere to the Code of Conduct (e.g. saying something unfriendly to another student) please either warn them or remove them from the session, depending on the severity of the incident and what you think is best in that situation. A reminder such as “please can I just highlight the need for all attendees to adhere to the code of conduct” may suffice
- If appropriate, you could speak to the person separately in a breakout room. This may also be an appropriate method if topics like mental health come up.
- Sometimes it’s best to remove one disruptive person from the event, rather than keeping that person in the event causing upset to other attendees.
- Note down their name and any other details and let the Community Team know afterwards if you have had any incidents at oustudents-community@open.ac.uk.
- Ask attendees if they are ok – let them know they can email the Community Team at oustudents-community@open.ac.uk to have a debrief or discuss the issue if they’d like to.



Students who may need more support

From time to time, event hosts find that students access our events at times of crisis. It is important to be clear about the boundaries here, and that our events are not a therapeutic space. Empathy and understanding are important, but it is not your responsibility to support any students who find themselves in that situation.

Have some key support links on hand: [TalkCampus](#), [Shout 85258](#), and [Samaritans](#)

Should you respond to a difficult situation like this, we ask you to report it to us (at oustudents-community@open.ac.uk), so we can take the necessary steps from our end, and best support you.



Helpful training recordings

The training was delivered by Emma Greenstein, who is a Mental Health Adviser at the Open University. The intention of the training is that it should help you feel better prepared should you find yourself in a difficult situation when hosting an event or meet-up with students online or if you need to respond to a student who is in severe distress or is suicidal.

This training covers some sensitive and upsetting topics, including suicide and self-harm. Please look after yourselves and get in touch if you need to talk anything through or if you need help accessing support.

[Dealing with Difficult Situations](#) (45 minutes)

[Responding to Distressed and Suicidal Students](#) (60 minutes)



Feedback

After the event, please give us feedback on how it went. You can do so by [filling in this form for each event](#) or email us at oustudents-community@open.ac.uk.

Please also send us photographs/screenshots, making sure you ask attendees permission first for the photograph to be taken and for it to be used on Association platforms (website, social media, newsletter, etc).



Microsoft Teams platform training

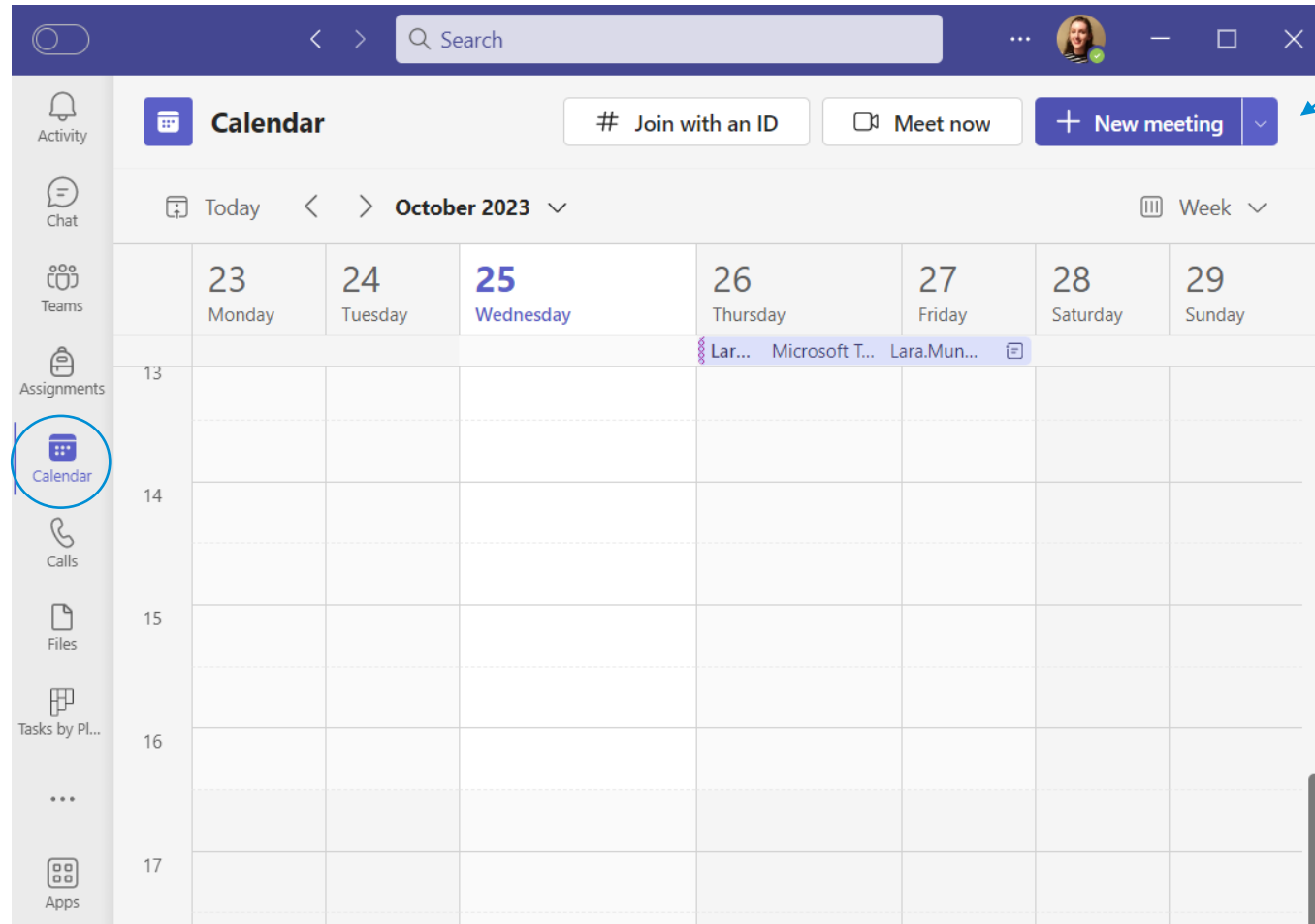
Microsoft Teams: key points

- **Please let us know by email (oustudents-community@open.ac.uk) if you'd like to use MS Teams for hosting events, and we will organise access for you with your @ou.ac.uk email address.**
- Then you can download the Teams app and create your account. Use the Teams app to create events.
- Students attending events will likely join as 'guests' and not have MS Teams accounts. Anyone can join an MS Team session via the app or browser if they have the link.
- Common MS Teams issue:
 - Participants may not be able to access the chat box or see the slides – you can ask participants to try exiting the meeting and re-joining, or try joining on the MS Teams app if they're using the browser or try the browser version if they're using the app



Scheduling a meeting

- Schedule a meeting on the Teams app, in the Calendar – click ‘New meeting’



Scheduling a meeting – the details

New meeting

New meeting Details Scheduling Assistant Save

Show as: Busy Category: None Time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London Response options Require registration: None

Test meeting

Add required attendees + Optional

25/10/2023 12:00

25/10/2023 12:30 30m All day

Occurs every month on last Wednesday starting 25/10/2023

Add channel

Add location Online meeting

Who can bypass the lobby? Only organizers and co-organizers

Record automatically

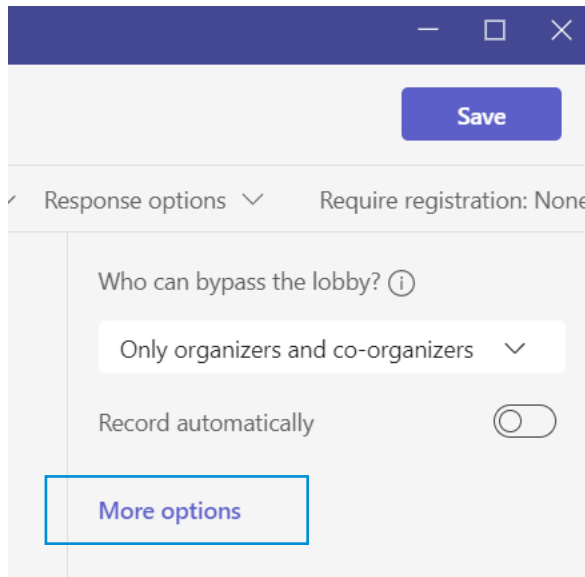
More options

Type details for this new meeting

- Add a title, time and date. Meetings won't start/end at the specific times, you can open and close the meeting whenever
- You can invite your co-host in the attendees box. Be aware this will send an email which will share email addresses of those invited with each other – so if you don't have permission to do this, don't add any attendees and just send them the meeting link once the meeting is created
- You can make the meeting recurring e.g. for a monthly event – the link will stay the same



Scheduling a meeting – meeting options



Meeting options

Who can bypass the lobby? ⓘ Only organizers and co-organizers ▾

People dialing in can bypass the lobby

Announce when people dialing in join or leave ⓘ

Choose co-organizers: To assign a role to a participant, invite them to the meeting individually. [Learn more](#)

Who can present Only organizers and co-organizers ▾

Allow mic for attendees ⓘ

Allow camera for attendees ⓘ

Record automatically

Meeting chat On ▾

[Save](#)

- It's important to set the meeting options. On the right-hand side of the meeting invite, select 'More options'

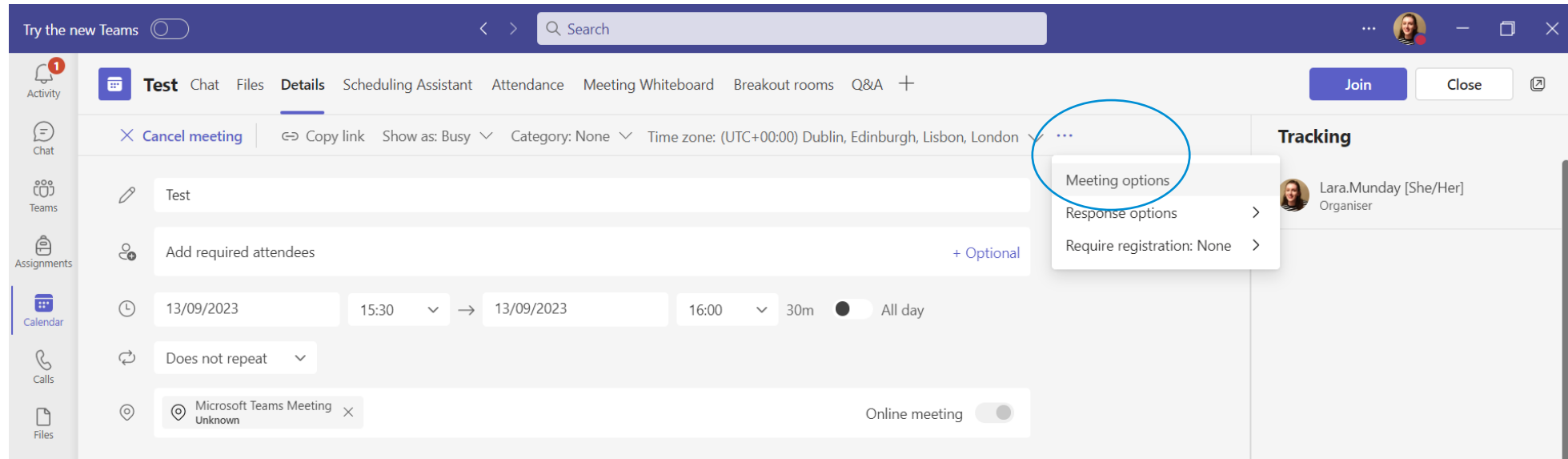
- You can choose your co-host as a co-organizer. You can also make people co-organizers and presenters within the meeting itself if needed.

- Change the lobby and present questions to 'Only organizers and co-organizers' – the lobby means that only you and your co-organizer can start the meeting, and everyone else will need to be 'admitted'. It also means you'll be able to manage meeting options, breakout rooms, share content, and remove someone from the meeting if you need to. [Find out more on the different roles.](#)



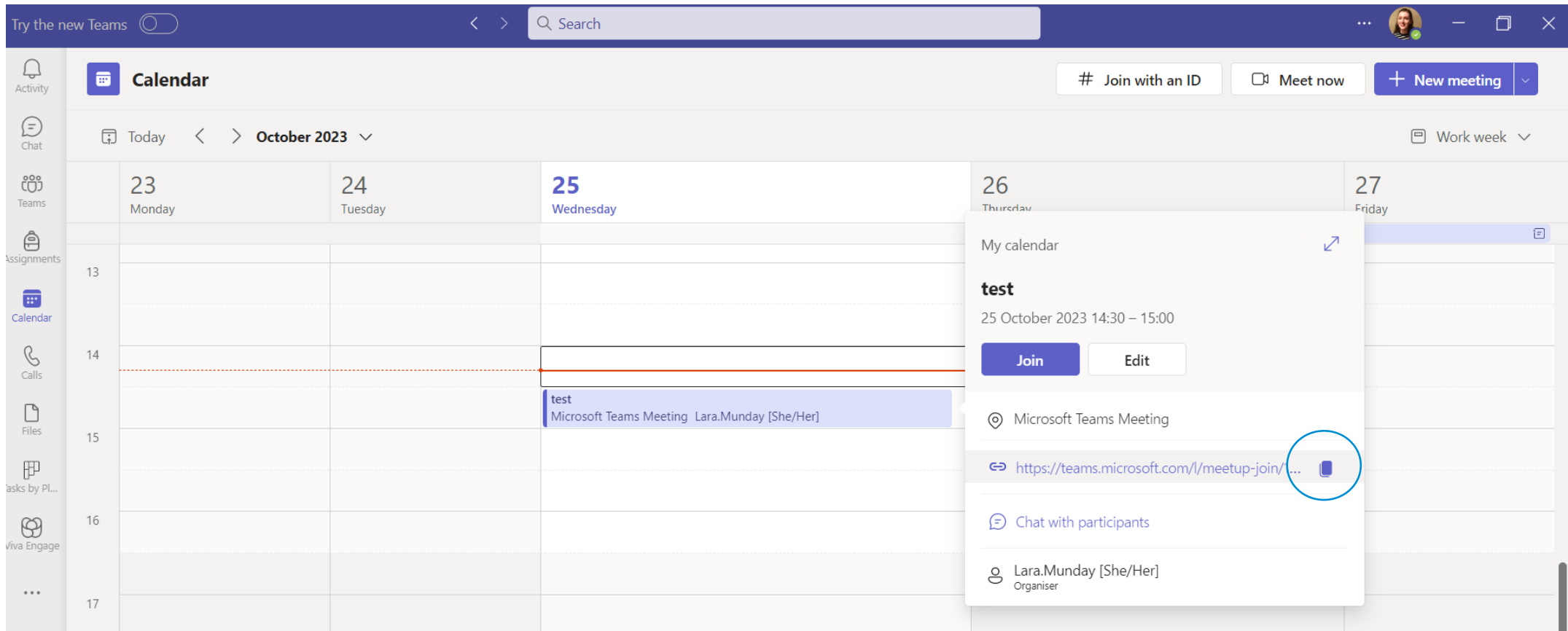
Editing meeting options before a meeting

- If you need to go back to change the meeting options, go into the meeting invite through the MS Teams calendar, click 'Edit'. Then click the three dots and then 'Meeting options'
- If you don't see the three dots, it may be because you need to invite someone to the meeting. You can add your own email address if you're not sending the invite to the co-host.



The meeting link

- To get the meeting link, go back into your Teams Calendar, click on the meeting and click the icon to copy the link. Or select Edit to see the meeting ID and passcode.



Managing the meeting

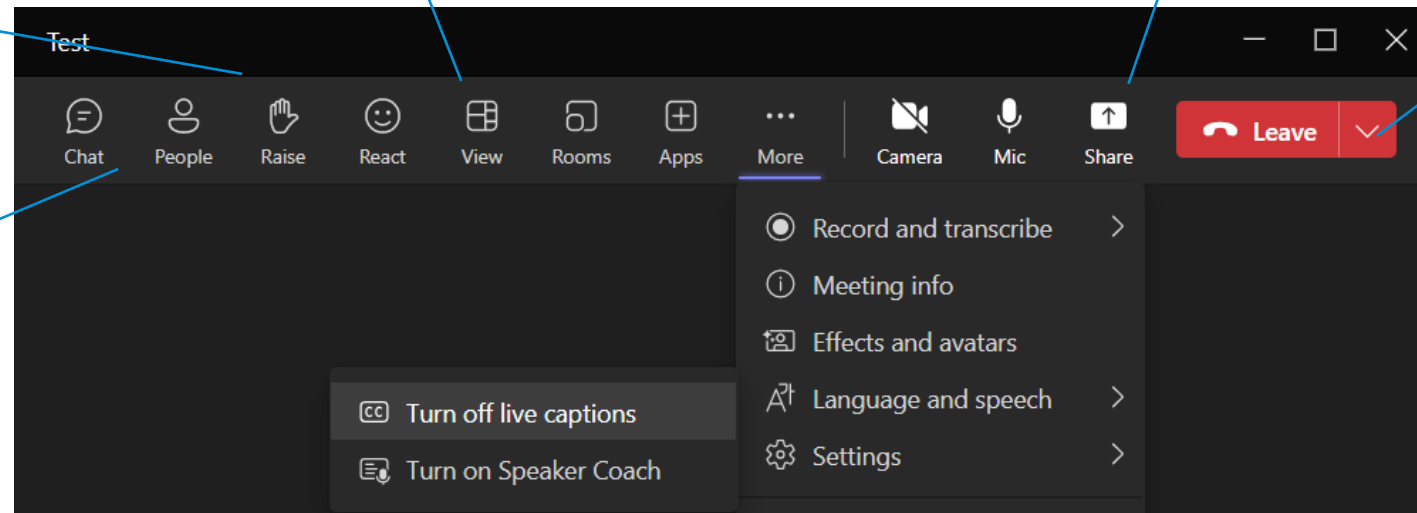
You can lower attendees' hands by clicking the three dots next to their name. The order in which they have raised their hands will show on the participants list

A pop-up will come up here if someone is waiting in the lobby. Click 'Admit' to let them into the meeting. If you don't want to let them in, click 'View Lobby' and you can then click the cross next to their name

This is also where you can mute and remove people

Participants can choose the view they want to see here. Gallery is recommended for meet-ups

To share a document or webpage, make sure the window is open before you click this button, and also make sure to click 'Share computer sound' if you are sharing audio. Then click on the window you'd like to share or the desktop (this will share your whole screen). Click the button again to stop sharing. Use the PowerPoint option for sharing slides to be able to see notes when presenting. The PowerPoint option is also better for participants who use screen readers.



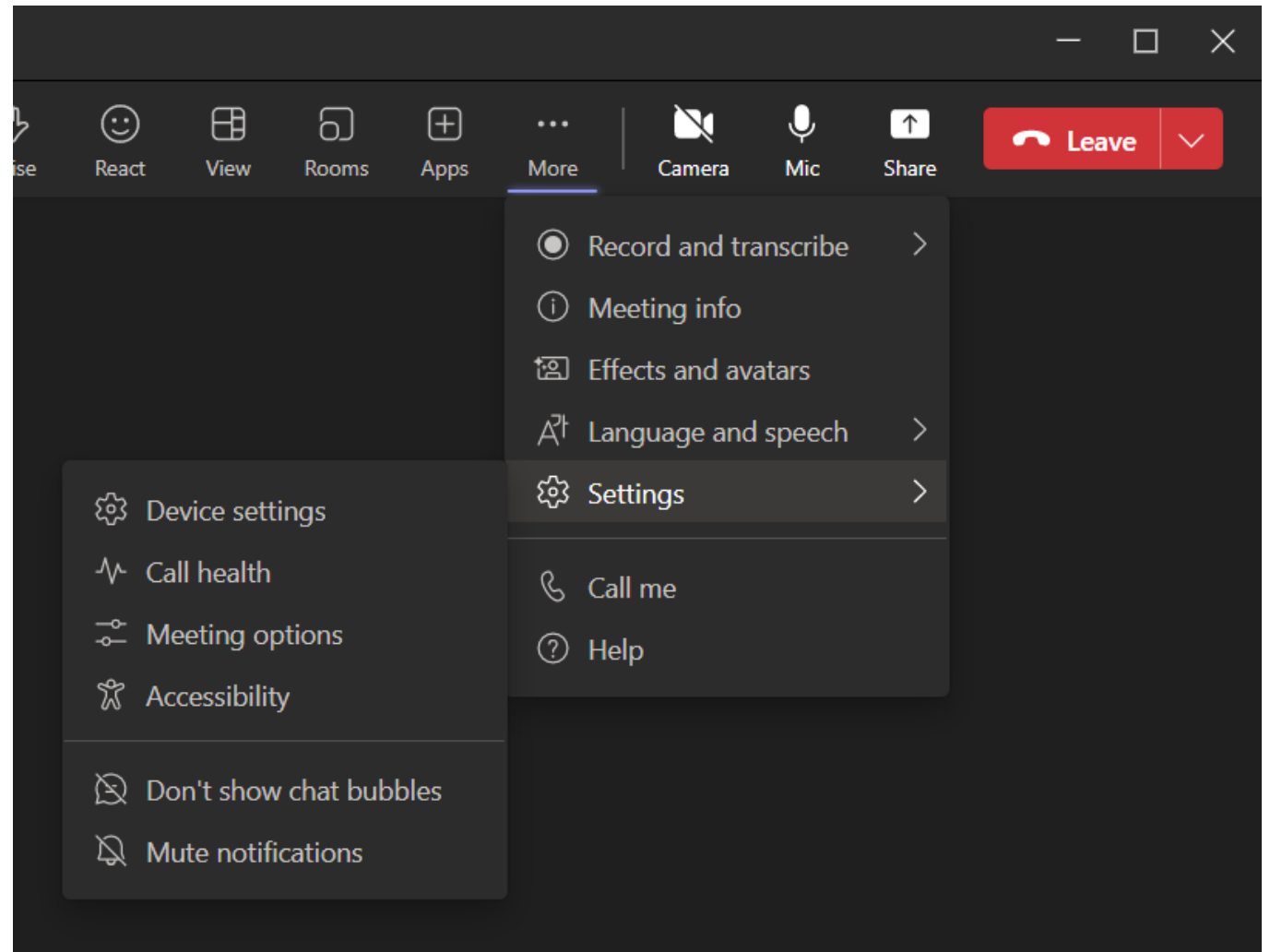
Click on the small red arrow and then selecting 'End meeting' so that the meeting cannot continue without you present

We encourage you to let participants know how they can access live captions at the start of the event



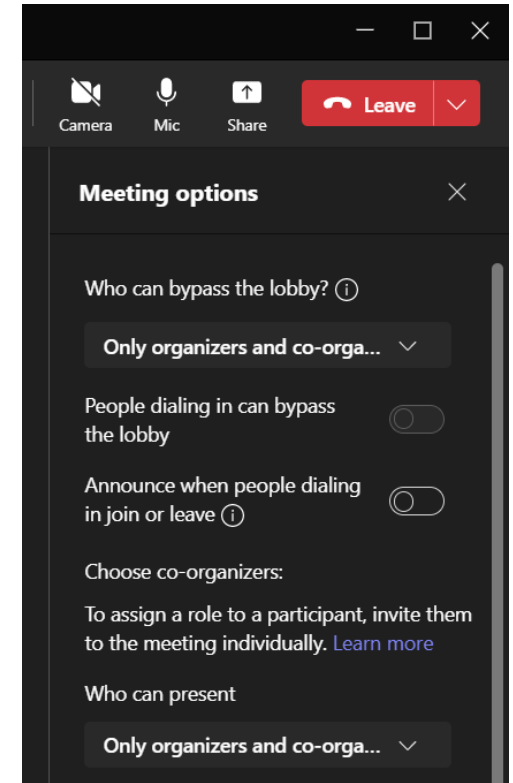
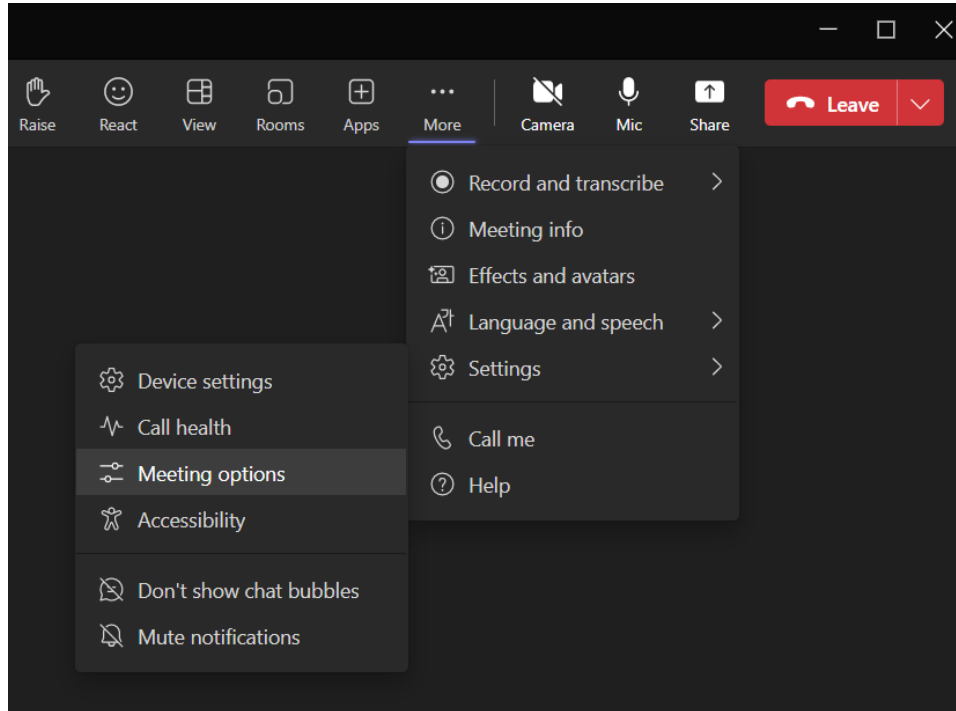
Managing the meeting (cont.)

- Let us know if you plan to record so we can ensure there's a clear note on the event page, and so that we can give you some guidance on letting attendees know, anonymising attendees and sharing the recording
- If attendees are having issues with their audio, microphone or camera, they can select 'Settings' and then 'Device settings' to check the correct device is connected etc.



Editing meeting options in a meeting

- Select 'More' on the toolbar, 'settings', then 'meeting options'.
- Edit the lobby, co-organiser, and presenter options and click save



This is useful in cases where you can't make someone a presenter beforehand, e.g. an external presenter without a Teams account, or if you turn the lobby off once the meeting starts to allow people to enter easily, and need to turn it on again at the end (or if you remove someone from the session)



Managing participants

You can mute and remove individual participants by clicking on the three dots next to their name on the 'People' option. Please don't hesitate to do this if an attendee is not adhering to the Code of Conduct. Removed participants can re-enter the meeting, but you can choose to not let them through the lobby.

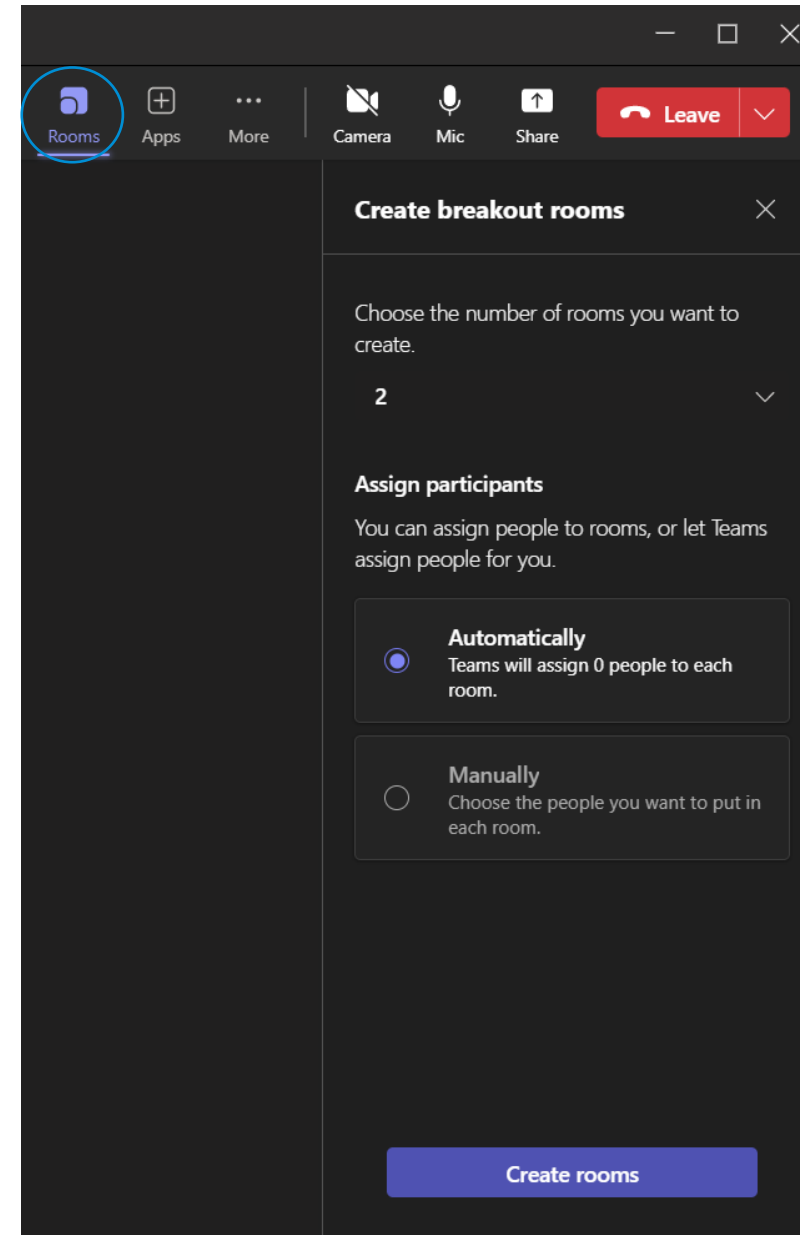
You can download the attendance list if you need to have a record of who attended the meeting (e.g. if there was a disruptive guest). Make sure to delete the downloaded attendance list after you have finished using it (GDPR)

If you need to speak to your co-host privately, you can use the MS Teams chat option in the app



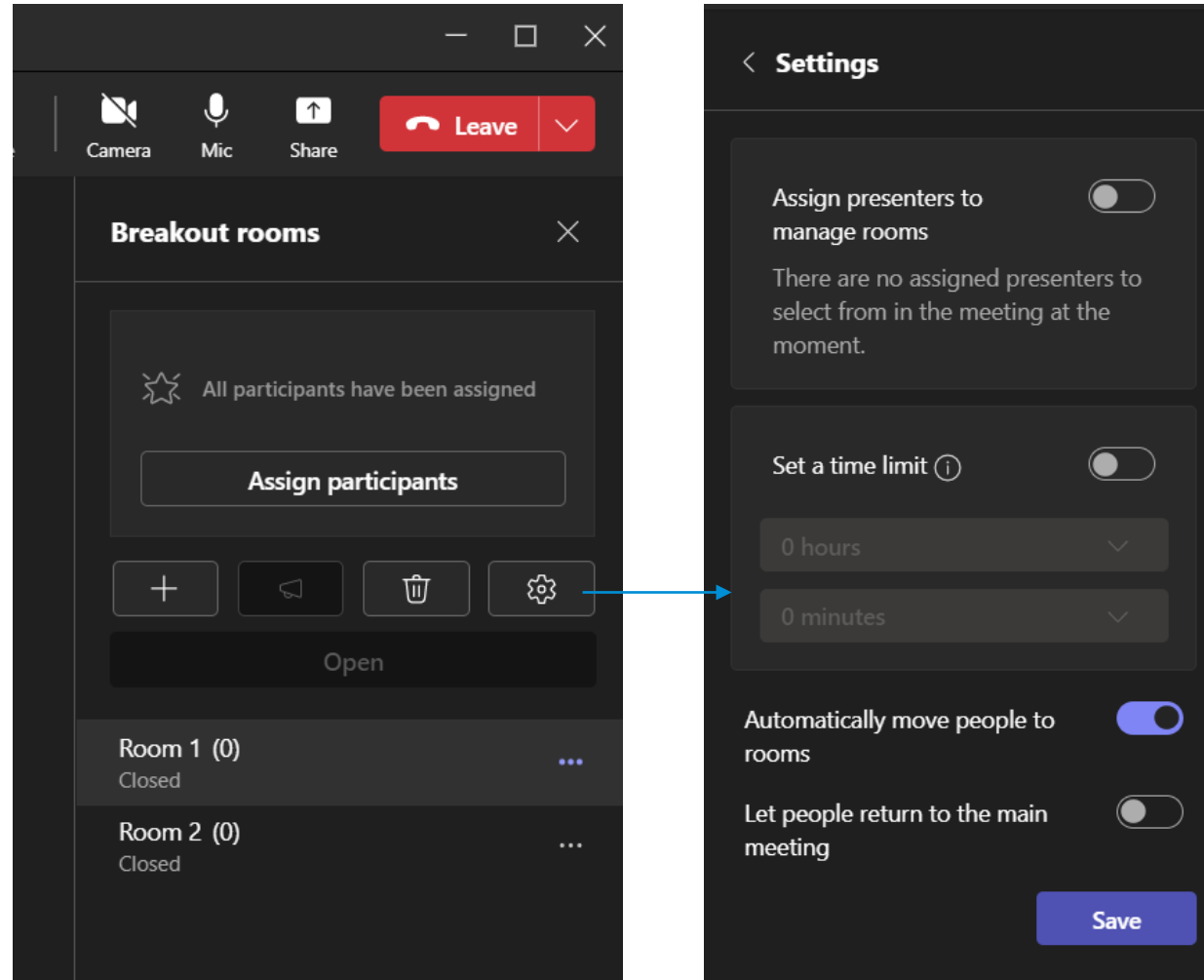
Breakout rooms

- Breakout rooms are useful for a quiz or large group, or if you need to speak to a student individually
- Click the Breakout Rooms icon on your toolbar, you will then be able to choose how many rooms you need and whether to automatically or manually assign participants to rooms



Breakout rooms (cont.)

Once your rooms are created, you'll see them on the right-hand side. You can add rooms with the + sign, make an announcement to all rooms with the megaphone icon, close rooms with the bin icon, and by clicking on the '...' next to the room, there are several options e.g. to join a room and close it

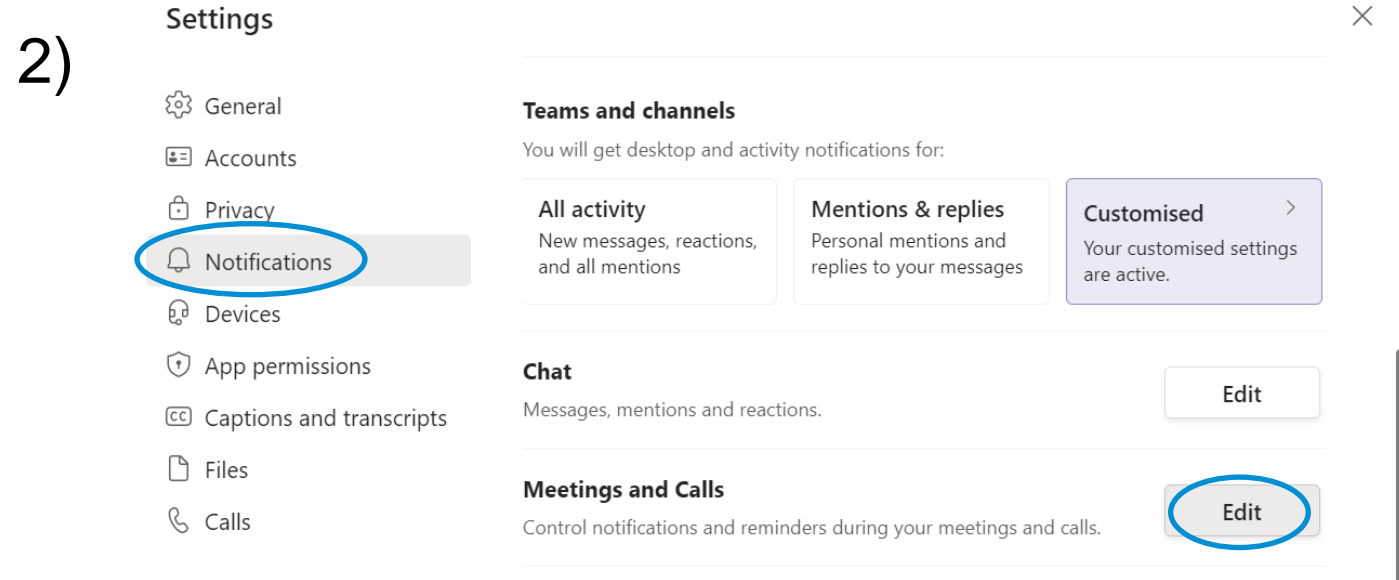
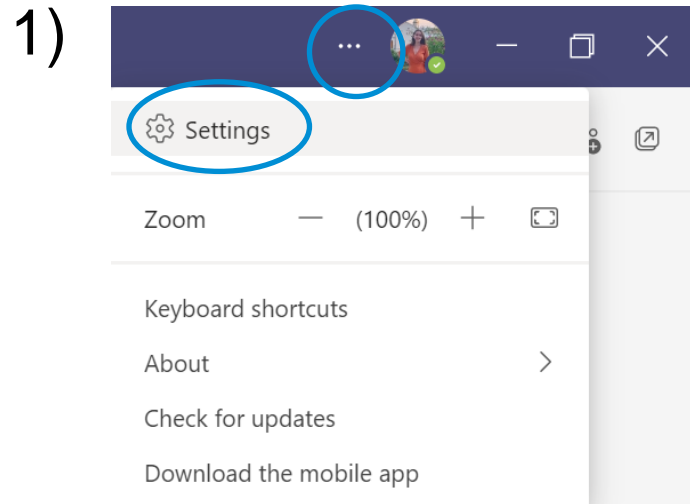


By clicking on the settings icon, you can set a time limit for the rooms, assign presenters for the rooms, and more.

You can [find out more about breakout rooms on the Microsoft website here](#).



Meeting chat notifications



To stop meeting chat notifications popping up during a meeting, go to Settings, Notifications, Meeting and Calls...



Meeting chat notifications (cont.)

3)

< Back to settings

Meetings and Calls

Meeting started notification

Banner



Meeting chat notifications

Mute



Then next to 'Meeting chat notifications' select 'Mute'.

There is lots more guidance and training on MS Teams meetings and the app on the Microsoft Teams website:

- [Microsoft Teams help & learning](#)
- [Scheduling a meeting](#)
- [Roles in a Teams meeting](#)

