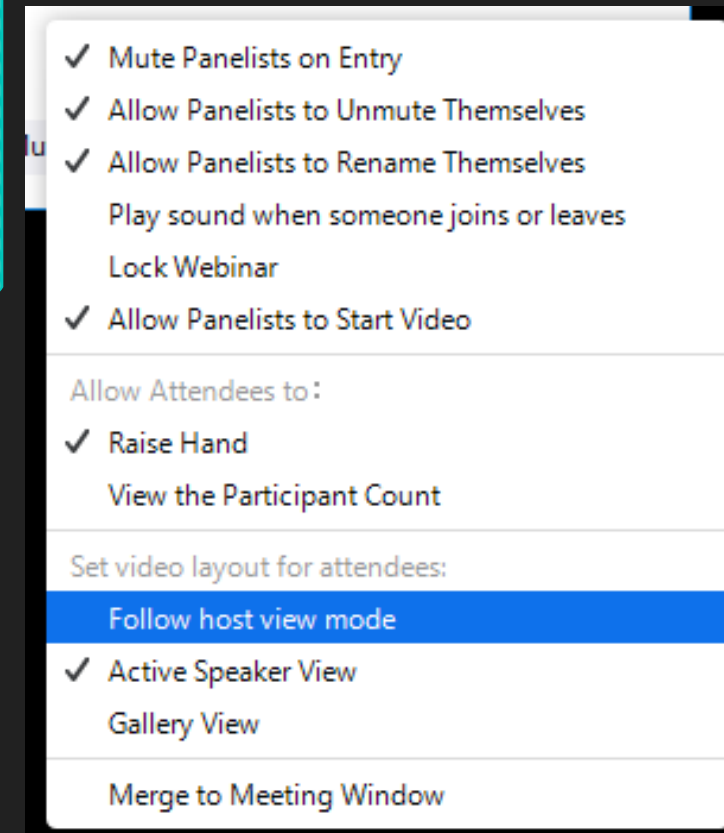
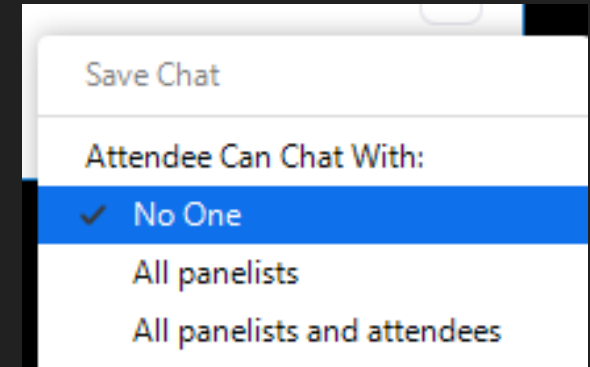
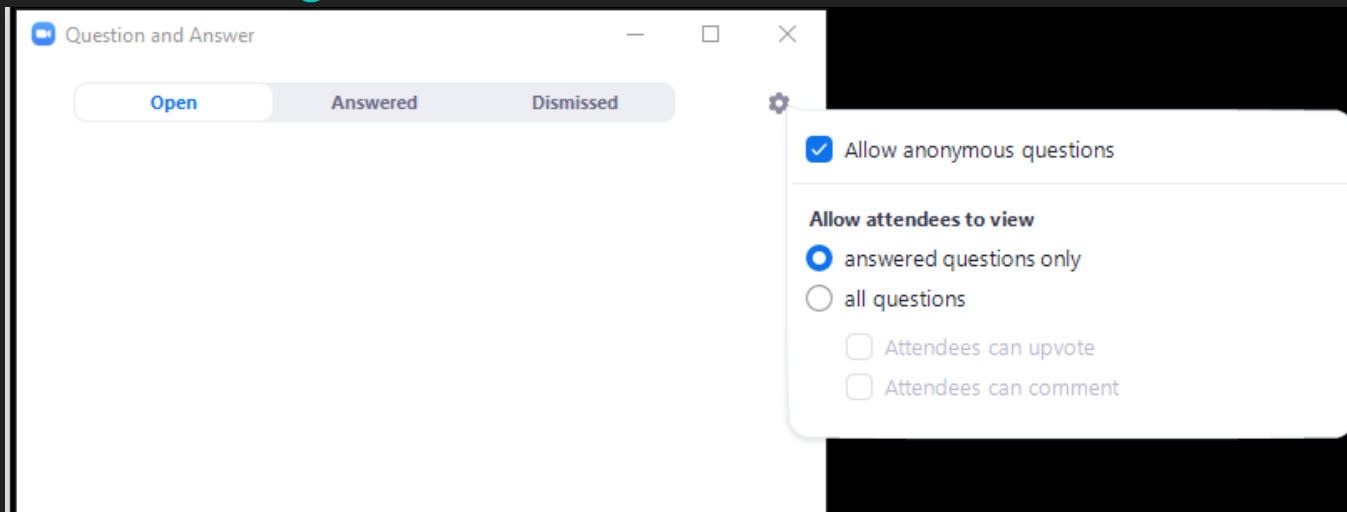


Q&A for College GE

2020/21 Term 1 Online Teaching

ZOOM Webinar?



Dear Students and Colleagues,

Important Changes to Fall 2020 Arrangements

In our previous letter dated 30 June 2020, we mapped out a plan for the start of the 2020–21 academic year. While we were mindful of a possible resurgence of COVID-19 in Hong Kong and had planned for it, the situation then allowed resumption of on-campus face-to-face teaching and learning with safe social distancing and other health protection measures in place. Today, with the alarming surge of COVID-19 in Hong Kong and many other parts of the world, it is evident that we need to raise the emergency response level and activate our contingency plan for the Fall Term. To ensure the health and wellbeing of our students and staff, the following measures will now be put in place:

1. All student orientation activities will be conducted online. Social distancing, avoidance of group gatherings and minimizing the use of public transport will help mitigate the spread of infection.
2. Classes will be conducted online until such time as the pandemic stabilizes. Given the valuable experience gained in the last academic year and the continued investment in enhancing our e-learning capacity, including synchronous teaching, we are confident that online teaching will be able to achieve the desired learning outcomes while keeping our students and staff safe from possible infection. With strong pedagogical justification, exceptions may be granted for lab/studio/practicum-based and professional undergraduate and postgraduate courses on a case-by-case basis. No effort will be spared, including assistance for students with special needs, in providing a fruitful learning experience for all students. Further details will be forthcoming when the timetable is finalized, and advance notice will be given for any subsequent changes.
3. Students currently residing outside Hong Kong are strongly advised not to return to campus at this time. This may necessitate changes to your travel arrangements, but your health and safety must come first. For students who have already started their journey or are unable to change their travel plans, please be reminded that stringent medical testing at the port of entry, and for some areas, port of embarkation, will be required. Compulsory quarantine upon arrival will also be strictly observed. Your affiliated Colleges and hostels will be in touch soon to provide support and guidance.
4. Hostel applications for local students will be suspended until further notice. Students domiciled locally are advised to avoid crowded places and make every effort to keep COVID-19 at bay. You will hear from your affiliated College on the specific arrangements.

We understand that the above measures will cause considerable disruption, and understandably, disappointment. The recent resurgence of COVID-19 cases in Hong Kong and elsewhere teaches us how little we know of this disease and how important it is to be able to respond quickly and responsibly. We would like to reiterate that the health and wellbeing of our campus community remains our top priority, and we seek your understanding and continued support as we navigate together through this difficult time. With a concerted community effort, COVID-19 can be contained, if not defeated.

This will not be the last time we write before the Fall Term commences. There may be further adjustments, and alternative plans based on different scenarios are in place. We will of course continue to monitor the situation closely and keep you informed.

In the meantime, we wish you a safe and productive summer.

Yours sincerely,

Rocky S. Tuan
Vice-Chancellor and President

Alan K.L. Chan
Provost

Background

各位同學及同事：

2020年度新學期最新重要安排

我們於2020年6月30日向各大學成員發出的通信中提及2020-21學年的開課計劃，在擬定該計劃時，已作了準備應對新冠肺炎疫情可能會在香港再次爆發。由於當時疫情有所緩和，我們評估在保持足夠社交距離和其他衛生防護措施下，在校園進行面授課堂是可行的。然而，近日香港和世界各地的新冠肺炎確診數字持續飆升，我們必須提升緊急應變水平，並就新學年安排啟動應變計劃。為了確保同學和員工的健康，大學將會採取以下措施：

1. 所有學生迎新活動將以網上形式舉行。保持適當的社交距離、避免群體聚集，以及盡量減少使用公共交通工具，可以有助減低病毒的傳播。
2. 課堂將以網上形式進行，直至疫情穩定為止。汲取了上一學年的寶貴經驗，以及大學在電子教學及網上同步學習方面持續投入資源，我們有信心網上教學能達至預期的學習成果，同時讓同學和員工避免受到病毒感染。對於有充分理據須作特別教學安排的個別課程，包括以實驗室/工作室/實習為本及部分專業的本科與研究生課程，可視乎情況作特殊考慮。大學將致力為所有同學提供豐富的學習體驗，盡力支援有特別需要的同學。大學將適時公布教學時間表及其他詳情，如有任何新安排會儘早通知大家。
3. 大學強烈建議現正身處香港以外地區的學生目前不要返回校園。你們可能因而需要更改行程安排，但你們的健康和安全才是首要考慮。同學若已經起程或不能更改行程，請務必留意本港政府對入境人士實施的嚴格醫學檢測管制，入境者到埠後須進行強制檢疫。各書院和宿舍將盡快聯絡學生，以提供支援和指引。
4. 本地學生宿舍將暫時停止接受申請，直至另行通知。大學建議所有學生避免出席人多聚集的場合，盡量遠離病毒的威脅。請留意各書院及宿舍的安排及公布。

我們理解以上措施會為各位帶來不便，甚至讓大家感到失望，惟最近香港和全球各地的新冠肺炎個案再度攀升，顯示我們對於此病毒所知甚少，迅速和負責任的應對更顯重要。大學成員的健康和福祉一直是我們的首要考慮，希望大家理解和支持，共同渡過這個艱難時期。只要我們群策群力，將有望可以遏制以至擊退病毒。

新學期尚未開始，我們將密切注意疫情發展，適時調整措施及制定方案，並繼續與大家保持聯繫。

祝願大家有一個健康、充實的暑假。

中大校長

中大常務副校長

段崇智教授

陳金樑教授

Background

ZOOM Webinar?

- How is Webinar different from what we have been using in 2019/20 Term 1?
- Can we have a 3000-people account for either Zoom meeting or webinar?

Participant roles	<ul style="list-style-type: none"> • <u>Host and co-host</u> • <u>Participant</u> 	<ul style="list-style-type: none"> • <u>Host and co-host</u> • <u>Panelist</u> • <u>Attendee</u>
Audio sharing	<ul style="list-style-type: none"> • All participants can mute/unmute their own audio • Host can mute/request to unmute participants • The Host can set all participants to mute upon entry 	<ul style="list-style-type: none"> • Only the Host and panelists can mute/unmute their own audio • Attendees join in listen-only mode* • The Host can unmute one or more attendees
Video sharing	All participants	Hosts and panelists
Screen sharing	✓	✓
Capacity	Up to 100 with free license, up to 1,000 depending on plan and large meeting add-on.	Up to 100-10,000 participants, depending on the license.
Participants list	Visible to all participants	Visible to host and panelist
Email reminders	N/A	If registration is enabled
Chat	<u>In-meeting Chat</u>	<u>Webinar chat</u>
Meeting reactions	✓	N/A
Nonverbal feedback	✓	Only <u>raise hand</u>
Q&A	N/A	✓
File transfer	✓	N/A
Whiteboard	✓	✓
Annotation	✓	✓
Polling	<u>Polling for meetings</u>	<u>Polling for webinars</u>
Livestream	<u>Facebook, YouTube, Workplace by Facebook, Custom Streaming Service</u>	<u>Facebook, YouTube, Workplace by Facebook, Custom Streaming Service</u>
Registration	<u>Registration for meetings</u>	<u>Registration for webinars</u>
Recording	✓	✓
Breakout rooms	✓	N/A
Practice session	N/A	✓
Waiting room	✓	N/A

Meetings or Webinars

Deciding on the best product for your needs

Meetings are best for:

- Private groups
- You know who is attending
- Everyone needs to be on video & audio
- Need more interactivity
 - TIP: Keep secure with passwords & waiting rooms, mute on entry, and upgrade to 5.0.
 - Options for registrations and join by domain.

Webinars or Streaming are best for:

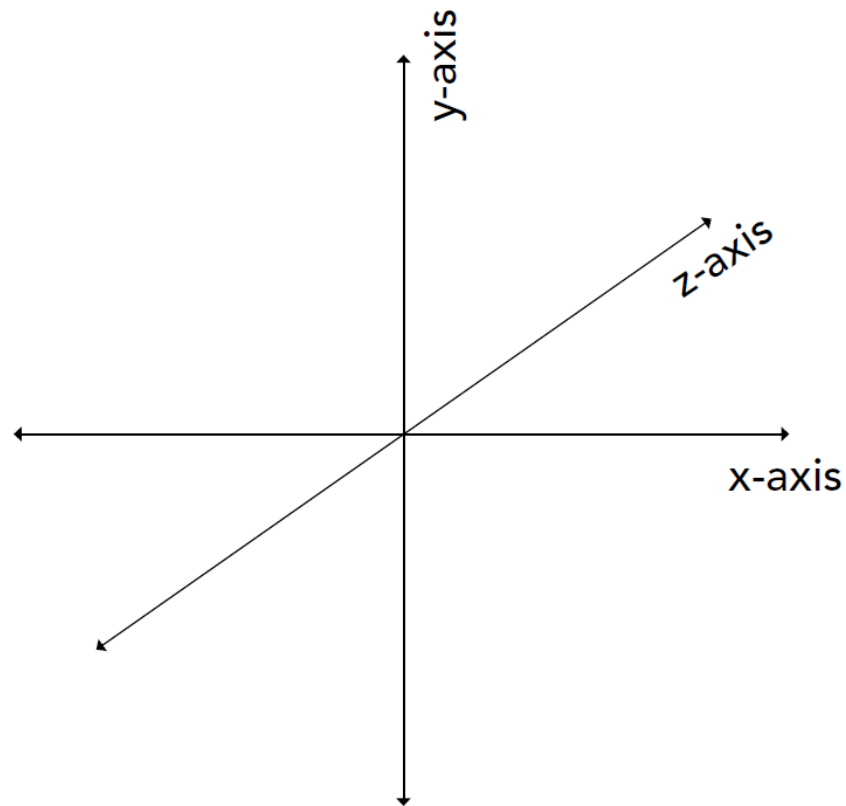
- Large audiences
- Unknown audience
- Posting URLs on social to drive attendance
- City Councils, Church Services, Concerts ...
- Audience can see, listen, ask questions
 - TIP: Can buy 1 month at a time

100 Participants ▾	1	host
100 Participants		Start from \$40 /mo/host
500 Participants		Start from \$140 /mo/host
1000 Participants		Start from \$340 /mo/host
3000 Participants		Start from \$990 /mo/host
5000 Participants		Start from \$2490 /mo/host
10000 Participants		Start from \$6490 /mo/host

- The subscription prices of additional webinar licenses under CUHK account are 20% off the listed prices. The subscription period will need to follow our University subscription period (Jan 26, 2020 – Jan 25, 2022).

ZOOM Licenses

- All CUHK staff and students are granted the **meeting300** license to host meetings up to 300 participants
- For other licenses:
 - For meetings, the University has some **large meeting** license for **1000** participants
 - For webinars, the University has a few **webinar** licenses of **500 / 1000 / 3000 / 5000 / 10000** attendees.



Foundations of Teaching Technology with Kevin Kelly

lynda.com

The three dimensions of the framework narrow your technology choices by answering three common questions:

- On the X-axis, we answer WHERE are the learners? **Physical vs Virtual?**
International Access? China Access?
SEN*,...?
- On the Y-axis, we answer WHEN are they learning? **Synchronous vs Asynchronous?**
- On the Z-axis, we answer HOW MANY learners are there? **Collaborative vs Individual?**

*Accessibility, Diversity, Equity, and Inclusion (DEI)**
(EDUCAUSE)

XYZ Content Framework for choosing technologies

ZOOM Breakout Room?

Our course focuses on discussion among students themselves and their performance will be assessed.

- We hope to continue small group discussion on Zoom using “**breakout room**” yet we found only the host could control it.
- While we will have 2 teachers and 2 TAs co-teaching each class, might I know if it is possible for **more users operating this function?**

ZOOM & Panopto?

Is it possible to use Zoom and Panopto at the same time, i.e., conduct class on Zoom, and have it archived in Panopto and hence Blackboard? Or is there an equivalent function within Zoom?

- We are planning to use the Panopto recorder to record the lectures for broadcasting in Blackboard during the lecture periods. May I know if we could schedule the lecture to be broadcasted at Blackboard during a specific time?

Which should you use for teaching online?

- **Using Zoom for synchronous remote teaching activities**
- Zoom is a multi-party, video conferencing application that allows you to meet with students online when you cannot meet in-person. It is best suited for interactive discussions and can be used for one-on-one meetings such as office hours, small classes, and even large classes. Instructors can share the Zoom recordings via a direct link or upload to Panopto.
- **Using Panopto to upload, record, edit, and manage teaching videos**
- Panopto is a video management solution available through Blackboard. The tools are best suited for pre-recorded lectures, flipped classroom, or live webcasts. Instructors can use Panopto to record themselves and/or their screens and easily share the recording back out to students through announcements, assignment/quiz instructions, discussion posts, and pages in modules.

Feature / Tool	Zoom	Panopto
Join by phone	Yes	No
Interactive discussions	<ul style="list-style-type: none">● Yes. Zoom is designed for interactive discussions● Up to X participants● Unlimited meeting duration	<ul style="list-style-type: none">● Panopto is not designed for interactive discussions● Viewers can type questions in the Discussion section● Webcasting has a slight time delay and does not include the same interactive features as Zoom● Webcasts can be broadcasted out to unlimited participants
Easy sharing of recordings	<ul style="list-style-type: none">● Zoom recordings stored in the cloud are available to meeting participants in their Previous Meetings	<ul style="list-style-type: none">● Panopto recordings can be shared in Blackboard or Panopto● The sharing settings are more granular
Playback features	<ul style="list-style-type: none">● Variable speed playback● Search within recordings● Automated captioning	<ul style="list-style-type: none">● Variable speed playback● Search within recordings● Rewind previous 10 seconds● Add discussion or notes● Bookmark a place in the recording● Automated captioning can be enabled
Display control	<ul style="list-style-type: none">● Presenter's computer screen● Presenter's talking head● View both talking head and computer screen simultaneously	<ul style="list-style-type: none">● Presenter's computer screen● Presenter's talking head● View both talking head and computer screen simultaneously
User view	<ul style="list-style-type: none">● Active speaker view (default)● Gallery view: all meeting participants visible simultaneously	<ul style="list-style-type: none">● Users can view two screens. By default, the main screen (PC/Mac), but users can choose which source is larger, or display a full screen of one source.
Chat	<ul style="list-style-type: none">● Each user can post a question or comment during the meeting to everyone in the meeting or to an individual participant. This chat conversation can be saved to the local computer when the meeting ends.	<ul style="list-style-type: none">● Users can post questions and make comments via the viewer window during live broadcast.● Viewers can also take public and private notes during broadcast.● Questions, comments and notes are stored after the broadcast.
Assessment use	<ul style="list-style-type: none">● No	<ul style="list-style-type: none">● Yes, quizzes can be inserted into Panopto videos● Instructors can use the Blackboard assignment workflow to ask students to submit Panopto videos for an assignment
Breakout rooms	<ul style="list-style-type: none">● Yes, meeting host can create	<ul style="list-style-type: none">● No
Mobile friendly	<ul style="list-style-type: none">● Yes. Download the Zoom mobile app	<ul style="list-style-type: none">● Yes. Panopto is available via mobile browser or app
Recording lifespan	<ul style="list-style-type: none">● Deleted after X days when recording to the Zoom cloud● Meeting host can also record to the local computer● Recording can be downloaded from cloud or local computer.	<ul style="list-style-type: none">● Deleted from the Panopto cloud after X years
Students can schedule and start study sessions	<ul style="list-style-type: none">● Yes	<ul style="list-style-type: none">● No
Analytics	<ul style="list-style-type: none">● Yes	<ul style="list-style-type: none">● Yes

ZOOM vs MS Teams vs Google Meet?

Would other platform be **supported by ITSC**, other than ZOOM, say Google Meet, Microsoft Teams?

- Teachers can choose to use MS Teams or Zoom
- <https://www.itsc.cuhk.edu.hk/tc/all-it/email-messaging-and-collaboration/microsoft-teams/>
- Online meeting security and best practices:
<https://www.itsc.cuhk.edu.hk/user-trainings/information-security-best-practices/>

ZOOM Contingency?

Any contingency if ZOOM suddenly stopped or hang during a class meeting, simple to say, what could we do?

ZOOM Attendance?

How could the attendance be counted for a class meeting of more than 600 students via ZOOM?

Account for providing simultaneous interpretation?

We need another account for providing simultaneous interpretation for our international students (those who do not understand Cantonese). Can you arrange this for us?

Technical support on lecture recording?

Technical support from ITSC on recording the lectures, for **special speakers** (non-CUHK staff)?