

SALC Dual Delivery (DD) Cheat Sheet (January 2022)

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How do I set up the Dual Delivery kit in the room?

- The [various training available](#) provides guidance on this but if you are unsure what to do when you get to your teaching room, each room has a QR code on the desk which takes you to [a step by step guidance document](#) on how to set it up.
- Each room will also have a sticker on the front desk with information about which microphone and web cam you should connect to in Zoom.

Sound issues

- In some spaces the microphones are really sensitive and all ambient noise is picked up. Please let media services know about this so that they can fine tune the levels in the room to prevent this being an issue in future mediaservices@manchester.ac.uk.
- In other spaces the sound quality from students sitting at back of the class may be limited, so repeat any questions/comments if needed.
- Irrespective of whether the microphones are too sensitive or not sensitive enough, students on Zoom will struggle to hear if more than one person in the room is speaking at any one time.

Technical problems?

- For immediate assistance in your teaching room call media services on 0161 275 2521
- If you need to report a fault but don't need immediate help please email mediaservices@manchester.ac.uk

To Podcast or to record the lecture in Zoom?

- All lectures are automatically opted in to be podcast and after the lecture they will appear for students in the "My Recordings" section in the left hand menu of all Blackboard pages. You can read more about podcasting, including how to opt out, [here](#).
- For queries about your rights in relation to lecture capture and how you can reuse recordings the University's [Policy on the Recording of Lectures and Other Teaching and Learning Activities](#) document is very useful. Clause 3.12 is particularly reassuring:

- 3.12 The University will not use a Recording: 3.12.1. as a substitute for a member of staff taking industrial action; and/or 3.12.2. to monitor staff or their performance.
- You can also record the Zoom lecture if you wish but be aware that to make this available to students and ensure that it meets all accessibility needs you will need to download your Zoom recording from the cloud, upload it to the [Video Portal](#) and then use the embed code or link generated to put it in your Blackboard.

Mobile Kit

If mobile kits are required please contact the following:

- In the Martin Harris Centre: email MHCReception@manchester.ac.uk with your requirements and Nathan Manion at reception will be in touch for how you can pick up a kit.
- In the Samuel Alexander Building / Mansfield Cooper: email programme.salc@manchester.ac.uk with your requirements and you will be informed where to collect the kit from.
- Please note there will not be a delivery service in place for this kit.

Intern Support

There is an [online booking system](#) operated by Faculty, which will allow course leaders to book dual delivery teaching support. Further guidance about this system is in the appendix [here](#). Interns can help set up equipment, and also they can also help throughout the session to manage the Zoom chat/flag questions to the lecturer/admit participants/manage breakout rooms etc.

Quick tips

(with thanks to EACW, History and R&T colleagues, to DASS, and to Programme Directors in the October UGC and PGTC for providing these practical tips!)

Tips for supporting online learners

- We suggest using the same Zoom link for all lectures or seminars (rather than having a different one every week) and making this clear on Blackboard (e.g. on your welcome page) so that Dual Delivery students can access it easily.

- Online learners have reported having access to pre-recorded materials particularly helpful. Eg. replacing 30 minutes of a 3-hour seminar with a pre-recorded introductory talk.
- Online learners have reported finding it difficult to contribute to class discussions – often due to the awkwardness of addressing the room over Zoom. Some reported that keeping a Padlet open for them to write comments on was particularly helpful, as was having an intern present in the room who could read out comments written either on Padlet or in the Zoom chat.
- You can assign online learners to a single breakout room at points in a seminar where you want to encourage small group discussions.
- If there are just one or two online learners in your seminar, to ensure they are included in discussion suggestions include:
 - Using an intern to form a breakout room group with them
 - Asking a few in-person students who brought laptops and headphones to join a breakout room with the online learners
 - For one in-person student to do so and then place their laptop in the middle of the small group.
- If there is a portable microphone in the room, ensure this is worn correctly and speak clearly – contact Media Services if help is needed with this equipment
- Ensure cameras are positioned to enable lipreading for all attendees
- Ensure captions are turned on from the start
- If possible use visualisers instead of whiteboards to ensure students at home can see what you have written

Technical tips

- You can use the desktop in the teaching room and log into Zoom with your university email and password.
- If you are a mac user, remember the adaptor.

Further guidance

- Further guidance can be found [here at the Faculty DD site](#), here at the [Media Services DD site](#), and here in this [Faculty DD summary Spark page](#).
- You can get news and alerts about Dual Delivery from Media Services [here](#).

Appendix: Dual Teaching Intern Support – Using the Online Booking System

Access the system using this [link](#).

Please select the service you would like.

There are 3 options **In-class support** (1 hour), **In-class support** (2 hours) and **Start of class set-up** (30 mins)

Please note that you can only select one option per booking. All assistants will arrive about 10 minutes before the session to help with setup. Only select the 30-minute option if you don't need them to stay throughout the teaching session. If you need an assistant for more than 2 hours, please book 2 separate slots in order to cover the time you need. If you need an assistant after 5pm, please book a session until 5pm and specify this in the additional information.

Select a day and time and then fill in the course information below. Please be sure to give accurate room information. Providing the full course code makes it much easier for administrators to locate your class in the event that a facilitator has trouble finding you.

FAQs

Can I select which facilitator I want? No, to maximise flexibility the system randomly assigns the booking to a facilitator who is available.

Can I block book for the all or part of the semester? No you will need to make a separate booking for each week. This is also to maximise the flexibility of the resource. It means you will not have the same facilitator each week but you will always have someone. (However see note below).

What if the facilitator cannot attend? All facilitators have been instructed to cancel any bookings in advance if they cannot attend. This will not affect you as the cancellation will come through to the admin team who will assign the booking to someone else you don't need to do anything. However please note that if bookings are made at short notice there is a greater chance that a facilitator will have to cancel last-minute and it will be harder to find someone to replace them.

Will the facilitator be from my school? In most cases yes, however in some cases where demand is high and facilitator availability is low we may need to move facilitators between schools.

Note – Complex requirements: Most facilitators will be UG or PGT students trained to support dual teaching. However the faculty does now have a team of dedicated full time TSLE assistants who can also assist. If you have a very large course and/or complex requirements and/or many online students it may be better to dedicate one of these assistants to support the whole course. If you feel your course would particularly

benefit from this higher level of support please contact Dr Ian Fairweather on ian.s.fairweather@manchester.ac.uk to discuss your requirements.