CLASS SUPPORTERS ORIENTATION

The University of Tokyo
Center for Research and Development of Higher Education
Kayoko Kurita
Lui Yoshida

WebPortal for online Classes and Webinars (daily updated)

https://utelecon.github.io/

2020.5.20

Table of Contents

- What are "Class Supporters" (CS)?
- Summary of the Program
- Eligibility
- How to become a CS?
- CS attributions
- Out-of-range CS attributions
- Support and concerns report
- Q&A
- References

We will be recording this meeting for school purposes

What are "Class Supporters"?

- CS include teachers in charge of online classes and facilitators to the online class functioning.

Summary of the Program

- The program was designed to support the switch of classes to an online model.

  - Focus on early support for online lessons
  - Support while attending classes＝Not as heavy as TA work
  - Quick matching・Job start
  - Support that goes beyond and across departments and schools boundaries

Class Supporter Eligibility

- Be affiliated to the University of Tokyo (*i.e.*, holders of the university's common ID)
  - Undergrad・Grad students・Post-Doc・Researchers
- In case of international students, you need a work permit status (資格外活動許可)
  - Students in *School Leave* are not eligible
- It does not matter whether you are taking the course or not
- It will be allocated 1 person per course（the same person can apply for different courses）
- Compensation: 13,000円 per course
- Workload: 10 hours total, including 2 hours training
- The compensation will be payed after August.

How to become a Class Supporter

Becoming a CS
- The teacher in charge of the class needs to fill up a CS Application Form
- OR, matching between applicants and teachers based on needs
- Immediately start of training and class support

Payment procedures
- Submission of the required information for payment through the Payment Application Form
- Submission of the bank account information

After work
- Submission of the class completion form by the instructor
- Payment to be completed after August

How to become a Class Supporter
Things to be careful about

- To access the application forms, you need to be logged in to Microsoft 365.

- Please follow the instructions here https://www.u-tokyo.ac.jp/adm/dics/ja/mslicense.html and activate your school's Microsoft license.

- The following URL also brings videos and check lists to help you:

https://utelecon.github.io/oc/

- To gain access to the report forms, you also need a Microsoft 365 log in.

How to become a Class Supporter
For those that did not received the form

- Check your spam email box
- Check if the input email address is correct

- For those who does not hold an email account, follow the instructions on the form below to make your request:
  （If you don't receive an answer within three days, send another submission to the same form）
  - https://forms.office.com/Pages/ResponsePage.aspx?id=T6978HAr10eaAgh1yvlMhE94RPB63wNJlBYuMusGyS9UNjhHS0M5MjIxOEgyUTZZTUVRNlE4SUlYWC4u

Attributions \<Out-of-class time\>

Please, participate as much as possible in the Webinars training sessions

- Participate with the instructors on online preparation trainings and trial and error sessions
  - Check if the sound and camera are working properly
- Get used to the web system functions and possible problems:
  - "Announcements promptly disappear when in Breakout Rooms"
  - "Poll forms are not properly shared"
- Help gathering relevant information
  - "There was a new Zoom update release yesterday"
  - "There were new info at utelecon"
- Learn as much as possible about online teaching systems

Attributions＜in-class time＞

We assume an adequate amount of workload for CSs while attending courses

- Work actively on trouble-shooting and report it to the instructor
  - "Professor, we cannot hear (see) you!"
  - "Professor, there was a question on chat"
- Solve problems as much as possible
  - "That function can be found in the "Security" menu"

Out-of-range attributions

- It is out-of-range for the instructor to ask CSs to alone completely set-up the system for them.

- CSs are not expected to follow and record the teacher with a camera while making explanations in front of a black board.

- It is not expected from CSs to completely take charge of student-specific problems, like students that are not showing up, or that are facing technical problems (i.e., problems that compromise the class).

- CSs are not supposed to receive job tasks that require coming to school.

Ultimately, CS role is to support teachers with their class setting (this is different from support expected from regular TAs)

Support and concerns report

- （Individually）Think about support contents and things you got in trouble during support, and write it down.
  - After writing it down, transcribe it to the form* below:
    - https://forms.gle/eQ6BTaBtvrk48AQw5

- （3-4 people groups）Share your thoughts
  - 1min/ person - Start by presenting yourself (affiliation, school year, name, any thoughts on online classes)
  - 5min/ person – Share the following:
    - Talk about the classes you will be supporting/ have supported:
      - （In case you have done CS before）Support contents/ troubleshooting
      - （In case you didn't do CS before）Any concerns?

  - 15 min - Input methods and techniques you find useful for the online classes
    - https://forms.gle/3pbvop46Kh8a69Wc8

- （General）Share and discussion

*: We will be showing the answers during the general discussion. The contents will also be summarized later at the utelecon portal.

Q&A

References

- Class Supporter Program
  - https://utelecon.github.io/supporters/class
- About Zoom
  - https://utelecon.github.io/zoom/
- About Online Classes (for Instructors)
  - https://utelecon.github.io/faculty_members/
- Q&A
  - Chatbot（https://utelecon.github.io/ ）
  - Q&A form　（https://utelecon.github.io/forums/ ）
- The University of Tokyo Harassment Counseling Center
  - http://har.u-tokyo.ac.jp/