Synchronous & Asynchronous Online Meeting Protocols

Dakin Burdick
Director of the Institute for College Teaching
SUNY Cortland

July 10, 2020
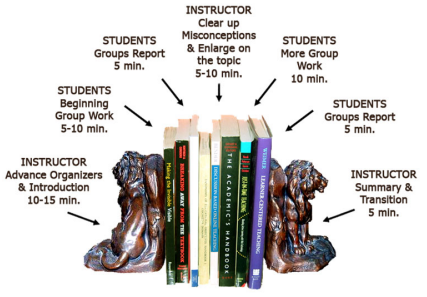
Cortland SUNY

1

Overview

- The Bookends Model
- Synchronous Meetings
- Asynchronous Meetings

Cortland SUNY

2

The Bookends Model (F2F & Synchronous)

INSTRUCTOR
Clear up
Misconceptions
& Enlarge on
the topic
5-10 min.

STUDENTS
Groups Report
5 min.

STUDENTS
More Group
Work
10 min.

STUDENTS
Beginning
Group Work
5-10 min.

STUDENTS
Groups Report
5 min.

INSTRUCTOR
Advance Organizers
& Introduction
10-15 min.

INSTRUCTOR
Summary &
Transition
5 min.

Cortland SUNY

3

Tools for Synchronous Meetings

- WebEx Meetings (no breakouts), WebEx Trainings (allows text & audio breakouts), or Microsoft Teams (allows breakouts). All of these are supported by Information Resources. Students can run their own breakouts in Teams.
- Chat is synchronous. Use it for a backchannel for large classes, but have a student or second instructor watch it for issues to bring to your attention.
- Zoom and Discord are unsupported.

Cortland SUNY

4

Elements of Synchronous Meetings

- Time is more limited.
- Student stress is increased.
- Cognitive load is increased.
- Complicated protocols are difficult to follow.
- Students may resist turning on webcams.
- Stress on non-native speakers is increased.

Cortland SUNY

5

Preparing for Synchronous Work

- Post meeting call-in information three days before, along with alternate communication route for those who have trouble logging in.
- Open sessions 15 minutes early.
- Share session recordings and transcripts in the cloud.
- Let students know you will be calling on them randomly during the session, and they should be prepared to answer.
- Make synchronous office hours available.
- Decide on how you will take attendance and grade participation. Low or no risk will reduce stress.

Cortland SUNY

6

7/20/2020

Synchronous Meeting Practices

Based on the research surrounding synchronous meetings, here are some recommended practices.

- Take time to build trust & community. Social presence is easier in synchronous meetings.
- Push critical thinking to asynchronous modes
- Use simpler protocols & train students on them early.
- Leave the discussion prompt on the slide longer.
- Call on students randomly to increase the number of responses. This will also add to student stress.
- To get webcams on, encourage socialization (show & tells).
- Give 5 minute breaks every 25 minutes.

7

Protocols for Synchronous Meetings

- Please access the handout on protocols for synchronous meetings and read through it. It is located on OneDrive and Google Drive.

- In Chat, please comment on the protocol that you find most interesting, and explain how you would employ it in one of your classes.

8

Tools for Asynchronous Meetings

- Use Blackboard Discussions as the primary tool. Blogs, journals, and wikis are also possible.
- Microsoft Office offers OneNote and files can be shared in OneDrive and Teams.
- Flipgrid provides a video discussion option, and is especially useful for introductions at the start of a course.
- Google Apps like Drive and Form are unsupported.

9

Elements of Asynchronous Meetings

- Social presence takes more effort.
- Students have more time to respond and more flexibility on when they will do so.
- Without a definite time to meet, students will need more reminders about due dates.
- Students have less stress, greater privacy, and there is greater equity.
- Students feel safer than in both synchronous and f2f meetings.
- Flame wars can erupt late at night that you will have to deal with in the morning.

10

Preparing for Asynchronous Work

- Have students help you set rules for behavior at the start of the class. Feel free to add a couple of your own rules to what they come up with in discussion.
- Add an icebreaker and other community building work early in the class.
- Decide on how you will grade participation and keep records of attendance. The Registrar will need that information.

11

Asynchronous Meeting Practices

Based on the research surrounding asynchronous meetings, here are some recommended practices.

- You can use more complex discussion protocols, but train students in their use.
- Ask divergent questions rather than convergent ones.
- Avoid "Post Once, Reply Thrice." Set a high expectation for student participation but grade lightly.
- Create prompts that require thought. Don't let them cut and paste answers.
- Use frequent ungraded assessments (stop-start-continue, minute papers, and other Classroom Assessment Techniques).
- Use asynchronous meetings as warm-ups for f2f work.

12

2

Protocols for Asynchronous Meetings

- Please access the handout on protocols for asynchronous meetings and read through it. It is located on OneDrive and Google Drive.

- In Chat, please comment on the protocol that you find most interesting, and explain how you would employ it in one of your classes.

Cortland SUNY

13

What we covered

- The Bookends model for f2f and synchronous meetings.
- Tools that one could use for synchronous and asynchronous meetings.
- Elements to keep in mind when preparing for an online meeting.
- How you might prepare for a online meeting.
- Practices recommended by research on online meetings.
- Protocols that might be used in synchronous and asynchronous meetings.

Cortland SUNY

14

Thank you!

All of the workshop materials will be available at Workshop Resources

https://tinyurl.com/tbwu3rq

Cortland SUNY

15