

# Guide for Online Teaching

Version: 3/27/2020

Note: This is an update of a previous version of this document. Newly added questions are marked with a green star (★).

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**Disclaimer:** The following document was prepared by the Taskforce e-Learning at the SRH Berlin University of Applied Sciences. All didactic information can be used regardless of the type of platform. Lecturers at SRH Berlin University of Applied Sciences, SRH Hochschule für Gesundheit and SRH Hochschule Heidelberg use **Microsoft Teams** as the central online learning platform. Sections that relate specifically to the online learning platform **Microsoft Teams** are marked accordingly.

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# Tutorials

Here you will find an overview of the tutorials for using **Microsoft Teams** with a short content description. These tutorials were created by Professor Gábor Kovács.

Tutorial und link	Contents
<b>General overview of Microsoft Teams</b> <a href="https://player.vimeo.com/video/398112922">https://player.vimeo.com/video/398112922</a> Duration: approx. 11:30 minutes	<ul style="list-style-type: none"> <li>• Browser and download version</li> <li>• Login</li> <li>• Profile settings</li> <li>• Menüspalte und Funktionen               <ul style="list-style-type: none"> <li>○ „Activity“ tab</li> <li>○ „Chat“ tab</li> <li>○ „Teams“ tab</li> <li>○ „Meetings“ tab</li> <li>○ „Calls“ tab</li> <li>○ „Files“ tab</li> </ul> </li> </ul>
<b>Chats and calls</b> <a href="https://player.vimeo.com/video/398113436">https://player.vimeo.com/video/398113436</a> Duration: approx. 3:25 minutes	<ul style="list-style-type: none"> <li>• (Video-)calls via chat</li> <li>• Sharing files/desktop live</li> </ul>
<b>Teams and channels</b> <a href="https://player.vimeo.com/video/398113155">https://player.vimeo.com/video/398113155</a> Duration: approx. 6:40 minutes	<ul style="list-style-type: none"> <li>• Overview of teams (= modules)</li> <li>• Setting up and using channels</li> <li>• Storing files</li> <li>• Setting up wikis</li> <li>• Starting live meetings</li> </ul>
<b>Useful tricks (@ and Slash)</b> <a href="https://player.vimeo.com/video/398113326">https://player.vimeo.com/video/398113326</a> Duration: approx. 4:30 minutes	<ul style="list-style-type: none"> <li>• Addressing people directly via @</li> <li>• Addressing multiple people via tags</li> <li>• Using the search bar</li> <li>• The slash function (/)</li> </ul>
<b>Planning and conducting events</b> <a href="https://player.vimeo.com/video/398113527">https://player.vimeo.com/video/398113527</a> Duration: approx. 3:05 minutes	<ul style="list-style-type: none"> <li>• Planning live meetings</li> <li>• Using a whiteboard in live meetings</li> </ul>
<b>Media production: Intro and audio</b> <a href="https://vimeo.com/398890115/5fedf0bfeb">https://vimeo.com/398890115/5fedf0bfeb</a> Duration: approx. 4:40 minutes	<ul style="list-style-type: none"> <li>• Room and background noises</li> <li>• Internal and external microphones</li> </ul>
<b>Media production: Light and camera</b> <a href="https://vimeo.com/398892452/53b9d60ebf">https://vimeo.com/398892452/53b9d60ebf</a> Duration: approx. 5:30 minutes	<ul style="list-style-type: none"> <li>• Placing the camers(s)</li> <li>• External monitor</li> <li>• Lighting</li> <li>• Background</li> </ul>
<b>Media production: Screenrecording</b> <a href="https://vimeo.com/398886127/31a1ee6edd">https://vimeo.com/398886127/31a1ee6edd</a> Duration: approx. 4:20 minutes	<ul style="list-style-type: none"> <li>• Preparing your desktop</li> <li>• Software to record asynchronous elements</li> </ul>

# FAQ

Note: If you cannot find the answer to your question in this FAQ section, please send it to the following e-mail address: [elarning.hsbe@srh.de](mailto:elarning.hsbe@srh.de)

Technology	
<p><i>What e-mail address do I use to log into <b>Microsoft Teams</b>?</i></p>	<p>username@edu.srh.de → username = The first 6 letters of the surname (or less if name is shorter) + the first 2 letters of the first name; e.g. MusterMa</p>
<p><i>What do I do if I can't log in to <b>Microsoft Teams</b> or students can't log in?</i></p>	<p>In this case please contact IT Solutions via the ticket system (<a href="mailto:spos@srh.de">spos@srh.de</a>). If this is not possible, please send an e-mail to <a href="mailto:it.hsbe@srh.de">it.hsbe@srh.de</a>.</p>
<p><i>What is the maximum file size for uploads in <b>Microsoft Teams</b>?</i></p>	<p>The maximum file size for uploads to <b>Microsoft Teams</b> is 15 GB per file.</p>
<p><i>Are external audio &amp; video feeds and other input methods possible (A/V-in from a camcorder/camera, WACOM tablets, smartboards, etc.)?</i></p>	<p>Any input device that also has classic mouse control properties can be used. To change the input device, first click on your shortcut icon and select the Settings tab from the drop-down menu: Open the Devices tab on the left and then use the drop-down menus to switch to the appropriate channels for the desired connected recording device: The connection of external digital cameras (DSLR or system cameras) usually requires additional software (e.g. OBS Studio) to be recognized by <b>Microsoft Teams</b>. Unfortunately, the installation of third-party software is blocked on business computers. The use of USB-based webcams should be recognized by <b>Microsoft Teams</b>. There is no support from the university or IT Solutions for the use of private recording devices.</p>
<p><i>Do lecturers with higher technical equipment necessity have the right to borrow recording equipment from the university (e.g. lavalier microphones for music teachers or pick-ups for instrumental students at SOPA)?</i></p>	<p>If a headset with integrated microphone is required for online teaching and communication during home office, all colleagues and all lecturers with a teaching assignment for the summer semester 2020 have the possibility to obtain this.</p> <p>We would like to ask you to purchase this on behalf of the university if possible (online if necessary) to simplify the logistical challenges. There is a budget of 30,00 Euro gross per headset available.</p> <p>The following model is already in use at the university and has been rated as good:</p>

	<p><a href="https://www.mediamarkt.de/de/search.html?query=sennheiser%20pc5=1584525526649">https://www.mediamarkt.de/de/search.html?query=sennheiser%20pc5=1584525526649</a></p> <p><b>Procedure for purchase on account (invoice payment):</b></p> <ul style="list-style-type: none"> <li>• Please enter the following <u>billing address</u>: SRH Hochschulen Berlin GmbH Kreditorenbuchhaltung 69113 Heidelberg</li> </ul> <p><u>Delivery address:</u> Your own address</p> <ul style="list-style-type: none"> <li>• Forwarding of the invoice: By mail directly to Heidelberg <i>or</i> via the upload portal for invoices (please check the e-mail you received for details)</li> <li>• Please send a short message to Mrs. Irina Kaftan (<a href="mailto:irina.kaftan@srh.de">irina.kaftan@srh.de</a>) that an invoice will be received for proof so that we can ensure a smooth processing. You are also welcome to send her the order confirmation for notice.</li> </ul> <p><b>Procedure for private advanced payment:</b> In this case, please address the colleagues in Controlling after the university will have opened to public again in order to receive a refund. Please bring the invoice with you.</p> <p><b>Return of headsets (only applies to external lecturers):</b> The headsets are property of the university and must be returned to the Media Technology or IT department after the conclusion of the course.</p> <p>Any request of further technical equipment must be reviewed for approval by the technical supervisor and the respective Academic Director (AD).</p>
<p><i>How will special software that was previously only available on fixed computers be made available for students (e.g. Lightroom/Photoshop at BSDC; SPSS, TobiiPro at BSM, possibly also Aria Maestosa at SOPA)?</i></p>	<p>At the time being students can only be taught how to use such software by screen sharing. For data protection reasons and to protect the IT infrastructure, remote access by students is strongly discouraged.</p>

<p><i>Which Apps/Add-ons can I additionally use in <b>Microsoft Teams</b>?</i></p>	<p>Currently only the following functions are available:</p> <ul style="list-style-type: none"> <li>• Video and audio conferences for lecturers/students, students/students</li> <li>• File sharing and collaboration in Office Online documents</li> <li>• Forum structure for synchronous/asynchronous communication in online classes comparable to a blog format</li> </ul>
<p>★ <i>How can I form small groups in <b>Microsoft Teams</b>?</i></p>	<p>There are two ways to do this:</p> <ol style="list-style-type: none"> <li>1) Create a separate channel within your team for each small group. You can set it up so that only certain people can use this channel.</li> <li>2) Create group chats with the corresponding small groups. You can also ask the students to gather themselves in the corresponding group chats.</li> </ol> <p>For more information see the tutorial "teams and channels": <a href="https://player.vimeo.com/video/398113155">https://player.vimeo.com/video/398113155</a></p>
<p>★ <i>Which folder/channel structure is advisable for <b>Microsoft Teams</b>?</i></p>	<p>You can find tips for this in the tutorial "teams and channels": <a href="https://player.vimeo.com/video/398113155">https://player.vimeo.com/video/398113155</a></p>
<p>★ <i>How can I share my desktop or slides in <b>Microsoft Teams</b>?</i></p>	<p>For more information see the tutorial "chats and calls": <a href="https://player.vimeo.com/video/398113436">https://player.vimeo.com/video/398113436</a></p>
<h2>Didactics</h2>	
<p><i>How often should I take breaks during a synchronous session?</i></p>	<p>There is no fixed guideline for this. As in face-to-face teaching, it is advisable to take regular breaks. Since you can hardly directly estimate the current attention level of the students online, you should actively ask.</p>
<p><i>How long should a synchronous session last at most?</i></p>	<p>Again, there is no fixed guideline for this. However, in comparison to face-to-face lectures, it is recommended to hold somewhat shorter synchronous sessions and to complement them with asynchronous elements.</p>
<p><i>What do I do if I have the impression that the students are (no longer) paying attention? How can I even notice this within <b>Microsoft Teams</b>?</i></p>	<p>To activate the attention of the students you can use for example an Icebreaker (see Icebreaker under "Additional resources"). To facilitate perception, you can regularly and actively ask about the students' well-being. In addition, you can ask students from the beginning to actively report when they need a break.</p>
<p><i>How do I combine synchronous elements with asynchronous elements?</i></p>	<p>For example: give asynchronous assignments, set deadlines and open discussion rooms and go over the results in a synchronous live online session via <b>Microsoft Teams</b>.</p>

<p><i>What do I do if students do not meet deadlines?</i></p>	<p>There are various possibilities for this. One possibility could be to define from the very beginning which or how many deadlines must be successfully met to pass the module. In modules where attendance is mandatory, meeting deadlines can also count towards attendance.</p>
<p><i>May forms of examination be changed?</i></p>	<p>This question will be answered by an official e-mail from the university. A change in the form of examination normally requires a formal application and corresponding decision by the respective examination board.</p>
<p><i>How can I/can students access literature?</i></p>	<p>Certain resources can be used online. The document on online resources of the library shows which these are and how they can be accessed. This can be found on the library website as well as in CampusNet in the <i>KnowledgeBase</i>. To find it, first click on the tab "Services" in the upper bar of CampusNet. There you will find the <i>KnowledgeBase</i> on the left side below "General Information".</p>
<p><i>Do I have to deliver a certain percentage of the teaching time synchronously? Are there guidelines?</i></p>	<p>No, the division of online teaching into synchronous and asynchronous parts is up to the respective lecturer. Contact hours can be covered by both synchronous and asynchronous elements.</p>
<p>★ <i>Are there templates for the course of a lecture that can be adapted and inserted into Microsoft Teams as required?</i></p>	<p>There are no templates of this kind in <b>Microsoft Teams</b>. The internal reader by Gábor Kovács provides detailed information about web didactics.</p>
<h2>Operational</h2>	
<p><i>Are there any changes to the number of contact hours or teaching load for lecturers (Deputat)?</i></p>	<p>By switching to online teaching, it is possible to reduce the given contact level. However, at least 66 % must still take place. This can be achieved through both synchronous and asynchronous elements. The teaching load originally specified in the teaching contract / professor teaching load (Deputat) is generally maintained, which means that even if the given contact hours specified in the module description is to be reduced, the recognition of the teaching load remains the same, so to provide a certain security in planning. It is important to note that the total workload of the module for students is compensated by more self-work by the students and therefore does not change.</p>
<p><i>At what times can I offer synchronous teaching, at what times asynchronous?</i></p>	<p>Synchronous teaching should only take place in the time period planned by the course management team (LVM). You can define asynchronous teaching yourself. However, please take into account the total student workload (for example, in relation to other modules that run parallel).</p>

<p>★ <i>How do I plan a synchronous session in <b>Microsoft Teams</b>?</i></p>	<p>You can find information on this in the tutorial "planning and conducting events":  <a href="https://player.vimeo.com/video/398113527">https://player.vimeo.com/video/398113527</a></p>
<p>★ <i>How are the already coordinated lecture dates in CampusNet related to <b>Microsoft Teams</b>? Are these dates automatically transferred to the calendar in <b>Microsoft Teams</b>?</i></p>	<p>Currently, CampusNet dates are <u>not</u> transferred to <b>Microsoft Teams</b>. In CampusNet, however, the appointments are still visible.</p>
<p><i>Who is to be contacted if synchronous teaching needs to be cancelled at short notice?</i></p>	<p>In this case, please contact the students directly via <b>Microsoft Teams</b> and e-mail, as well as contact the course management team (LVM).</p>
<p>★ <i>How do I notify students if I have technical problems during a synchronous session in <b>Microsoft Teams</b>?</i></p>	<p>In this case, it is best to contact the students in another way, e.g. by e-mail. It can be helpful to discuss this situation with the students at the beginning of a module.</p>
<p><i>Who plans a synchronous catch-up session? Which communication channels should be used to communicate the new appointment (<b>Microsoft Teams</b>, CampusNet, Moodle, e-mail)?</i></p>	<p>This is the same as for catch-up classes in face-to-face teaching: You should coordinate such appointments with the course management team (LVM) and then communicate to students via <b>Microsoft Teams</b> and by e-mail.</p>
<p><i>How can the attendance of students be tracked?</i></p>	<p>There are various possibilities for this. One possibility could be to treat compliance with deadlines as a substitute for compulsory attendance. Such a regulation must be clearly communicated to students at the beginning of the module. Another possibility could be to ask students to use the chat function to report when they enter the online classroom.</p>
<p><i>What information is required by the course management team (LVM) in order to add students to a <b>Microsoft Team</b> at a later point?</i></p>	<p>This is the same as for catch-up classes in face-to-face teaching: Please provide the course management team (LVM) with the following information: Name of the student, matriculation number and module name.</p>
<p>★ <i>How can I generally add or remove people from a team? Can I do this myself in <b>Microsoft Teams</b>?</i></p>	<p>Please send a request to the course management (LVM), which will implement these changes directly in CampusNet. Please include the module name and the module start date in your request so that the LVM can prioritize. Changes that you make in <b>Microsoft Teams</b> will be reset during the next synchronization.</p>
<p>★ <i>How can external guest lecturers be invited to a <b>Microsoft Teams</b> event and what should be considered?</i></p>	<p>External guest lecturers need CampusNet access in order to be invited to a <b>Microsoft Teams</b> event. In order to apply for this access for external guest lecturers, please send an e-mail with the following information to the Course Management (LVM, contact details are at the end of this document) <u>at least one week before the event:</u></p>



	<p>Name, first name, e-mail address, postal address. Only personal accesses can be created.</p> <p>Once the external guest lecturers have received their access, they can log on to <b>Microsoft Teams</b> just like other lecturers.</p>
<p><i>What is the contingency plan in case lecturers do not have access to <b>Microsoft Teams</b> from home (e.g. Internet failure, data volume consumption, hardware failure)?</i></p>	<p>In such a case, please inform the students directly via e-mail and postpone the session until the problem is solved.</p>
<p>★ <i>Is there an opportunity to internally test the functionality in <b>Microsoft Teams</b>?</i></p>	<p>Yes, there is now the possibility to try out the functions in <b>Microsoft Teams</b> without students. For this purpose, all lecturers in their respective schools have been assigned to a "Teaching Lab" in <b>Microsoft Teams</b>. You can find the Teaching Lab by logging on to <b>Microsoft Teams</b> and clicking on the "Teams" tab in the left menu column. You can use the Teaching Lab to try out the functions alone or together with other lecturers.</p>
<h2>Legal information</h2>	
<p><i>Use of teaching content protected by copyright or trademark: What is the lecturers' duty of care?</i></p>	<p>In general, as in scientific papers, copyright references should always be made.</p> <p>Photos:</p> <ul style="list-style-type: none"> <li>● self-created images or illustrations that are covered by a CC BY-SA license can be used relatively safely with appropriate credit notice</li> <li>● illustrations for which the commercial use is not admitted by the author, or which are marked with excluding references (e.g. all rights reserved), may not be used</li> <li>● for reasons of personal rights, illustrations of persons (especially portraits of third parties) are critical and may not be distributed without the appropriate consent</li> </ul> <p>Logos, Service &amp; Trademarks must never be displayed in a distorted context; ™, SM, © references should always be included.</p>
<p><i>Are recordings of live online sessions allowed?</i></p>	<p>Recording is - as in classroom teaching - only permitted with the consent of the lecturer <u>and</u> of the participating students. The violation of the highly personal sphere by taking pictures is a criminal offence according to <a href="#">§201a StGB</a>. According to <a href="#">§201 (4) of the German Criminal Code (StGB)</a>, even the attempt to breach confidentiality is punishable. It shall be hereby noted that this Guide does not, however, qualify for legal recommendations.</p>



<p><i>How do I deal with hostility in the chat flow?</i></p>	<p>As a general rule, all statements reach all participants and written statements - although subsequently editable - can be stored very easily. Therefore, good customs and a respectful interaction between all participants are necessary. De-escalation strategies should be applied first.</p>
<p><i>Do faculty have access to the data processing agreement (DPA) with Microsoft or any other privacy protection statement regarding the use of <b>Microsoft Teams</b>? Which of these documents can be made available to students?</i></p>	<p>If you have any questions regarding data protection, please contact Mrs. Susanne Seidenberg, Data Protection Coordinator at SRH Berlin University of Applied Sciences (<a href="mailto:datenschutz.hsbe@srh.de">datenschutz.hsbe@srh.de</a>).</p>
<p><i>How do I deal with students who refuse to use <b>Microsoft Teams</b>? What supervisors should I report such incidents to?</i></p>	<p>We assume that students will enjoy working with <b>Microsoft Teams</b>. If you encounter a negative attitude of individual students towards <b>Microsoft Teams</b>, please contact the Head of Study Programs or Program Director.</p>

# Contact persons for lecturers of the SRH Berlin University of Applied Sciences

You didn't find what you were looking for in the **FAQs**, the **handouts** or **tutorials**? Then you can contact in urgent cases the following persons by e-mail:

- If you have questions about **technology** in **Microsoft Teams**, hardware problems with university computers or problems accessing university systems, please contact IT Solutions via the ticket system ([spos@srh.de](mailto:spos@srh.de)). If this is not possible, please send an e-mail to [it.hsbe@srh.de](mailto:it.hsbe@srh.de).
- If you have any questions regarding the **content of your module**, its emphasis within the available contact level and its integration in the final examination, please contact the respective Head of Study Programme/Programme Director.
- If you have any questions regarding **organizational course planning** (original course planning, excursions, teaching assignments with external lecturers), please contact the course management team (LVM), for Berlin: [coursecoordination.berlin@srh.de](mailto:coursecoordination.berlin@srh.de), for Dresden: [iris.milani@srh.de](mailto:iris.milani@srh.de), under team leader Mrs. Marika Graupe-Fröhlich. The contact persons at the respective schools are
  - Berlin School of Management: Juliane Richter
  - Berlin School of Technology: Juliane Richter
  - Berlin School of Design & Communication: Nadine Schindler & Anja Schütz
  - Berlin School of Popular Arts: Nadine Schindler & Anja Schütz
  - Dresden School of Management: Iris Milani
- If you have any questions regarding the **organization of final exams**, please contact the local examination offices. Please also keep in mind that until further information and regulations by the Berlin Senate will be issued, we are unable to provide more detailed information on examination modalities, including dates.
- If you have any questions about **didactics** in **online teaching**, please send an e-mail to [elearning.hsbe@srh.de](mailto:elearning.hsbe@srh.de).