Overview of Available HyFlex and Hybrid Technologies

Overview

Franklin OIT purchased and installed technology to support Fall 2020 HyFlex and Hybrid instruction in Franklin College classrooms. The college is home to 313 classrooms. Of those, 270 are primarily supported by Franklin OIT and 43 are CTL classrooms that are supported in collaboration with Franklin OIT. This page is intended to outline the equipment descriptions, installation locations, training information, goals for the technology design and equipment selection, and changes end users can expect when using classroom technology to support HyFlex or Hybrid instruction.

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- Training Information
  - Zoom Monitor Training
  - Zoom Classroom Kit Training
- Goals for Technology Design & Equipment Selection
  - Health and safety
  - User experience
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Equipment and Locations

- **Zoom Monitors**: 24” touchscreen monitors with built-in web cameras and microphones connected to the instructor podium computer; USB conferencing microphones will be added in select locations to facilitate room amplification and Zoom audio
- **Zoom Classroom Kits**: vendor-installed web conferencing system; includes high-end camera and ceiling array microphones
- **Keyboard covers**: plastic covers for Dell and Apple keyboards designed to facilitate cleaning while minimizing the risk for equipment damage
- **Styluses**: a number were distributed to departments for individuals to use with Zoom monitors for annotation purposes and with touch screens in classrooms (limited supplies)

Training Information

**Zoom Monitor Training**

Self-service Zoom Monitor help documentation is provided, and in-person training is available by request by contacting the Franklin OIT help desk.

Attendees are asked to come wearing masks and follow appropriate UGA and CDC safety guidelines for in-person interaction (e.g., take temperature before coming to campus, practice handwashing, practice social distancing, stay home if you feel ill, etc.).

**Zoom Classroom Kit Training**

Self-service Zoom Classroom Kit help documentation is provided, and in-person training is available by request by contacting the Franklin OIT help desk.

Attendees are asked to come wearing masks and follow appropriate UGA and CDC safety guidelines for in-person interaction (e.g., take temperature before coming to campus, practice handwashing, practice social distancing, stay home if you feel ill, etc.).

Goals for Technology Design & Equipment Selection

The design and selection of the technology equipment were purposeful. In addition to technical and operational considerations, the key considerations for equipment selection were the health, safety, and user experience of our clients and end-users. These goals are summarized below:

**Health and safety**

- Minimize the need to bring personal equipment into Franklin College classrooms
- Leverage technologies to reduce high touch/cross-contamination surfaces and facilitate the use of masks while teaching
- Facilitate cleaning needs while minimizing risk for equipment damage
User experience

• Prioritize user-friendly technologies
• Seek to create a consistent user experience in Franklin College classrooms and instructional computer labs where standard audiovisual equipment currently exists
• Add supplemental technology in targeted areas when possible to facilitate local teaching needs

Changes to Expect

Face-to-face teaching will be inherently different when adopting HyFlex pedagogy. Below is a summary of the key considerations when using the technology provided in Franklin College classrooms to support HyFlex instruction:

• Instructor podium is the platform for facilitating F2F & online synchronous instruction
  • Consider launching Zoom meetings from the instructor podium because it’s fully equipped and calibrated to work with the existing room technology (especially audio)
  • If you still prefer to bring a laptop or tablet, consider launching Zoom from the instructor podium first and connecting your device to the instructor station via https://share.zoom.us (being careful to mute the microphone and speakers first to avoid an audio feedback loop!)
  • Consider the physical radius around the podium for teaching via Zoom: the further from the podium you stand, the more likely remote attendees will experience issues seeing you on the web camera or hearing you on the microphone
  • Annotation tools are added for use with Zoom to fill in where whiteboards were used previously
• Additional microphones are NOT needed in Franklin College classrooms
  • Zoom audio and classroom audio amplification is accounted for in the technology design
  • USB mics are useful for broadcasting or recording content in your office or at home
  • USB mics may be useful in non-Franklin College classrooms (e.g., MLC, other colleges/units)
  • Personal amplification systems may create an echo or feedback loops if used in classrooms while Zoom is in use