Bongo Virtual Classroom: Guides for Instructors

Getting Started with Bongo Virtual Classroom

How Can I Use Virtual Classroom?

https://bongolearn.zendesk.com/hc/en-us/articles/360001183374-How-Can-I-Use
Virtual-Classroom

Schedule Virtual Classroom Webinars

https://bongolearn.zendesk.com/hc/en-us/articles/360005154054-Instructors
Schedule-Virtual-Classroom

In Brightspace, your scheduled sessions (called 'meetings') will display in Module Tools>Virtual Classroom. When scheduling meetings, make sure that the default 'invite entire class' box remains checked. You can opt to schedule repeat sessions for between 2 and 15 weeks. The max meeting duration is 240 minutes.

*Note: Slides cannot be uploaded in advance of a session, so we would recommend scheduling your meeting for **at least five minutes before** learners are expected to login. This should give you sufficient time to upload slides and test your audio and video.*

Launch and End Virtual Classroom Sessions

https://bongolearn.zendesk.com/hc/en-us/articles/360005157114-Launch-End-Virtual
Classroom

Participants can leave a session at any time, but only the moderator can end the meeting before its scheduled end-time.

Invite Others to Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360004048233

Participants who are not enrolled in your classlist can be invited to join your sessions using a shareable link. They will be designated as an 'external user'. Users may also dial into your session using their phone (but this uses a UK number so charges may apply).

Audio and Video Basics in Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360019804913-Audio-Video-Basics in-
Virtual-Classroom

The first time you use Bongo Virtual Classroom with your microphone or webcam, you will need to grant 'YouSeeU' access to them within your browser.

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How Learners Join your Sessions

https://bongolearn.zendesk.com/hc/en-us/articles/360012774694-Learners-Join-an Instructor-Led-Virtual-Classroom

Note: If a learner is having difficulty navigating to your scheduled sessions, you may include a direct link to them from within your module. To do so, in any unit in the 'content' section of your Brightspace module, select 'Existing Activities', choose 'Virtual Classroom' from the resulting dropdown menu, and choose the relevant Bongo session. If learners are having difficulty accessing Brightspace, see 'Invite Others to Virtual Classroom' above.

Upload Presentations in Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360001249553

You may upload any type of MS Office file or PDF. This cannot be done in advance of a session, so please schedule some time for this before students are expected to arrive (e.g. notify you participants to arrive at 2PM, but schedule the meeting for 1:55PM so that you may upload your presentation and test your microphone, video, or screen-sharing functionality).

Record Virtual Classroom Sessions

https://bongolearn.zendesk.com/hc/en-us/articles/360001876013

Recorded meetings can be found in module tools> virtual classroom. From here, they can be downloaded and shared with others (please allow some processing time for session recordings). You can also link to recordings from within the content area in your module. When scheduling meetings, you can configure them to record automatically. Recordings include video and audio, chat-logs, and the content of your presentation area (slides and annotations).

Recording Attendance

https://bongolearn.zendesk.com/hc/en-us/articles/360022094534

You may use the attendance log to determine who participated in your session, for how long, and - if required – to see how active they were in the public chat.

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Sharing your Desktop, Changing Presenters, Chat & File Upload

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Share Your Desktop within Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360002268054

Bongo allows you to share a browser tab, application, or your entire desktop (this is only fully supported in Google Chrome and Microsoft Edge Chromium Edition; Firefox will allow you to share an application but not the whole desktop). You will need to add the 'Bongo Screenshare' Extension to your browser before using this functionality.

Note for Mac OS Users: *If you are using Version Catalina (Version 10.15) or above, you will need to explicitly grant permission for screen-sharing within your system preferences (information can be found in the link above).*

Change Presenters: Moderators Vs. Presenters in Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360002110533

Use this setting to allow learners and other course participants to upload presentations and draw using the whiteboard feature. As the owner/moderator, you can promote or demote users to or from the presenter role at any time.

Chat and Upload Files in Virtual Classroom

https://bongolearn.zendesk.com/hc/en-us/articles/360001298313

Virtual classroom has public and private text-based chat tools, within which you can share files or links with participants.

Annotation Tool, Polling, Breakout Rooms

Annotation Tools

https://bongolearn.zendesk.com/hc/en-us/articles/360000036733

Annotation tools can be used to point to, or type and draw on, your presentation slides or whiteboard. 'Multi-user mode' can be enabled to allow other participants to draw on the presentation space.

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Create Polls

https://bongolearn.zendesk.com/hc/en-us/articles/360001243893

You may initiate a number of different poll types within your sessions. However, your poll questions and type (i.e. 'true/false', 'A/B/C/D' etc.) must be included in your slides in advance of the session.

Breakout Rooms

https://bongolearn.zendesk.com/hc/en-us/articles/360001349513

Temporarily divide learners/participants into smaller groups in parallel virtual classroom sessions. Here, participants can hold discussions, upload presentations, annotate content, and share their desktop. As the moderator, you can move between these breakout rooms as you wish.

Settings and Technical Requirements

Basic System Requirements

https://bongolearn.zendesk.com/hc/en-us/articles/360003760493

Check Your System Before Entering Sessions

https://bongolearn.zendesk.com/hc/en-us/articles/360035692233-How-to-Check-Your-System-Before-Entering-Virtual-Classroom

Common Troubleshooting Solutions

https://bongolearn.zendesk.com/hc/en-us/articles/360009373374-Common-Troubleshooting-Solutions

Virtual Classroom Settings

https://bongolearn.zendesk.com/hc/en-us/articles/360001780953-Virtual-Classroom-Settings