



¡BIENVENIDOS!

Online Office Hours

A Quick-Start Guide for Teaching and Learning

Technology Support/Creative Studios @ UTEP

stvarela@utep.edu

Additional content provided by Erika Villegas @ evillegas3@utep.edu

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If you would prefer a video tutorial to learn how to set up Bb Collaborate,

please click here:

<https://utep.yuja.com/V/Video?v=770914&node=3205107&a=471238724&autoplay=1>

Teaching and Learning Considerations

¡Bienvenidos! is a UTEP Edge campaign to articulate and elevate a campus culture of student belonging, engagement, and lifelong success. By communicating with faculty both in and beyond the classroom, students will:

- Improve their academic performance and degree completion;
- Increase understanding of their disciplines and related career options;
- Explore ideas and identify all of the opportunities and resources UTEP has to offer them.



We know that students should meet with their respective faculty members, not only when there is an issue or problem with their success in the course, but for mentoring opportunities:

- Faculty-student interactions have a positive effect on both cognitive and emotional student development, as well as student satisfaction;
- The increase of faculty-student interactions improves career choice, personal growth, and student persistence;
- Faculty-student interactions outside the classroom improved motivation and learning.

Best Practices: Being FERPA Compliant

The steps below describe the approved steps for conducting “Virtual Office Hours” by using Blackboard Collaborate Ultra and a GUEST link to be in compliance with FERPA guidelines.

1. **Set up a virtual office space for the term.** If you are teaching multiple course sections, create a session in Blackboard Collaborate Ultra titled "[Your Name's] Virtual Office" within one of your courses. This course will be the "host" course for your Virtual Office.

2. **Distribute the Virtual Office Hours session guest link.** Choose one of three methods to distribute the guest link for your Virtual Office session.

- a) Create a session in each of your courses and be sure to provide the access via your navigation area of your course. Call it "Online Office Hours" or "Virtual Office."
- b) Email the Guest Link to your students. Navigate to the Virtual Office session you created, click on the circle with 3 dots (your session access on the right, click 'Copy Guest Link' and email it to students with your with instructions on how to access and your defined procedures within security guidelines.
- c) Use a Blank Page clicking on the + sign above your navigation area. Create a message with your online office parameters and a hyperlink you can paste your Guest Link to provide access to students.

Example Message: "¡Bienvenidos! Welcome to _____! I encourage you to come by my office hours at any time throughout the semester, individually or with friends. If you are unable to visit during my office hours, please contact me at [email] to arrange another time. I am also available to chat online on [date, time, and online medium such as Blackboard Collaborate]. Office hours provide you and I with a set time to discuss assignments, academic and professional interests, study strategies, or anything that can help you be successful in this class and on campus and prepare you for your career and graduate school."

3. **Provide instructions to your students.** Instruct your students on the steps that they will need to follow to access your office hours and any additional steps you have defined within the approved Virtual Office Hours steps.

- a) Students will access the Virtual Office Hours guest link via the instructor's chosen method of distribution.
- b) Students will type *FIRST NAME ONLY* in the Name field before entering the Collaborate session through the guest link.
- c) Students will raise their hand immediately upon entry. Click on the Raise Hand icon located at the bottom of the screen.

**The reason for this is two-fold:*

- 1) It creates a queue so the instructor knows who is next.*
- 2) It alerts the instructor that someone has joined the session.*

Consider posting a message in the main room so students are reminded of the process.

- d) Once the instructor has moved the student to a breakout group, students can be asked to enable their web cam and show their Student ID for identity verification.

Getting Started: Accessing and Conducting Your Online Office Hours

Access your Virtual Office session from the respective Blackboard course or from the “host” course you are using as the centralized space for all your classes.

Online Office Hours do not need to take place only when there is a problem or issue a student is facing in their success. Use them as an opportunity to establish more rapport with students and/or mentoring opportunities.

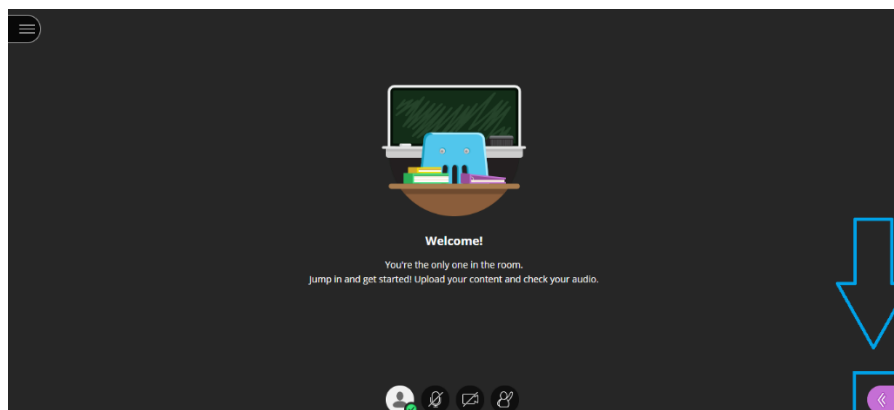
Conversation starters can include:

- What are you enjoying about our class or what do you wish we had time to cover and/or talk about more in depth?
- How did you decide on your major?
- What kind of career or profession can you see yourself entering with your degree?
- Have you seen your advisor recently?
- Are you part of a study group? Do you have study friends?

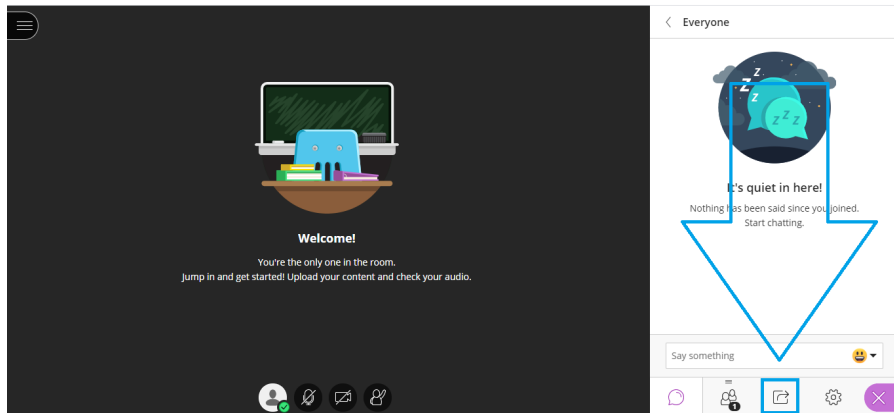
If you do need to discuss grades or student performance, be sure to use **breakout groups** to discuss grades and performance to be FERPA compliant and protect the privacy of students.

Here is how you conduct a FERPA Compliant session to discuss grades/performance using breakout groups:

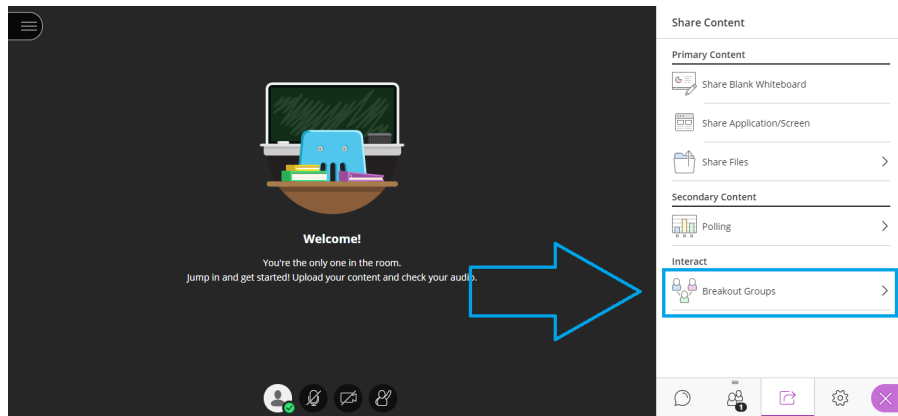
1. Click on the purple tab at the bottom right to expand the Collaborate panel.



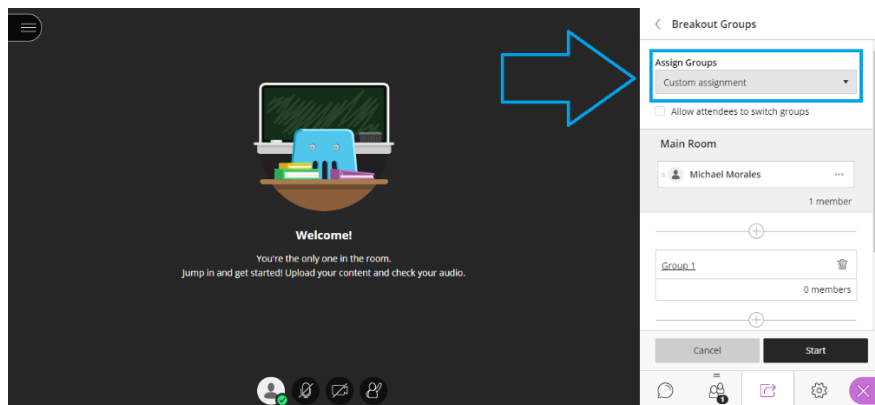
2. Click the 'Share Content' button (square with arrow).



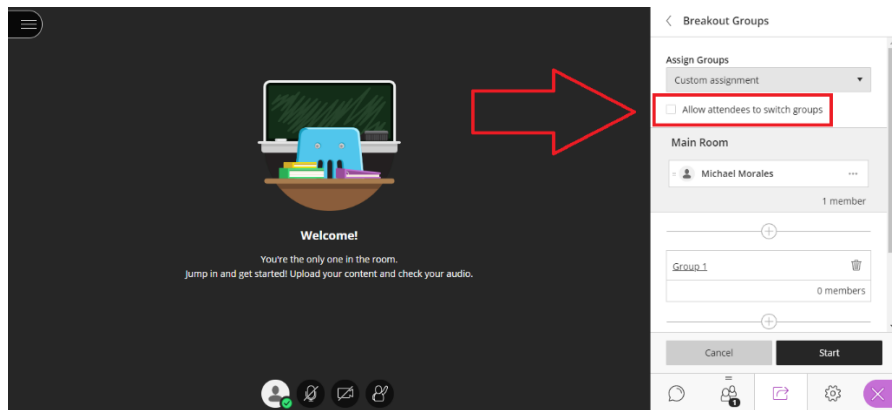
3. Click Breakout Groups under the interact section.



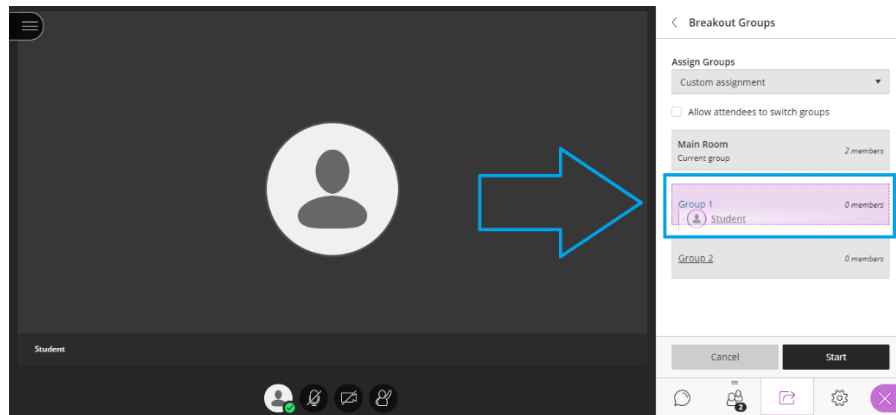
4. Select Custom Assignment at the top.



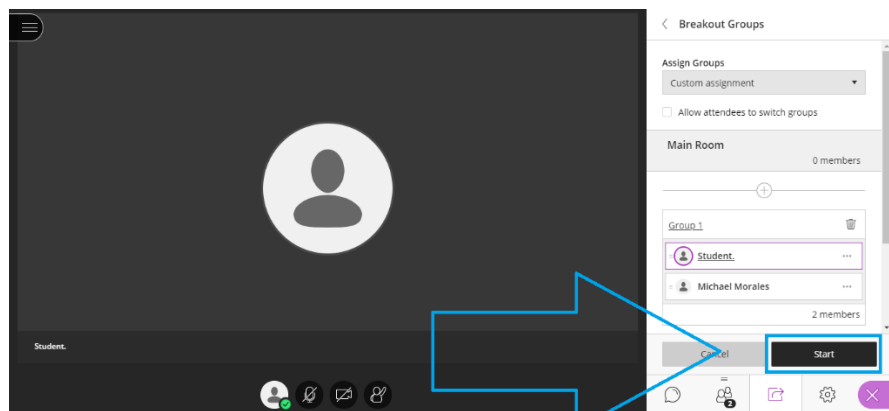
5. Make sure the 'Allow attendees to switch groups' option is **NOT** selected.



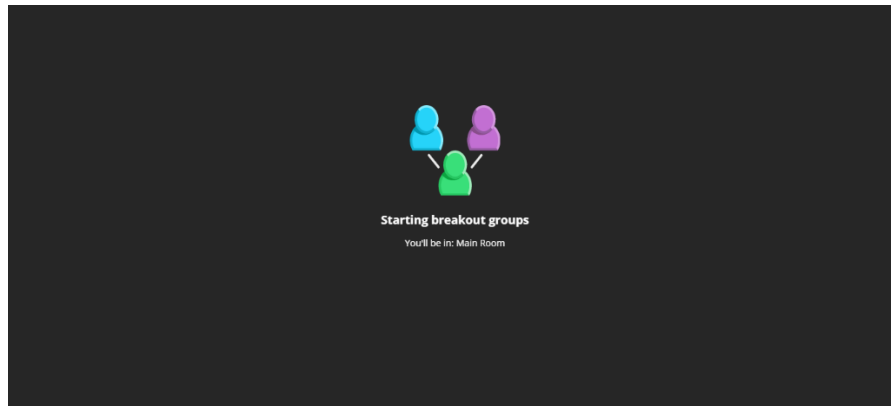
6. Drag and drop *one* student and yourself into one of the pre-created groups.



7. Click Start.



8. You will be in a private space with the student once the breakout group begins.



You may want to verify student identity. Ask the student to enable their web cam and present their Student ID.

Proceed with the student conference, and when completed, ask student to leave the session. Instruct student to close their browser to exit the session.

Join the main room. Click on the 'Attendees' button at the bottom of the Collaborate Panel and click the Join: Main Room button at the top of the attendees list

Then receive new incoming students. Click the Attendees button at the bottom of the Collaborate Panel 'Repeat the drag and drop process to receive new incoming students by selecting the students with their hand raised at the top of the Attendees list.