

Managing your virtual classroom.

The teaching ethos, expectations and behaviour of your virtual classroom are the same as your on-campus classroom.

1. Set expectations.
 - a. Be clear on standards of conduct, including that bullying and harassment is not permitted.
 - b. Explain the consequences of not meeting the standards of conduct.
 - c. Virtual classrooms are covered by Heriot-Watt University policies and procedures in the same way as on-campus classrooms. More information on this at <https://www.hw.ac.uk/uk/students/studies/record/discipline.htm>
2. Signpost students to the [HW Student Netiquette guide](#) which specifically covers behaviour in virtual classrooms (see p2).
3. If students do not behave, deal with it as you would on-campus i.e. swiftly, proportionately and fairly based on Heriot-Watt University policy and procedures.

Practical advice

Setting expectations

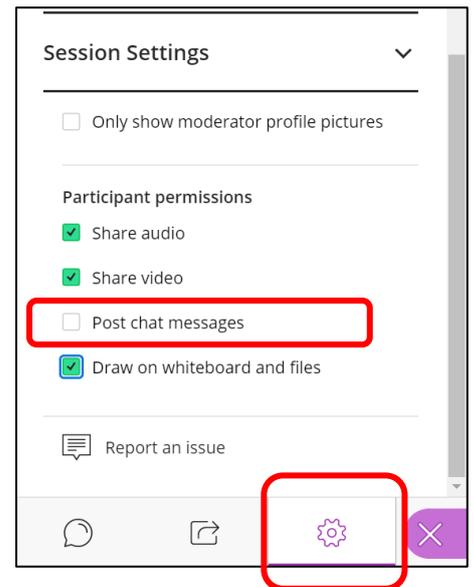
You may find it useful to discuss expectations during the first session, or to recap these at the start of each session. A slide reminding everyone in the room of key points or linking to the netiquette guide may be useful.

You may also want to outline when and how students may use the various tools i.e. do they need to wait for an invitation, or can they use them at any time.

Chat messages

If a student is behaving inappropriately in the whole group chat, you will be able to identify that student by name. You can then deal with them as you would for any other inappropriate behaviour during a class.

If required, you can turn off the chat messages for all students (**Note:** you cannot turn it off for individual students). Go to Settings in the **Collaborate Panel**>**Session settings** then switch off chat.



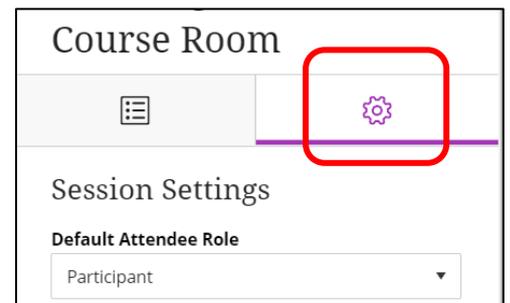
Depending on what the student has said you may need to edit the recording of the live session before making it available, or you may choose not to make that particular recording available. Remember that you may need the recording for any disciplinary proceedings (if required) so do not delete it.

Profanity filter in the chat

If you have persistent issues with profanity in the chat, you can switch on the profanity filter in the pre-session settings for the session.

Go to the Collaborate page on your course site on the VLE. Select the session you want to update.

Click on '**Session settings**' (the cogwheel on the right of the page)



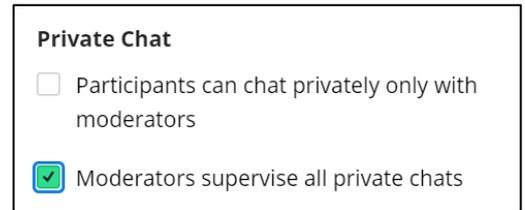
Select the last option in the list '**Hide profanity in chat messages**'.

Profanity filter

Hide profanity in chat messages

Private chat

If you have enabled 'Private chat' when setting up the session, make sure that you also enabled 'Moderators supervise all private chats' as this enables you to step in and comment in that chat if required. (**Note:** this cannot be changed during the live session.)



If you have a persistent problem with the use of private chat messages you may wish to switch off this option entirely or change to 'Participants can chat privately only with moderators'.

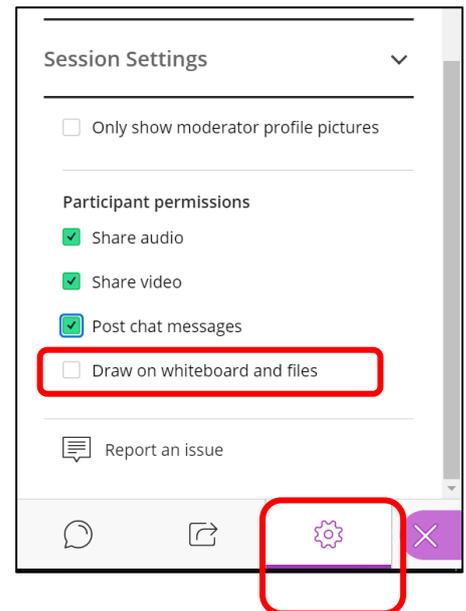
Drawing tools

You can switch on the ability to draw on the whiteboard / files before or during the session in the 'Session settings'.

If a student is misusing the drawing tools, you will not be able to identify the student so a general caution may be required. Sometimes people are not aware that what they have written / drawn can be seen by everyone in the room. A reminder about standards of conduct and netiquette may be useful.

If the behaviour persists you may need to switch off the drawing tools. Go to Settings in the **Collaborate Panel**>**Session settings** then uncheck the box 'Draw on whiteboard and files'.

If the session is not recorded, take a screenshot of the writing / drawing before cleaning the screen in case this may be required for any disciplinary proceedings.



Reminder: you can clean all drawing / writing from the screen instantly by clicking the 'eraser' button.



FURTHER RESOURCES

Heriot-Watt University [Netiquette guide](#)

Heriot-Watt University [IT and Communications Facilities Acceptable Use Policy](#)

Heriot-Watt University [Harassment and bullying policy for students](#)

Heriot-Watt University [Student discipline](#)

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