



HARVARD

Office of the Vice Provost for Advances in Learning



FINTECH

ONLINE SHORT COURSE

Live tutorial etiquette guide

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1. Introduction

Live class discussions are an excellent way to interact with your tutor and peers to engage in important debates and topics covered in this course. However, it is important that you respect the subject matter expert and your fellow students when taking part in a live session.

2. Etiquette for attendees

When attending a live class discussion, follow these guidelines:

- Check your software before entering the live class discussion to ensure that you do not have any technical issues. Often ant issues that arise can be solved in advance, and a quick check could prevent you from missing the session.
- Please ensure that you have a working microphone and pair of earphones so that you can listen to what others are saying and so that they can hear you when you are speaking.
- Log into the session in advance to ensure that there are no technical difficulties. This will give you time to raise any login problems with support staff before the live class discussion begins.
- Mute your microphone when you are not speaking. Although you will only be able to speak if the facilitator assigns you microphone rights, it is important to only switch it on when speaking, as background noises and feedback over your line could interrupt the other students.
- Turn off your cellphone and other electronic devices when in the live class discussion, as these items could interfere with the sound.
- Be respectful to the presenters and the other attendees. Do not spend too much time speaking, if you are given the opportunity, as you are not the only one with a question. Listen carefully to the questions asked by others, as they may bring up the same point you would like to make.
- Do not ask questions for the sake of being difficult or disrupting the discussion. This will disrupt everyone's learning experience and is not fair on other students.

3. Sources

Webinar etiquette: <http://www.slideshare.net/BigMarker/the-best-webinar-ettiquette>

Webinar reasoning and etiquette: <https://docs.google.com/a/getsarter.co.za/documentd/1T7SAtL1CQVeLGfK5PCGrDLb1GlXgAxBli0mMwxUll/edit>

