

GUIDELINES FOR ONLINE STUDENTS

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INTRODUCTION

Welcome to SBCS GLI online. This guide contains all the information to successfully complete your course of study with us via online, blended or hybrid learning. Depending on the preference of your instructor(s), we will use Adobe Connect, Microsoft Teams or Zoom to deliver your lectures. The majority of our online teaching occurs via Adobe Connect, so more likely than not this will be the platform used.

In every online class, there will be a facilitator present in addition to the lecturer. The facilitator's job will be to resolve all technical and administrative matters, thereby allowing the lecturer to focus on teaching and you on learning. The facilitator will ensure that you are not distracted, nor stressed by technical issues. At various points in your course(s), the facilitator will oversee the collection of student feedback. This is most important, as your views will inform what changes are required to deliver a more effective online course.

Moodle is our Learning Management System, and most of the material pertaining to your course(s) is on Moodle. If you have never used Moodle before, you will find detailed information on how to access and use in our Moodle guide.

Rest assured that you do not need to be a computer expert to study an online course. However, we do recommend that you read this guide, to become familiar with our rules and guidelines.

Advantages of Learning Online

- **Convenience:** 24/7 access from any online computer; accommodates busy schedules; no commuting, no searching for parking. Online classes are recorded, so by allowing students to review past lectures at their convenience, as well as facilitate those students who due to work or other commitments may have missed lectures.
- **Enhanced Learning:** Research shows increased depth of understanding and retention of course content; more meaningful discussions; emphasis on writing skills, technology skills, and life skills like time management, independence, and self-discipline.
- **Leveling of the Playing Field:** Students can take more time to think and reflect before communicating; shy students tend to thrive online; anonymity of the online environment.
- **Interaction:** Increased student-to-teacher and student-to-student interaction and discussion; a more student-centred learning environment; less passive listening and more active learning; a greater sense of connectedness, and synergy.
- **Innovative Teaching:** Student-centered approaches; increased variety and creativity of learning activities; address different learning styles; changes and improvements can translate to on-ground courses as well
- **Improved Administration:** Time to examine student work more thoroughly; ability to document and record online interactions; ability to manage grading online.
- **Safety:** A significant proportion of our enrolment consists of female students in the age group 18-40, and as can be expected, given the current crime situation online classes is very much the preferred option

Examples of Recordings:

At SBCS, online teaching is done via the Adobe Connect platform. Please take some time to look at the online sessions which were done by a few of our Lecturers.

- [Effective Business Communication \(Writing & Speaking\) - Marie Smith \(Live Class Sample\)](#)
- [MBA | MSc FM - Financial Decision Making - Dundee Thomas \(Live Class Sample\)](#)
- [PMP Certification - Nalini Singh \(Live Class Sample\)](#)

Profile of a Successful Online Learner

Instructors with years of online teaching experience agree that students who have a successful, satisfying experience learning online share several critical characteristics. Review these characteristics and answer these questions.

- **Good Time Management:** Can you create and maintain a study schedule throughout the semester without face-to-face interaction with a teacher?
- **Effective Communication:** Can you ask for help, make contact with other students and the instructor online, and describe any problems you have with learning materials using email, text messaging, and/or the telephone?
- **Independent Study Habits:** Can you study and complete assignments without direct supervision and maintain the self-discipline to stick to a schedule?
- **Self-Motivation:** Do you have a strong desire to learn skills, acquire knowledge, and fulfill assignments in online courses because of an educational goal? Can you maintain focus on that goal?
- **Academic Readiness:** Do you have the basic reading, writing, math, and computer literacy skills to succeed in the class?

Support provided for Students

When you take a class in school, your teacher and other students are in the room with you if you have questions. You have a place to sit and books and materials to work with close by. Maybe a laptop or tablet, too. When you learn virtually, your school may have another place for you to work on your course (for example, the library/media center or a special lab), but you may be responsible for creating your own space both at school and at home.

You also need to know how to contact and ask for help from the people involved in your online learning:

Course Instructor: The person who is teaching your virtual course is the first one to go to when you have questions about assignments or resources.

Technology Staff: SBCS provides technical support all students, feel free to reach out to your respective Course Administrator or the SBCS Online Unit sbcsonlineunit@sbc.edu.tt

Parent/Guardian: Your parents or guardians may have access to your course, too. It is best if they check in with you regularly to be sure you are keeping up and help maintain the space identified for you to use as a study area. If you are homeschooled, your parent or guardian is probably your mentor.

Peers: Friends who have taken virtual courses can encourage you and be a big help in troubleshooting. Classmates in your online course can also show or tell you about course features or assignments.

For further support, please feel free to liaise with your respective Academic Department or if you wish to share any suggestions or need immediate assistance, email the **E-Learning Technical Support Team**.

Department	Email Address
Central Academic Scheduling and Operations E-Learning Technical Support (SBCS Online Unit)	CASO@sbc.edu.tt SBCSOnlineUnit@sbc.edu.tt
Accountancy Training & Education Centre	ATEC@sbc.edu.tt
Centre for Undergraduate Business Programmes	cubp@sbc.edu.tt
Centre for Media, Communication and Design	CMCD@sbc.edu.tt
Caribbean Secondary Education Certificate	csec@sbc.edu.tt
CITE Engineering	CITE-ENG@sbc.edu.tt
CITE Information Technology	CITE-IT@sbc.edu.tt
Corporate Education Centre	CorporateEducationCentre@sbc.edu.tt
Corporate Training Centre Corporate Training Centre – Champs Fleurs	CorporateTrainingCentre@sbc.edu.tt CTC-CF@sbc.edu.tt
University of Greenwich	UOG-CF@sbc.edu.tt
Executive Director	robinm@sbc.edu.tt
Quality Assurance	QA@sbc.edu.tt

Student Feedback (Live Online Session Samples)

Developing and Executing Strategy (Led by Sean Fouche)

Ryan E: DES is an exciting and comprehensive course...and you have helped me navigate through the theory and prepare for the exam in a truly interactive and engaged manner. I feel prepared for the exam. Sean you are really are a gifted lecturer! Thank you and best wishes.

Samantha D: Best wishes everyone! The sessions have been informative and very engaging and have made a huge difference for my understanding of the course material. Great facilitation Sean and Great examples.

Phil B: Thank you again Sean, your revision sessions have been extremely valuable. Again, I walk away feeling much more confident in my ability to take this exam. All of the sessions have been extremely helpful in cementing the knowledge.

PMP® Certification - (Led by Nalini Singh)

Hema D: Thank you Nalini, the entire course was a fabulous one. Your explanations were on point with clarity and made it very interesting to stay on. Keep well

Stefan R: Great session, The instructor explained the course content clearly and precisely. Overall, this was a great experience.

Kareem E: Thanks for sharing your wealth of experience with us and great delivery skills, it was greatly appreciated!

Leadership Theory and Practice (Led by Carla Williams)

Lauzi M: Thank you sooo much Carla! wishing you the best in everything. this is my second class with you and I appreciate your work!

Mike C: This is really worth it!, am glad I was part of this class, I have learnt aloooot, thank you so much for your great effort!

Hester S: Thank you Carla and Dillon. These sessions have been so valuable and I approach each of your contributions to making them so incredibly valuable and running smoothly. I already feel more prepared for this exam than I have for others even after writing the exams. The knowledge gained here is invaluable. I have lots of prep to do and have been equipped with the tools to help me. Thank you!

Introduction to Accounting for Business Professionals - (Led by Hannah H Mohammed)

Morissa H: This course was truly refreshing and done well by Ms. Mohammed. I will recommend to others. Looking forward to the other course at SBCS.

Donila G: B) This course has been a great opportunity for me to get my feet wet again with regard to schooling and studies. Ms. Mohammed's style of delivery, upbeat nature and pleasant approach has been encouraging and welcoming especially after a long Monday and during a long class

Laticha D: My online experience went smoothly. The course was very informative, enjoyable and easy to follow. I will recommend to others. I will be looking out for any other short courses that may be beneficial to me in the future. Also looking forward to pursuing the ACCA program soon after getting my feet wet with this intro.

Nicole L: This course was very interesting and informative. Looking forward to other courses at SBCS. Everything about this experience was encouraging.

Jonelle C: Ms Mohammed delivered. Everything was explained thoroughly using real life scenarios which made it even easier to understand. I am interested in other short courses and I would recommend this course to others.

How to Provide Feedback

- At the end of every online session, there is a feedback section where students are welcomed to share any comments they have pertaining to the online session

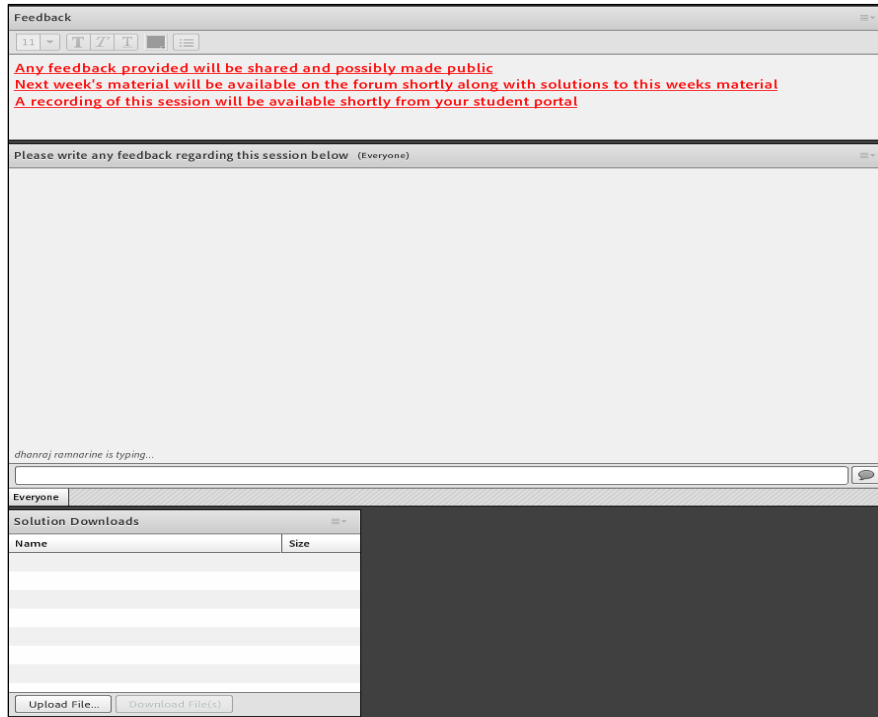


Figure 1

- Alternatively, feedback is collected via an Online Evaluation. Course Administrators may issue surveys during or at the end of the online course, based on its duration. Feedback is then reviewed by the Academic Department, Quality, IT and Executive Director to refine the online delivery or address any issues that students may experience.
- Immediate Assistance: Feel free to utilize the email information for Academic Departments, Technical Support or Executive Director. As Listed on Page 7, [Support for Students](#).
- If you wish to speak to a representative, feel free to contact 663 – SBCS (7227) – Extension 1143, 1144, 1145, 1146.

STUDENT GRIEVANCE & COMPLAINTS POLICY

Policy Statement

SBCS seeks to promote an educational environment that values communication, fairness and respect among students, faculty and staff. Despite these efforts, differences in the values and/or goals of members of the aforementioned groups may occasionally contribute to circumstances that leave the student(s) feeling aggrieved. Such occurrences warrant a process by which students can seek a resolution to their grievances.

Students as individuals or as a group may address matters that they deem to be unfair or unreasonable on the part of SBCS or any individual(s) representing SBCS.

Academic Grievance

In instances where SBCS lecturing staff grade coursework or assignments and said grade contributes to the final grade of the student, the student may submit a grievance for a grade only if unfair or unreasonable procedures are alleged. Procedures for academic grievance are described by the Quality Assurance Unit.

Where final grades are given by an external examining body other than SBCS the student is bound to follow the grievance procedure of the said body.

Resolution Procedures:

1. Issues may occur that are not best addressed by the system of written or online Course Evaluation Forms due to urgency, uniqueness and/or magnitude. If you wish to address such matters, you are encouraged to first discuss the problem with the individual(s) involved.
2. If you are not satisfied with the response of the individual(s), or if you are unable to discuss the matter with the individual(s) involved, you may address your grievance to the Course Administrator for the programme or the Student Services team.
3. The Course Administrator/ Student Services shall schedule separate meetings with you and any other parties cited to obtain clarification of the issues involved.
4. The Course Administrator/ Student Services shall respond to you and describe the actions taken within ten (10) working days of meeting with the parties involved.

5. If you wish to have your grievance considered beyond the Course Administrator and/or Student Services, you may address your grievance to the Quality Assurance unit.
6. If you wish to have your grievance considered beyond the level of the Quality Assurance unit, you may address your grievance to the Executive Director.

Course Evaluations:

1. You are advised to record all instances of dissatisfaction with the services provided by SBCS or the behaviour of SBCS personnel on the Course Evaluation Forms administered in class during the semester.
2. Course Evaluation Forms are reviewed by the Course Administrators; Quality Assurance; lecturers and the Executive Director. Areas for improvement that are noted on the course evaluations will be addressed by the above parties or their designate.
3. Additionally, Suggestion Boxes are in the General Administration Office and the Cafeteria. These serve as a means for student to immediately voice their opinion or recommendations on matters of concern.

Tips for Communicating Online

General

- Realize that typed messages lack the vocal and nonverbal cues that normally carry a lot of meaning in a face-to-face conversation. Without this supporting context, satire or sarcasm can come across as meanness. Try using "emoticons" (also called "Smileys") to make your emotional intent more obvious (e.g., make it clear when you're joking ;-).
- Avoid criticizing people's spelling. Typos are more accepted on the Internet, so sending a message pointing out all the spelling errors or grammatical mistakes in someone's messages may be counterproductive.
- Even so, spell-check your own messages and quickly review them for punctuation and grammar.
- DON'T USE ALL CAPITAL LETTERS! Occasional capitals are OK for emphasis, but typing in all caps is the Internet equivalent of shouting (plus messages in all caps are hard to read).
- Avoid using all lowercase letters. It's viewed as mumbling.
- Avoid using text features like boldface, italics, underlining, or diacritical marks---many online systems won't display them.
- Underscored Text indicates underline or italic.
- *asterisks* are used in place of bold text.
- Be brief and to the point. People expect brevity and won't read lengthy messages. Plus, it's harder to read words on a computer monitor than on paper.
- Have backup copies of files and email messages.

Email

- Unless you are explicitly given permission, don't publicly post email sent to you in private.
- If you are sending information from another source, pay attention to whether the material is copyrighted (copyright laws apply to email, too). Cite sources.

Flaming

- Do not flame! Flaming refers to derogatory, abusive, threatening, sarcastic, rude, or otherwise mean-spirited messages directed at people.

- If a message provokes a negative emotional response, put it away for a while, then reread it and see if you're misinterpreting it. If you don't understand a particular item, ask the sender for clarification before replying to an incorrect conclusion.
- Messages are not secure. Remember, it's very easy for someone else to forward messages you thought were confidential. Think of email and bulletin board messages as postcards rather than letters.
- Apologize. If there's been a misunderstanding or miscommunication, you can often nip a flame war in the bud by a brief apology.

Tone

- **"Humanize" the course-** Be open to sharing webcam, so lecturer and students can become familiar with one another.
- **Consider the tone of your own responses to students and lecturers-** Attitude comes through in writing. Are you sounding impatient? Supportive? Praise and model appropriate tone.
- **Use private email for sensitive communications-** Use threaded discussions for group conversations. Use private emails to comment on individual student contributions and criticism.

Student Participation in Online Courses

Student Participation in Online Discussions					
Category	1	2	3	4	Points
Promptness and Initiative	Does not respond to most postings; rarely participates freely	Responds to most postings several days after initial discussion; limited initiative	Responds to most postings within a 24 hour period; requires occasional	Consistently responds to postings in less than 24 hours; demonstrates good self-initiative prompting to post	
Relevance of Post	Posts topics which do not relate to the discussion content; makes short or irrelevant remarks	Occasionally posts off topic; most posts are short in length and offer no further insight into topic	Frequently posts topics that are related to discussion content; prompts further discussion of topic	Consistently posts topics related to discussion topic; cites additional references related to topic	
Expression Within the Post	Does not express opinions or ideas clearly; no connection to topic	Unclear connection to topic evidenced in minimal expression of opinions or ideas	Opinions and ideas are stated clearly with occasional lack of connection to topic	Expresses opinions and ideas in a clear and concise manner with obvious connection to topic	
Contribution to the Learning Community	Does not make effort to participate in learning community as it develops; seems indifferent	Occasionally makes meaningful reflection on group" efforts; marginal effort to become involved in the group	Frequently attempts to direct the discussion and to present relevant viewpoints for consideration by group; interacts freely	Aware of needs of community; frequently attempts to motivate the group discussion; presents creative approaches to topic	
				Total:	

APPENDIX A: ADOBE CONNECT CHECKLIST

What is Adobe Connect?

Adobe Connect is software used to create information and general presentations, online training materials, web conferencing, learning modules, and user desktop sharing. The product is entirely Adobe Flash based.

System Requirements

This below list ensures that you are ready to connect to an SBCS E-learning session. Be sure to have the relevant equipment installed and operational.

The following are suggested settings before connecting. It is recommended that you test your computer prior to attending a meeting. You can do this by going to the following link:

http://ebs.adobeconnect.com/common/help/en/support/meeting_test.htm

Device and Operating System

Your device and operating system, should meet the criteria of one of the groups listed below:

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP, Windows 7 or Windows 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista®
- Windows XP, Windows Vista, Windows 7, Windows 8
- 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8; 1GB of RAM (2GB recommended) for Windows Vista

Mac OS

1. 1.83GHz Intel Core™ Duo or faster processor
2. 512MB of RAM (1GB recommended)
3. Mac OS X, 10.5, 10.6, 10.7.4, 10.8
4. No Adobe Connect Add-in support for Mac OS X 10.5 (Leopard). Users on Leopard can attend meetings in the browser.

Linux

1. Ubuntu 10.04, 11.04; Red Hat Enterprise Linux 6; OpenSuSE 11.3
2. No Add-in support for Linux. Users on Linux can attend meetings in the browser.

Browser Setup

We strongly recommend using **an up-to-date browser** or the Adobe Connect Desktop Application. The following combinations are especially recommended:

1. Microsoft Edge, Mozilla Firefox, Apple Safari, Google Chrome;
2. Adobe Connect Desktop Application: <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>

Audio Paraphernalia

- **Headphones or Ear buds: All users must listen to class sessions using headphones**, *not* computer speakers, to avoid feedback when their microphones are enabled. If you have a built-in microphone that you prefer to use (such as those on many newer Macs), you **must** use basic headphones or ear buds in conjunction with the built-in microphone, or else there will be feedback problems with the audio. **Please make sure that you have your headset in time for the first class session.**

NOTE: Always plug in your headphones before entering the online room

- **Microphone (Headphones with Microphone would also suffice)**
- **Wired internet connection (not wireless):** You must have a guaranteed minimum of 512 kbps download speed. To check your Internet connection speed, go here: <http://speedtest.net>

NOTE: Switch Wi-Fi connectivity off

General Tips to ensure a seamless transition during your online course.

1. Prior to the meeting, please test your computer by utilizing the below link to ensure all system requirements are met. This test will only take a few minutes. If any updates please install.

http://ebs.adobeconnect.com/common/help/en/support/meeting_test.htm

2. Ensure you have the Adobe Connect App

<https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>

3. We also strongly recommend using an up-to-date browser. The following combinations are recommended: Mozilla Firefox, Microsoft Edge, Apple Safari, Google Chrome
4. Plug in your USB headset or other external audio devices before loading the Adobe Connect meeting room.
5. It is advised to utilize you PC or Laptop as mobile devices may not render well, and it becomes difficult to view text and participate in the activities.
6. It is strongly advised to utilize a wired connection once available.
7. We ask that on the day of webinar you kindly log in 30 minutes before start to further confirm audio and presentation transition.
8. During the actual online session, it is strongly advised that you have minimal, or no windows opened during the presentation. Email applications or any application that utilize Internet Access must be closed off during the actual session.
9. Ensure quiet background in the event you are utilizing your microphone.

APPENDIX B: ADOBE CONNECT IN ACTION

Accessing an SBCS E-learning session on Adobe Connect

You can enter your online session using SBCS' E-Learning Platform as well as utilizing the link sent to you by Course Administration (CA)

1. Via SBCS' E-Learning Platform (Moodle)

Steps to access, Online Session Recording on Moodle

1. Log in to Moodle
2. Navigate to the course the online session is being held for
3. At the top of the Course page click on **"Lecture Recordings"**

NOTE: The recording name will be related to the date of the session that it was held for etc.



Figure 2

You will then be taken to another page or the Adobe App will launch where the recorded session will be played.

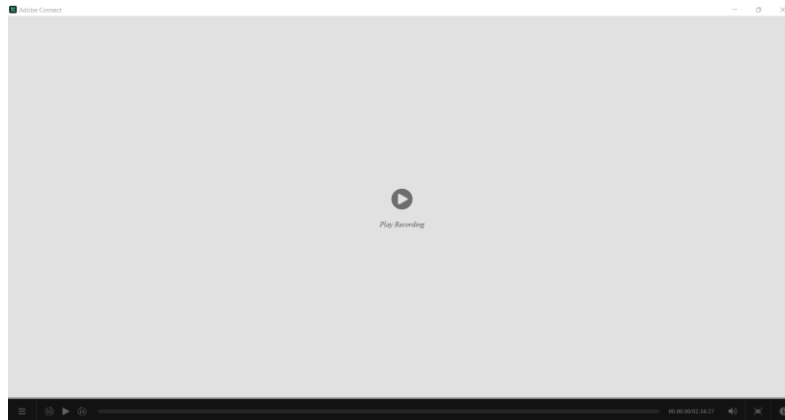


Figure 3

Steps to finding your Online Session Link on Moodle

1. Log in to Moodle
2. Navigate to the course the online session is being held for
3. Scroll to the topic or week of course
4. Click on ***“English Online Session Link”***

NOTE: The link’s name will be related to the course the session is being held for etc.

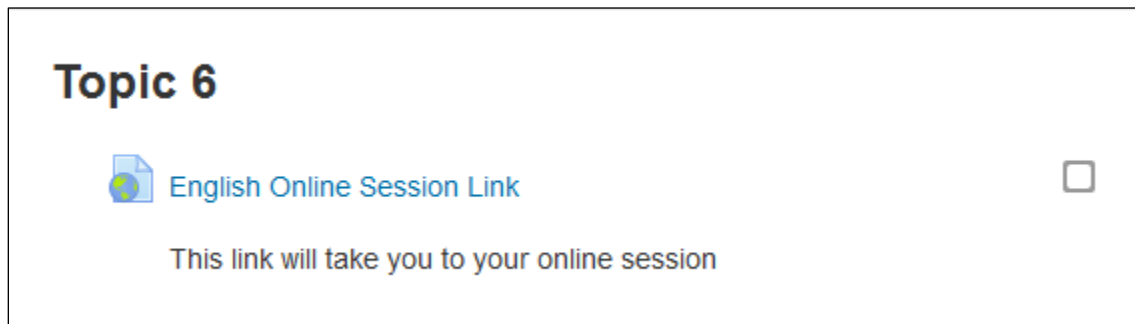


Figure 4

You will then be taken to another page where the session link will be displayed.

5. Click on the blue link to be taken to the session log in page

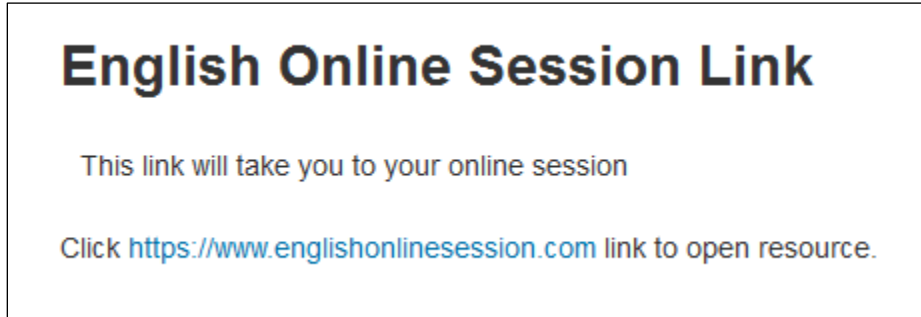


Figure 5

2. Via Email Link sent by CA

In order to access a session this way, simply click the link. This link will lead you to the log in page to access the classroom and you will be taken to the session log in page seen below in Figure 3.

If you were not given credentials yet, you can log in as a "Guest" by entering your full name in the "Name" field provided and click "Enter Room"

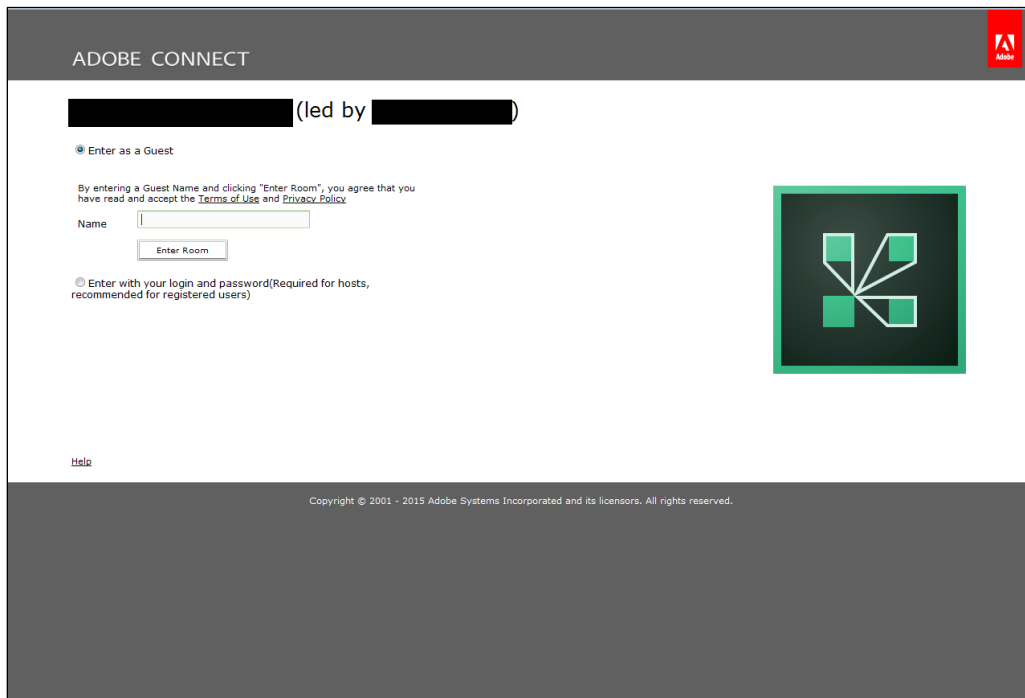


Figure 6

A separate pop-up window will be displayed, indicating that Adobe Connect is loading

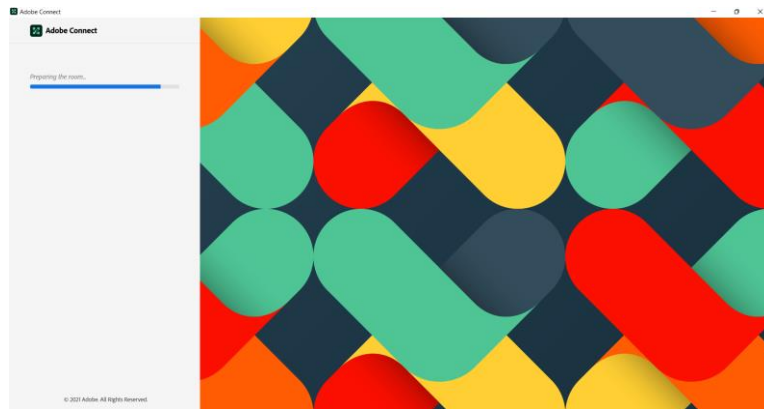


Figure 7

The home screen will then be presented.

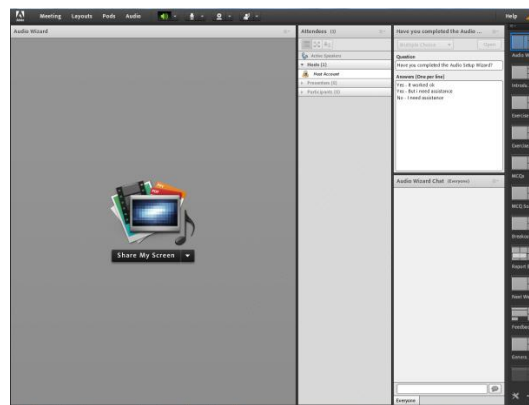


Figure 8

Tips upon entering the room:

- Go to the **“Audio”** tab and click the option **“Microphone Rights for Participants”** to check it. This ensures that everyone within the room is able to use their microphones.

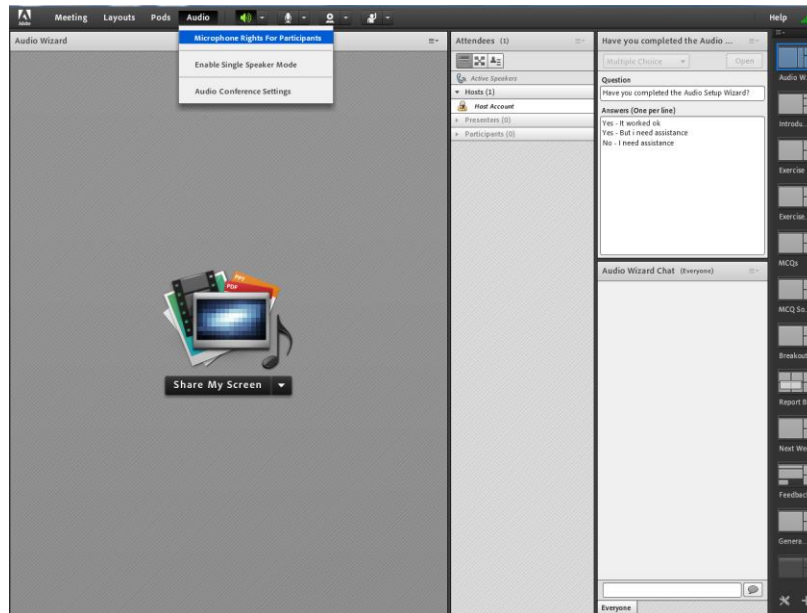


Figure 9

- Go to the **“Meeting”** tab and choose the **“Speaker and Microphone Setup...”** option to start setting up your audio. You will be able to make adjustments to your speakers and microphone in the wizard.

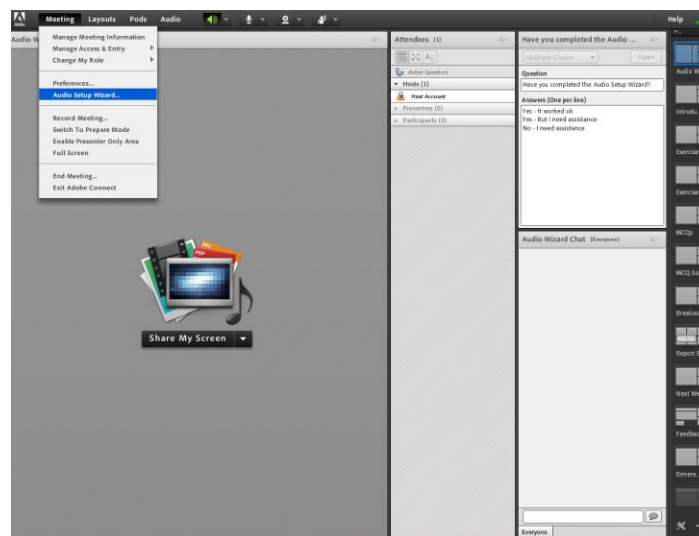


Figure 10

Setting up Audio for a Session

The Audio Wizard would then be started. Click **“Next”** to begin



Figure 11

1. Click the **“Play Sound”** to ensure that you can hear through your headset. When the song is finished, click **“Next”** to proceed to the next test.



Figure 12

2. Select your headset from the dropdown menu, if it has not already been selected for you and click "Next".

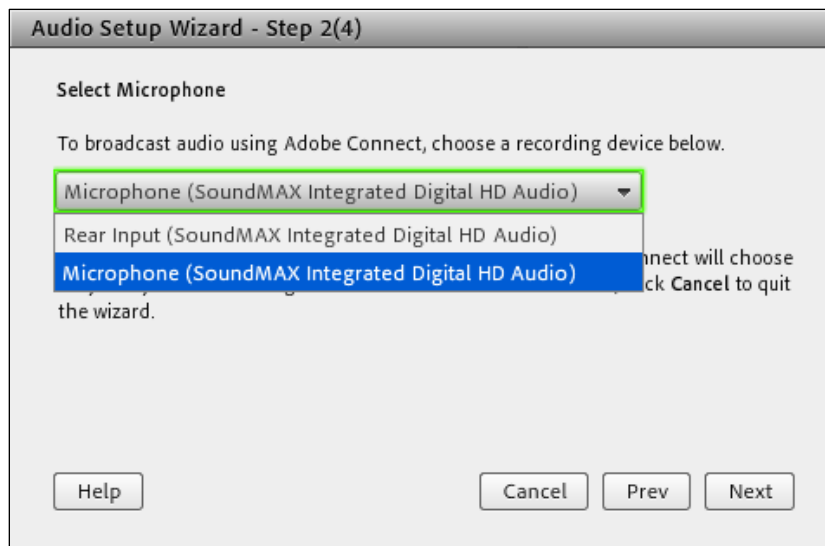


Figure 13

3. Now, record from your microphone to make sure it is functioning properly. Click 'Record' and say a few words. Then stop the recording and play it back. You should be able to hear your recording if your microphone is functioning properly.

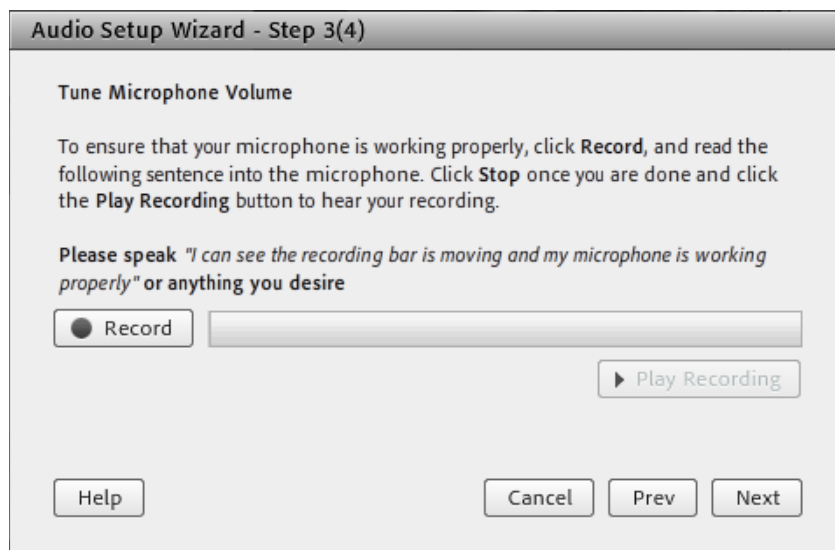


Figure 14

4. Finally, click the **“Test Silence”** button to test your silence. Try to keep quiet while the silence is tested – Adobe will use this to try to cut out certain ambient frequencies to make your audio as clear as possible.

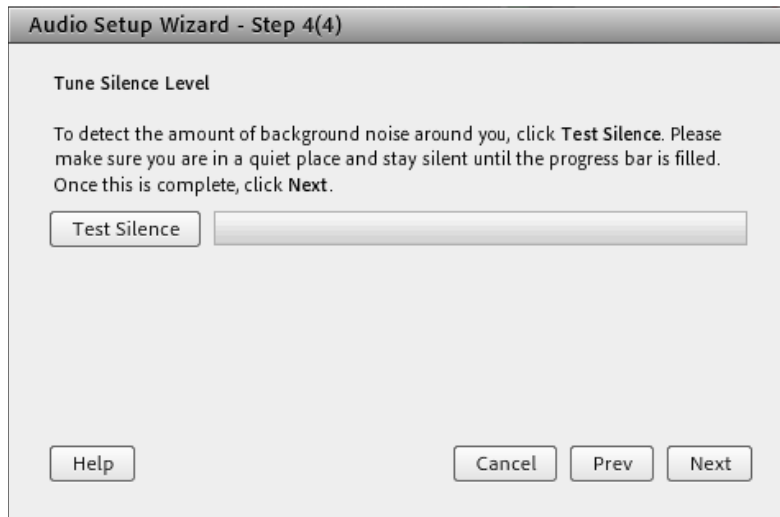


Figure 15

5. A Confirmation window will then be presented indicating that the audio was set up successfully. Click **“Finish”**



Figure 16

Upon completing this, click on the microphone icon at the top of the screen and choose the “Connect my Audio” option to ensure that your microphone is connected and other participants will be able to hear you.



Figure 17

The microphone icon will then appear green indicating that it is connected.



Figure 18

To mute the microphone, click on the microphone or click on the down arrow and choose the “Mute my Microphone” option from the drop down list



Figure 19

When your microphone is muted, it will appear green with a line through it

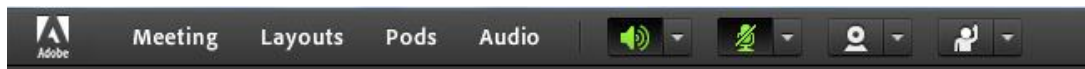


Figure 20

Additional Tips for Online Session

AUDIO TIPS

1. Plug in your USB headset or other external audio devices before loading the Adobe Connect meeting room.
2. If participant's audio is not working, verify that the microphone and speakers are plugged in properly. Plugging things into the wrong outlets is a common technical problem.
3. If the microphone and headset are plugged in correctly, try having the participants perform the Audio Setup Wizard again.
4. If the problem persists, ask the participant to close the Adobe Connect meeting room and browser and try logging in again.
5. Have the participant reset their Internet connection or try a different web browser - make sure the browser you are using is supported.
6. If the participant's audio is working but with long delays, have him or her close all other open applications.
7. If all else fails, have the participant reboot the computer.
8. If none of these solutions are working, contact the IT Support Desk.

Adobe Connect room appears to freeze

- Solution: Quit Adobe Connect and log back in to refresh the connection.

Sound cuts out entirely

- Solution: Close the Adobe Connect session and your browser. Then reopen both to join the session.

Your sound is cutting in and out

- Cause: This is a connection speed issue.
- Solution: Use a wired internet connection, or try to work as close to the wireless router as you can. Make sure you have set your connection speed in Adobe Connect to the type of connection you're using.

Can't hear sound?

- Make sure your speaker on your computer is unmuted by right-clicking the little audio speaker in the lower right corner of the screen near the clock.

There is a delay in hearing the tutor

- Close the Adobe Connect session and your browser. Then reopen both to join the session.

If still having problems.....

- Try a different browser. Edge, Safari, Firefox, Chrome.

I am hearing echo?

- Be sure your microphone is plugged in properly **BEFORE** you log in to Adobe Connect. Otherwise, quit Adobe Connect, plug in your microphone, and log in again. Then perform the audio wizard as per the slide (click on 'Meeting' and then click audio wizard).
- You may be logged in twice. Quit connect and click on the **URL** again to enter the room.

There is loud feedback

- Cause: Someone whose microphone is on is listening to the session on their speakers, and the sound from the speakers is picked up by their microphone, causing feedback
- Solution: Wear headsets/headphones/earbuds, and turn off speakers. Your instructor might disable your microphone access if loud feedback continues to cause problems.

Your microphone isn't working

- Solution: Be sure your microphone is plugged in BEFORE you log in to Adobe Connect. Otherwise, quit Adobe Connect, plug in your microphone, and log in again.
- Be sure you click "Allow" when you get a popup asking for permission for Adobe Connect to access your microphone.
- When you're in an Adobe Connect session, do the Audio Setup Wizard, under the 'Meeting' menu, in the 'Manage My Settings' submenu. The most important part is Step 2, where you pick a microphone from a list. Make sure you select the right microphone. If your microphone is not listed, you need to restart your computer with the microphone connected. If after a restart it is still not listed, you might need to install drivers for your microphone.
- Make sure that your microphone and audio headset works with your computer when you are not logged in to Adobe Connect. If it does not, and you can't hear the audio and/or can't be heard when you speak into the microphone, try this (for Windows):
 - Right-click on the little speaker icon that's in the lower-right corner of the screen, near the clock.
 - Select "Adjust Audio Properties".
 - In the window that pops up, click on the "Audio" tab.
 - On that page, under "Sound Playback" and "Sound Recording", see what the options are in the drop-down box and see if changing the defaults will fix the problem.

You can't get Adobe Connect to load correctly ('white loading screen')

- Solution: You need to try another browser, or install the Adobe Connect Desktop Application from: <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>
- A short-term fix is for you to load the Adobe Connect from within the browser. You can do this by appending ?launcher=false to the URL of the classroom (before you click it)

You can't get the 'File Download' or 'Web Link' pods to work

- Cause: This is usually because of popup blockers, as both of these pods open up new windows
- Solution: Hold down 'Shift' and try to 'Save to My Computer' or "Open in Browser" from these pods
- We recommend that you test your device and network connection by clicking on the link below. Participants must have passed tests 1-3.

http://ebs.adobeconnect.com/common/help/en/support/meeting_test.htm

APPENDIX C: ADOBE CONNECT QUICK START GUIDE FOR PARTICIPANTS

Adobe Connect

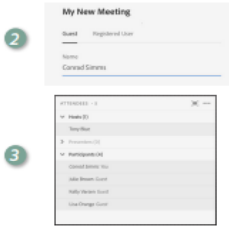
Visual Quickstart Guide for Participants



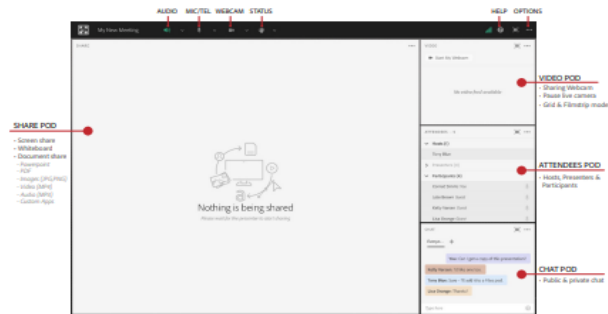
Join a meeting

Adobe Connect rooms have persistent URL's, so they're always available in the same location.

1. If you have received an email invitation with the meeting URL, you can click on the link or enter the URL into your favorite web browser.
2. The meeting login screen appears. If you do not have a username or password for the Adobe Connect account, choose **Enter as a Guest**, type in your first and last name, and click **Enter Room**.
3. The meeting launches in your browser. If the meeting host has not yet arrived to the meeting or meeting security requires the host to approve your attendance, you will be placed in a waiting room.
4. Once the meeting host accepts you into the meeting, the meeting room interface appears.



Tip: Adobe Connect only requires that you have an internet connection and a modern web browser such as Chrome, Safari, FireFox, and Edge. A desktop application is also available which optimizes sharing your webcam and enables screen-sharing.

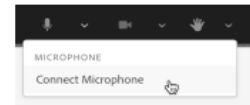


Meeting audio

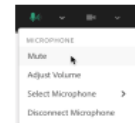
Meeting hosts have control over how the audio portion of your meeting is conducted. They can choose to use Voice-over-IP (VoIP), Integrated Telephony, or Universal Voice (a non-integrated teleconference).

Option 1: Voice-over-IP

When this option is selected, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using VoIP, you will see a microphone icon next to their name.



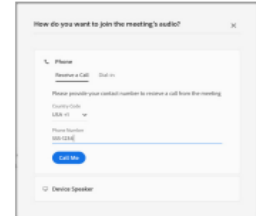
In some cases, meeting hosts may give you the ability to broadcast audio using VoIP. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking the **Speak Now** link will activate the microphone icon in the **Application Bar** at the top of your screen.



Tip: If you are having difficulty hearing, try refreshing your browser window. If you are having issues using VoIP, run through the Speaker/Microphone Setup to optimize your experience. Click the Meeting Options button (ellipsis in top right corner).

Option 2: Integrated Telephony

If the meeting host has set up the room to use an integrated teleconference, then Adobe Connect will prompt participants to select how they would like to hear the audio. You can select to listen through your computer speakers if the host has enabled this, you can view the dial-in information, or you can have Adobe Connect dial-out to your telephone by entering your phone number and clicking **Call Me**. This dialog can also be launched by clicking the telephone icon in the **Application Bar**.



Option 3: Universal Voice

Adobe Connect can also bridge non-integrated audio conferences into a meeting room so that the meeting can be recorded and the audio can be broadcast through the computer speakers of the participants. If the meeting host has selected a non-integrated teleconference (Universal Voice), you can listen to the audio through your computer speakers. If you'd prefer to listen over the phone, you can click the telephone icon in the **Application Bar** to see the dial-in information.

If the meeting host gives you the rights to speak, you can use your computer's microphone or your telephone handset to speak to the other meeting attendees.


Adobe Connect

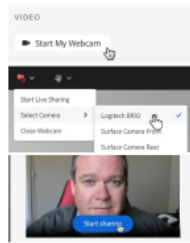
Visual Quickstart Guide for Participants



Share webcam video

The meeting host may ask you to use your webcam to share video. When this is the case, a button enabling you to share your webcam will appear on the video pod. To share your camera, make sure your web cam is plugged in and click the **Start My Webcam** button. Your browser may prompt you for permission. After granting permission, a webcam video preview appears. If you're happy with the preview, click **Start Sharing** to share your video with all participants.

You can also click the webcam icon  in the **Application Bar** to select your camera or pause your stream.



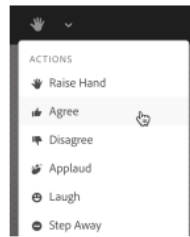
Change your status

Within a meeting, you can also change your status to provide feedback to the presenter and other attendees.

To change your status, click the arrow on the **Status Options** dropdown list on the **Application Bar** and select your desired status option.

If you select an option above the line such as **Agree** or **Step Away**, your status remains until you choose **Clear Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a number of seconds.

When you set your status, an icon appears next to your name in the **Attendees** pod.

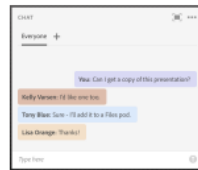


Chat

To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon. Use the Pod Options menu (ellipsis in top-right) to set your chat color or change the text size.

If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the meeting. To do this, use the Attendees pod to hover over the name of the attendee you'd like to chat with, and select **Start Private Chat** or click the + icon in the chat pod. Private chat messages show up in a separate tab.

If the host is using a Q&A pod instead of a Chat pod, then all messages are moderated and private chat is not available.



Troubleshooting

Issue	Solution
I cannot get into the meeting	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none"> 1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field. 2. Click the Help link on the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do. 3. Make sure popup blocking software is not blocking your meeting window.
I cannot hear any audio	<ol style="list-style-type: none"> 1. Verify that your computer speakers are on and your computer's volume is at an audible level. 2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.
Audio is choppy	<ol style="list-style-type: none"> 1. This may be caused by insufficient bandwidth. Try quitting other applications that might be using bandwidth. If possible, use an ethernet cable instead of a wireless connection. 2. If you don't think it's a bandwidth issue, download and install the Adobe Connect desktop application.
I have been granted rights to speak, but no one can hear me	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> 1. Make sure your computer microphone is not muted. 2. Run through the Audio Setup Wizard. To do this, select Speaker/Microphone Setup from the meeting options menu. The setup wizard guides you through two tabs in which your computer is tuned for optimal VoIP. 3. You may have elected to deny your browser access to your computer's microphone. To enable access, you will need to reload your browser window.



Learn More

You can find additional resources by visiting the Adobe Connect User Community at www.connectusers.com

