



TEACHING GUIDE

Teacher's Manual

Academic Year 2020/21

Term 2



CONTENTS

FACE-TO-FACE LESSONS	2
Safe access rules	2
In the classroom	4
The lesson	5
Assistants and/or external guests	6
ONLINE LESSONS	7
Foreword	7
Installing Microsoft Teams	8
Planning a lesson in streaming	11
On the day of the lesson	14
Sharing slides	16
Sharing videos	16
Advanced features	18
Support	20



FACE-TO-FACE LESSONS

SAFE ACCESS RULES

Università IULM welcomes its teachers and students in safety. Below is a list of the main rules of conduct at the university which everyone is invited to respect for the protection of health, in accordance with the anti-COVID-19 regulations currently in force:

- **entry to the university is possible only if symptom-free or if the body temperature is below 37.5 °C.** Some thermo-scanners have been installed at the university for self-reading the temperature. The temperature check, which is compulsory for teachers, will be carried out by the person in charge using special thermometers and avoiding contact;
- **in common areas and classrooms, the face-covering must always be worn, making sure to cover the nose and mouth. It will not be possible to enter the premises without a face-covering.** The face-covering can only be removed for the time necessary for the consumption of food while maintaining social distancing ;
- **in the common areas and the classrooms there will be dispensers to sanitise the hands.** Before entering the classroom, it is necessary to sanitise the hands;
- **always respect social distancing and avoid groups.** If there are queues, it will be necessary to wait your turn at a suitable distance;
- **around the university there are horizontal and vertical signs that teachers are required to respect;** information for prevention and protection will be displayed on the notice boards and the institutional portal;
- **it will only be possible to enter the buildings to go to the classroom where the lesson will take place or to go to your office with the authorisation of the management (direzione@iulm.it).** The Department Secretaries

will inform the teachers whether or not they can share the room with their colleague. If sharing is not possible, alternation is recommended. In no other case is access to the university allowed;

- **the lifts will be accessible by one person at a time;** teachers are invited to take the stairs (mobile or static) and to leave the lifts free for those who need them most;
- **to participate in the face-to-face lessons, students will book their seat in the classroom.** Once the booking has been made to access the classroom, the student will present the QR-code to the operators present at the entrances to the buildings who will be provided with a special reader to verify the booking. **It will not be possible to enter if the seat has not been booked.** It is advisable that at the beginning of the lesson the teacher explicitly reminds the students in the classroom of this;
- **students will sit in the classrooms starting from the seats at the back.** Available seats will be clearly marked, as well as those that students will have to leave free. **There will not be an assigned seat, but teachers are invited to remind students that the seat occupied will have to be kept throughout the day, avoiding the swapping of seats;**
- once in the classroom, teachers are asked to **check that all students are wearing the face-covering correctly, covering nose and mouth and that they are sitting in the marked seats.**
- **it will be possible to use personal devices for the conduct of the lesson with the authorisation of the Rector's Office;**
- **the use of the toilets will have to be carried out without crowding the spaces: you will have to wait your turn outside and enter when the toilet is free;**
- teachers are informed that **students may eat their meals in the classroom**, while at their own seat, removing the face-covering for the time necessary; in rooms where students are not allowed to eat their meals (e.g. Auditorium), the staff will indicate the spaces for the

consumption of food and drinks;

- **during your stay at the university it will be possible to go to the bar or the canteen**, limiting the time spent on the premises to the time strictly necessary to consume the meal/drink. You are reminded that the opening times of the bar and canteen are governed by the legislative measures;
- In line with the current regulations the bar and canteen services can be used. It will also be possible to order the “Packed Lunch Evoluto”: the menu contains sandwiches, mixed salad, main dishes, all prepared daily. Also available are gluten free and vegetarian dishes. All the information is available at this [link](#);
- **it is not possible to organise face-to-face meetings.**
- **a COVID Auxiliary and Surveillance team is present at the university** and can provide information on prevention and the rules to follow. In the event of the onset of symptoms while at the university, the teacher must be immediately informed and the following number must be contacted: **+39 02 891412525** which will activate the procedures included in the regulations;

IN THE CLASSROOM

As mentioned in the access rules, the conduct of face-to-face lessons includes certain instructions that teachers must follow to protect their health.

Upon arrival at the university, the teachers, equipped with a face covering, must undergo temperature control in Building 1 - ground floor.

Once the check has been carried out, it will be possible to go to the classroom assigned for the lesson. The face-covering must be worn for your entire your stay at the university. In the classroom, having sanitised their hands, the teachers will have to sit at the desk and will be able to take off the face-covering to carry out their lesson.

It will not be possible to connect personal devices to the IULM network for conducting lessons unless expressly authorised by the Rector’s Office.



The desk PCs have been specially configured for streaming through the Microsoft Teams platform. In this way, students connected from home will be able to take part in the lesson live. For this reason, it is advisable to upload any material for the course to Teams or the Community before the beginning of the lesson, or to save it on a USB stick to be connected to the university's PCs. Teachers using Macs are invited to make sure that the material they plan to use during the lesson is compatible with Windows . For all workshops whose lessons involve practical activities both on the part of the teacher and the student (e.g. acting and lighting technology workshops, etc.), technical solutions are being examined that guarantee active participation by students connected remotely.

You can report any special requirements to segreteria.rettorato@iulm.it.

THE LESSON

The Academic Senate has decided that, for the second term, individual teachers may decide, by explicitly informing the students and assuming responsibility for them, whether or not to record their lectures online or in person, thus making the recordings available to the students themselves. Live coverage will be guaranteed though.

For this reason, it is necessary for the teacher to:

- access Teams with their own credentials from the university computer on the teacher's desk;
- enter their own Team and start up the lessons previously planned;
- carry out their lesson while sitting at the desk;
- share the screen in case of projection of material supporting the lesson, **remembering to tick "Includi audio sistema" if the material includes audio-visuals;**
- disconnect from their Teams account at the end of the lesson.

For courses with more than 300 students, a second classroom will be created



by technicians working remotely, where all students who have not been able to access the course can still attend the lesson.

The technicians will forward any questions asked by connected students to the teacher via chat.

There will not be a technician and/or a support auxiliary in the classroom. If necessary, use the telephone on the desk to communicate with the switchboard (all desk telephones communicate with the switchboard without the need to dial a number), which will sort the calls. Anyone who wishes can call the switchboard from their personal phone on +39 02 891411.

Microphones cannot be used for questions during the lesson. Students present in the classroom may, if the teacher deems it possible, ask questions aloud, while connected students may use the Teams chat.

The teacher will repeat the questions asked in the classroom and/or read the questions received in the chat. A video camera has been installed to guarantee live coverage in each classroom. Teachers are asked to avoid moving and/or disconnecting it. At the end of the lesson, the desk and microphone will be sanitised to allow the next lesson to begin. The presence of a green sticker on the desk testifies that the sanitisation has been carried out. If a teacher arrives in the classroom and there are no signs of sanitisation on the desk, they can contact the switchboard and ask for it.

ASSISTANTS AND/OR EXTERNAL GUESTS

Assistants and/or external guests must connect via Teams. In compliance with social distancing, only one teacher will be present, with the exception of cases authorised in advance by the Rector and in classrooms where the teacher's seat allows it.

ONLINE LESSONS

FOREWORD

The Academic Senate has decided that the experience of online teaching has shown that self-regulation by teachers has, generally, solved the initial difficulties arising from the specific issues of online teaching, including lesson length.

The disciplinary heterogeneity typical of our educational offering corresponds to an equally varied range of teaching methods, to which in turn corresponds a very different use of lesson time: traditional lectures, workshop approaches, consistent use of audio-visual materials, etc. draw a complex picture that is difficult to trace back to a single conversion factor between face-to-face time and online. Therefore, individual teachers are asked to address the question of the actual duration of the online lesson at their own discretion, with rigour and awareness.

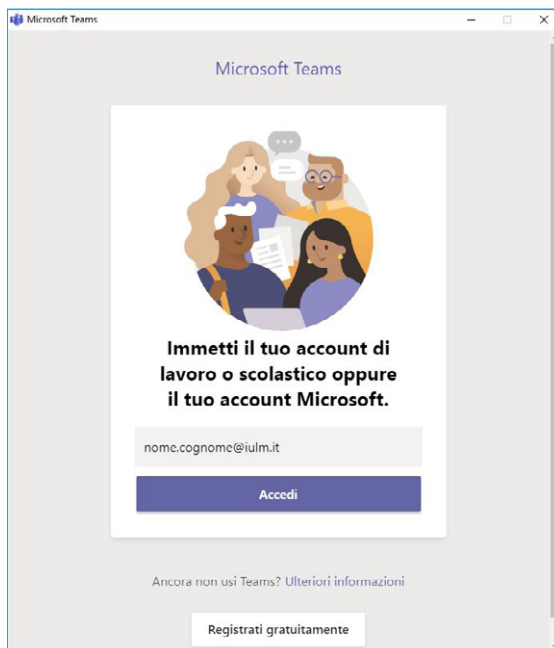


INSTALLING MICROSOFT TEAMS

Microsoft Teams is the platform made available by the university for teaching. It can be reached via browser (Google Chrome, Internet Explorer) by accessing www.office.com or through the downloadable app for computers, tablets or smartphones (in the latter case with some important limitations). It is advisable to use the app with a PC or Mac by following the steps below:

- Open the web page <https://teams.microsoft.com/downloads>
- Download and install the Microsoft Teams application

Run the app and log in using your IULM account (**name.surname@iulm.it**).



Once you have clicked on 'Accedi', a window will open in which you must enter your IULM credentials, name.surname and password, to access your page.

Inserire nome utente e password

Inserisci le tue credenziali nella maschera di login sottostante.

Nome utente

Password

Senza il nome utente e la password, non è possibile effettuare l'autenticazione al servizio.

Utility per gli studenti

Registrazione nuovo studente

Attiva il tuo account studente

Password dimenticata?

Cambia password

Imposta password per servizi mobili

Regolamento della posta studenti

Note legali

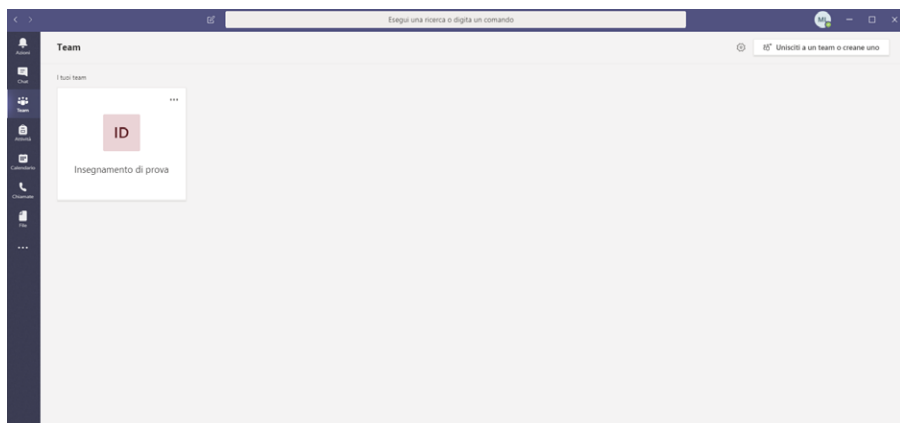
Utility per il personale (docente e non docente)

Cambio password per primo accesso / password scaduta

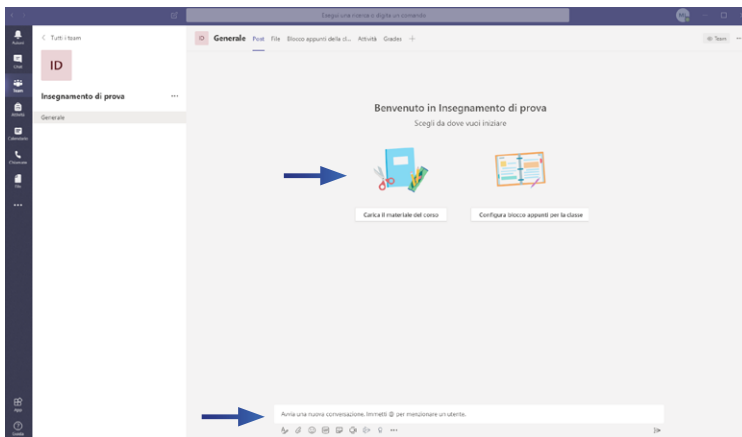
Imposta password per servizi mobili

In caso di password dimenticata contattare il servizio Helpdesk dell'Università

Once logged in, the screen below will show a page containing the Teams of all the lessons assigned to the teacher and for which lessons are scheduled in the first term. By clicking on the name of the lesson, you will access the relevant section (channel), called "General".

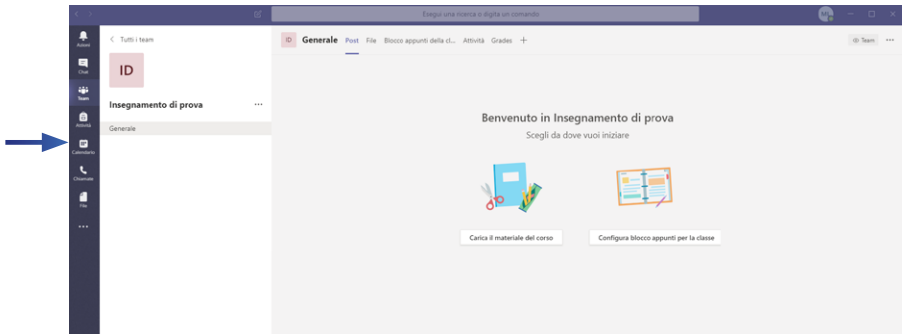


In this section, it will be possible to upload any support material for the course (slides, videos) by clicking on **“Carica il materiale del corso”**. Moreover, through the **chat** function, present in the General channel, it will be possible to send text messages to all the students of the course.

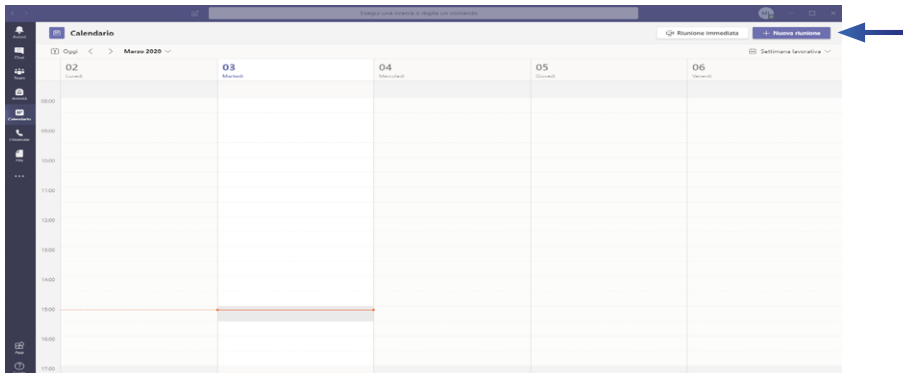


SCHEDULING A LESSON IN STREAMING

To schedule a streaming lesson, you need to click on “**Calendario**” in the menu on the left.



If an error screen appears, ignore it and proceed to the next step. Click on “**Nuova Riunione**” at the top right.



Please enter the title of the lesson, the date and time of its start and end. Click on “**Aggiungi un canale**”, then select the lesson to which the lesson will refer, and select “General”. Once you have done this, click “**Salva**”.

13 Genia

Nuova riunione Dettagli Assistenza Pianificazione Schlo Chiedi

Fuso orario: (UTC+01:00) Amsterdam, Berlino, Berna, Roma, Stoccolma, Vienna

Aggiungi titolo

Aggiungi partecipanti obbligatori + invitato

15 set 2020 19:30 → 15 set 2020 20:00 → 30 min • Tutto il giorno

Non si ripete

Aggiungi canale

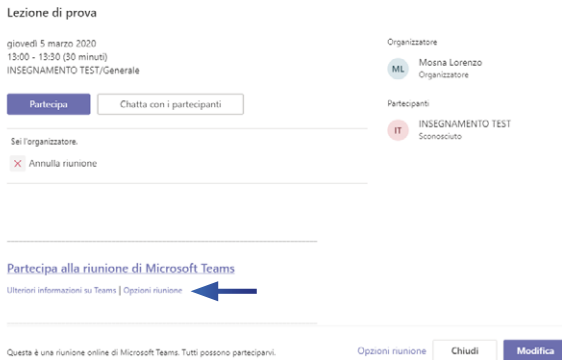
Aggiungi posizione

B U

Inserisci i dettagli della nuova riunione



Once the lesson is scheduled, it will appear in the General channel of your course. Students will receive an email notifying them of the lesson's creation. In the General channel, click on the lesson, then click on **“Opzioni Riunione”**.



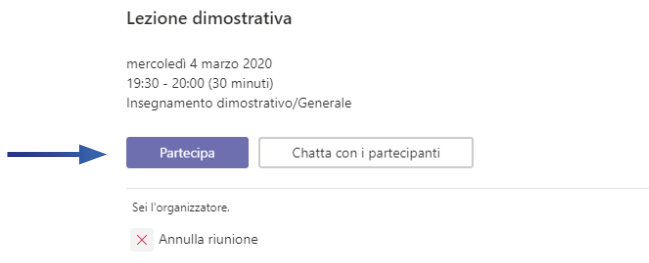
During this operation, a page in the browser may open that requires you to enter your IULM credentials. Please log in and return to the lesson planning page.

Under **“Chi può essere un relatore”** indicate **“Solo io”**. This will prevent students from taking control of the slides if they are projected during the lesson. Click **“Salva”**, close the browser and return to the Teams app.

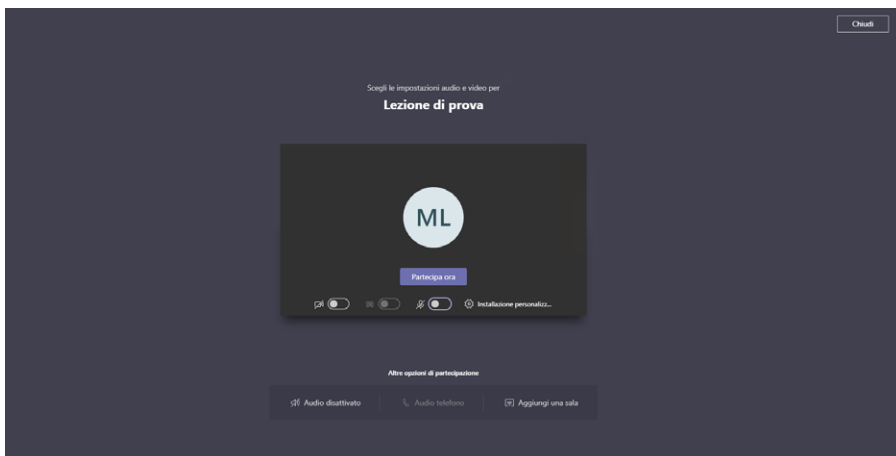


ON THE DAY OF THE LESSON

To start the lesson, on the scheduled day and time, simply go back to your lesson, General channel, click on the scheduled lesson and click **“Partecipa”**.



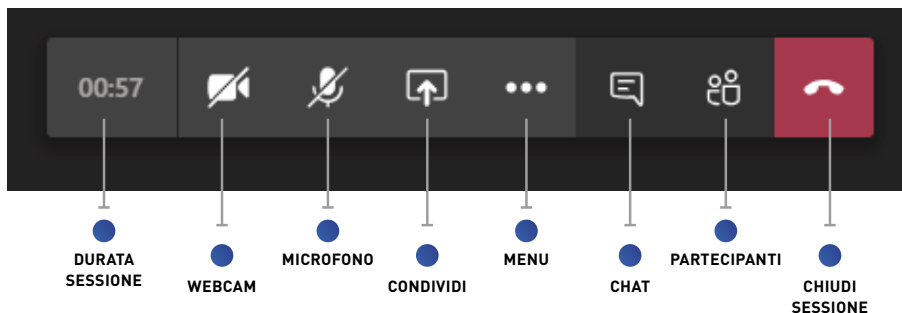
The following interface will open. **Turn on the webcam and microphone** using the appropriate icons. If there are any configuration problems, simply click on **“Installazione personalizzata”** and configure your microphone and your webcam. When you are ready to start the lesson, click **“Partecipa ora”** to go on air.



When you are ready to start the lesson, click **“Partecipa ora”** to go on air.



The live broadcast can be controlled from the control panel shown in the following image.



Turn on/off webcam



Mute/unmute microphone



Allows you to share content (e.g. slides), share the display of your desktop or an application.



Opens a range of options, including the option to record the lesson and turn off all students' webcams.

IT IS RECOMMENDED THAT YOU ALWAYS START THE RECORDING OF THE LESSON. This will allow the lesson to be followed by students both live and not.



Activate a text chat




Activate the list of connected students. From here, you can also mute all the students. This will prevent you from hearing noises and comments. Students can still intervene at any time by opening their microphone.



Finish the live broadcast

N.B. The teacher can see and hear students, but they will be instructed not to turn on their microphone and webcam unless explicitly authorised by the teacher (e.g. to ask questions).

SHARING SLIDES


To share any PowerPoint slides, click the appropriate icon  , under **PowerPoint**, select **“Sfoglia”** and then upload a file. The slides will start displaying immediately.

By moving the mouse over the slides, you can change them or end the presentation to return to the full-screen webcam.

For technical reasons, slides must not contain video.




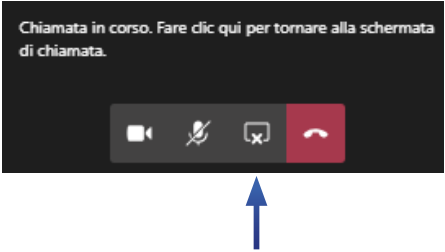
SHARING VIDEOS

To show a video, simply open it on your computer and pause it, then return to Teams and click the content sharing icon. 

Check the **“Includi audio di sistema”** box and, under **“Finestra”**, select the one corresponding to your paused video. Microsoft Teams will be momentarily minimised to allow the video to playback.



Once finished, simply click on the icon  in the lower right window to stop sharing and return to the main lesson screen...

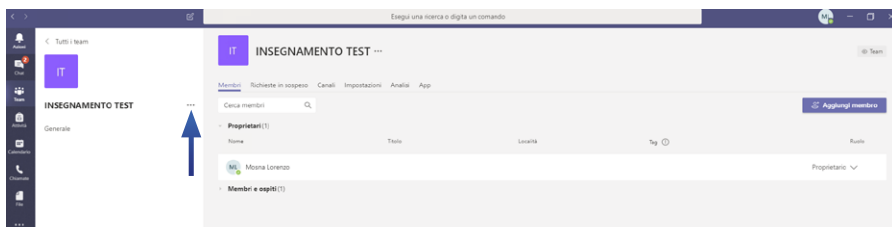


Mac users are advised to check that the material created for the lesson is compatible with the Windows system.

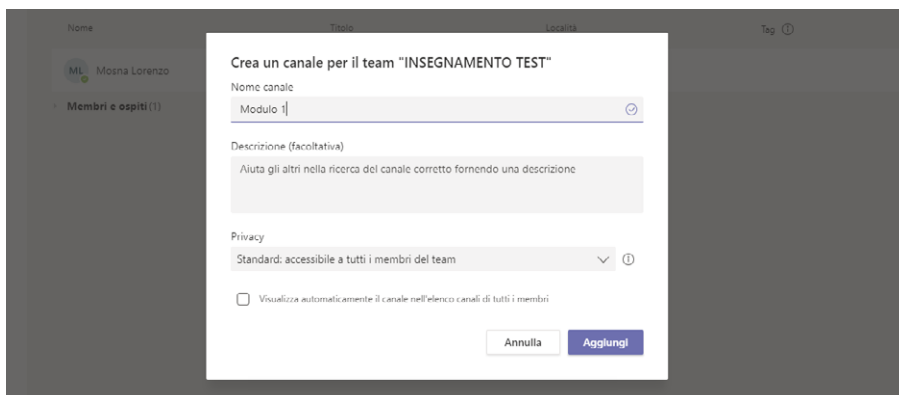
ADVANCED FEATURES

Teachers who need to **create several modules** for a course and assign them to different staff can proceed as follows.

From the General channel, click on the three dots to the right of the course's name and select **"Nuovo canale"**.

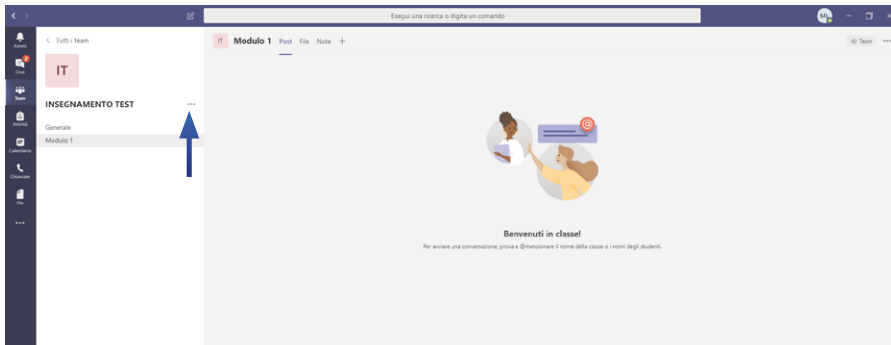


This operation will create an additional channel to which the module name can be assigned.

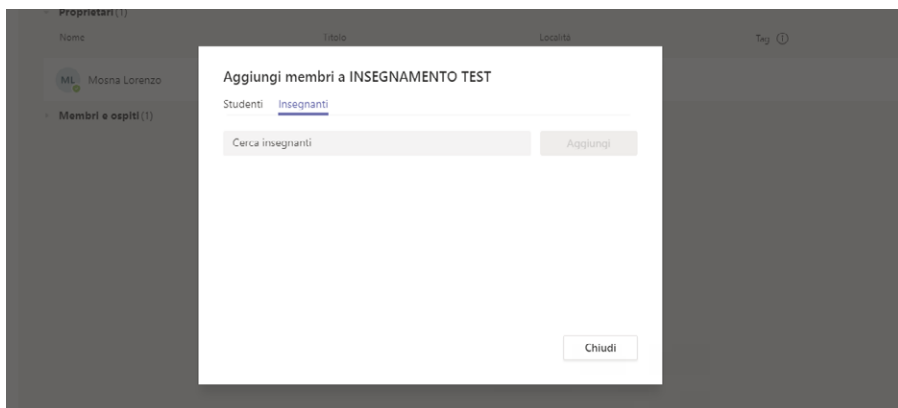


Teachers or assistant teachers who wish to assign a streaming lesson to a module can follow the procedure for creating a lesson, remembering to assign the correct channel, i.e. the one just created instead of "General"

To add an external assistant and/or guest you need to click on the three dots to the right of the course's name, select **“gestisci il team”** and under members click on **“aggiungi membro”**.



Click on the **“insegnanti”** tab and use the **“cerca insegnanti”** bar to locate the assistant.



Below are the **video tutorials** related to other advanced features of the platform:

Manage channels and upload files: [watch the tutorial](#)

Record a lesson without students: [watch the tutorial](#)

Invite a guest external to IULM to the virtual lesson: [watch the tutorial](#)

Notepad functionality: creating a virtual whiteboard: [watch the tutorial](#)

Assigning homework and tests: [watch the tutorial](#)

How to view up to 49 cameras: [watch the tutorial](#)

SUPPORT

For any need and/or technical difficulty you can write to supportodidatticaonline@iulm.it or call +39 02 891412403.

For any technical needs during the lesson, you can type directly on Teams supporto.teams for assistance.

Special needs can be reported to supporto.didattica@iulm.it who will forward the request to the appropriate person.



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