## **Conducting a Successful Tele-education Class**

Here are a few basic considerations that can really improve the educational effectiveness of the diabetes tele-education classes.

- Encourage your participants to ask questions, and remember that there
  is no question that is too basic. Often, participants say that the most
  useful part of attending the class was getting a question answered or a
  puzzling issue clarified.
- Speak normally. You need not speak any louder than normal conversation if microphones are positioned appropriately.
- It aids in communication if we can see the people in your room. Position the camera properly so that all participants will be in view. Try to fill the screen as much as possible with people instead of tables, chairs or walls.
- When not communicating, please mute your microphone by pushing the mute button. All sites other than the one speaking should be muted and un-mute only when they wish to speak.
- Do not hold the mute button down. When you do this, you cannot be heard. Press and release to turn the muting on; press and release again to turn it off so that you can be heard.
- Allow the on-screen speaker to finish before responding. There is a slight delay in transferring video through a network.
- Turn on your equipment one-half hour prior to the class start time so that
  you will be ready to begin as scheduled. If you have not connected to
  our site previously, you should consider a dry run prior to the class to
  make sure that the equipment and connection are functioning properly.
- If the meeting room has windows, make sure blinds are drawn or adjusted to reduce any glare.
- Do not move the microphone too close to other audio equipment such as speakers to avoid feedback or static.
- Do not leave your cell phone on or near the microphone. If possible, it is best to turn cell phones off.
- Do not touch the microphone. Shuffling of papers or the "drumming" of fingers near the microphone can project loud noises on the far end.