

Moderated chat

For larger groups, consider having a chat administrator moderate the chat while a session is carried out. They should be introduced at the start of a session, say a few words about themselves with their video on, explain how the chat function works, and communicate the rules, (see “Rules for moderated chats”). It is their responsibility to keep the chat active, safe, and speak on behalf of the organizers.

Ways to encourage learners to use the chat can include a “chat waterfall”, where the administrator asks learners to say hello in the chat and where they are joining from. They could also ask short-answered or open-ended questions regarding the learning topic, for people to write their experiences. Just note that the chat administrator and moderator should align when these questions are asked, so the moderator knows when to read through the chat so learners feel like their answers are being acknowledged.

If your online session is an open registration, you may want to think if the moderated chat is a safe option for your audience, or if you want to keep it restricted and use anonymous engagement methods like polls.

Rules for moderated chats:

- Don't use the chat for other topics, promoting a business or internal discussions
- Be respectful of other learners and speakers. Write in the chat as if you would face-to-face.
- If someone enters a question you have as well, or you would like to have an answer to as well, indicate by writing “good question” or “+1”.
- The chat will be observed during the online session. Questions asked during presentations will be saved at the end during the Q&A segment.