

Guidance for safe use of online learning technology tools

The University of Nottingham has made a commitment to be an anti-racist University. This commitment, reinforced as part of our [Race Equality Charter](#) submission, aims to ensure that our teaching and learning environments are spaces free from racial discrimination and harassment.

In Spring 2020 a serious incident took place where a racist word was displayed on a lecture screen during a teaching session. This occurred during the use of an online learning technology to support student engagement. [Details of the incident](#) have been published on the EDI website.

An investigation took place into the incident, and highlighted three issues associated with the use of the technology:

- Students were not required to login with a traceable identifier to use the system. Therefore, the individual responsible for writing the racist word could not be identified
- The system allowed the use of free text input
- The system displayed the words instantly, meaning that both the students and the lecturer saw the offensive text at the same time, and during the learning session.

As a result of these issues being highlighted by this incident, the following recommendations are now being made:

1. Session leads should consider carefully whether the use of a learning technology which allows free text input is required to achieve the required student experience and learning objectives
2. If free text input is desirable, session leads are encouraged to use systems which require a unique and identifiable login.
3. Session leads should also be aware of the risk of sharing real time displays of free text content and are advised to avoid real time screen sharing (in both face to face and remote teaching) if students are not identifiable through individual login details. It is also appropriate to remind students using these technologies of the University's commitment to inclusion and lack of tolerance for harassment and discrimination.
4. If inappropriate words or phrases are used and cannot be obscured or removed, session leads are asked not to display the material, and to explain to students that inappropriate phrases or words have been used as part of the exercise.
5. The use of which systems allow the adoption of 'usernames' which may allow individuals to use free text input to describe themselves in inappropriate terms is discouraged; in most cases, use of automatically generated names is available as an alternative.
6. Any new requests for audience response and engagement tools need to ensure that the licence and configuration is set so that participants and their contributions can be identified. This normally means taking the licence at the Professional level or higher. Such subscriptions should be limited to 12 months due to the e-Assessment project which is due to deliver similar tools at the enterprise level for the start of teaching in September 2022.

Appendix 1 below outlines relevant information about a range of online engagement tools that are currently in use across the University, and some of the precautions that can be taken. It should be noted that **Microsoft Forms** provides the fullest set of safeguards for online engagement.

Appendix 1 – Online engagement tools

1. Mentimeter

Mentimeter has a moderation feature which is part of the plan that users will need to pay for. The moderation feature is also limited in that the presenter can only approve or dismiss incoming questions or word cloud comments before the audience are able to upvote. What the presenter cannot do is to identify the originator of the comments because they don't set voting IDs or require contributors to login. The following link provides further information: <https://help.mentimeter.com/en/articles/410525-how-to-identify-participants> .

2. Poll Everywhere

This tool has three ways of identifying participants:

- a) By enabling 'Screen names', participants will be prompted for a self-reported name before moving onto your poll. You will then be able to see the name associated with each response on the poll response page and/or reports. This feature is available in the free version. The disadvantage is that students can put any screen name they choose. Word Cloud contributions made by students can be seen when the presenter views the response history to the word cloud.
- b) The reports tab is only available in the paid version and enables presenters to create an open-ended poll that asks participants to submit their name, a student ID, a pseudonym, their mobile phone number, or any other identifying information. You can then ask other multiple choice or open-ended questions as usual. By adding the identifying open ended poll and any other polls to a report, you will see how each person answered each question. The 'participant response history' report is particularly useful for this. The disadvantage to this is that it is only text message responses that will identify the student and this will be from the last 4 digits of the mobile number. Web responses will not have any identifier. <https://support.polleverywhere.com/hc/en-us/articles/1260801546630-Screen-names>
- c) Registering Participants is only available with paid plans. The presenter invites participants (students) by email or distributes a registration link. Students then verify their mobile phone number and create a participant login for Poll Everywhere. The presenter can then see who has made the comment regardless of their device. Account administrators can invite participants to register under the Account tab.

3. **Polly**

As of Wednesday 1st December 2021, the Polly app within Microsoft Teams was removed to users of Microsoft Teams at the University of Nottingham. The reason for this is that Polly have changed their terms of use which can result in surveys and their data becoming unavailable after a short period of time.

4. **Padlet**

Participants can be identified if the walls settings are changed to private then adding email addresses (or Padlet usernames). Change 'Attribution' to display author name above each post. Also 'Require approval' is possible with the free version which requires comments to first require moderator approval.

5. **Slido**

Paid version needed for moderation and the ability to enable capturing names and emails by setting 'Require authentication' and require name and/or require email. Please note that participants can still choose to vote and submit questions anonymously.

<https://community.sli.do/event-settings-62/get-participants-names-and-emails-490>

6. **Microsoft Planner**

MS Planner is fully supported with participants being easily identified.

The creator of a plan chooses who can see the plan by choosing between 'public' (visible by everyone at the university) and 'private' (only visible to people who have been added to the plan). Guest access is permitted with people outside the University of Nottingham. Guests are identified by their email address. Guests can have any email address and their email account can be work or personal.

7. **Microsoft Forms**

MS Forms is fully supported in being able to trace the author of a comment (participant identification) made in a form or quiz.

A settings pane (see screenshot below) accompanying each form enables the organiser to only allow people in the organisation to respond to the form or quiz by opting for the '**Only people in my organisation can respond**', and if the '**Record Name**' option is chosen then the organiser can keep track of those who have responded to the form or quiz. The organiser can also opt to allow '**Anyone with the link can respond**' and keep '**Record Name**' in which case a field is added asking the responder to fill in their name. The expectation here is that the responder provides their correct name.

Settings

Option for quiz

Show results automatically

Responders will see their results and correct answers immediately after submitting the quiz.

Who can fill out this form

Anyone with the link can respond

Only people in my organization can respond

Record name

One response per person

The following link provides more information on adjusting form / quiz settings in Microsoft forms <https://support.microsoft.com/en-us/office/adjust-your-form-or-quiz-settings-in-microsoft-forms-f255a4ba-e03c-4e12-b880-f7e8b62e0665>

Microsoft Forms provides analytics that include response summary information and individual results for forms and quizzes. This can be accessed by going to **forms.office.com** and logging in (see below)

forms.office.com/Pages/DesignPage.aspx#

Office 365 Help Moodle Staff Room Echo360 Welcome to Xerte... Module: Faculty of... MediaSpace - Th

My forms Shared with me Group forms

New Form

New Quiz

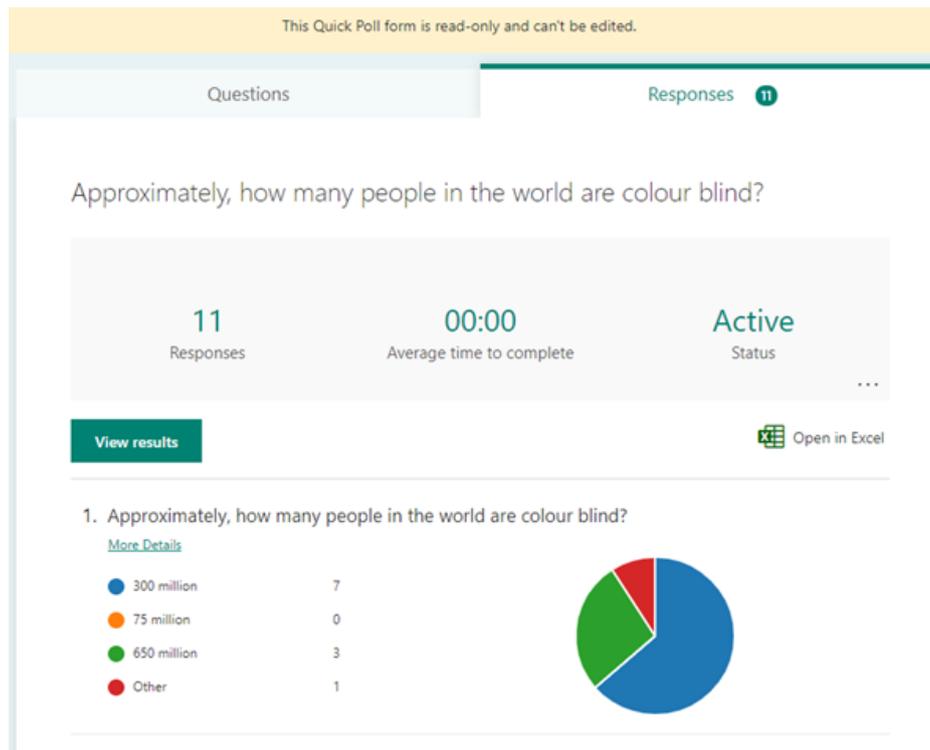
Approximately, how many people in the world are colour blind? 2 Responses

Approximately, how many people in the world are colour blind? 11 Responses

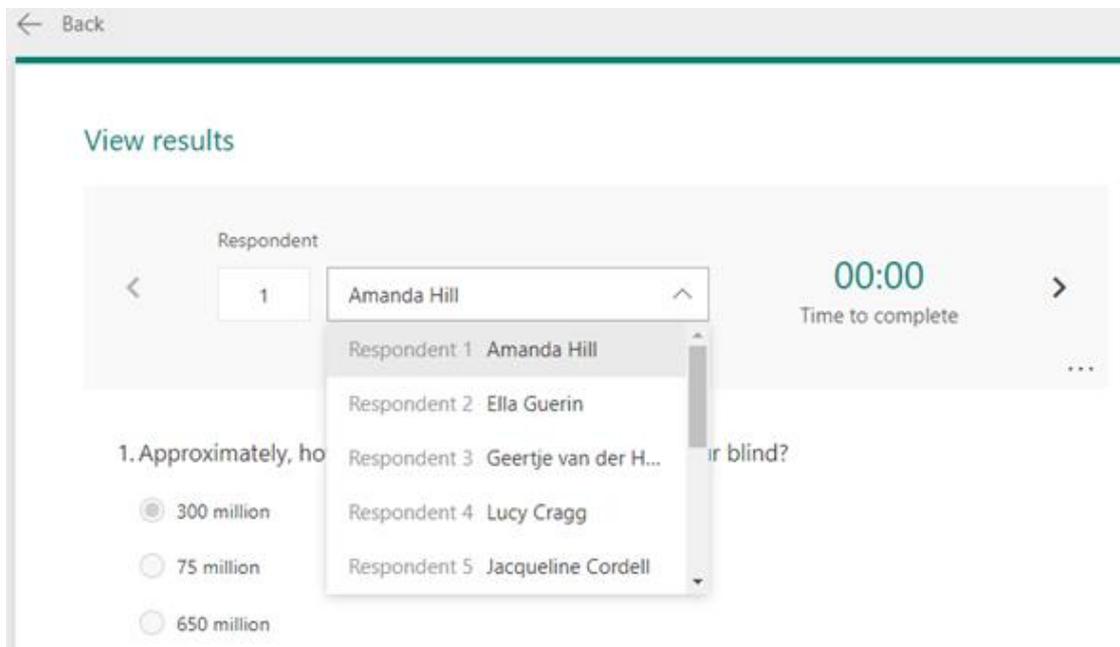
For example, the organiser creates a poll in a channel or chat in Microsoft Teams then goes to **forms.office.com** and logs in.

A screen with all the polls that the organiser has created appears, e.g. 'Approximately, how many people in the world are colour-blind?'

Clicking on the relevant question tile provides a breakdown of responses (see below)



Selecting **View results** identifies the individual details for each respondent (see below)



All of the response data for a form / quiz can be viewed in Microsoft Excel by clicking **Open in Excel** on the **Responses** tab. (see below)

The following link provides more information as to how form / quiz results can be checked <https://support.microsoft.com/en-us/office/check-and-share-your-form-results-02859424-341d-406f-b32a-9a0fbaf357af>