

Advancing Hybrid Education: The Leeds Model for Multi-Mode Teaching and Learning

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Who am I?

- Johanna Fenton, Faculty Digital Education Manager
- Digital Education Enhancement

Aims

Background to Multimode at Leeds

Understanding the challenges

Responding to the challenges

One year later – evaluation and reflections

Multimode at Leeds

Multimode teaching refers to:

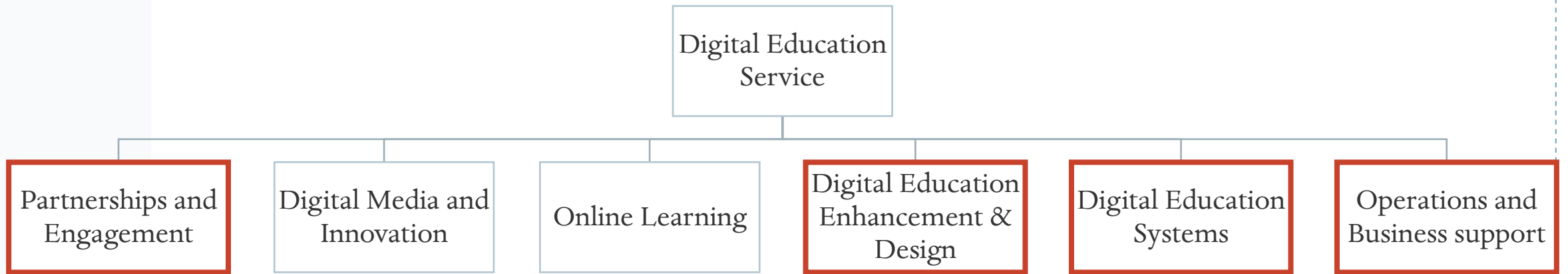
- ♦ the delivery of synchronous sessions to students attending the same session in-person and online

Multimode rooms refer to

- ♦ spaces that support the interaction between participants attending in both modes



Supporting Multimode at Leeds



Summer 2023



What support do teaching staff need?

Room guides

Supporting technical problems

What rooms are we supporting?

Teaching staff training

Requesting Multimode Assistants (MMAs)

Recruit Multimode Assistants (MMAs)

Matching MMAs with teaching staff/sessions

Who is using multimode?

Back up support

Train Multimode Assistants (MMAs)



Responding to the challenges

Faculty Engagement

Recruitment and Training

Resource Allocation

Design and Delivery
consultations



Faculty Engagement

- What has the experience been?
- What would make this a better experience for you and your students?



Recruitment and Training

- ♦ 14 Student Ambassadors
- ♦ Support for first shift
- ♦ Hands on training
- ♦ MMA Service Level Agreement



Recruitment and Training

- ♦ Room guidance
- ♦ Community of practice
- ♦ Evaluation

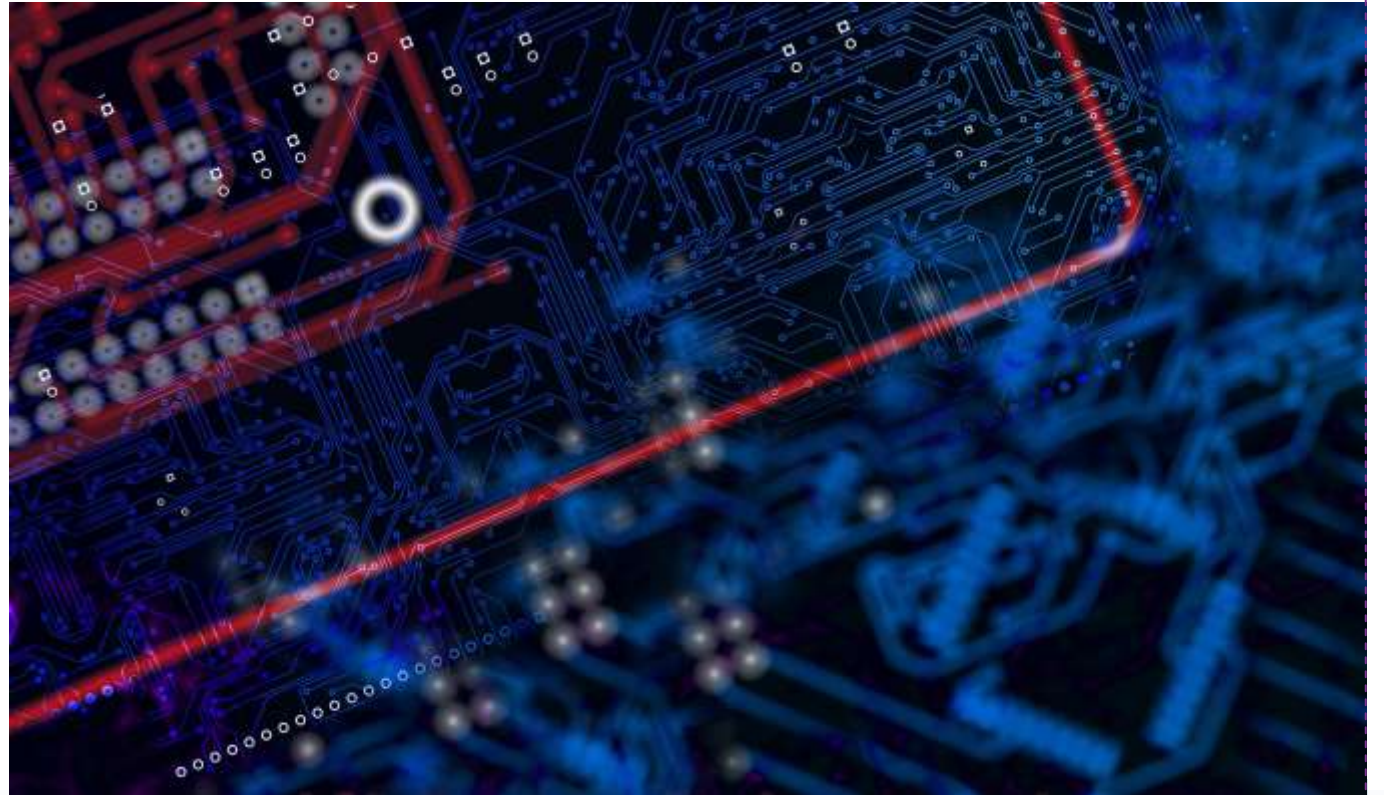


Resource Allocation

- ◆ Advance Notice of shifts.
- ◆ Sign-Up System
- ◆ Aim for equal shift sharing
- ◆ Backup Plan: In-house team rota

Design and Delivery Consultations

- ♦ What is an excellent hybrid experience for our students?
- ♦ How do we get there?



One year later

MMA Evaluation

- ♦ Clarity of MM at Leeds
- ♦ Highlighted tech issues
- ♦ Boundaries around role

I feel that I have become more confident using technology in this role.

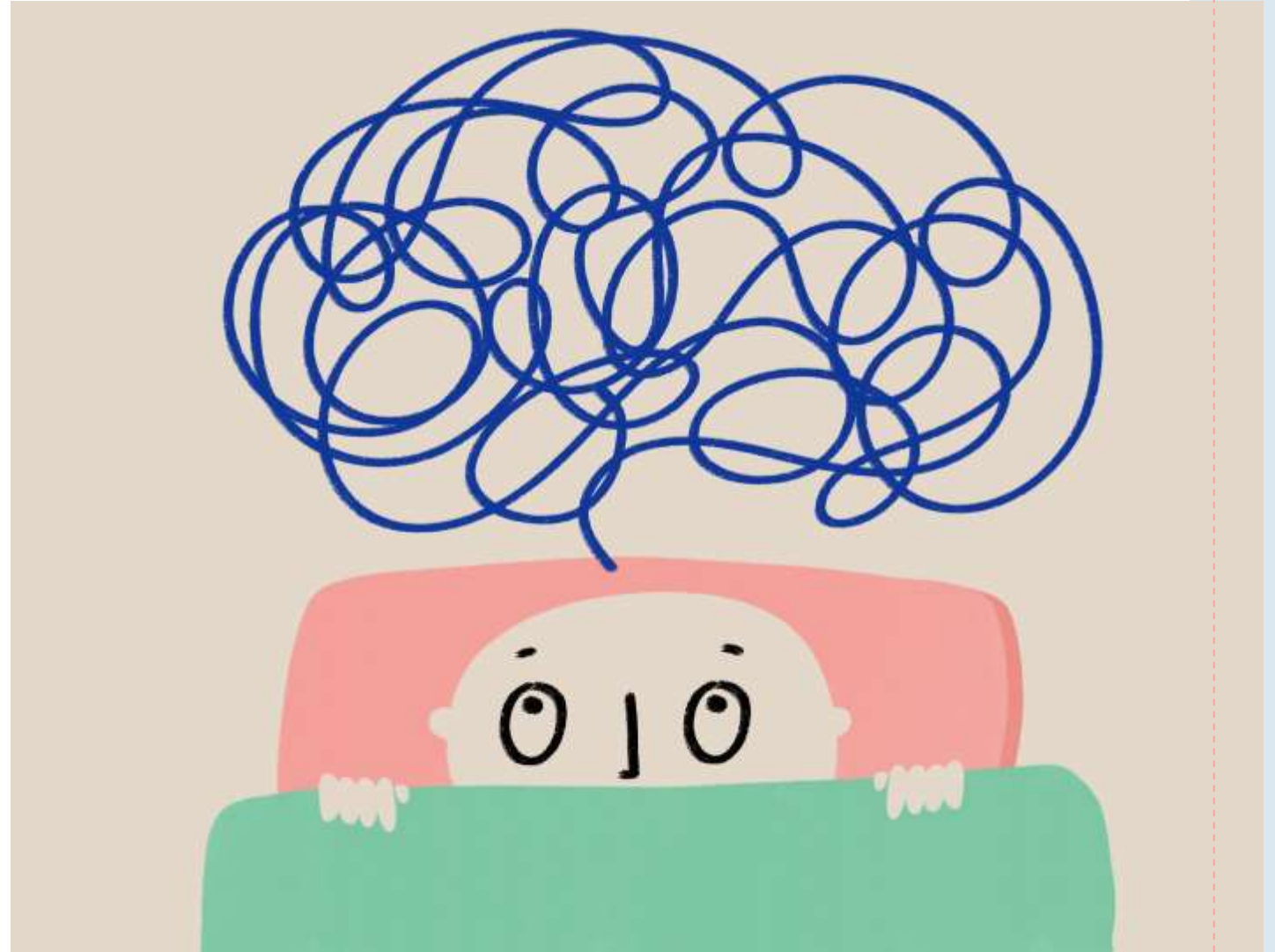
I really love being able to learn things outside of my programme by doing this job.

Staff Evaluation

- ♦ Clarity of MM at Leeds
- ♦ Importance of MMAs
- ♦ Highlighted tech issues
- ♦ Needs for staff training

What an asset the student ambassadors have been. They have been on time, remained in the room and supported with the chat comments and been an overall fabulous support.

Reflections



Questions?

