Teams FAQ for Faculty

1. **Do I have to use MS-Teams? Can I teach using Blackboard Collaborate Ultra?** BB Collaborate Ultra remains an option for faculty at the moment, and Teams is not a requirement. However, eventually BB Collaborate Ultra may be retired in the coming semesters, while Teams will be with USF for years to come.
2. **How do I invite my students to a meeting?** Starting in your Canvas course, select "Microsoft Teams" on the left-side navigation and follow the prompts to create a Class Team within Teams, which will synchronize with the Canvas roster from now on. Be sure to "activate" the team at the top (think of this as a step similar to "publish" within Canvas). From here, you can schedule meetings that will invite all students by email. It is also HIGHLY recommended to paste the link(s) to the meeting(s) within the Canvas course as well, so that students can find it at the moment they need it.
3. **Should I use one recurring meeting for all class meetings, or a different one for each?** It depends on your preference. If you use one recurring meeting for all class meetings (by selecting "recurrence" and then "custom" to choose days of the week), a continuous chat will be created and the link for the class meeting is consistent, so that you can post it permanently. If you don't want a continuous chat (instead wanting to separate the conversations by topic or being able to more easily scroll through the chat), you might want to create separate meetings for each class.
4. **What is the maximum number of people in one meeting?** Teams can take up to 300 people, but no more than 250 people are recommended.
5. **How can I present to an audience larger than 250?** You can use Teams-Live rather than a regular meeting for larger audiences. In the calendar, pull down the menu next to "new meeting" and select "live event."
6. **How do I teach using Teams?** For classes that show PowerPoint, you will want to share your screen via the arrow-box icon in the top-right. If using the Doc Camera, locate the Teams device settings under the triple-dots in the toolbar and switch the camera to "Elmo." If using the classroom whiteboard, ensure the Teams device settings have the webcam selected, then instruct students to use Gallery View and to right-click on your video feed to "pin" your video so it fills the screen. For discussions where webcams are what everyone is to see, instruct students to turn their own videos on, and switch the view to Together Mode.
7. **How can I present a PowerPoint and still be able to monitor the chat box or raised hands?** When you click to share your screen on Teams, under PowerPoint, your files will appear. Select "browse" and locate a specific file on your computer. Select the PowerPoint file you want to present, and it will appear for your students in the main window. You will have access to the chat box, as well as the ability to see participants' raised hand, while advancing through the presentation. Meanwhile, your students will see the presentation full screen. You may wish to toggle the "eye" icon near the top so that students cannot advance the slides individually on their own screens. Note that sharing the PowerPoint this way takes up a lot of bandwidth.
8. **Why can't the online students hear / see me (or why can't I hear them)?** Classrooms equipped with streaming capabilities sometimes have multiple camera inputs (wall camera, DocCam/Elmo, webcam), multiple microphones, or multiple speaker outputs

(including "headphones"). Within Teams, click the triple-dots in the toolbar at the top of the meeting window, then select "device settings" to adjust.

9. How can I get students to work in groups? The breakout room functionality is accessed via the "branching" icon at the top, near the Raise Hand icon. The icon is only available to the meeting organizer. Currently, the only way to access the breakout room functionality the meeting has to be scheduled in Outlook or the Rich Content Editor in Canvas. For now, the functionality is not available if the meeting is scheduled in Teams.

10. Why can't I change the organization of the students in the breakout rooms? When you first assign breakout rooms in a meeting, it gives you the option to select "automatic" or "manual." Currently, if you choose "automatic," then you will be unable to move the students to different breakout rooms. For this reason, choosing "manual" is the better option at the moment. If you have already chosen "automatic," then consider creating a new meeting in order to once again trigger the breakout room options.

11. How can I create persistent student groups that last all semester? You can create "channels" in the Class Team. In the Teams client window (not the meeting), select the Teams tab and choose the desired class. Click the triple-dots next to the room name and select "add channel" to create channels one at a time. They can be private (so you'd manually add students to the desired channels) or fully public (students would just have to be told where to report and be trusted to join the right one). Within a channel, students can "meet now" to start a secondary meeting that will pause the main classroom meeting on their screen.

12. How can students get my attention while they are in breakout rooms? They can type @Lastname (instructor's last name, then select the full name on-screen with mouse) to ask a question that will ping the instructor.

13. Can I tell in what order my students raised their hands in Teams? Yes, but first you must have the Participants tab open in Teams. There you can see when students raised their hands and in what order.

14. Can I ask clicker-type questions? Yes, by using Polls or Forms apps. These are accessed in the main Teams client window (not the meeting), in the Chat tab. Once here, click the triple-dots at the bottom. In future visits, Polls (or Forms) will be an icon next to the triple-dots.

15. Why can't I access the triple-dots in the meeting window chat? Currently, there is a bug preventing users from accessing the triple-dots in the meeting window chat. If you need to use the triple-dots, you can access them in the client window's chat.

16. Can students see captions of my presentation? Yes, there is a Live Captions function that each student can (individually) access under the triple-dots at the top of the meeting window.

17. Can I use Teams and another app (Panopto, Flipgrid, etc.) at the same time? Yes, but camera will not work on both (unless you're using a Mac), so you have to choose one.

18. Can I join the same Teams meeting on two devices? Yes, either by transferring audio/video inputs to the new device or joining the new device fully muted. You will only appear once within the meeting, despite seeing it on two devices. This option may be a useful way to monitor the chat on the second device.

19. Can students mute the instructor or take over the screen sharing while I am presenting? Yes, they can. By default, students join Teams as "presenters." You can adjust the meeting options to make them "attendees" instead. Locate this by switching away from the meeting window to the Teams software window, click the Calendar tab, double-click

the meeting appointment, then select "meeting options" at the top. Switch the setting on who can present to "Only Me."

20. How can I delete students' comments in the chat? You are only able to delete your own comments in the chat. For this reason, you're unable to delete students' comments in the chat.

21. Why can't my students see the chat? If your students are logged into the meeting as "guests," they may not be able to see the chat. Have them open the app on their computer and make sure they are logged into the Microsoft account. Then when they rejoin the meeting, they should have access to the chat. If that does not work, they might need to restart their Teams and/or submit a help ticket.

22. Why is my YouTube video playing without audio? On a PC, the Share Screen menu will include a tickbox to "include computer sound" near the top of this menu. Select this option in order to share the sound with your computer. Currently, Mac computers will not allow you to share the sound on your computer.

23. Why am I seeing my toolbar in the middle of the screen / only when I hover over the screen? You are using an older version of the software and need to update. Click on your picture and click "check for updates." Once it updates, you will be given the option to refresh the screen (at the top of the screen). Select this and your Teams will restart.

24. Can I record a Teams meeting? Yes. Click the triple-dots at the top and select "start recording." Repeat the process at the end of class to stop recording. A link to the recording housed in Microsoft Stream will appear in the meeting chat when it is ready.

25. Can students initiate their own recording in Teams? Yes. By default, students join Teams as "presenters," giving them the ability to record the session. You can adjust the meeting options to make them "attendees" instead. Locate this by switching away from the meeting window to the Teams software window, click the Calendar tab, double-click the meeting appointment, then select "meeting options" at the top. Switch the setting on who can present to "Only Me."

26. Can I delete the link to a recording that is visible in chat? You cannot delete the link for the recording in the chat manually, but you are able to delete the video in Stream (after downloading it, if desired), thereby making the link unusable.

27. Can I edit video in Stream? You're able to edit in Stream, but you can trim the video content only from the beginning and end of the recording. You might want to consider downloading the video and editing it in another video editing software.

28. Can I take attendance in Teams? Yes. Open the Participants tab in the meeting. The three dots at the top of that menu will give you the option to download the attendance for that meeting. If you end the meeting, you will not be able to access the attendance list, so it is important to download it BEFORE you end the meeting.

29. Can I disable all the Teams notifications from appearing on my Microsoft Teams or desktop screen? Yes. Go to your profile and select "Do not disturb." You can manage who can still notify you via your priority access setting (from Privacy setting).