HANDLING DISRUPTION WITHIN SYNCHRONOUS SESSIONS

In some instances, you may have a student within your session who is intentionally disrupting the session through inappropriate audio and/or video. The following are some guidelines in handling these types of cases.

Set the Expectation

At the beginning of your session remind all students to keep their microphones muted unless they have a question or comment. Additionally, start the session by expressing that this environment is no different than an in-person lecture and any student intentionally disrupting the session can be removed and subject to academic sanctions as outlined in the USF policy for Disruption of Academic Processes.

If a Student is Disruptive

- If you know which student is being disruptive, begin with a warning and communicate to the student that they will be removed from the session if the behavior continues.
- If you need to remove the student, you can do the following.
  - How to remove a participant from a Blackboard Collaborate Ultra session:
    1. Within the session, click the pink tab in the bottom right corner to open the Collaborate panel.
    2. Choose the Participant icon to see a list of Participants.
    3. Choose the 3 dots next to the Participant you wish to remove.
    4. Choose Remove from session.
How to remove a participant from a Microsoft Teams session:
1. Choose the Participant icon at the top right of your Teams session.
2. Roll over the Participant you wish to remove to make the X to the right of the name appear.
3. Click the X to remove the Participant.

Uninvited Participants
If you suspect that someone within your session is not a student enrolled with the course:
- Follow the steps above for removing the participant
- If the participant re-enters the session you can also completely close the session entirely and set up a new one. If you do this, communicate with your students and let them know that you will be setting up a new session and where they can access it. Additionally, give the session an identifiable name so students can easily identify the session.

Other General Security Protocols
- Blackboard Collaborate Ultra
  o If you use the guest link within Blackboard Collaborate Ultra session require your guests to use their own name

For more information please visit https://www.usf.edu/academic-continuity
- Only provide the guest link to those who need it and do not distribute or post in a public forum outside of Canvas.
- To be perfectly safe from outsiders, uncheck the Guest Access option. Only students within the course will be able to participate.

  ![Guest Access Option]

- Dial-ins require a pin, which is always secure. Students can see the pin when they choose the Use your phone for audio option.

  ![Audio and Video Settings]

If someone suspicious is dialing in with a pin, it can be traced to specific students, so you’ll know who might have shared it.
Microsoft Teams
  - Limiting the lobby to People in my organization makes sure that users using a guest link cannot get in unless you let them, so tell students to use their registered names if they’re using a guest link. You’ll get to this question by choosing Meeting Options.

<table>
<thead>
<tr>
<th>Who can bypass the lobby?</th>
</tr>
</thead>
<tbody>
<tr>
<td>People in my organization</td>
</tr>
<tr>
<td>Everyone</td>
</tr>
<tr>
<td>People in my organization and trusted organizations</td>
</tr>
<tr>
<td>People in my organization</td>
</tr>
</tbody>
</table>