Top 8 tips for managing group chat in Webex

1. Set clear expectations on rules of engagement up front.

2. Give students some “digital citizen” training up front you can refer back to.

3. Teach students to @mention you when they want you to especially see something. Review your @mentions first.

4. Decide if you want to offer “participation credit” for helpful messages and questions shared.

5. Point out that everyone in the Space can see all posts, so not to share anything they wouldn’t want peers or teachers to read. Even deleted messages can be retrieved.

6. If you want, set a messaging time limit rule like “no posting after 8pm.”

7. Some inappropriate behaviour is best dealt with in real-time in the class Space so everyone can learn from it. But on occasion a 1:1 response is more appropriate. Make your best judgement, thoughtfully.

8. Empower students to be accountable for each other. You’ll see how willing they are to help each other, without being asked.

Give Webex a try today, to have a more connected classroom.

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