Georgia State University
Virtual Exchange Technology Guide

Common Questions

What technology should I use?

A variety of apps, software programs, communication tools, and learning management systems can be used for virtual exchange. Professor teams should use whatever technology is available, suitable for the tasks and learning goals, and approved by their universities. Successful projects have taken place using video conferencing, shared documents, social media, videos, discussions, presentations, and many other tools. More than one technology tool can be used for different tasks. Activities can be synchronous and/or asynchronous to accommodate different time zones. Connection speeds may vary by location, and some students may connect primarily through a smartphone rather than a laptop or desktop computer, so it is important to design activities keeping these factors in mind. Make sure instructions for setting up accounts and for completing online activities are clear from the beginning. Finally, professor teams may prefer to design collaborative activities or tasks and let the student teams communicate via apps that they choose. Students are generally savvy when it comes to finding ways to meet and/or communicate outside of class.

Can I use iCollege for Virtual Exchange?

In some cases, yes. However, you will have to contact CETLOE to request affiliate accounts for non-GSU instructors and students who will access the iCollege page in your virtual exchange. In addition, countries have different internet restrictions, and iCollege is not always accessible in some countries. It is best to select platforms/apps that can be accessed by teachers and students at each partner institution and to test them before you introduce them to students. This guide can help you explore your options.

General Guide with Links of Virtual Exchange Technologies

https://www.gazelle-international.org/post/technologies-for-virtual-exchange

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Alphabetical list of Technology Tools with Weblinks

Canvas (Learning Management System) https://www.canvas.net/

Demo video: https://www.youtube.com/watch?v=VCy8WQk7sJs

Using Canvas as a Distance Learning Platform (James B Wells)

https://community.canvaslms.com/t5/CanvasLive/Using-Canvas-as-a-Distance-Learning-Platform/ba-p/384065

Edmodo (Learning Management System)

Video Tutorials: https://support.edmodo.com/hc/en-us/articles/205012194-Video-Tutorials

General Info: https://new.edmodo.com/?go2url=/home

Promotional Video: https://www.youtube.com/watch?v=d055HpyO1Mo

Pricing: Free for individual teachers and students
Pro school accounts are estimated at about $2500/school/year

Flipgrid

Flipgrid Guide for Educators: https://help.flipgrid.com/hc/en-us/articles/360051539934

Using Flipgrid to Increase Students' Connectedness in an Online Class:
https://elearnmag.acm.org/archive.cfm?aid=3236703

Promoting Cross-Cultural Dialogue through Virtual International Exchange in Higher Education
https://www.adelphi.edu/news/promoting-cross-cultural-dialogue-through-virtual-international-exchange-in-higher-education/

Google Classroom (Learning Management System)
https://edu.google.com/products/classroom/?modal_active=none
(blocked in China)

Infogram https://infogram.com/education

https://infogram.com/blog/online-learning-infographic/

Article: Instructor-provided summary infographics to support online learning

Silvia Elena Gallagher, Mairtin O'Dulain, Niamh O'Mahony, Claire Kehoe, Fintan McCarthy & Gerard Morgan (2017). Instructor-provided summary infographics to support online learning, Educational Media International, 54:2, 129-147,
https://doi.org/10.1080/09523987.2017.1362795

https://www.dropbox.com/s/6gf95o9kblslrvu/infographics%20to%20support%20online%20learning.pdf?dl=0

Kahoot https://kahoot.com/ (online interactive quiz game)

Remote teams use Zoom and Kahoot! to strengthen their culture
https://kahoot.com/blog/2020/03/27/zoom-kahoot-remote-teams-culture/

Ment.io https://ment.io/

Ment.io is an AI discussion software that allows educators to facilitate with ease, assess performance with accuracy – and save time – while encouraging students to improve their dialectical skills and rediscover the excitement of active learning.

Moodle (Learning Management System)

https://moodle.com/solutions/higher-education/

Smartphone App: https://moodle.com/app/

Tutorial Videos: https://www.youtube.com/channel/UCOVaN2BsHmTHUtE5LbIVR_w

How to use chatrooms in Moodle: https://www.youtube.com/watch?v=zmNwz2sbfY4

Padlet https://padlet.com/

A collaborative "corkboard" for sharing ideas, messages, images, videos, files, etc.

How to promote Student Collaboration with Padlet
https://www.commonsense.org/education/videos/how-to-promote-student-collaboration-with-padlet

Using Padlet to Create Community
https://teachlawbetter.com/2020/09/03/using-padlet-to-create-community/

Slack
https://slack.com/resources/using-slack/your-guide-to-slack-for-higher-education

Slack's free version offers the platform's basic features including multiple shared channels, searchable messages, and one-on-one video calls. Web-based, desktop app, and phone app versions are available.

How to Use Slack Without Driving Your Coworkers Crazy
https://www.wired.com/story/slack-office-tips/?bxid=5cc9e0163f92a477a0e7ab6f&cndid=49146399&esrc=AUTO_PRINT&source=EDT_WIR_NEWSLETTER_0_DAILY_ZZ&utm_brand=wired&utm_campaign=aud-dev&utm_mailing=WIR_Daily_070920&utm_medium=email&utm_source=nl&utm_term=list2_p1

Socrative https://www.socrative.com/higher-ed/

Quizzes, surveys, team activities, and content from educators around the world – all in one easy-to-use assessment tool. Best of all, the Socrative app is free for all students to use.

https://blogs.umass.edu/onlinetools/assessment-centered-tools/socrative/

Thinglink

What is Thinglink? http://www.appsinclass.com/thinglink.html

How to use Thinglink: https://www.youtube.com/watch?v=xh6qkHQ8cHk

Frydenberg, M. & Andone, D. (2018). Enhancing and Transforming Global Learning Communities with Augmented Reality. Journal of Information Systems Education, 29(1), 37-44. Article Link: http://jise.org/Volume29/n1/JISEv29n1p37.html

TopHat (Learning Management System) https://tophat.com/
Free version and paid version ($30/student)
Free version includes:
- Lecture streaming & recording
- Slide presentations & editing
- Automatic attendance
- Live chat & discussions
- Polling questions
- Limited weekly course insights
- Basic support for instructors & students
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 https://www.highereddive.com/spons/top-hat-launches-free-virtual-classroom-capabilities-to-help-educators-bett/577128/

https://tophat.com/customer-stories/georgia-state-university/

VoiceThread (https://voicethread.com/products/highered/)

Upload, share and discuss documents, presentations, images, audio files and videos. Over 50 different types of media can be used in a VoiceThread. Comment on VoiceThread slides using one of five powerful commenting options: microphone, webcam, text, phone, and audio-file upload. Keep a VoiceThread private, share it with specific people, or open it up to the entire world.

How to video: https://voicethread.com/howto/

WeChat https://www.wechat.com/en

SHI, Zijuan; LUO, Gaofeng. Application of WeChat Teaching Platform in Interactive Translation Teaching. **International Journal of Emerging Technologies in Learning (iJET)**, [S.l.], v. 11, n. 09, p. pp. 71-75, sep. 2016. ISSN 1863-0383. Available at: <https://online-journals.org/index.php/i-jet/article/view/6113>. Date accessed: 28 Jun. 2021. doi:http://dx.doi.org/10.3991/ijet.v11i09.6113.

https://online-journals.org/index.php/i-jet/article/view/6113/4102

How WeChat Is Reshaping Online Education

http://www.sixthtone.com/news/1502/how-wechat-changing-online-learning-we-know-it

WhatsApp www.whatsapp.com

Online Teacher-Students Interactions Using WhatsApp in Law Course
http://www.jite.org/documents/Vol18/JITEv18ResearchP231-252Robles5255.pdf

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Resources From the Virtual Exchange Guide: Designing, Developing and Implementing Virtual Exchange (by Jessie Hayden, GSU)
https://docs.google.com/document/d/14cGJ6vaVp6qAKsWYadEFq-9z2iJhIrcEBn2dUceldCM/edit#

VIRTUAL EXCHANGE and COIL

- **How to Create a Virtual Exchange (Qatar Foundation International)**
- **Virtual Exchange Toolkit for Teachers**
- **The Stevens Initiative**

TECH TOOLS

- **Ednak - http://ednak.com/**
- **VoiceThread - https://voicethread.com/**
- **Google Learning Center - https://gsuite.google.com/learning-center/products/#!/**
- **Tech Infusion - https://sites.google.com/a/asu.edu/educational-technology-tools/**

COLLABORATION TOOLS

Group Video Conferencing

- **Google Hangouts**
- **Zoom**
- **Flipgrid**

- **Voicethread**

Group Text

- **Whatsapp**
- **Groupme**
- **Facebook Messenger**
- **Slack**

File and Document Sharing

- **Google Drive**
- **Google Docs**
- **Padlet**
- **Dropbox**

Project Management

- **Slack**
- **Trello**
- **Google Sheets**

Project Presentation (synchronous and asynchronous options)

- **Google Hangouts**
- **Zoom**
- **Flipgrid**
- **Voicethread**
- **Prezi**
- **YouTube**
- **Google Slides**
- **Screencastomatic**
- **Google Sites**
- **wordpress.com**
- **wix.com**

Virtual Exchange Toolkits by The Collaboratory, Bureau of Educational and Cultural Affairs, U.S. Department of State

https://www.globe.gov/documents/37685138/56958543/The+GLOBE+Program+Virtual+Exchange+Toolkit.pdf/4cb132c3-6546-4384-b46d-af375f54a243

https://academics.lmu.edu/media/lmuacademics/global-localinitiatives/documents/ECA%20Virtual%20Exchange%20Toolkit.pdf

Comparisons of Technology Tools from Clemson University's International Virtual Exchange Workbook (*This document was initiated by Dr. Kyle Anderson, Senior Director of Global Engagement, and Karen Bunch Franklin, Digital Learning Specialist at the Office of Teaching Effectiveness and Innovation. This playbook is adapted from the University of Minnesota COIL Workbook and the Clemson University (CU) Canvas Course for International Virtual Exchange. The UM Coil Workbook is provided as an open educational resource under a Creative Commons Attribution-ShareAlike (CC BY 4.0) license.*)

Collaborative Writing

Technology Tool	Key Features	IVE Application
Wordpress	Wordpress is a website/blog building tool. The free version of Wordpress lets users pick their website name and do basic customization. Access to blogs/websites can be restricted by creating a list of approved readers (using those readers' email addresses). Posts are searchable and can be categorized by tags and date.	Students can create their own blog/site (for instance, a personal journal). Or, smaller groups of students or the whole class could work together to collaboratively create one website. Students can discuss blog posts via threaded comments. While it is possible to restrict access to certain readers, this requires the blog creator to individually add each approved reader to their blog, which can be time-consuming.
Google Docs Google Slides	Google Docs is a web-based application for creating, editing, and storing documents online. Documents can be accessed from any computer with an Internet connection and browser. Users can collaborate on a Google Doc in realtime. Users can share their Doc through a private link, or by adding a new editor's email address. Google Slides is an online presentations app (similar to PowerPoint). With Google Slides, individuals create and edit presentations that can be accessed from any computer with an Internet connection and a browser. Users can collaborate on a Google Slides in realtime, seeing one another's additions and edits live.	As Google products, it is likely that Clemson and non-Clemson students have used Google Docs and Google Slides before, although some countries may restrict access. Students can use a Google Doc for tasks like writing a group report, coordinating group work, or brainstorming project ideas. Similarly, students can use Google Slides to create a group presentation. It is possible for students to delete each other's work (although old versions can be restored, as Google tracks the documents revision history).
MS Teams	Just as with the asynchronous chat function in MS Teams, students can also upload any Microsoft files (Word, PowerPoint, Excel, etc.) into their "team".	Students can collaboratively edit the documents while in the Teams app, on their Desktop, or online. Students can also save other file types and create folders to organize their collaborative work.

Asynchronous Discussion / Chat Tools

Technology Tool	Key Features	IVE Application
Facebook	Facebook is a familiar social media tool that can be used for creating groups for informal student communication or project coordination. Groups can be set to private so access is restricted to invited members.	Facebook is the most popular social media site worldwide, so it is likely that both Clemson students and non-US students use Facebook regularly. Certain countries (such as China) may restrict Facebook access, and students may have concerns about using a personal social media site for academic purposes.
WhatsApp	WhatsApp is a messaging app for mobile or desktop use that can be used to share messages, photos, and videos. Users can communicate asynchronously (through group texts), or synchronously (through voice and video calls).	There are over 180 countries with WhatsApp users, so non-US students are more likely to have prior experience with WhatsApp than Clemson students. While the message encryption means it is a relatively secure app, students have to share their phone numbers to use it.
Twitter	Twitter is a popular social media site that allows users to create short posts. Posts must be 280 characters or less, but users can also post photos, videos, GIFs, and polls. Posts can be categorized using unique hashtags.	Twitter is popular in the US and also used around the world, so it is likely that both Clemson and non-Clemson students would be familiar with it. You could create specific hashtags for a class or small group discussion. Twitter is restricted in some countries, and students may be resistant to a tool that only allows for public discussion.
Chat Tools: Slack, MS Teams, & Discord	Chat Tools are a desktop and mobile messaging tool. Conversations are searchable and private. Users can organize "teams" and/or "channels" that are open to everyone in the team, or private (limited to certain people within the team). Users can drag and drop files (PDFs, videos, etc.) into their conversations, and most have an option for synchronous voice or video calls.	The use of chat tools is expanding in higher ed so some students may not have used them before. Privacy options may be appealing to students, and it also makes it easy to organize both small group and whole class asynchronous discussions.

Synchronous Video Conferencing

Technology Tool	Key Features	IVE Application
Zoom	Zoom is a cloud-based video conferencing tool. Users can set up a meeting and share a meeting link to invite others to join. With the free plan, you can hold meetings with up to 100 participants, although any meetings with more than 3 participants will be limited to 40 minutes. Zoom allows users to record meetings.	Zoom is a relatively reliable video conferencing tool, and it is useful for for one-on-one, small group, and large group discussions. Since meetings can be recorded, they can be easily shared after the meeting.
Google Meet (formerly Google Hangouts)	Google Meet is an online communication tool that can be used for chat (typed), video calls, or phone calls. Users access Google Meet through the hangouts link (linked to the left), a Chrome extension, or their Gmail account. Conversations can include up to 150 people; video meetings can include up to 10 (for basic Gmail accounts) or up to 25 (for business/education accounts).	All Clemson students will have a g.Clemson google account, and so it will be easy for them to access Google Meet. Many non-Clemson and Clemson students will have likely used Google Meet before. Using Google Meet requires a Google account, which could be a barrier to some international users.
Skype	Skype is a communications app intended for synchronous audio and video meetings. It is possible to record Skype meetings, although it requires another app. Up to 25 people can participate in an audio call; the number of people who can participate in a video call will depend on the user's platform/device and internet speed.	Since Skype is an app and not cloud-based like some of the other tools, students can't download/use Skype on devices they don't own. Skype will likely be familiar to both Clemson and non-Clemson students since it is commonly used worldwide. Keep in mind that Skype is not available in some countries.
WebEx	WebEx is a cloud based video conferencing tool. Meeting participants can connect on their computers, mobile devices, or call in via a telephone. WebEx also allows users to share their screen or use a digital whiteboard, and meetings can be recorded. (Sharing recordings from a Mac is a little more difficult, but it can be done).	While Clemson students can join a WebEx session, but only Clemson faculty and staff can create sessions. Sessions can be set up to allow for breakout rooms, which helps facilitate small group discussions.

Other Web Tools

Technology Tool	Key Features	IVE Application
Padlet	Padlet describes itself as being between a doc and website builder that can be used to collaboratively create products like virtual bulletin boards, blogs, or portfolios. Padlet supports almost every file type, as you can create Padlet boards that consist of texts, videos, images, links, etc.	Padlet offers a variety of sharing and privacy options, making it easy for students to collaborate together but also protect their work. Padlet is mobile friendly and has iOS and Android apps. Padlet would work well as a creative space for collaborative or individual student reflection.
FlipGrid	Flipgrid is an online, asynchronous video discussion app. It can be accessed via a desktop or iOS or Android mobile apps. Students record short (no more than 5 minutes) video responses.	Flipgrid is specifically designed for use in education, which means that it has robust privacy settings and is user-friendly. The video responses are designed to be short and authentic, so while Flipgrid may not allow for deep academic discussions with citations and links, it is quite useful for shorter, informal collaboration and discussion.
VoiceThread	VoiceThread is an online, asynchronous video discussion app. It can be accessed via a desktop or mobile device. Students can record audio, video, and/or text presentations or responses. Students can interact with video lectures by inserting questions throughout a lecture.	VoiceThread can be used for peer-to-peer learning and engaging multi-media activities and assignments. It also has a quiz feature and can be used for graded discussions.
Kahoot!	With Kahoot!, students quiz in real time with engaging competitive features (individuals or teams). It is an excellent tool for review of content/concepts, pre-testing the class, or other informal functions. It provides immediate analytic data. Kahoot! works on any device with internet.	Students are not required to create an account or download software to join a game. While Kahoot! is primarily intended for hybrid or in-person settings, instructors could use Kahoot! to have students play educational games/competitions with students from the partner institution.
Wakelet	Wakelet is a digital storytelling tool. Users can create and share collections that consist of articles, videos, images, tweets and other content.	Wakelet has a simple design that most students will find easy to use. Clemson and non-Clemson students could partner together to use Wakelet to create a project, portfolio, or other digital story.

Learning Management System: Canvas Tools

Technology Tool	Key Features	IVE Application
Canvas for Teachers	Canvas for Teachers is the free version of Canvas. The same features are available in the free version. While it is not supported by CCIT or Clemson Online, OTEI and OGE will be able to offer you support.	You will need to use the "Free for Teachers" Canvas version so that your partners outside of Clemson will be able to access it.
Groups	Canvas groups function as a smaller version of a course and can be used to create a structured space for student collaboration. Students can share files, send messages, create pages, and participate in group assignments.	A benefit to using any of these Canvas tools in your IVE project is that Canvas will be familiar to Clemson students. It is also beneficial to house all of your collaboration tools in one place (like Canvas) so students do not have to go to multiple websites or learn multiple new tools. Some Canvas tools (like chat) will work particularly well for students with low-bandwidth. However, keep in mind that non-Clemson users will probably not have used Canvas before.
Discussion Boards	Canvas discussion boards can be used for threaded discussions. Students can reply with text, audio, or video responses.	
Pages	Instructors can create Canvas pages that can be collaboratively edited by students.	

Before your first online meeting with students:
- ❏ Test all technology tools with your partner and/or instructional designer.
- ❏ Using an account with student roles or permissions, test all technology tools from a student perspective.
- ❏ Test all accessibility options (e.g., closed captions).
- ❏ Review, test, and revise any instructions provided for students on how to complete activities using technology tools.
- ❏ Review your assessment strategy and related tools (e.g., rubric, online grade report).
- ❏ Make sure students will receive appropriate and timely feedback.
- ❏ Provide students with a means to contact you or your partner for timely assistance/support with online activities.

The Great Firewall

To Use or Not to Use Virtual Private Networks
Requiring your students in China to stay connected to your classes through them is unethical, argues Bob Eckhart, who suggests some ways to avoid it.
https://www.insidehighered.com/views/2020/09/17/why-professors-shouldnt-require-chinese-students-use-virtual-private-networks-their

Guidance for Faculty: Getting & Staying Connected with Int'l Students
https://knight.as.cornell.edu/guidance-faculty-getting-staying-connected-intl-students

Faculty should also be aware that Google products are not the only online websites blocked in China. Also blocked are Facebook, YouTube, Twitter, Box/Dropbox, Slack, Skype, WhatsApp, and the websites of many news outlets. Students in mainland China CAN access the following: Zoom, Canvas, iCloud, WeChat, Panopto, and Piazza. (For Zoom, it is recommended that students download the Chinese version: http://www.zoomcloud.cn/Download.) But even though students can access these websites, there are several issues faculty should be aware of.

Further, the list of websites that are blocked can change quickly. At any time, China can decide to block another website. There is a way to test whether a site is blocked in China: you can test the URL in sites like Comparitech. But you may need to check frequently, as more sites will appear suspect to the Chinese government as more students enrolled in U.S. institutions of higher education engage in remote learning.

This guide was compiled by:

Please contact AGSC@gsu.edu for more information.