Embracing the Silence

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Best Practice ’23 Presentation
Context

**Pandemic**
Complete shift to online teaching

**Badly received course**
Conflicts between teachers and students, bad evaluations, overall frustration

**New teaching team**
Complete switch of teaching staff in this course
Challenge

Students neither turn on their camera nor their microphone

One-directional interaction

Impossible to detect confusion among students
Solution: Embrace the Silence
... but open another channel

Introduction

Example

Quiz & Solution

Defects, bugs, errors, failures?

Error
Defect
Failure

The purpose of testing is to find defects
A good test is one that fails (keep this in mind when writing your own tests)
Discipline and process is important to catch defects as soon as they are introduced

Few notorious examples among many many more

February 2020: Heathrow disruption
More than 100 flights to and from London’s Heathrow airport were disrupted on Sunday 9 February 2020, after a man fell by technical issues affecting departures boards and changing the airport’s flight information. Details of the flight information system’s failure were first made public on Twitter, where airport staff were unable to display accurate information about flights. The issue was later traced back to a software update that had been inadvertently deployed.

Quiz: Errors, Defects, and Failures

Q Answer Reasoning
1 Failure Result of a defect in the system, i.e., the behavior of the system deviates from the expected behavior
2 Error Human-centric source for potential defects in the system
3 Defect Flaw in the software itself, which may lead to a failure (e.g., systems becomes non-responsive)
4 Error (let 2)
5 Failure Outcome of one or many defects in the code
6 Failure Most likely the outcome of defects in the code regarding access rights
Implementation

**Zoom-internal “poll”**

- Can be prepared in advance
- Does not interrupt the flow of the lecture
- Difficult to reuse quiz and results

**External tool**

- Can be prepared in advance
- Sends students to another website
- Persistent beyond one lecture
Usage

For Students:
Individual Assessment

For Teachers:
Overview
Effect & Reception

Continuous Attention
Students follow the course because everyone is prompted every few slides

Engaging Conversations
Quiz results spark follow-up conversations

Appreciation
Quizzes are the single-most appreciated feature of the new course
Consequences & Limitations

Question Type
Pattern only works with single- or multiple-choice questions

Assessment Type
Quizzes only test understanding, not higher-level types of knowledge

Commitment
Students will now keep their cameras shut off all the time
Potential: Evaluating Course Material Changes

2023

2024

2025
Summary & Conclusion

- Continuous Attention
- Limited Question Types
- Engaging Conversations
- Limited Assessment Type
- Appreciation
- Commitment
Thank you for your attention.