Slack Workspace Guide for Instructors

An introductory guide to your role as a
Slack Workspace Admin @ ASU!

Hello!

We are so excited to have you use Slack for Spring Session B Classes! This starter kit covers:

- Introduction to Slack and Slack at ASU

- Workspace Checklist

- Channel Ideas

- Tips & Tricks

- Links to Knowledge Base articles

**Please note:** **This is an introductory guide for first iteration of Slack rollout at ASU for Spring Session B 2019. It will be modified, refined and improved upon.**

Slack at ASU

ASU will use Slack as a Digital Campus that will be the central communication hub for students, faculty, and the administration.

"Our goal is to improve and simplify the student experience by giving students a deeper sense of connection to the ASU community and an easier path to accessing resources and support."

What is Slack?

Slack is a collaboration hub enabling better connections for working teams through a searchable platform for messaging, content sharing, and integrations.

Slack Resources at ASU

https://uto.asu.edu/slack/resources
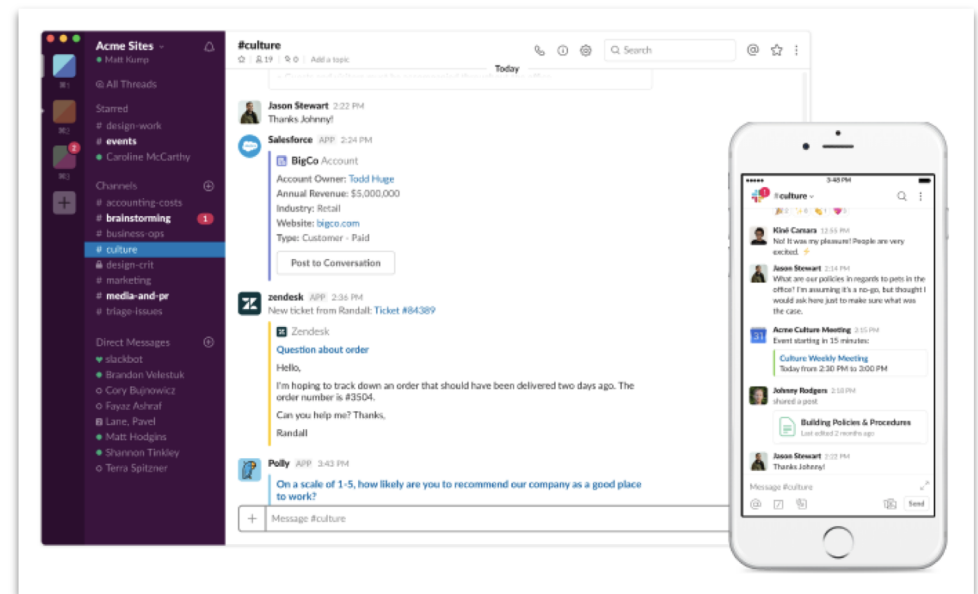
- Slack Overview
- Logging into Slack
- Slack Etiquette
👆

Watch: What is Slack?:

https://www.youtube.com/watch?v=9RJZMSsH7-g

Watch: User Essentials Training

https://player.mediaamp.io/p/U8-EDC/qQivF4esrENw/embed/select/media/FThTePmJxT64?form=html

Roles for using Slack in Courses

Instructor 👩🏽‍🏫

- Creates channels to help organize conversations
- Pins Important documents and messages
- Outlines Course policy expectations regarding Slack usage
- Fosters discussions among learners

Learner 👩🏻‍🎓

- Uses Slack within defined Course Policies and Academic Code of Conduct
- Engages with fellow learners in Slack as a collaboration hub that moves project work forward
- Interacts with instructors to enhance the learning experience

Do these to get your course started on Slack!

These actions will enhance the Slack experience for you and your learners!	Complete?
Request Slack Workspace through CEM request process. Learners are then added automatically via add/drop process. If TAs and Graders are not part of the course roster, they are added manually	✔️
Download the Slack **desktop app** for my computer Download the mobile app for **iOS** or **Android**	
Update **profile information** and upload a **profile picture**. Encourage learners to update as well	
Create and set **default channels** that all learners should join - see next page for more information	
Define each **Channel Purpose and Channel Topic**	
Define and share my course policies and guidelines for using Slack Example from Engineering: ● "For this course, important course announcements will be made via Slack announcement channel." ● "Post your questions, queries, feedback and anything course related via Slack but be aware that you are not supposed to provide solutions" ● "Slack discussion forum is the best place to ask a question related to an assignment or a concept in the learning materials. Sometimes students are shy about posting questions, but please don't be; you will find many of your peers have the same questions" ● "I encourage you to introduce yourself to me and your peers via email or Slack if you like, and also invite you to post a picture of you on Slack, so everyone has a face to whom we are working with."	
Setup and manage apps on your Workspace - see this page for additional information	
Optional: Disable Canvas Discussion to reduce confusion for learners on where course discussion happens. Clearly indicate communication tool per topic (e.g. Grade disputes and other official/formal messages vs general questions vs assignment submission)	
Optional: Rename #general channel Post and pin important content to the channel such as course outline, policies, response time expectations, office hours etc.	

Consider Setting Up These Channels

**Public Channels** can be viewed and joined by anyone

🔒 **Private Channels** can be joined by invite or by requesting to join
- Channel content only appears in your search results if you're a member of the channel

Sample Channels for CHM101 Workspace	Suggested Purpose
#chm101-course-intro	Course information, other announcements **(previously #general, renamed to #chm101-course-intro)**
#chm101-q-and-a	General question and answer channel
#chm101-assnmt1	Discussion around assignment 1
#chm101-officehrs	Office hour locations, guidelines, scheduling

__Please note:__
Learners are not automatically added to new channels. They will only have access to #general and #random channels when they join the workspace for the first time.

__Please post instructions for learners, review channels during first class!__ 👉

Prof Curie 10:15 AM
Search in the top right search bar 👆 and join these following channels!
- #chm101-q-and-a
- #chm101-assnmt1
- #chm101-officehrs
✅ 1 👀 1

If you follow the steps in the checklist, this is what your channel should look like!

#chm101-course-intro
☆ | 👤 1 | 🔗 2 Central place to find course information for CHM101.

...post here.

Prof Curie 8:53 AM
set the channel topic: Central place to find course information for CHM101. Remember - this is an announcement channel only 🎤. Students are not able to post here.

📌 Pinned by you

Prof Curie 8:56 AM
Read before first class:
Word Document ▾

| 📄 | CHM101 Academic Integrity.docx |
| | 12 kB Word Document |

Course Policy on Slack can be found here:
Word Document ▾

| 📄 | CHM101 Course Policy.docx |
| | 12 kB Word Document |

Weekly topics and project timelines here:
Word Document ▾

| 📄 | CHM101 Syllabus.docx |
| | 12 kB Word Document |

Prof Curie 9:05 AM
Behavioral etiquette
🔍 **Search before posting**
Slack is intended to be our knowledge bank. Try to search Slack first before asking someone to find answers.
🙋 **Respond with your input, answer, or decision in a timely manner**
Within working hours, answer when fellow students mention you. If you are busy and cannot provide a full answer, that's ok! Simply acknowledge the question or ask with 👀 to indicate you've seen it and come back later. I will do the same.
⏳ **Socialize your availability for your teams**
Use Do Not Disturb mode and turn on snooze notifications if you're asleep or unavailable. Your teams will receive a notification that you are busy. Edit your profile status to indicate if you're away and for how long (e.g. Joe Smith 🌴 > 12/01). *I will be updating my Status to reflect my availability as well. Please respect my dedicated research/lecture times*
🔴 **Customize your notifications across Slack's mobile app, desktop app, and web browser**
The recommended setting is to enable push notifications for mentions and direct messages across mobile and desktop.
💡 Pro tip: you can customize your notification down to channel by channel level - great for team work! (edited)
Channel etiquette
👍 **Do use public channels, almost always**
As much as possible should take place in the public channels - to make it searchable, open, and accessible to others. Help each other find answers!
❗ **Make sure there's a reason to create private channels**
Rarely necessary, the only reason for making a private channel is if only select members should see confidential information. Your team channel may/ may not be private! Discuss among your teams during Week 1 on how you want to leverage Slack! (edited)

Prof Curie 10:15 AM
Search in the top right search bar 👆 and join these following channels!
• #chm101-q-and-a
• #chm101-assnmt1
• #chm101-officehrs
✅ 1   👀 1

About #chm101-course-intro ✕

ⓘ **Channel Details** ▾

Purpose
Find course outline, course policies, office hour guidelines here!

Created
Created by you today

✨ **Highlights** ▸

🔖 **2 Pinned Items** ▾

Prof Curie Today at 8:58 AM
Course Policy on Slack can be found here:
| 📄 | CHM101 Course Policy.docx |
| | Word Document |

Prof Curie Today at 8:56 AM
Read before first class:
| 📄 | CHM101 Academic Integrity.docx |
| | Word Document |

👤 **1 Member** ▸

🗂 **Shared Files** ▸

🔔 **Notification Preferences** ▸

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Consider Posting Slack & Channel Etiquette:

Copy, Paste to Channel, Edit, Post!

Behavioral etiquette

:mag_right: Search before posting
Slack is intended to be our knowledge bank. Try to search Slack first before asking someone to find answers.

:raising_hand: Respond with your input, answer, or decision in a timely manner
Within working hours, answer when fellow students mention you. If you are busy and cannot provide a full answer, that's ok! Simply acknowledge the question or ask with :eyes: to indicate you've seen it and come back later. I will do the same.

:hourglass_flowing_sand: Socialize your availability for your teams
Use Do Not Disturb mode and turn on snooze notifications if you're asleep or unavailable. Your teams will receive a notification that you are busy. Edit your profile status to indicate if you're away and for how long (e.g. Joe Smith :palm_tree: > 12/01). *_I will be updating my Status to reflect my availability as well. Please respect my dedicated research/lecture times_*

:red_circle: Customize your notifications across Slack's mobile app, desktop app, and web browser
The recommended setting is to enable push notifications for mentions and direct messages across mobile and desktop.
:bulb:Pro tip: you can customize your notification down to channel by channel level - great for team work!

Channel etiquette

:+1:Do use public channels, almost always
As much as possible should take place in the public channels - to make it searchable, open, and accessible to others. Help each other find answers!

:exclamation:Make sure there's a reason to create private channels
Rarely necessary, the only reason for making a private channel is if only select members should see confidential information. Your team channel may/ may not be private! Discuss among your teams during Week 1 on how you want to leverage Slack!

Tips & Tricks - Organize and Find in Slack

Content	Links
Setting your status and availability in Slack	https://get.slack.help/hc/en-us/articles/201864558-Set-your-Slack-status-and-availability https://slack.com/slack-tips/let-your-team-know-your-working-hours
Updating Notification Settings	https://get.slack.help/hc/en-us/articles/201355156-Guide-to-Slack-notifications-
Using threads and Following Threads	https://get.slack.help/hc/en-us/articles/115000769927-Message-and-file-threads
Formatting messages to organize long messages, organizing using posts	https://get.slack.help/hc/en-us/articles/202288908-Format-your-messages
Setting Channel topic or purpose	https://get.slack.help/hc/en-us/articles/201654083-Set-a-channel-topic-or-purpose
Searching for information, files, a member	https://get.slack.help/hc/en-us/articles/202528808-Guide-to-search-in-Slack- https://get.slack.help/hc/en-us/articles/360003534892-Find-members-in-the-directory-
Cross posting, sharing posts	https://get.slack.help/hc/en-us/articles/203274767-Share-messages-in-Slack
Star Channels, Messages, Files	https://get.slack.help/hc/en-us/articles/201331016-Star-channels-messages-or-files https://slack.com/slack-tips/upload-and-share-files

Manage Apps in your Slack Workspace

1 From your desktop app, click your workspace name in the top left.

2 Choose **Manage Apps**.

Now, on your app management screen...

3 Navigate to Permissions

4 Turn on "Approved Apps" to ensure learners can't install unapproved apps.

5 If turned on, allows learners to make an App Request, which will message you for approval

6 Visit the App Directory to install & approve your desired workspace apps (GDrive, Box, etc.)

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🤖 Classroom Workspace Apps 🤖

App	Description	Notes
Google Drive	Add the Google Drive app to create Google Docs, import any type of file from Google Drive, and get notifications on new comments, files, and access requests — all without leaving your conversations in Slack.	
Zoom	Start Zoom meetings with flawless video, crystal clear audio, and instant screen sharing from any Slack channel, private group, or direct message using the /zoom slash command.	
Polly/ Simple Poll	A simple Slack app that allows you to create native simple polls right within Slack.	Emoji polls do not require an app!
Dropbox	Import Dropbox files into Slack so you can share your work, get feedback, and collaborate with your team.	
Twitter	Stay on top of discussions happening on Twitter • Expand shared Twitter URLs, displaying the full tweet and attached media • Post tweets to a channel that are sent to/from a Twitter account of your choice	This integration does not support protected Twitter accounts.
OneDrive	Quick access to your files from all your devices. Import OneDrive and SharePoint files directly from Slack.	

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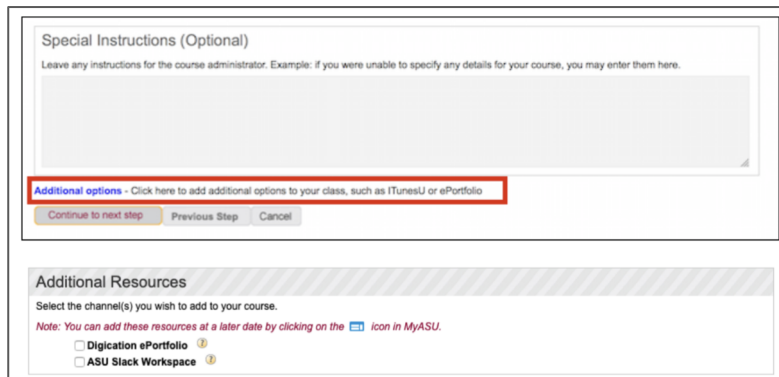# 🤖 Classroom Workspace Apps 🤖

App	Description	Notes
Giphy	Search from the world's largest library of animated GIFs, making it easy to find and share them on the web. This integration will enable the /giphy slash command for your team.	Admins can select rating of the GIFs that will be retrieved from Giphy. (set to G-General Audiences by default.)
Slack Foundry	A training app for Slack. Interactive tutorials that help your team get the most out of Slack.	
Hey Taco!	Sparks conversations and builds stronger relationships with its fun and unique kindness currency...tacos!	
GitHub	Brings teams of software developers together to write code and manage projects.	For SW Engineering
Lucidchart	Use the /lucidchart command to instantly create and share diagrams for quick and easy collaboration.	For SW Engineering
Jira	Receive notifications in Slack when a Jira alert is created or updated. Customize which issue statuses will trigger a notification.	For SW Engineering
Salesforce	Connect Slack with Salesforce to view and share key information about your accounts right where you're already working with your team.	

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Emoji-pedia

PC	MAC	NAME	DEFINITION
👀		:eyes:	I'm looking into this
✔️	✅	:white_check_mark:	I took care of it
	🙇	:bow:	Thank you!
➕	➕	:heavy_plus_sign:	I agree
📌		:pushpin:	Official Answer!

How to Request Slack Workspace, add your TAs/Graders

[Knowledge Base Article for Requesting Slack](#)
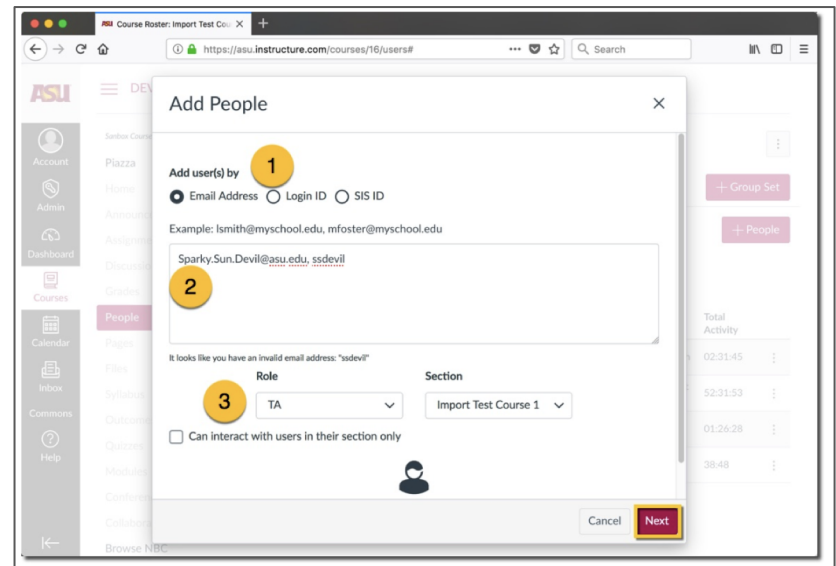
[Knowledge Base Article for Adding TAs/Graders](#)

When you need help

Contact your local deskside support or the Experience Center!

Or ask a question on the Slack Help Center page

https://get.slack.help/

Extra Credit!

Training Videos and Guides

Module Title	To Read	To Watch 2-3 min videos
📚 How to Get Feedback in Slack	*here*	*here*
📚 How to Find Answers in Slack	*here*	*here*
📚 How to Share Announcements in Slack	*here*	*here*
📚 How to Connect Tools to Slack	*here*	*here*
Want to learn about something that wasn't on this list? Simply direct message Slackbot with your inquiry right within Slack. Or, you can use the "/feedback" command to send a ticket directly to Slack's Customer Experience team.		

Slack Help Center Guides

- Getting started for new members: https://get.slack.help/hc/en-us/articles/218080037
- Other tips, tricks, and more: https://get.slack.help/hc/en-us/categories/360000049063-Tips-Tricks-More

Protect Your Time

Custom Status

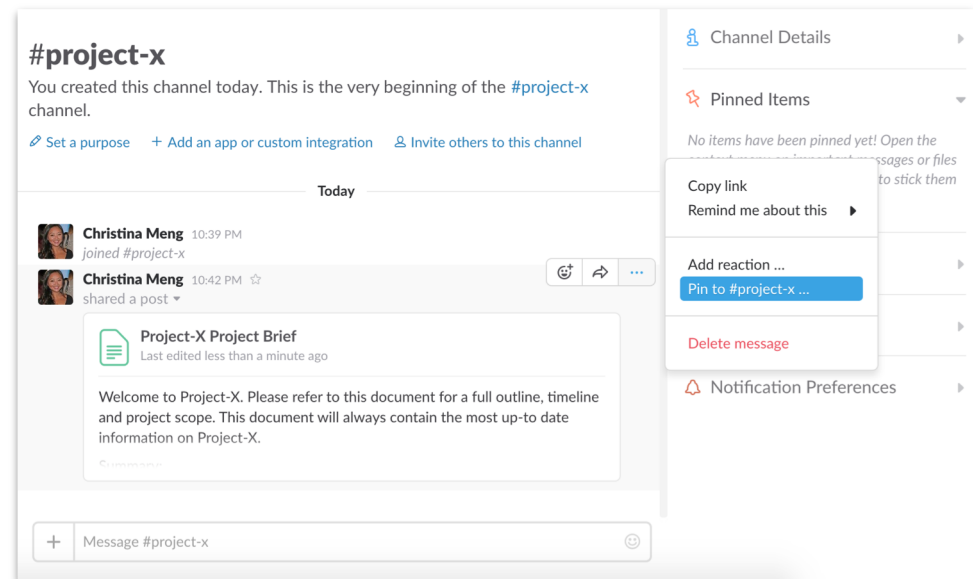# Protect Your Time

In-the-Moment DND
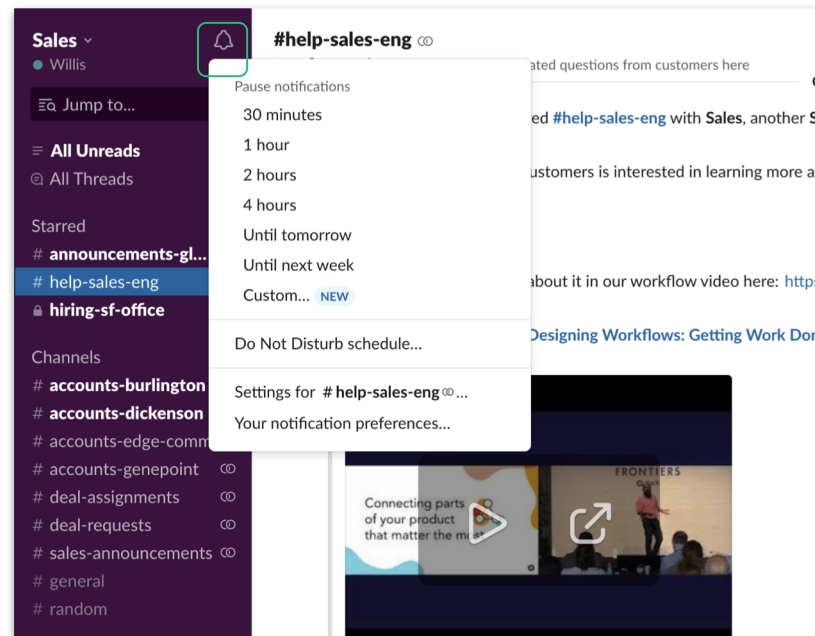
Pin Important Information to Channel

Get Pinning!

- Allows for **easy access to important information** in channel

- Pinned items are the **same for everyone** in the channel

Pin a message / file by:

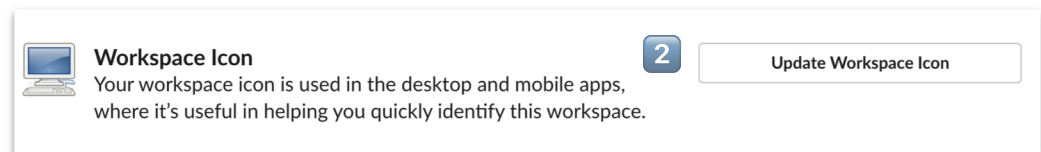- Hovering over message
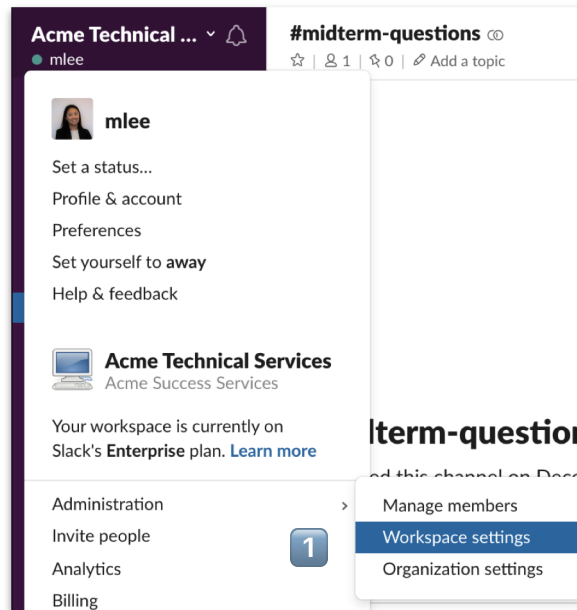
- click •••

- select **Pin to...**

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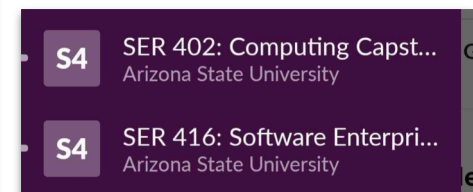# Update Workspace Icon
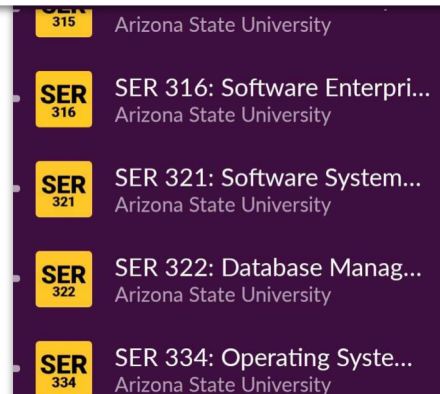
Help Distinguish Your Classroom!

- Allows learners to easily **identify your class workspace in the sidebar**
- Icons can be anything you assign - Course number, images..etc

Pro Tip!

- Use a solid background color.
- Leave some space around your icon.
- Upload an image that is 132px square or larger.

Workspace is easy to find! ☺️

Same icons can be confusing 😕

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