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.
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!**

| 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 | Complete? |
|---|---|
| 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

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

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

### Central place to find course information for CHM101.

#### 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.

#### Prof Curie 8:56 AM
Read before first class:

- **Word Document**
  - CHM101 Academic Integrity.docx
    - 12 KB Word Document
  - CHM101 Course Policy.docx
    - 12 KB Word Document

### Course Policy on Slack can be found here:

- **Word Document**
  - CHM101 Course Policy.docx

### Weekly topics and project timelines here:

- **Word Document**
  - CHM101 Syllabus.docx
    - 12 KB Word Document

#### 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 or 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-assmnt1
- #chm101-officersh
Consider Posting Slack & Channel Etiquette:

*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. 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*
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*: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

<table>
<thead>
<tr>
<th>Content</th>
<th>Links</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="https://slack.com/slack-tips/let-your-team-know-your-working-hours">https://slack.com/slack-tips/let-your-team-know-your-working-hours</a></td>
</tr>
<tr>
<td>Updating Notification Settings</td>
<td><a href="https://get.slack.help/hc/en-us/articles/201355156-Guide-to-Slack-notifications-">https://get.slack.help/hc/en-us/articles/201355156-Guide-to-Slack-notifications-</a></td>
</tr>
<tr>
<td>Formatting messages to organize long messages, organizing using posts</td>
<td><a href="https://get.slack.help/hc/en-us/articles/202288908-Format-your-messages">https://get.slack.help/hc/en-us/articles/202288908-Format-your-messages</a></td>
</tr>
<tr>
<td>Setting Channel topic or purpose</td>
<td><a href="https://get.slack.help/hc/en-us/articles/201654083-Set-a-channel-topic-or-purpose">https://get.slack.help/hc/en-us/articles/201654083-Set-a-channel-topic-or-purpose</a></td>
</tr>
<tr>
<td>Searching for information, files, a member</td>
<td><a href="https://get.slack.help/hc/en-us/articles/202528808-Guide-to-search-in-Slack-">https://get.slack.help/hc/en-us/articles/202528808-Guide-to-search-in-Slack-</a></td>
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<td><a href="https://get.slack.help/hc/en-us/articles/360003534892-Find-members-in-the-directory-">https://get.slack.help/hc/en-us/articles/360003534892-Find-members-in-the-directory-</a></td>
</tr>
<tr>
<td>Cross posting, sharing posts</td>
<td><a href="https://get.slack.help/hc/en-us/articles/203274767-Share-messages-in-Slack">https://get.slack.help/hc/en-us/articles/203274767-Share-messages-in-Slack</a></td>
</tr>
<tr>
<td>Star Channels, Messages, Files</td>
<td><a href="https://get.slack.help/hc/en-us/articles/201331016-Star-channels-messages-or-files">https://get.slack.help/hc/en-us/articles/201331016-Star-channels-messages-or-files</a></td>
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<tr>
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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.)
<table>
<thead>
<tr>
<th>PC</th>
<th>MAC</th>
<th>NAME</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>:eyes:</td>
<td>:white_check_mark:</td>
<td>I’m looking into this</td>
<td></td>
</tr>
<tr>
<td>:white_check_mark:</td>
<td>:bow:</td>
<td>I took care of it</td>
<td></td>
</tr>
<tr>
<td>:heavy_plus_sign:</td>
<td>:heavy_plus_sign:</td>
<td>Thank you!</td>
<td></td>
</tr>
<tr>
<td>I agree</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Module Title</th>
<th>To Read</th>
<th>To Watch 2-3 min videos</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚 How to Get Feedback in Slack</td>
<td>here</td>
<td>here</td>
</tr>
<tr>
<td>📚 How to Find Answers in Slack</td>
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<td>here</td>
<td>here</td>
</tr>
<tr>
<td>📚 How to Connect Tools to Slack</td>
<td>here</td>
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</table>

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

Protect Your Time

Custom Status

Set a status

Slack 101 Training - Slow to Respond

Clear after: Today

Don't clear
30 minutes
1 hour
4 hours
Today
This week
Choose date and time

Save
Protect Your Time

In-the-Moment DND
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...**