

Online Monitor

General Description

The Duke University Talent Identification Program (Duke TIP) is a nonprofit organization dedicated to serving academically gifted and talented youth in grades four through twelve. Each year, Duke TIP enrolls nearly one hundred thousand new students in its talent searches through above-level testing, recognizes them for their achievements and provides them with a variety of enrichment benefits. TIP offers accelerated face-to-face and online educational programs to more than eight thousand students each year.

Duke TIP demonstrates its commitment to the protection of minors by integrating non-teaching adults in the virtual classroom setting to serve as positive role models, provide supervision for all student interactions, and monitor for escalating and/or challenging circumstances. The Online Monitor supports the basic logistical needs of TIP's online program offerings.

The Online Monitor is supervised by and works closely with an Instructor/Lead Investigator and other staff members to accomplish the overall mission of the program by attending to the safety, well-being, and enjoyment of program participants. The Online Monitor responsibilities are primarily centered around attending and supporting all virtual live session times and monitoring daily communication. Must promote and model the Duke TIP mission and policy at all times. This position requires 6-8 hours a week during the term; one week night commitment; and weekend (day) and night time commitments for both Saturday and Sunday.

Job Duties

Pre-term

- Check the program announcements in each course
- Attend and complete the Duke TIP monitor training
- Access accounts needed to perform job functions
- Practice a live session with their assigned instructor/LI

During the Term

- Serve as monitor for every live session
- Arrive 15 minutes before session starts and stay through the closure of the session room
- Monitor chat box for appropriateness of content
- Shut down microphones or chatboxes if content is not appropriate
- Notify the appropriate individual if the instructor is not present
- Follow all aspects of the Duke TIP monitor training
- Enforce the Digital Citizenship Agreement.
- Assist with monitoring safety protocols
 - Check that the Instructor/LI has locked course rooms post-session
 - Check Session settings that students are participants (not Moderators)
- Be copied on all incoming/outgoing communications with Instructor/Lead Investigator:
 - Daily, read all messages in their entirety to monitor them for appropriateness of content following Duke TIP protocols.

- Report any inappropriate content to eInvestigators or eStudies Main Office staff
- Complete other duties as assigned by the Duke TIP Main Office staff

Educational Requirements

Applicants must be at least 18 years old by the start of the term. Senior in college or first/second year graduate student or one-year work in education or youth development setting or equivalent experience. Experience as a youth program assistant, camp counselor, college residential adviser, instructor, coach, or similar position is preferred; staff or participant experience with programs for the academically gifted and distance learning is helpful. Applicants must possess a genuine interest in the academic, social, and emotional growth of adolescents, exhibit maturity and a positive attitude, and be willing to serve as a role model for students. No other licensure or certification is required.

Knowledge, Skills and Abilities

Applicants must be able to communicate with instructional staff about concerns (oral and written); maintain professional presence and conduct in large groups of youth of all ages; comprehend training and behavior restrictions; and maintain focus and follow protocols under pressure. Applicants should also be able to quickly learn and use instructional technology and Web 2.0 tools used in online learning. Sensitivity and awareness to different cultures required.

Technology Requirements

Hardware

- Computer running one of the following operating systems
- Window 7 or newer
- Mac OSX 10.10 or newer
- ChromeOS, such as Chromebooks
- Mobile devices cannot be used to complete the eInvestigators Program
- 1 GB RAM available
- 2 GHz or faster processor

Internet

- Consistently reliable internet with at least 2k kbps available bandwidth
- Chrome browser, latest two versions, cookies enabled

Other technology requirements

- Adobe Acrobat Reader and Adobe Flash Player (version 11.2 or higher)—both are free to download
- Speakers or headphones to hear instructors during live meetings; although not required, a USB headset with microphone is encouraged so that students can speak during the meeting
- A webcam is also encouraged for an optimal live meeting experience, though students can participate without one

- Consistent and reliable access to the Google domain if traveling to or living in countries that restrict web access—students cannot successfully complete this program without reliable access to Google
- Reliable computer equipment and stable internet connection
- Chrome Web Browser
- Visual and auditory observation of online activities and behavior

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