

## Mentimeter - Pre-empting and responding to inappropriate use

Mentimeter is a response system that enables anyone presenting to a group (and this includes students) to invite interactions from the audience/ participants from simple social media icons (e.g. thumbs up/ down) through to a range of closed question formats all the way up to open questions and more complex data gathering tools. Whilst the response from both staff and students has been almost overwhelmingly positive there have been some occurrences where students responded inappropriately when presented with open contribution formats. This is of course completely unacceptable, and this document is designed to help you to know how to prevent it from occurring but also how to respond if it does.

Mentimeter was selected following extensive consultation, testing and a due diligence process and was chosen as a tool to benefit both staff and students as it is a means of increasing levels of engagement. Mentimeter offers 10 question formats, 2 quiz question formats and 6 slide types. Of these, 3 question types are open text and one quiz is open text. The Q & A format has built in moderation potential and there is a workaround for other formats too.

Anyone intending to use Mentimeter should read the following guidance on dealing (pre-emptively if possible) with inappropriate behaviour before they use Mentimeter for the first time.

1. If you can, attend a [Mentimeter workshop](#) offered by GLT or speak with a colleague who you know is a keen user of Mentimeter.
2. Ensure you know your group so you can make a judgement about the likelihood of inappropriate responses. There are contexts where these behaviours might be more likely, such as where rapport has not yet been built between students and lecturer.
3. If you are new to using Mentimeter, it is recommended to only use closed options during the first few uses to familiarise yourself with the system. Mentimeter offers much more than multiple choice and great value and discussions can be built around the use of these question types.
4. Open text comments can of course be beneficial, so you may opt to preface any activity using open text with a reminder of expected student behaviour. An example is provided below:

*“What you say here is as if you stood on a chair and shouted it out loud. What amuses you could, potentially, lead to your expulsion and affect your career. Your ‘joke’ we have certainly heard before and, really, is it worth the risk? Also consider context of university versus, say, year 10 or 11 where you might expect such attention seeking behaviour. Such abuses will likely lead to suspension of trust implicit in giving you the chance to voice your ideas and this impacts everyone.”*

5. Mentimeter offers a profanity filter covering English and many other languages. It is recommended to always turn it on (default setting: turned off), however it is not exhaustive and may not be able to pick up on all inappropriate comments.
6. You can manage open-text contributions using the following two options:
  - a. For word cloud and speech bubbles blank the main screen and monitor from the connected computer, close voting, then hover/click to delete inappropriate words or to have the delete option on speech bubbles.
  - b. Alternatively, you may choose not to use word clouds or bubbles but use the Q&A, and use the 'mentimote' function to monitor and moderate. More information on this is available [here](#).
7. In case of any instances of inappropriate behaviour, ensure you know how to immediately blank the screen, and report to a senior colleague after the session and tell the student body it will be investigated. Please let the [University Mentimeter lead](#) know as well as your line manager and the relevant programme leader, and the module leader if applicable.
8. If using Mentimeter asynchronously, please consider your rationale for open text question formats if there is any reason to doubt the maturity/responsibility/professionalism of those invited to participate.
9. If you are collecting any personal data please use the approved survey tool: <https://www.onlinesurveys.ac.uk/>