

Handbook: “EUR Support Services Lightening Quiz” 2024

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Background

First designed and delivered as a pilot for the Intro Week at EUC, “EUR Support Services Lightening Quiz” is a collaboration between EUR’s Student Wellbeing Programme and IDEA Center/Soft-Landing project. The quiz is an interactive way to inform new (bachelor) students about the available EUR student support services. There is a documented gap in students’ knowledge about such services (source: Student Wellbeing Monitor) while the timely use of them can prevent long-term wellbeing and academic issues. In addition, the interactive element helps to retain the new information better.

This quiz is not meant to replace the other information campaigns about the existing support (e.g. Student Wellbeing videos), rather, it is recommended to use this quiz as an additional tool.

Practicalities: how & when to use it

Suggested times to use it:

- During Introduction Days at the start of the first bachelor study year (BA1)
- During (thematic) student buddy and/or mentor meetings
- In November of BA1 (aka ‘wobble’ period)

Format: the quiz can be played in groups (recommended) or on an individual basis. Playing in groups takes a bit more time to set it up but it also promotes peer-to-peer interactions. There are two formats available:

1. **Mentimeter:** this quiz was originally designed to be played via Mentimeter as it offers a competitive element – players can see how they score after every question. *Good internet connection is required, and the quiz host (or supporting staff in the room) needs to have/create a Mentimeter account.* Note: EUR has a Mentimeter account which gives access to it for its staff and students. For your own Mentimeter quiz version, please contact Veronika Norvaisaite / IDEA Center, veronika.norvaisaite@eur.nl.
2. **Powerpoint:** a simpler version suitable for online and offline use, good option in case of unstable internet or if the host has less time to familiarise themselves with Mentimeter environment. Less interactive and the players have to keep their own scores.

Content: The current version of the quiz has questions about 10 EUR central support services, you can use them all or decide which slides to hide depending on your needs. If desirable, consider

adding your own questions and slides about the support that's available in your specific study programme and/or faculty.

Duration: 15-25min.

Presenters: It is recommended to have another student host the quiz – they are more relatable and approachable, and they can share their own experiences. Two options:

1. Student Living Room hosts can host this quiz on request (subject to availability). To discuss this option, please contact: Amber van den Hout-Bal / Student Wellbeing, amber.vandenhout@eur.nl.
2. Asking your own student buddies/mentors do it. Your faculty's Student Wellbeing officer might be able to help them familiarise themselves with the available student support services.

Quiz rundown

Important: Make sure to do a test run before playing the quiz with the students! This is especially relevant for the Mentimeter version.

1. Slide #1 – Host introduction: who you are, why you're here, and what's going to happen

(1min):

“Why this quiz? There are many university-wide student support services available to you, but it can be difficult to know what's available. For this reason, we would like to do a quiz with you, so that, hopefully, you get an idea about the different services.

Why lightning quiz? - because it's a quick one 😊 ”

2. Explain how it's going to work (1-2min):

If playing in groups: depending on the number of students, divide them into groups of 3-5 students. They will have to come up with a group name, discuss and select the right answer as a group.

- If playing in Mentimeter: use Slide #2. Only 1 person uses their phone to submit the answers. Optional: they can rotate the phone in their team, so that a different person gets to read out the questions aloud.
- If playing with PPT, the group can designate a person to communicate their chosen answer when it's their turn (by speaking out loud or raising their hand).

If playing on an individual basis: everyone votes for themselves (and uses their own smartphone in case of Mentimeter).

Whether in groups or played individually, important to mention the following for Mentimeter: “Both the correct answer and the answering time will contribute to your score, but please remember that the goal of it is to learn about the services, so *make sure to read all the answer options* :)”

3. Start the quiz: (10-15min total)
 - a. Before every question, there's an explanation of the service. Read it out loud or, ideally, shortly explain it in your own words (15-30sec), and then go to the question.

- b. If using Mentimeter: once all teams/individuals are ready on the question slide, click **ENTER or NEXT** to display the question and answer options - the question will appear automatically after the countdown, do not press next! Teams have **45 seconds** to submit their answers – once they're all done OR the time has run out, the correct answer will be shown. You can then click **NEXT arrow**.
If using PPT: the question and answer options will be displayed together. The host can decide if there's a time limit for the players to select the answer and set the timer with their smartphone stopwatch.
 - c. *Note: some questions will have multiple correct answers, and some – only one. So, once again, it's important that teams/players actively consider the different answer options instead of voting as fast as possible.*
 - d. After every question, there will be an explanation of the right answer(s). Read it out loud or explain in your own words (**15-30sec**). If using Mentimeter, this slide will be followed by a leaderscore slide showing how the players are scoring. The only exception is the Bonus Question about the location of the Living Room: you don't need to press ENTER, and there will be no leaderscore slide or explanation after it.
4. At the end, thank students for their participation, explain that they can scan or take a screenshot of the displayed QR code to go to the student support services page with more information, and ask if this has helped them to get a better idea about what's available + maybe they have questions (**1min**).
5. If using Mentimeter, make sure to reset the quiz results at the end of the workshop: click on "Manage results" -> "Reset results for the entire presentation".