What is Piazza?

Piazza is a web browser/iOS/Android application that is used to facilitate communication among students and instructors in a simple and intuitive fashion. Described as a mixture of a wiki and online forum, students and instructors are able to ask, answer and edit student queries in a platform available to all students enrolled in a course, eliminating the need for instructors to repeatedly answer common questions by email.

Instructors can also use Piazza to manage and distribute course material, communicate with students through announcements and posts and moderate student activity to ensure discussions are accurate.

Signing up to Piazza

Before using Piazza on an iPad or Android device, it is suggested we begin our set up using a web browser.

1. To sign up to Piazza, go to www.piazza.com and click Instructors Get Started.

2. Type and select The University of Auckland select it from the drop down menu.
3 Next enter the name of your course and click Create a New Class.

4 Select the term for your course and enter the appropriate details and click Create Class.

5 Next, tick either Join as Teaching Assistant or Professor. Enter your desired email and click Enroll Me!
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6 Go to your email to receive the registration code, enter it and click Submit.

7 You can then select your preferred email address and enter your desired password. Finally click Create Account and we’ll learn how to set up your Piazza course!

Setting up your Piazza course

1 Before getting started, have a read of the Introductory Posts to learn some of the basics of Piazza. To return to the initial page when you are done, click Q&A.

- When you first open the main page you can set the first day of class and enrol students. To invite students to enrol themselves, you can find the invitation link under Manage Class.
Let’s begin editing and setting up our course. Click on Course Page at the top of the screen. Here you can add your Syllabus, make an Announcement, edit Course Information, Staff Information and add Resources such as Lecture notes, Assignment Guidelines or add a new category to your resources.

For in-depth customisation of your course, click Manage Class. Within this area you can edit General Settings, Customise Q&A, Manage enrolment, Create Groups and Customise Course Page.

- To jump to the area you want to edit, click the option at the top of the page, or scroll down.
- To familiarize yourself with your customisation options, have a read through each section as you scroll down. Features that are of particular importance should be noted: Instructor Self-Signup (Under Class Information), Posting Anonymously (Under Q&A Settings), Configure Class Folders, Enrol Professors/TAs, Enrol Students and Visibility Settings (Under Course Page settings).

- To enrol students, you can provide them with the Signup link under Class Information, or you can give them the Course Number to enter when they sign up to Piazza.
- Once you have set up your Piazza account online, you can log in to the app on your iOS/Android device and start responding to student queries.
Creating and Responding to Posts

As students ask questions, they will all appear to the left of the main page. To view questions that are only related to a specific folder, click the appropriate folder at the top of the page (in this example the folders have been left as default. Only your first 5 folders will show by default until other folders have content posted to them). To open a question, simply click it.

As an instructor, you have the ability to respond to student questions and provide the instructor’s answer, a response that is clearly labelled to have come from instructors rather than students.

1. To respond to a question, click on the question to open it.

- Unanswered questions will be marked in red. You can also choose from a variety of options if you mouse over the left side of the question.
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2. Under the instructor's answer click the box and construct an appropriate answer. Once you are done with your response click reply and all students will be able to view your message. If you wish to edit a message a student has already posted or your own reply, click edit under the message.

3. To create a new post, click new post on the main page. You will have the option of posting a question, note or poll. Select the appropriate parameters to suit your post and add the necessary details, then click Post My Note/Question/Poll!
If you notice a duplicate question that has already been answered by an instructor or other students, you can open the question and under Actions select Mark as Duplicate. The duplicate question will be transferred into a follow up discussion of the answered question.
The images below give details about post indicators:

4. The blue dot indicates whether the post is read or unread. You can mark it unread after reading it, if you’d like to come back to it later.

5. The orange 'i' icon indicates that the question has an instructors’ answer. The green 's' icon indicates that the question has a students’ answer.

6. The orange checkmark over the ‘s' icon indicates the instructor has endorsed the students’ answer.

7. The red post indicates the question is still unanswered.

8. The note icon indicates the post is a note, the 'instr' icon indicates an instructor posted the note.

9. The grey number indicates how many updates to the post have happened since you last viewed that post.

10. The poll icon indicates the post is a poll.

11. Private tag implies post is private to a select set of students and instructors.