Belfast Senior College

Zoom Guide for Instructors

Draft 2

1.   Introduction

This guide is offered to all instructors who will be teaching courses using the Zoom remote meeting service. Even if you are experienced with Zoom we encourage you to read through this guide so you will understand how Senior College plans to make use of Zoom and what is expected of you. Please note: most classes will be HOSTED by a tech-savvy person and TAUGHT by the instructor, so in this guide "host" will be used to describe the tech-savvy person and "instructor" will not be the host!

2.   Overview of Zoom's Service

Zoom provides a service that mediates audio and video connections between computers and mobile devices so that people can conduct remote meetings across the internet. Each meeting is initiated by one person who hosts the meeting and is in overall control of it (the 'host"). Others can join that meeting using a Meeting ID and passcode that the host shares with all participants.

Zoom uses an app that installs itself on your computer or mobile device. If you are hosting a meeting you will also need a Zoom account. Zoom offers free accounts with some restrictions on the meetings you can host. Paid accounts offer fewer restrictions and additional features.

To participate in a meeting you do not need a Zoom account, not even a free account, but you do need to allow Zoom to install its app on your computer or agree to join using a browser.

The easiest way to join a meeting is to use its specific web link that was sent to you. You can also join a meeting without using a link if you know the Meeting ID and passcode. These you enter directly into the Zoom app.

Most people use the video and audio built into their computer. However, you can also connect to just the audio portion of a meeting by making a phone call to a Zoom phone number and entering the meeting info using your phone. When a person joins by telephone, only the phone number will appear with a blank screen. The host should confirm the person's identity and then use the "more" button on their entry in the participant list to change the phone number to their name.

If a participant tries to join a meeting not yet started by the host, Zoom notifies them that the meeting will start shortly. The participant can then leave the Zoom app running and wait for the meeting to start. Once the host starts the meeting, Zoom notifies each participant who is waiting.

Most meetings use a "waiting room" for newly joined participants. The host then admits people individually from the waiting room into the actual meeting. In the event that a non-authorized person manages to get as far as the waiting room, the

host can communicate with them through the chat window and determine whether or not they should be let in.

Hosts should familiarize themselves with the features available in the participant list window.

Once a participant has joined a meeting they will see all other participants in small windows arranged in a grid pattern within the Zoom window. The arrangement of these participant windows will change during the meeting but each participant has some control over the arrangement they see. These *views* are available by clicking on an icon in the upper right corner of the Zoom window, Gallery view or Speaker view.

3.   Key Aspects of Zoom

Here are some notable aspects of Zoom:

a.   Senior College uses Zoom accounts obtained through the University of Maine. These have all Zoom options available.

b.   If you have two or more participants who need to join the meeting from the same room or close to each other in a house, only one of them can play the audio. The others will need to mute the speakers on their devices to avoid a feedback loop. It may also be necessary to mute all but one microphone, if the participants are very close. These feedback loops are *really annoying* and significantly interfere with the Zoom meeting.

c.   Zoom has a "raise hand" feature to enable participants to request to speak during a meeting. Hosts and instructors should watch for when participants raise hands, there's a little raised hand icon in the person's window. It helps keep the meeting orderly by avoiding audio interruptions.

d.   Zoom also has emojis & icons that allow participants to react silently: thumbs up, clapping, heart, etc. These reactions be activated from an icon called Reactions at the bottom of the Zoom window. Reactions are ways of expressing positive feedback. Zoom does not provide a way of expressing negative feedback, although the open-mouthed surprise face is often reserved for negative reactions.

e.   Zoom also has a chat function which enables participants to write short text messages to the whole class or to an individual. Chat messages directed to an individual is like passing a written note in class, except it does not involve the distraction of having other students see what is going on. A participant who is having some technical difficulty might private-chat to the host, for example.

f.   Polls can be enabled for Zoom meetings so that the host can collect data from all participants during a meeting. This can be a very efficient mechanism for taking the temperature of the class. Poll questions can be setup before class and invoked at any time during the class. Ad hoc poll questions can also be created during class, but this takes a bit more work and can distract from the overall class workflow.

g.   Breakout rooms are also available in Zoom. These allow participants to move to a separate but digitally connected Zoom meeting for a certain time period while the overall meeting is still going on. There are options to let participants choose which breakout rooms they will join or to have the meeting host assign breakout rooms. A breakout room might work well for any participant who needs one-on-one technical support during the meeting. The host can then join participants in that breakout room and communicate with them separate from the main meeting, so their troubleshooting does not interrupt the main meeting. Instructors and hosts should pre-plan use of breakout rooms and expect to introduce them to the class with a brief practice session.

h.   Zoom meetings can be recorded for playback. Senior College generally does not do this but it can be done if all participants agree to it. Because of liability issues written or recorded consent must be obtained for recording.

4.   Host and Instructor

Typically, each Zoom-based class has a host assigned to it. This person works with the instructor to coordinate administrative tasks before and after the course as well as monitor the Zoom sessions during each class. The host will start and stop each meeting and handle the technical details while the instructor teaches. However, the instructor cannot just hand over all the Zoom responsibilities to the host and avoid Zoom knowledge altogether. The instructor and host must work cooperatively to ensure the meetings go smoothly.

Therefore, it is important that the host and instructor meet before a course begins to sort out their responsibilities.

5.   Role of the Host

These are the tasks generally undertaken by the host:

a.   Coordinate with the instructor before the course begins. Find out what media the instructor plans to use and help ensure it is working well. This will usually require a test Zoom meeting with the host and instructor only.

b.   Gather the student contact info from the Senior College office. Contact each student to tell them the Zoom meeting details so they can join the meeting for each class.

c.   Check the Zoom meeting options to ensure they are correct.

d.   Start each Zoom meeting up to 10 minutes early and admit the instructor and ensure the audio and video are working. Admit students to the meeting as they join. The first course meeting could start earlier for tech tutoring.

e.   Make the instructor co-host in the event of any internet interruption at the host's site!

f.   Monitor the participants and assist with mute/unmute issues.

g.　　Monitor the meeting and assist with any technical problems. Coordinate with the instructor to implement problem-solving strategies for the more severe problems. These can include stopping the meeting and re-starting it.

h.　　Assist the instructor in conducting any polls needed during the class meetings.

i.　　Send course evaluations to each student after the course concludes.

6.　　Role of the Instructor

This is your course and you should run it as you wish. However, your host is here to help with tasks that often get in the way of teaching. So, coordinate with your class host to divide responsibilities between you. Check in with each other between meetings to ensure all is well.

Hopefully, your host will take care of troublesome admin tasks and you will be free to teach. However, you will need to monitor the video windows of participants to watch for problems that might be evident. If you ask for reactions, watch for them to appear as icons within each participant's window.

You should also monitor the chat window, unless you have agreed with the host that they will do that for you. In that case, you should monitor the chat window for any alerts from the host!

If you share your screen with the class, try to share only a particular window that contains the content you wish everyone to see. If you share your full screen with the class, the result can be rather tiny on participant screens because it includes lots of extraneous details that are probably not relevant. Remember, not all participants have screens as large as yours or with the same high resolution as yours, so what you share may have to be scaled on their display and, therefore, become harder to see. If you identify what you will be sharing in advance, you can take screenshots or otherwise prepare your windows to a good size.

7.　　Resources

a.　　Zoom official help center

https://support.zoom.us/hc/en-us/

b.　　Maine Senior College Network - Zoom tip sheets

https://www.maineseniorcollege.org/zoom-tipsheets

c.　　Video tutorials for beginners

i.　　https://www.youtube.com/watch?v=QOUwumKCW7M (13 minutes)

ii.　　https://www.youtube.com/watch?v=U_JohBDMur4 (39 minutes)

  iii. https://www.youtube.com/watch?v=HIX6EdxUKqU (30 minutes)

 d. Video tutorials for more advanced

  i. https://www.youtube.com/watch?v=lPhOfuuIGYg