



# Zoom Guide for Instructors

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## OLLI at SOU Teaching on Zoom Reference Guide

This reference guide is an overview for Teaching on Zoom at OLLI at SOU. It includes best practices for videoconferencing, communicating with your students, scheduling and creating the Zoom link, and facilitating a class session. For more detailed information, refer to the Teaching on Zoom PowerPoint PDF. Also, we look forward to you assisting you with your course materials at a one-on-one training session at the Campbell Center.

### Let's Get Started with What Appears in the Zoom Window:

- In the top right corner of the Zoom window is the **VIEW** icon. Click to select how to view the participant videos. The two primary options are **Gallery** (all videos) or **Speaker** only view. View also enables Full Screen or Exit Full Screen.
- In the top left corner of the Zoom window is the Zoom shield. This includes link and security information.
- The interior of the Zoom window will be either a gallery of participant videos, or the speaker's video, depending on what option was checked in View. In the left corner of each video, known as the thumbnail video, is the participant's Zoom account name but can be changed by the participant to their first and last name. Renaming is recommended for facilitating a Q&A.
- Along the bottom of the Zoom window is the **Zoom Control toolbar** with the various Zoom icons. These icons are called **Controls**. The Control toolbar will auto-hide when not used but will reappear if you hover the mouse along the bottom of the Zoom window. If you click on More (or three dots), additional Controls will appear. The Control toolbar will move to the top of your Zoom window when you are presenting documents or media.

### The ABCs for Preparing for Teaching on Zoom

#### A: Appearance: Lighting, Face, Camera, Space

1. Lighting: Bright lighting in front of you is best. Lamps are great if set directly behind your computer. Avoid shadows. Test the lighting at the same time of day as your class.
2. Face: Your face should be centered in the Zoom window both vertically and horizontally. If you are using notes, keep them at eye level close to the camera so you are not looking down or away.
3. Camera: Keep at eye level in front of you so students can see all of your face. If the camera is lower or higher than eye level, try to adjust the height of your PC, camera, or chair.

4. Space: Make it a quiet space. Mute phones and all intrusive sounds. Clear the visual area of distractions and turn off any overhead fan.

## **B: Be Zoom Ready**

1. Instructors will receive an email from the OLLI office on how to request an SOU Zoom account. If you already have Zoom Pro this is not necessary, but if you prefer a separate account for your OLLI teaching, it is offered. Zoom Pro and the SOU Zoom have the same Zoom Controls however some initial settings are different. Obtaining the SOU Zoom takes time, so please contact the OLLI office once you receive their email.
2. Attend the one-on-one training session. In this session you will access your class roster, create a file of student emails, schedule your course and create your Zoom link, and use the Zoom controls you intend to use in your course.
3. Zoom Controls with their numerous options are preset in Zoom Pro and SOU Zoom. We recommend that if you are not seeing what you expect to see, or a Zoom Control is not working as you expected, the *setting* may need to be changed. This is best done in a one-on-one training session.
4. Feeling comfortable with teaching on Zoom requires practice. Many online instructors have found it useful to **Record** their practice sessions and then make adjustments.
5. Don't be surprised by the "silence" of teaching online. Instructors recommend pausing your presentation for Q&A and discussion. This helps keep students engaged.
6. Include in your lesson plan every Zoom feature you plan to use by the Control name and when it will be used. Also include when you will break for Q&A/discussion, and take a mid-way 3–5-minute break.
7. Forestall bandwidth problems (e.g., video screen freezing and intermittent audio) by making sure others in your home aren't streaming media or using excessive bandwidth while you are teaching. Bandwidth can improve if you use a special Green Screen backdrop, or connect your device to the router with an ethernet cable, or move closer to your router. Remember, blurred and virtual backgrounds require more bandwidth. [Click here for some useful information on connection issues on the Zoom website.](#)
8. There are settings in Zoom for improving video resolution and sound quality. If you have audio problems with your microphone, an external microphone may be advised. [Click here for info on the Zoom website about testing audio and video info.](#)

9. Check periodically if you have the latest Zoom version. To check for the latest release, click on your Username initials or photo on the Zoom website home page, then click on **Check for Updates**. Zoom will update the latest version.
10. Anticipate that despite your best efforts, not all students will be comfortable with Zoom. There are volunteers who will assist OLLI members with their Zoom questions.

### **C: Connections, Communications, Co-Host**

1. Instructors will receive an email from the OLLI office on how to access the course roster and send emails to your students. It's best to re-check your roster before you send the link each week and add new names. The OLLI office will notify you of students who add during your course period and you can request that your course is closed to new students.
2. Connecting with your students, and students connecting with each other, makes for a successful class. Open your session ten minutes before and stay for a while after for any post-session questions or comments.
3. In your Intro email, list the dates and times of your class and include the Zoom link for your students to join your class session. We recommend using the same link each week and resending the link again before each class. See Attachment B for how-to schedule.
4. Some instructors have found it helpful to students to email a pre-recorded Zoom lecture, or a link to an article, film, or concert a few days before a class.
5. Instructors recommend asking one of their students to be their Zoom Co-host. This might be someone already familiar with Zoom or someone willing to learn a few Zoom controls. Co-host training is available. [Click here for co-host info on the Zoom website.](#)
6. It's important to set aside some time to practice with your co-host. Discuss with your co-host how the Co-host can assist. This might include re-muting students, starting and stopping recording, monitoring Chat, facilitating a Breakout Room, and noting the attendance.

### **A Step-by-Step Plan for Facilitating Your Class**

1. Fifteen minutes before class, click on the Zoom link in the email you previously sent to your students. This will open the Zoom session.
2. Be sure your teaching space is well-lit, quiet, and free of distractions.
3. If you plan to present, such as a PowerPoint presentation, video, film or music clip, open each of these on your desktop and test for audio level. Be sure to "close" all other windows, documents, links, apps, etc.

4. Turn YOUR microphone ON by clicking on the MUTE icon on the Control toolbar. Clicking on the ^ will display settings for your microphone. Test your audio volume.
5. Turn YOUR camera ON by clicking on the Video icon on the Control toolbar. Clicking on the ^ will display camera settings and options.
6. Click on **Security** on the Control toolbar and check the features you wish to enable.
7. At the top of your Zoom window, click **View** and check **Gallery** so you will see your students' thumbnail videos. Later, encourage your students to use **Gallery** so they can see the other students. Note: **Speaker View** will display who is speaking or any person with unintended background noise. [Click here for info on View on the Zoom website.](#)
8. OLLI instructors recommend welcoming students by name as they arrive. If a student's thumbnail video name is not their first and last name, ask the student to **Rename** by clicking on the three dots in the upper right corner of the student's thumbnail video and clicking Rename. A pop-up text window will appear.
9. For classes with more students than can appear on one Zoom window, click on the arrow key which displays on either side of the Zoom window to view others attending.
10. Along the side of the **Participants** icon on the Control toolbar is the number attendees. Clicking on the Participants icon will open the Participants window on the right side of the Zoom window. A list of all attendees will appear and alongside each name are two buttons, **Mute** and **More**, or three dots. **More** has a list of other settings like assigning roles. Your list, as Zoom host, includes more than the participant's list. On the bottom of the Participants window is **Invite** which allows you to email the session's Zoom link from your live meeting.
11. Assign your co-host either by clicking on the **Participants** window and clicking on **More** to the left of the co-host's name and **Assign Co-host**. Other useful options will also be listed.
12. Briefly remind students how and when you will pause for Q&A and discussion. Explain that students wishing to speak should use the virtual **Raise Hand** found in the **Reactions** icon on the control toolbar. This will place the student's thumbnail video on the top of the gallery in a sequential order and is a very valuable feature when you are sharing your presentation as very few thumbnail videos will be visible.
13. Remind students to remute after speaking and also to lower their virtual raised hand by clicking on **Lower Hand** in **Reactions**. Be prepared that some students may have difficulty *quickly* unmuting and will forget to remute or lower their hand. You or your co-host can click **Mute** alongside each student's name who is not muted, and also lower their raised hand.
14. **Show Captions** is a feature in the Zoom Control toolbar. Some students will request this feature.

15. Once you are ready to begin your presentation, click **Mute All** on the bottom of the **Participants** window to eliminate unwanted noise from a student's microphone.
16. Recording the class is an option that many instructors utilize. To record, click on **Start Recording** before proceeding, **Pause Recording** during a break, and **Stop Recording** when you are finished. This is a good responsibility to give to your Co-host. If you plan to record your class, SOU Policy requires that students be told in advance. If a student objects, ask the student to click **Stop Video** and **Rename Themselves**. [Click here for info on the Zoom website about Recording a Meeting](#).
17. Chat allows students to type into the Chat window. Clicking on Chat opens another window on the right side. Chat is a useful feature for students communicating with you and others, posting links to relevant information, posing questions, and adding comments. You or your co-host can monitor Chat. Chat options include text to everyone, everyone and anyone directly, or hosts/co-hosts. Click on the three dots on the bottom right of the Chat window to enable these options and to also save the Chat text. [Click here for info on the Zoom website about Chat](#).
18. Most instructors show a PowerPoint presentation or include media like YouTube, video, or a music clip. Clicking on the **Share** icon on the Control toolbar will open another window which displays your desktop. Here are simple steps for sharing. Also refer to the Teaching on Zoom class PDF and bring your presentation materials to the one-on-one training session.
19. Click on Share Screen on the Control toolbar.
20. Your desktop will appear. Click on the document or media you wish to share.
21. If sound is embedded, check **Share Sound** on the bottom left of the Share window.
22. You MUST now click on the blue **Share** button on the bottom right of the Share window.
23. Your document or media will now appear in your Zoom window and your student's Zoom window. Confirm with your co-host or students that they see/hear what you intended.
24. The Control icons will now move to the top of your screen along with the Share Screen toolbar. A few of the Gallery thumbnail videos will appear. Other open windows like Chat will be significantly minimized. It is best practice to break your presentation into chunks and **Pause** or **Stop Share** to reengage with your students. If the toolbar disappears, move your cursor to where it had appeared.
25. **Breakout Rooms** creates smaller discussion groups or collaborative teams so your students can communicate and learn from one another. This replicates the common practice of breaking the class into small groups. Zoom will automatically assign your students to as many rooms as you specify. [Click here for info on Breakout Rooms on the Zoom website](#) and refer to PowerPoint Training on Zoom PDF for more detail.

26. Guest speakers or a panel discussion are best facilitated with **Pin Video** or **Spotlight**. They are slightly different but useful for maintaining a video on the Zoom window. Ask your trainer to demonstrate these features if you are interested. [Click here for info on the Zoom website about Spotlight.](#)
27. Polling allows students to answer your questions by clicking on your single or multiple-choice answers. Once students complete the poll, you close the poll and share the results. Polling can be used to generate discussion, assess understanding, and identify interests and preferences. Set-up your poll before class. [Click here for info on the Zoom website about Polling.](#)
28. When your class is over, **Stop Recording**. Stay after for any questions or comments.
29. Click **End** on the bottom right of the Zoom window and then click **End Meeting for All**.

### **Additional Instructions and Videos from Zoom Tech Support**

[Click here for information on the Zoom website about screen sharing.](#)

[Click here for info on the Zoom website about screen sharing a PowerPoint presentation.](#)

[Click here for help on the Zoom website about sharing a full screen video clip.](#)

[Click here for more information on the Zoom website about using the Annotation tools.](#)

[Click here for help on the Zoom website on how to share the screen to use Whiteboard](#)

### **Summary: Ten Easy Steps for Teaching on Zoom**

1. Email yourself and (BCC) all students the same Zoom link that you sent in your Intro letter.
2. Open your presentation materials and close all other documents/apps you're not using.
3. Ten minutes before the class begins, log-in with the Zoom link in your email to students.
4. Check lighting and test audio level. Clear your teaching space of noise and physical distractions, e.g., turn off overhead fans, mute phones.
5. Open **Security** to see all features you are using are checked. In **View**, check **Gallery**.
6. Welcome students when they arrive. Mention at each class muting/unmuting; how to raise their virtual hand, Gallery View, and Renaming if needed. Assign a co-host the **Participants** window.
7. When ready to begin, **Mute All**. **Start Recording** if desired.
8. Follow you lesson plan using the Zoom Controls you have practiced. Take a short break mid-way.
9. At end, **Stop recording**. Stay awhile after questions or comments.
10. Click **End** and **End Meeting for All** (bottom left of screen) when done.

## Attachment A: Example of a 90-minute Course Outline with Zoom Controls

10:45am – Start the meeting link in email to students.

- Desktop clear except for materials to be used in Share Screen. Check lighting and audio levels – clear physical space of “noise”. Check Zoom settings under the Security on the Control toolbar. Click Gallery in View at the top right corner of Zoom window.

10:50am: Welcome students.

- Greet each student by name – suggest they Rename for those without their roster name. Encourage conversation and suggest Gallery in View. Assign co-host in Participants window.

11:00am: Introduce yourself.

- Explain how to Mute and Unmute and the virtual Raise Hand in Reactions on the Zoom Control toolbar. Explain all other Zoom controls which will be used: Chat, Breakout Rooms, Polling, Recording.

11:05am: Ask if any questions, then Mute All in Participants window on Control toolbar.

11:10am: Screen Share presentation or begin discussion of previously sent material.

- Call on students who have raised their virtual hand. Ask students to unmute/re-mute. Mute students in Participants window or thumbnail video if they forget to re-mute.

11:40am: Take a 5-minute break. Note the number of students attending.

11:45am: Create/launch Breakout Rooms for smaller discussions.

12:05pm: End Breakout Rooms – resume large group sharing.

12:20pm: Launch Polling. End Poll after a few minutes. Share Results. Discuss.

12:25pm: Wrap-up. Review coming week.

12:35pm: Click Leave and End Meeting for All



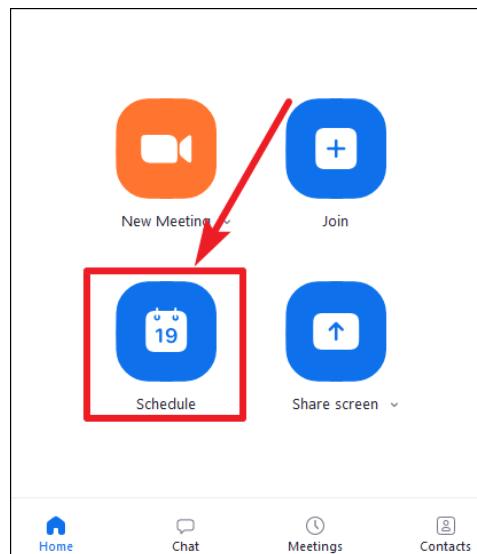
## Attachment B: Schedule a Meeting

Open the Zoom desktop app on your computer.

On the Home Screen, click on the Schedule icon.

The Schedule Meeting Window shown below will open.

1. Enter your course title in the **Topic**.
2. Ignore Date and Time.
3. Check Recurring meeting.
4. Leave all other fields as noted.
5. Click **Save**.



### Schedule Meeting

Topic

My Awesome OLLI Class

Date & Time

01/02/2023

10:00 AM

to

11:00 AM

01/02/2023

Time Zone:

Pacific Time (US and Canada)

Recurring meeting

Every day, until Feb 27, 2023, 88 occurrence(s)

Recurrence

Daily

Repeat every

1

day

End date

By

02/27/2023

After

7

occurrences

Security

Passcode

095973

Only users who have the invite link or passcode can join the meeting

Waiting Room

- Once you save, the Zoom link is created and can be pasted into your email. The link can be used at any time to open a meeting. The link does not expire.
- Include the link in your Intro Letter and your weekly reminder emails for each session.
- By checking **Recurring meeting**, this class meeting will always appear in your list of Zoom Meetings, so it's easy to find.

## Attachment C: Co-Host Guide to Facilitating OLLI Zoom Classes

Greetings and thank you for considering the role of Co-Host for an OLLI online Zoom class. Being a Co-Host helps the instructor improve the quality of the participants' experience by allowing the instructor to focus on their presentation and participants. Let's look at each of the ways a Co-Host may assist. Also, we offer a Co-Host training session, and highly recommend instructors and the Co-Host discuss these ideas, decide what best fits the course, and practice together.

1. **Mute** is very helpful to manage unwanted noise during class. It is best for the instructor to Mute All at the beginning of class and for the Co-host to mute participants who later become unmuted during the class. Muting is easily done from the Participants window as those who are unmuted will appear before all those who are muted. Click on Mute next to each name for those who need muting.
2. **Lower Hand** is a feature which removes a participant's video thumbnail from the speaking queue after they have finished speaking. Lowering the hand is best done by clicking on More in the participant's video thumbnail and clicking on Lower Hand. Once the hand is lowered, the video thumbnail will disappear from the speaking queue.
3. **Start, Pause and Stop Recording** is in the Zoom Control toolbar on the bottom of the screen. Instructors may choose to record their class and there are two options, Cloud or Computer. We recommend Record to the Cloud. Start initializes the recording; Pause is used to stop recording during a break or social time; Stop ends the recording. After class, the instructor can email the recording link to their students.
4. **Chat** is can be opened from the Zoom Control toolbar. The Chat window can be monitored by the Co-Host for comments, questions, or requests. The Co-Host and instructor should discuss how the Co-Host can best assist with Chat.
5. **Attendance can be taken noted by the** Co-Host. The number of attendees appears alongside the Participants window. This is only required for new to OLLI instructors.
6. **The Waiting Room** is not recommended but if used, the Co-Host can click on the Admit pop-up if the member's name is on the roster.

We hope you will join the team of Co-Hosts. Those of us who have done it find it very rewarding to help the instructor and make a positive difference in the participants' experience. Remember, practicing the Zoom controls with your Host will be the best way to ensure a successful class.