



OLLI at SOU Teaching on Zoom Reference Guide

For Online and Hybrid (Online/Classroom) Instructors

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OLLI at SOU Teaching on Zoom Reference Guide

This reference guide is an overview for Teaching on Zoom for OLLI at SOU. It includes general information, best practices for preparing for your course and being Zoom-ready, communicating with your students, and facilitating a class session for both online and hybrid instructors.

Before you begin reading, please start a Zoom meeting so you can see the Zoom features included in this Guide. Now, before we begin, thank you for teaching online. We hope it is a rewarding experience for you and your students.

Items in **bold text** are things that you click on-screen.

Preparing for Teaching on Zoom

1. Instructors receive an email from the OLLI office with information about obtaining a Zoom account about six weeks before the term begins. The choices are purchasing your own Zoom Pro account or requesting a SOU Zoom account for the term. Zoom Pro and SOU Zoom are similar though some Zoom Pro features may not be available in SOU Zoom.
2. Instructors will receive an email from the OLLI office on how to access the course roster. It's best to access your roster each time you email your students as a roster can change daily as students add or drop a course.
3. We ask all instructors to email a "recurring" Zoom Join link to their students one week before their first session and again the day before each session. You will receive an email from the OLLI office regarding this process. See Attachment B for how-to create a recurring link. Please take a few minutes to create a meeting invite and email to a friend before the training session.
4. Feeling comfortable with teaching on Zoom requires practice. Many online instructors have found it useful to Record their practice sessions and adjust their lesson plan.
5. [Have a test meeting](#) to verify that your internet connection, video and audio are all working.
6. Avoid 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 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.](#)**
7. It is best to keep your lesson plan simple until you feel confident teaching on Zoom. 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 take a mid-way 3–5-minute break.

8. We recommend instructors pause their presentation for Q&A and discussion. This helps keep students engaged.
9. Instructors recommend asking one of your students to be a 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.](#)
10. If you have a co-host, it's important to set aside some time to practice together. Discuss with your co-host how the co-host can assist. This might include re-muting students, noting the names of students who have raised their hand, and monitoring the Chat window.
11. Don't be surprised by the "silence" of teaching online, or that some students will choose not to turn their video camera on. Finally, anticipate that despite your best efforts, technical problems happen and not all students will be experienced with the Zoom tools.

Be Zoom Ready

1. Set-up your teaching space with bright lighting in front of you if possible. Lamps are great if set directly behind your computer. Try to avoid shadows and test the lighting for the time of day when you are teaching. Be sure the area is free of unnecessary distractions and intrusive sounds such as spinning ceiling fans and pets.
2. Remember you are on camera. It is best if your face is centered in the Zoom window both vertically and horizontally. If the camera is lower or higher than eye level, try to adjust the height of your PC, camera, or chair. When using notes, try to keep them at eye level and close to the camera so you are not repeatedly looking down or away.
3. We recommend that if you are not seeing on Zoom what you expect to see, or a Zoom Control is not working as you expected, the setting may need to be changed from the preset defaults.
4. Check periodically if you have the latest Zoom version. To check for the latest release, click your Username initials or photo on the Zoom website home page, then click Check for Updates. Zoom will update to the latest version.

Let's Take a Look at What Appears in the Zoom Window:

1. To Start a meeting, in the Zoom app, **Sign-in** to either your SOU Zoom or Zoom Pro account, then click **Home** on the top left and then **New Meeting**.
2. Along the top border of the Zoom window on the far-right side is **View**. Click **View** to select how to view the participant videos, known as thumbnails. The two primary options are **Gallery** (all participant videos) or **Speaker** view. Speaker view will display the thumbnail of the

participant speaking. **View** also enables **Fullscreen** or **Exit Fullscreen**. [Click here for info on View on the Zoom website.](#)

3. In the left lower corner of each thumbnail video is the participant's Zoom name. In the right-upper corner of the thumbnail video are Zoom controls available to the host (instructor) or co-host. The participant (student) will see a different set of controls when they click their own thumbnail. More on these controls in the *Zoom Tools* section.
4. Depending on how many students are in your class, and your own computer's capabilities, you may not see all of your student thumbnails on one screen. To view all of your student thumbnails, click the arrow icon on the far side of the Zoom window to view more student thumbnails.
5. To the left of **View** is the green Zoom shield with "Meeting Information." This window has your Meeting ID, Passcode, and the meeting's IP address. We recommend you click this icon as soon as you start each class session to confirm that the Invite link is for the same Zoom meeting as the link you sent to your students.
6. Along the bottom of the Zoom window is the Zoom Control toolbar with the various Zoom controls: **Audio, Video, Participants, Chat, React, Raise Hand, Share, Host tools, AI Companion, Apps, More**. These most important of these controls are explained in the *Zoom Tools* section below.
7. The Zoom Control toolbar will auto-hide when not used, but it will reappear if you hover the mouse along the bottom of the Zoom window. The Control toolbar will move to the top of your Zoom window when you **Share** your content.

Zoom Tools on the Zoom Control Bar

1. **Audio** and **Video** both turn on and off by clicking the mic and camera icon on the bottom left of the Zoom window. Click the ^ for more audio and video settings and options. 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.](#)
2. **Participants** shows the number attendees to the right side. Click **Participants** to open the Participants window which will appear on the right side of the Zoom window.
 - a. Your name will appear at the top of the list and below your name is a list of all participants. Alongside of each participant's name are two buttons, **Mute** and **More** (or three dots). **More** has a list of other settings. The host's and co-host's list will include different settings than a participant's settings.

- b. On the bottom of the Participants window is **Invite** which allows you to email the session's Zoom link from your live meeting, and tool **Mute All**. **Mute All** is very helpful to manage unwanted noise during class. It is best to **Mute All** at the beginning of class.
3. During the class session, the instructor or co-host can quickly **Mute** any participant who has become unmuted. Unmuted students can be identified as their names will appear in the participant's window just below the instructor and co-host names. **Mute** these students by clicking **Mute** next to each name.
4. **Chat** is a useful feature for students to post comments, questions, links to relevant information for all participants to see. You or your co-host can monitor what is being posted in **Chat**. You can also use these posts to add to your content. There are different options to restrict or disable **Chat** but likely your students will expect this feature is enabled. [Click here for info on the Zoom website about Chat](#)
5. **Raise Hand**  is very useful for Q&A and during a discussion. A raised hand will place the student's thumbnail video at the top of the gallery in a sequential order. We recommend that you, or your co-host, note the names of students who wish to speak as Zoom might after some time lower a raised hand. Zoom will raise the virtual hand when a student raises their physical hand but this is not as certain as a student clicking **Raise Hand**.
 - a. You, your co-host, or the student, can also lower their virtual raised hand by clicking **Lower Hand** from their thumbnail or the **Participants List**.
6. **React** includes other icons which enables students to share a non-verbal reaction, express emotions, or provide quick feedback without interrupting the flow of conversation.
7. **Share** is used for showing a PowerPoint presentation or media like YouTube, video, or a music clip. When you are sharing content, it is a best practice to break your presentation into chunks and periodically reengage with your students. You can use **Pause**, or to close the content, click **Stop share**.
 - a. When you are sharing content, the Control icons will now move to a floating toolbar at the top of your screen along with the **Share** toolbar, and other open windows like **CHAT** will be significantly minimized. This toolbar can be moved by dragging it. Only a few of the thumbnail videos will appear.
 - b. It is important that once you prepare your material, you invite a friend to a Zoom meeting and **Share** your material from start to finish. Refer to Attachment C for how to share content in Zoom.

8. **Host tools** includes a long list of settings which enable/disable features for Participants, and a few Host controls. Note: If you have a waitlist, it is best to check **Waiting Room**. This feature will enable a pop-up window to appear on the top of the Zoom window whenever a participant enters the Waiting Room. The instructor or co-host can confirm the name is on the roster before clicking **Admit**.
9. **More** has many Zoom controls which may be useful for including in your lesson plan. Here are a few that are more frequently used.
 - a. **Captions** is for transcribing speech to text. The text will appear on the bottom of the Zoom window. Click here for info on the Zoom website for [Managing manual captions](#).
 - b. **Record** the session is another option to consider. On Zoom Pro, you can record on your computer or to the Cloud. On SOU Zoom, you can only record on your computer. To record, click **Record** and then the appropriate Recording option. Click **Pause Recording** during a break, **Resume** again when class restarts, and **Stop Recording** when you are finished. This could be done by a co-host. Once the recording ends, the computer will process the recording and save the recording on your computer or Cloud as you selected. A recording on your computer can then be zipped and emailed to your students. You can send a link to view the recording in the Cloud. Note: 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](#).
 - c. **Breakout Rooms** create 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 or you can assign students to particular rooms. [Click here for info on Breakout Rooms on the Zoom website](#).

Summary A: Step-by-Step Plan for Facilitating an Online Course

Send the Link

1. Email yourself and (BCC) all students on your latest roster the same Zoom link one week before your course begins and again each week on the day before your next session.

Set-Up Your Zoom Meeting Room

1. Before each session, be sure your teaching space is well-lit, quiet, and free of distractions. Open your presentation materials and close all other documents/apps you're not using.

2. Open your session fifteen minutes before the session is scheduled to begin.
3. To open the Zoom meeting, be sure you are signed-in to the correct Zoom account (Zoom Pro or SOU Zoom) and are signed-out of any other Zoom account you might use. Click on the Zoom link you created for this course and once the meeting is opened, click the Zoom Shield icon on the Zoom window's top border to be sure the Invite Link, Meeting ID, Passcode are what you emailed your students.
4. At the top of your Zoom window, click **View** and check **Gallery** so you can see your students' thumbnail videos. For classes with more students than can appear on your Zoom window, click the arrow key on the far side of the Zoom window to view more student thumbnails. Depending on your computer, the maximum number of thumbnails per page is 49.
5. On the Zoom Control toolbar on the bottom of your Zoom window, turn YOUR microphone on by clicking the **Mute** icon. Clicking the ^ will display settings for your microphone. Test your audio volume.
6. Now turn YOUR camera on by clicking the **Video** icon on the Control toolbar. Clicking the ^ will display camera settings and options.
7. Click **Host tools** on the Zoom Control toolbar and check or uncheck the features you wish to enable/disable.

Begin class and welcome the students

1. Welcome students as they arrive. Encourage your students to use **View > Gallery** so they can see the other students, especially in a discussion course.
2. If a student's thumbnail video name is not their first and last name, ask the student to **Rename** themselves by clicking on their thumbnail name, or **Rename**, and entering their full name in the pop-up window. Renaming can also be done by the instructor or co-host.
3. If you have a co-host, click open the Participants window and click **More** to the left of the co-host's name and **Assign Co-host**.
4. Inform students how and when you will pause for Q&A and discussion. Ask students wishing to speak to click **Raise hand** on the Zoom Control bar. A raised hand will place the student's thumbnail video at the top of the gallery in a sequential order. Note: Zoom can raise the virtual hand when a student raises their physical hand but this is not as certain as a student clicking **Raise hand**. You, your co-host, or the student, can lower the virtual raised hand by clicking **Lower hand**.
5. Each session it is wise to remind students to remute after speaking. Be prepared that some students may have difficulty quickly unmuting and will forget to remute or lower their hand.

If needed, you, or the co-Host can remute students by clicking **Mute** alongside the student's name in the **Participants** window.

6. 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.
7. If you are sharing a presentation, click **Share** on the Zoom Control toolbar when you are ready to share your material with your students and **Stop Share** when you have finished.
8. Take a short 3–8-minute break mid-way through your session. Take periodic breaks for Q&A during a presentation.
9. When your class is over, click **Stop Recording**. Wrap-up and ask if there any questions or comments.
10. Click **End** and then **End Meeting for All** (bottom right of screen) when done.

Summary B: Step-by-Step Plan for Facilitating Your Hybrid Class

Send the Link

1. Email yourself and (BCC) all students on your latest roster the same Zoom link one week before your course begins and again each week on the day before your next session.

Set-up in the classroom

1. The hybrid set-up takes time so be in the classroom 30 minutes before your class session. If you are using the OLLI PC or MacBook allow for extra time to go to the OLLI office to check out the laptop.
2. Be sure to plug in your laptop so your battery does not become depleted before your class session ends. Zoom uses more power than you might expect.
3. From your training session notes, follow the hybrid set-up plan for the camera, mic, and laptop you are using. Remember, while many of the laptop settings are defaulted, other instructors may have used the OLLI laptop after the initial setup, so it is worth re-checking settings.
4. If you are using the Osbot camera and teaching at the podium, set the hand signal so the camera follows you. If you are teaching with a co-instructor, make sure to use a hand signal to release the Osbot so the other instructor can set the hand signal to follow them. A simple line drawing of a person from the chest up, wearing a collared shirt and a tie. Their right hand is raised, with the index finger pointing upwards, which is a common hand signal for a camera operator to follow.
5. Open the Zoom session and sign-in with the same password and meeting ID that you sent to your students. Click on the Zoom Shield icon on the Zoom window's top border to be sure the Invite Link, Meeting ID, Passcode are what you emailed your students.

6. At the top of your Zoom window, click **View** and check **Gallery** so you can see your students' thumbnail videos. Note: For classes with more students than can appear on your Zoom window, you can click the arrow key on the far side of the Zoom window to view all your student thumbnails.
7. On the Zoom Control toolbar on the bottom of your Zoom window, turn YOUR microphone on by clicking the **Mute** icon. Clicking the ^ will display settings for your microphone. Test your audio volume.
8. If using the Obsbot camera and Yeti microphone stand, click on the ^ next to Video and verify Obsbot camera is selected. Do the same under Audio to verify Yeti microphone is selected.
9. Click **Host tools** on the bottom Zoom toolbar and check or uncheck the features you wish to enable/disable.
10. Once the co-host joins the session, assign the co-host.
11. Remove the lapel mic from the podium drawer. Attach the lapel mic clip to garment's neckline and turn on by flicking the switch. The green light will appear. To be sure the lapel mic is working, move away from the mic stand and should hear their voice over the classroom speakers.
12. Unmute the laptop speakers and unmute the microphone in the Zoom toolbar. Conduct a sound check with the Zoom co-host while standing at the podium. Adjust the sound level on the laptop speaker controls if the volume is too low or too high.
13. Once the sound level is set, mute the Zoom mic and the speakers. This ensures that before class and during breaks that the conversations from the Zoomies are not heard in the classroom, and the Roomies conversations are not broadcast to Zoomies.

Begin class and welcome your students

1. Unmute both the Zoom mic and the laptop speakers.
2. Welcome the students and introduce yourself and your co-host(s) and explain how this is a hybrid class and you will alternate back and forth from the Zoomies to the Roomies for Q&A and discussion. We recommend you also provide this direction at the beginning of the class:
 - a. *Roomies, please silence yourselves unless you are speaking to the class. When you wish to share in the discussion or ask a question, please raise your hand. I will repeat your question, or what you shared.*
 - b. *Zoomies, please set your view to Gallery and keep your microphone muted. When you wish to speak, click Raise Hand so you can be seen in the speaking queue. When you are finished speaking, please Mute yourself.*

~~3. If the co-host is recording for the instructor on their computer, co-host can **Start recording** now.~~

4. Proceed instructing until it is time for a break. If you are sharing a presentation, click **Share** on the Control toolbar when you are ready to share your material with your students and **Stop Share** when you have finished.

Class Break

1. Announce the break and then mute the Zoom mic and **Mute** the laptop speakers. This keeps Roomie conversations from broadcasting to the Zoomies, and the Zoomie conversations from being broadcast to the Roomies.
2. Co-host should **Pause** the recording.
3. When the break has ended, ask students to return to their seats.
4. Before session resumes, **Unmute** Zoom mic and the laptop speakers and ask the co-host to resume **Record**.

At End of Class

1. **Mute** Zoom mic and laptop speakers.
2. Host or Co-Host should **Stop recording**.
3. **End** the Zoom session, then **End meeting for all**.
4. Turn off classroom electronics using touchscreen on podium. Push “Shut Down” in upper right corner of screen, then confirm with “Yes.”
5. Leave Chromebook on the top of the podium.
6. Return all equipment to the drawer. Return any borrowed laptop to the OLLI office.
7. Set moveable microphone stand to the side of the room.

Additional Instructions and Videos from Zoom Tech Support

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

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

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

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

Attachment A: Schedule a Meeting

Open the **Zoom** desktop app on your computer.
On the **Home** page, click **Schedule**.
The Schedule Meeting Window shown below will open.

1. Enter your course title in the **Topic**.
2. Enter or leave Date and Time blank.
3. Check **Recurring meeting**.
4. Leave all other fields as noted.

Click **Save**.

Schedule Meeting

Topic

Date & Time
 to

Time Zone:

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

Recurrence

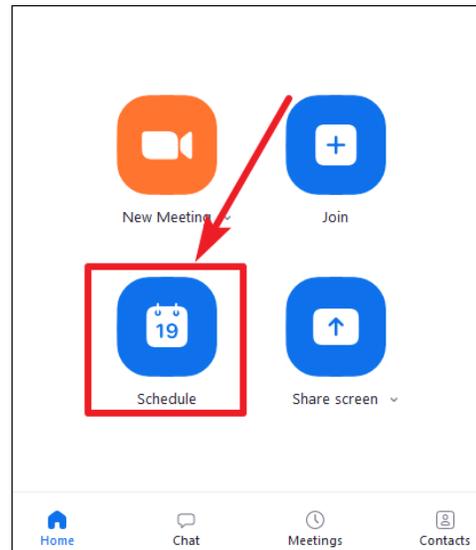
Repeat every day

End date
 By After occurrences

Security
 Passcode

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

Waiting Room



- Once saved, the Zoom link is created and can be copy/pasted into your email. The link can be used at any time to **Start** a meeting. The link does not expire. Edit the email to include specific information about your class. Delete all the unnecessary Zoom telephone numbers and other information.
- Email the link (BCC) to your students one week before your first session and one day before each session during the duration of your course. Be sure to use your latest roster each time you email.
- By checking **Recurring meeting**, this class meeting will always appear in your list of Zoom Meetings, so it's easy to find.

Attachment B: How a Zoom Co-host Can Assist an Instructor:

How a Zoom Co-host Can Assist an Instructor:

1. If a student's thumbnail video name is not their first and last name, the co-host can ask the student to **Rename** themselves with their first and last name, or the co-host can enter the first and last name for the student. Note: Click **More > Rename** from the Participant List or the video thumbnail and enter the name in the pop-up window.
2. Individually **Mute** any student who becomes unmuted during class. Note: The names of unmuted students will appear below the instructor's and co-host's names in the **Participants** window.
3. After a student has finished speaking, click **Lower Hand** on the student's thumbnail.
4. Let the instructor know if any shared screen media is not what is expected.
5. Monitor **Chat** and let instructor know if there are questions or comments to share.
6. If the instructor intends to **Record** on their computer, manage **Start and Stop Recording**, or remind the instructor to **Start** and **Stop Recording** on their computer.
7. **Hybrid co-hosts:** Remind instructors to repeat all Roomie questions.
8. **Hybrid co-hosts:** If recording for the instructor, begin and end **Record** and email to the instructor following the session.

Attachment C: Sharing on Zoom

Zoom has several ways to share your content in a class. The most commonly used are Share Screen, Share a Presentation, and Share audio or video.

1. Share Screen / Share Presentation / Share audio or video

- a. Open the application(s) you want to share. For videos like YouTube, go to the video in your browser, advance and pause after any ads. For a presentation, have it ready to present but don't click **Play** yet.
- b. Caveat: some online videos are protected so that they can't be played in a Zoom meeting, or you have to play it from YouTube anyway. *Try this out before your class to be sure that it will work.*
- c. Click the green **Share** button on the Zoom toolbar.
- d. In the popup window that appears, select what you want to Share - **Desktop** shares everything on your computer screen. Select just one application (like PowerPoint or Keynote) if you want to share *only* that application. (If you have multiple monitors, you can select the one you want to use - Desktop 1, Desktop 2, etc).
- e. If you are sharing audio or video, click the **Share sound** checkbox on the right for (**mono or stereo**). This gives the audio from your content better quality.
- f. If you are sharing video, click the **Optimize for video clip** checkbox.
- g. You *must* click the blue **Share** button to start the Sharing *before* students can see your content!
- h. A green border appears around whatever you are sharing as a reminder.
- i. The Zoom toolbar will move to the top of your screen to get out of your way. You can drag it around if it's still in your way, or click the curved arrow to dock it to the top or bottom of the screen. It auto-hides when you're not using it - hover over it to re-appear. (The red **Stop share** button does not auto-hide.)
- j. Now go to the application you want to share.
 - i. For example, if it's PowerPoint or Keynote, click Play in the presentation and present your slides. Remember to stop occasionally for questions.
 - ii. If it's an audio or video clip, click Play in your audio or video player, or YouTube window. If you forgot to click **Share sound**, or **Optimize for video clip**, they are available in the toolbar under **More**.

- k. To change to another application, you don't need to **Stop share**, just click the **Share** button again and you'll get the same window you had before to select something else. Remember the blue **Share** button!
- l. When you are finished sharing, click Stop Share to return to the Zoom window.

2. Embed audio or video in a Presentation

- a. This method embeds your audio or video in a Presentation slide, so you don't have to switch applications. It requires more preparation but it results in a more seamless presentation.
- b. Caveat: some online videos are protected so that they can't be played in a Zoom meeting, or you have to play it from YouTube anyway. *Try this out before your class to be sure it will work.*
- c. This example uses YouTube video but other video services (and audio) are similar.
- d. Find and open your video in a browser.
- e. Advance past any ads and **Pause**. Click the curved **Share** arrow  **Share**. In the popup window, click **Start at** to have the link start past any ads, then click **COPY** to get the resulting link.
- f. Now open your Presentation at the slide where you want to embed the video.
 - i. In PowerPoint, click **Insert > Video > Online Movie...** and paste the link, then click **Insert**.
 - ii. In Keynote, click **Insert > Web Video...** and paste the link, then click **Insert**.
 - iii. You can resize the frame that the video will be placed into.
 - iv. Remember the **Share sound**, or **Optimize for video clip** checkboxes before you **Share**.
- g. You may see a Security warning about "References to external media". If so, click **Enable Content**.
- h. Now play your presentation, and on the slide with embedded video, click the **Play** button.
- i. When you are finished sharing, click **Stop Share** to return to the Zoom window.

[Click here for more information about Sharing on Zoom.](#)