

OLLI at AU's Guide to Zoom for SGLs

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Zoom Basics for SGLs

Settings. Zoom provides hundreds of settings for meetings which control all aspects of Zoom. To ensure security and privacy and to have consistent use of Zoom across classes, OLLI applies certain settings to all study groups:

- Audio is set to Both Telephone and Computer Audio.
- Participants are allowed to join the meeting 15 minutes before the Host arrives.
- Chat is enabled for everyone.
- The meeting controls are set to always display.
- The Host is allowed to designate one or more participants as Co-host(s).
- Only the Host or Co-Host can Share Screen.
- OLLI staff start and/or monitor all meetings to troubleshoot technical issues.

SGL Access to Class. Zoom meetings will be held at your scheduled class meeting time, for example, Tuesday at 9:45 AM. All Zoom invitations are for “Recurring Meetings,” which means the same link can be used for each class meeting. Each morning of your class, OLLI will email you a Zoom invitation with a link. The link will come from DoNotReply@olli-dc.org. This email does not accept replies. Click the link to enter your class. Once you have joined your class, an OLLI staff member will make you a Co-Host giving you access to the Zoom controls. If you opted for it in your proposal, a Room Monitor will be there to assist you.

Member Access to Class. Each morning of your class, OLLI will email members an invitation to your Zoom class with the same link that you have. You do not need to send any invitations to members. If a class member asks you for the meeting link, you can send it to them or refer them to the office.

Joining Zoom Before Class

- ☐ When asked, click on [Join with Computer Audio](#) or [Join with Video](#).
- ☐ Test your audio and video.
- ☐ Use a USB-connected headset for the best audio.

Troubleshooting Tips

- **To stop echo or feedback**

If you hear audio echo or feedback during a meeting, there are three likely causes:

- A participant(s) has both the computer and telephone audio active,
- A participant(s) has computer or telephones speakers that are too close to each other physically, or
- There are multiple computers with active audio in the same room.

To correct this issue, you can mute everyone except yourself. Or if you know where the problem is coming from, ask the member to mute (or turn off) one of their devices or have the second device leave the meeting.

- **To reduce/stop choppy video and garbled sound**

After preparing your video, select [Screen Share](#), then click on [Share Computer Sound and Optimize Screen Share for Video Clip](#).

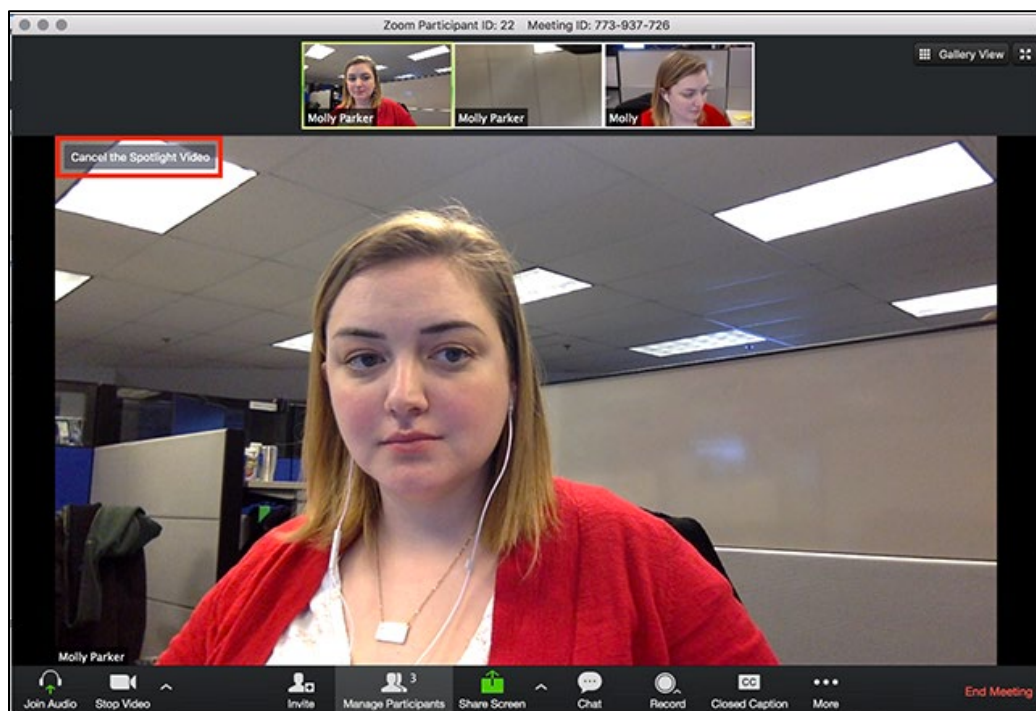
When you are done with the presentation, click [Stop Share](#) at the top of your meeting screen.

Roles. There are several roles in Zoom Meetings:

- **Host.** The OLLI staff member or Room Monitor who starts and monitors the meeting.
- **Co-host.** The SGL is a Co-Host(s) and has access to nearly all meeting controls. If there are two SGLs in a class, both can be Co-Hosts.
- **Participants.** The OLLI members.

[Speaker vs. Gallery View](#)

Speaker View will show the speaker only in large format with the other participants in smaller format above.



Gallery View will show all of the participants in a meeting. If there are more than 50, Zoom will show 25 or 49 at a time on the screen.



Asking Questions in Zoom

Consider when and how you want to answer questions in your class. There are three options in Zoom. No matter which option you choose, announce to the class whether you will take questions periodically or you will answer questions after you have finished your lecture.

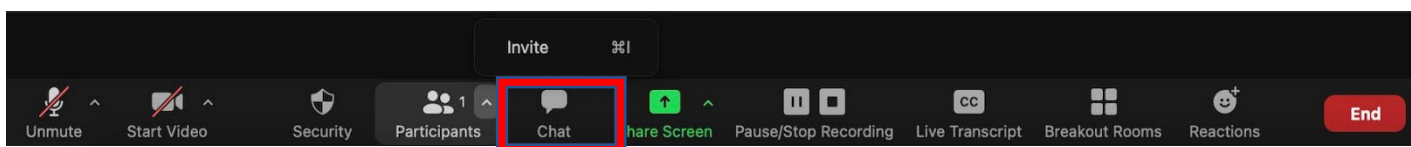
1. **Raise actual hand on screen.**

This is only appropriate for classes with 22 or fewer members (so all members are visible on screen). Ask members to raise their physical hand on screen and you or the Room Monitor will call on them.

2. **Chat function.**

This is appropriate for any size class, including those with more than 100 members. Ask members to enter their questions into the Chat panel at any time. When you stop for questions, you or the Room Monitor can read the questions in order.

Users can also chat with everyone in the group or with one another privately.

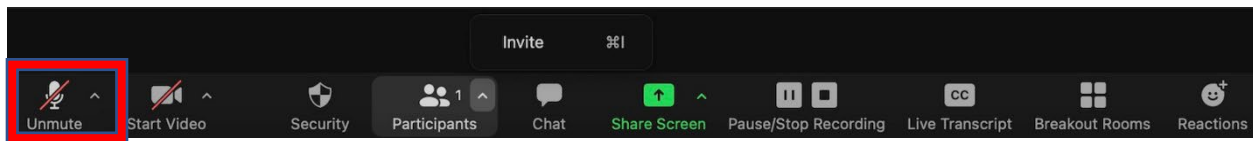


3. **Raise Virtual Hand in Participants Panel.**

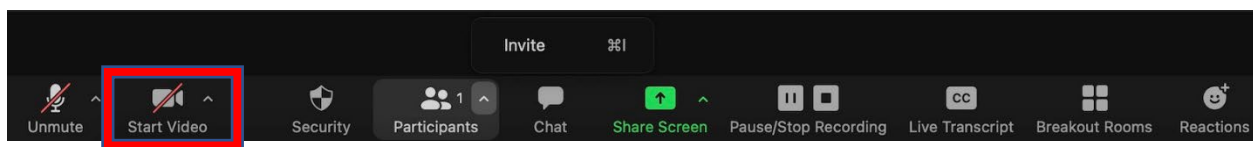
This is appropriate for any size class, including those with more than 100 members. Ask

members to Raise Hand (blue hand) in the Participants Panel by clicking Reactions at the bottom of the screen, then selecting Raise Hand. Zoom will automatically list the participants with raised hands in the order in which they raised their hand. When you stop for questions, you or the Room Monitor will call on the individuals in order. The raised hand also appears on the participant's screen.

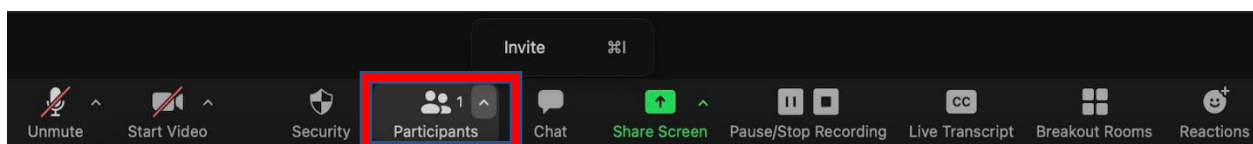
Other Zoom Controls



Mute/Unmute. This controls only whether or not others can hear you. A line through the icon means your microphone is muted. Click it to unmute yourself. Click on the arrow to the right of the microphone for a submenu related to your system's microphone and audio (e.g., internal vs. external speakers). [Make sure to Test Speaker & Microphone before starting your class.](#)

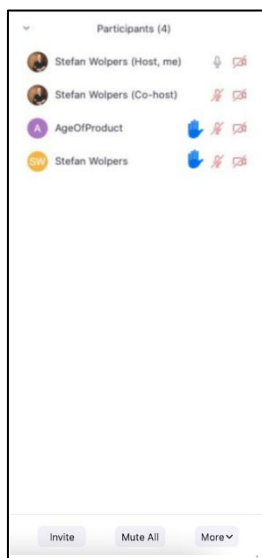


Start/Stop Video. If it says Stop Video, your camera is on and others can see you. Click on the icon to turn your camera off. A red diagonal line will appear across the camera icon. Click on the arrow to the right of the camera for a submenu related to your system's camera. Typically, you won't have to change anything.



Participants. [This is one of the most important tools in Zoom.](#) Click on **Participants** to pop up a list of participants. At a glance, you can see whether each person is muted or unmuted, visible or hidden.

Participants' Muting/Unmuting



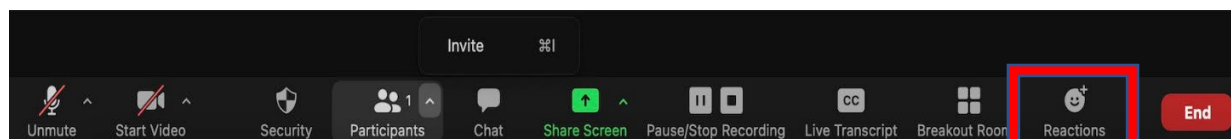
- At the bottom of the panel, click on [Mute All](#) or to close discussion or to eliminate distracting background noise. To open discussion, click More, then [Ask all to Unmute](#).
- To mute or unmute an individual, [hover over the individual's name](#), click [More](#), then select [Mute](#) or [Unmute](#).
- Participants can unmute themselves.

Participants' Video

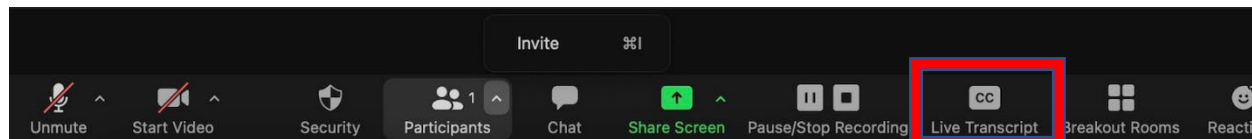
- As Host, you cannot turn on a participant's video. You can, though, request a participant to turn off their video. Or, if needed, you can turn off the participant's video. [Hover over the individual's name](#), click [More](#), then select [Stop Video](#).

Raise Hand

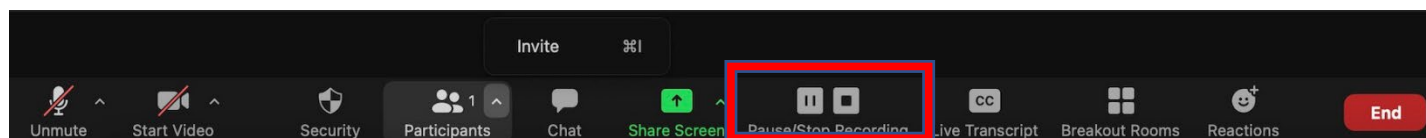
- Members can Raise Hand in the Participants Panel to indicate they have a question. This is done most easily in a small class or with the assistance of the Room Monitor in a larger class.



Reactions. Participants can Raise their hand and/or give a Thumbs Up or Applause emoji.



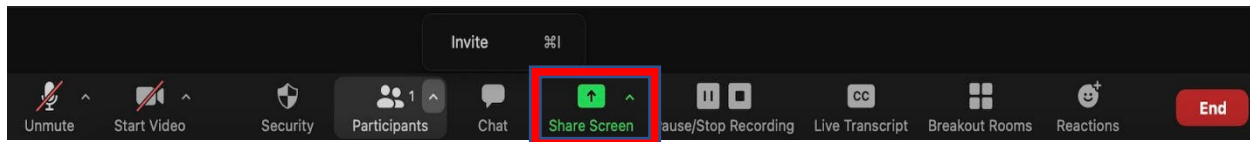
CC Live Transcript. Participants can activate live captions by clicking the CC Live transcript icon. Only the Host can enable live transcription for the class. If you are not comfortable with enabling captions, an OLLI staff member or Room Monitor can enable them for you. You can also click "Hide Subtitles" if you do not want to see captions.



Pause/Stop Recording. As a Host or Co-Host, you can pause the recording before class or stop the recording altogether if you would prefer not to have your class recorded. We do not recommend pausing your recording, as this sometimes leads to human error and the class

doesn't get recorded. Note: if your class automatically starts recording, but you've opted out of class recording, let the office know and we will delete the recordings.

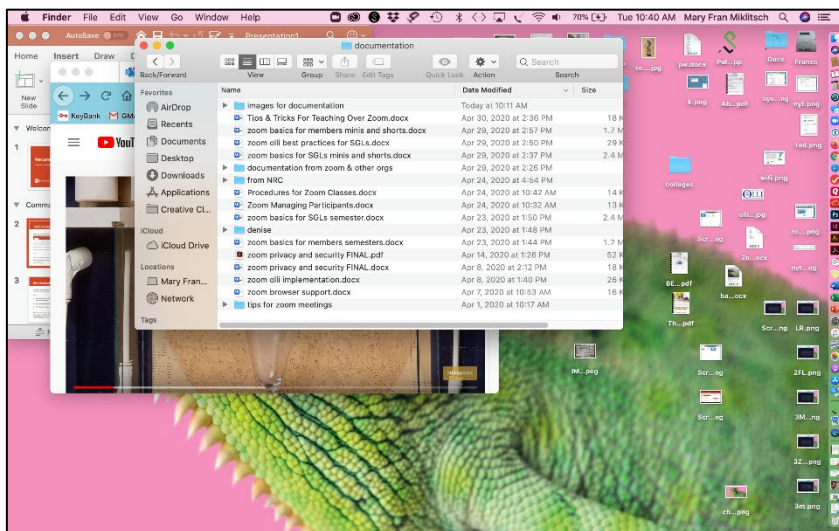
Share Screen



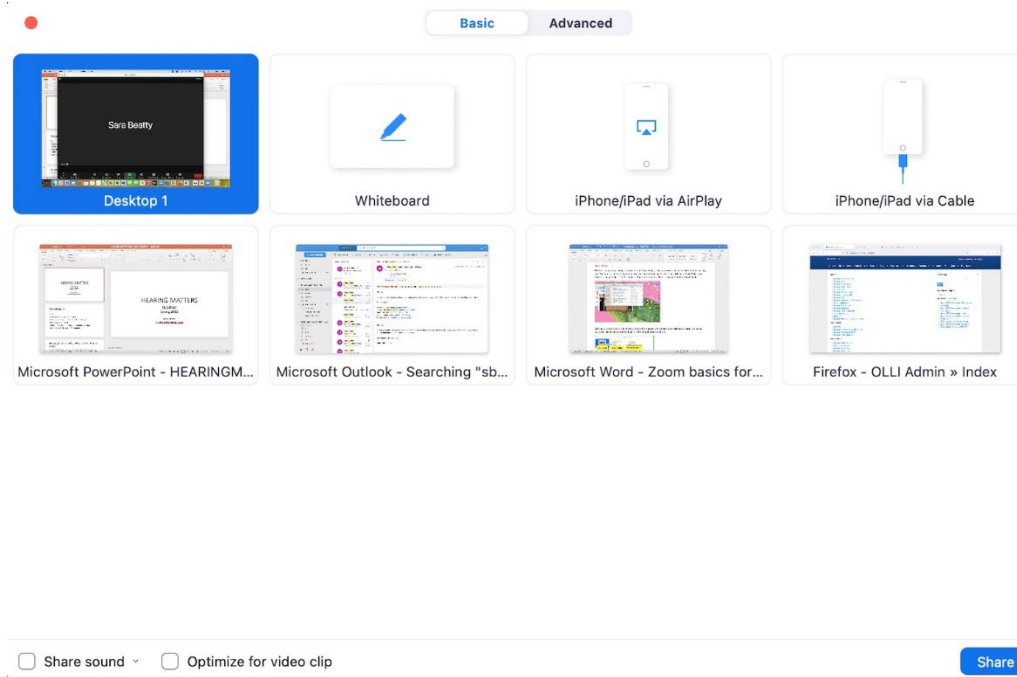
Share Screen. Use Share Screen to share presentations (such as PowerPoint), videos (such as on YouTube), or any other application on your computer.

This is a step-by-step example of how to share PowerPoint, a video, or other document.

Note: Before starting your Zoom class, open the apps and have your presentation and video ready.

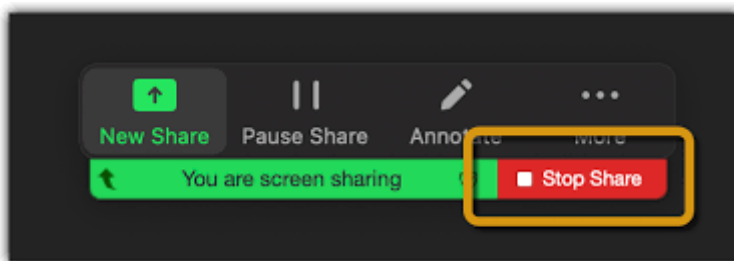


Clicking on **Share Screen**, only those windows that appear in this screen are available to share. Notice the Desktop option is surrounded by blue. It is the default option to share.



Always share using the Desktop option. That way, you can pull up both PowerPoint and videos without having to stop sharing. If you're sharing a video, be sure to also click on the **Share Sound** and **Optimize for Video Clip** boxes towards the bottom of the window. This projects the sound from the browser and smooths the video. Click on the blue Share button to share your screen. Then, open your PowerPoint or video(s).

To stop sharing your screen, click the **Stop Share** button at the top where the controls are.



When your class is over, click on Leave in the far right of the bottom menu. **Be sure to stop your class on time or you will be knocked off by the next class.**

Zoom Teaching Best Practices for SGLs

Before Class

- Send a syllabus and/or any readings (links to websites, documents, etc.) to class members over e-mail. Reading assignments should be sent enough in advance so that members have adequate time to read before class.
- Open up your PowerPoint, files, websites, video clips, etc. you want to share on your screen. **(Do not start the actual PowerPoint slideshow)**
- Log into your class 15 minutes early to give yourself enough time to set up, make sure your presentation is ready, you have all the files open you will need, and your audio/video are functioning properly.

Your First Class

- Start on time (*each class*)
- Introduce yourself
- Welcome members
- Review basic Zoom functions that members may need:
 - Muting/unmuting microphone
 - Enabling/disabling video
 - Chat function (if you will use this)
 - Raise Virtual Hand (if you will use this)
- Go over Zoom-specific etiquette/expectations:
 - Explain any muting policy for the class (*will members be muted the whole time until it's time to ask questions or participate?*)
 - When questions will be taken (*at any time, at stopping points in your presentation, or at the end?*)
 - How questions will be taken (*call out question, raise physical hand, Raise Virtual Hand, or via chat*)

How to Manage a Meeting

Please give yourself 20-30 minutes before your class to make sure you have all of your online materials prepared. In order to share other applications with members, you must have them open beforehand.

1. If you are using a PowerPoint presentation as part of your class, open PowerPoint and open the document. **Do not start the Slideshow.**
2. If you are using a YouTube video(s), music, etc., open your browser and open the link(s) to the video(s).
3. Join the meeting no more than 15 minutes before your class begins.

4. Go to the email containing the link for your class. Click the link to join the meeting.

You will see the Zoom screen. The participants will see you and hear you speaking. The who is monitoring your class will make you Co-Host.

In the upper right-hand corner of the screen, you can toggle between [Speaker and Gallery View](#) (see page 2).

Delivery Tips

- Position your computer/webcam so that the lens is at eye level.
- Look at the camera to create eye contact with your class members. This helps to create a more personal connection while teaching over video.
- Speak as if you're face-to-face with the class while ensuring you're at the appropriate distance from the microphone for the best audio experience.
- If you have good headphones with a microphone, keep the "mic" as close to your mouth as possible. Also, turn off your computer's mic and speakers.
- Be sure lighting is in front, not behind you.
- Tailor your look to your personality. Dress comfortably and professionally.
- Remember the class is for the members. They are looking forward to hearing from you and will forgive any imperfections!

Virtual Teaching Ideas

- Lecture with or without a PowerPoint, show video clips from YouTube or a DVD played through your computer, show documents and websites, and/or put up a whiteboard or large sheet of paper on the wall behind you to write on. Anything that you can see on your screen can be shown to class members by Screen Sharing!
- Provide an agenda or plan for each class by Screen Sharing a document or slide at the beginning of class. This gives students a clear idea of how the class will progress, what will be covered, and the activities they'll engage in.
- Take time to promote questions, comments, and reactions from your class. Give time to allow your students to utilize reactions, write their questions in chat, or be unmuted to ask their questions live.

Discussion

Managing discussions

- Set a clear procedure for talking/taking turns. Although you are not meeting face-to-face, discussion procedures can be similar to those you would use in a classroom, especially if you have a small class and members can see each other on screen.
- Set an agenda for each discussion (by Screen Sharing) to help limit digressions. If the discussion strays too far from the immediate subject, you might use the opportunity

to effectively refocus the discussion by saying: “That’s an interesting point, but we have to get back to the issues we want to cover today.”

- Summarize the discussion occasionally, particularly as you move from one point to another.
- If a participant is taking too long to make a point, say, “Please finish your thought. I’ll give you 60 seconds.”
- Summarize the discussion when it ends.

Encouraging more participation

- Send discussion questions ahead of time and ask members to think about them for class/be ready to share.
- Lead the discussion with a thought of your own, then ask others what they think.
- Ask class members what they think of another member’s comment/thought.
- Try to find relevant issues which have a reasonable rationale on both sides. Then use reading, video, or presentations to prompt discussion.

Keyboard Shortcuts

Keyboard shortcuts can be found under Settings. Note that you can Enable Global Shortcut and the Zoom shortcuts will work with other applications.

Here are the essential keyboard shortcuts for the PC and Mac.

	PC	Mac
Mute/unmute own audio	Alt + A	⌘ + Shift + A
To unmute yourself temporarily	Hold down spacebar	Hold down spacebar
Mute audio for everyone except Host	Alt + M	⌘ + Control + M
Unmute audio for everyone except Host	Alt + U	⌘ + Control + U
Start/Stop Screen sharing	Alt + S	⌘ + Shift + S
Pause/Resume screen sharing	Alt + T	⌘ + Shift + T
Enter/Exit full-screen view	Alt + F	⌘ + Shift + F
Switch between Active Speaker & Gallery View		⌘ + Shift + W
Switch to Active Speaker	Alt + F1	
Switch to Gallery View	Alt + F2	
Raise/Lower hand	Alt + Y	Option + Y

Ending Class

- End class on time.
- Summarize what's been covered and thank participants.
- Mention anything you will be sending, any reminders, or if there's something participants need to do for the next class (readings, etc.)