OLLI ZOOM BEST PRACTICES FOR SGLS

(Updated 5/4/2022)

Background Information

In order to manage hundreds of members in dozens of study groups, OLLI staff handle several aspects of organizing Zoom meetings.

Meeting/Class invitations. OLLI staff schedule all Zoom classes (meetings) and send meeting links to the class members. We have an Education Account, which allows us to host simultaneous study groups as well as allow staff and interns to monitor and troubleshoot and hold meetings (Board, staff, committee, etc.).

Meeting links are sent via email from our database and come from the email "DoNotReply@olli-dc.org". Participants can click on the link next to the class information.

Roles. There are several roles in Zoom Meetings:

- **Host**. The OLLI staff member or VRM 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.

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.

Pre-Class Checklist

- ☐ 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.
- ☐ Mute yourself when others are speaking.
- ☐ Position your webcam (usually in the center above your screen) at eye level.
- ☐ Tilt your screen forward as needed so that your full face is in view.
- ☐ Make as much eye contact as possible.

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 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.

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