



ZOOM GUIDELINES **FOR INSTRUCTORS**

- Email class handouts to both the in-person and Zoom participants several days before the class meets. This will give your students an opportunity to review the class materials in advance.
- Email the Zoom Meeting link, the Meeting ID, and the Password to all registered students the day before the class meeting. If this information is emailed much earlier than the day before, the email may be overlooked or lost by the student.
- Ask Zoom participants to name themselves if their name is not already visible in the corner of their video. (This may require showing them how to do this: Click on Participant, your name, the three dots to the right, retype name, then press the Enter key [Return on Mac])
- Position yourself so that you are seen to be speaking directly to both the In-person and the Zoom audiences. Position the webcam directly in front of you, not off to the side.
- Make every effort to engage Zoom participants and the In-Person audience equally. If there is a tendency for Zoom participants to be less engaged, a suggested strategy is to request questions and comments from them first before turning to the In-Person group.
- Limit back-and-forth exchanges among the in-person audience as well as among the Zoom audience. Lengthy exchanges can be very off-putting to the audience that is not participating in them.
- Early in your class meetings, set aside time at the end of one class period to get feedback on how well the hybrid system is working for both the In-Person and the Zoom participants. Treat this like a focus group session and record important comments.
- Perform frequent check-ups with both the In-Person audience and the Zoom participants to determine any issues with the camera placement, instructor position, pick-up of the instructor's voice, ease of seeing and listening to onscreen slides and videos, ease of one audience group hearing the comments made by the members of the other audience group, use of closed captioning, etc. Make adjustments as needed.
- Repeat a student's question before answering it. This is a good pedagogical practice.
- Use of the Zoom chat feature during a hybrid class can be problematic because the in-person audience does not have access to chat. The best use of the chat feature may be to allow Zoom participants to report via chat if they are having difficulties with their audio/visual communications over Zoom. The host may then respond to a reported difficulty.
- Inform Zoom participants how you will use the chat feature, or that you will not use it at all. (You can restrict the use of the chat feature or turn it off in Settings.)
- Inform students if they experience a problem joining the class on Zoom, they may call the OLLI office 859-257-2656 or 2657 to ask for assistance. They should not call the instructor/facilitator or the Zoom host, because they will be occupied with the class.
- Have fun with the class!



ZOOM GUIDELINES **FOR REMOTE STUDENTS**

- If you are unable to join the class meeting using either the Zoom link or the Meeting ID and Password, you may call the **OLLI office 859-257-2656 or 2657** to ask for assistance. Do not attempt to contact the instructor/facilitator or the Zoom host. They will be occupied with the class.
- Keep yourself muted during class, except when you want to ask a question or make a comment. (Use the space bar to unmute yourself if that is available on your device. The host cannot unmute you.) It is especially important to be aware that extraneous noise in your environment (such as a phone call, a conversation with another person in your household, a barking dog, or a tweeting bird) can be very disruptive for the class.
- Make sure your name appears in the corner of your video (first and last name please). To do this: click on your video, the three dots to the right, type your name, then press the Enter key (Return on Mac). Naming yourself helps the instructor/facilitator as well as the other students identify who you are. It also helps with keeping attendance.
- Speak up right away if you cannot hear or see the instructor/facilitator; also make it known if you cannot see video, PowerPoint slides, documents, etc. during Screen Sharing.
- Turn off your video when moving to another location or during a personal activity, such as eating a meal or getting dressed.
- If you are asking a question or making a comment, start out by saying who you are: for example, “This is (first name)”, then speak.
- Be considerate by keeping your comments and questions succinct.
- Don’t engage in extended back-and-forth conversations with other members of the Zoom audience. It is very off-putting to the in-person audience members who will feel excluded. Don’t get upset if the instructor/facilitator steps in to end a conversation that has gone on for too long.
- The instructor/facilitator may advise you to turn off your video when a movie or video clip is being played, because this will improve the reception. In such cases, you may turn your video back on when the movie or video clip is no longer being shown.
- Be aware of the limitations of using the Zoom chat feature in a Hybrid class. The in-person class members cannot read your chat message. The chat feature may be useful to inform the instructor/facilitator or Zoom host that you are having difficulty with your Zoom reception.
- Closed captioning can be instigated by you or the Zoom host. If instigated by the Zoom host, you also have the option to disable them.
- Enjoy the class!



ZOOM GUIDELINES **FOR IN-PERSON STUDENTS**

- Speak up right away if you cannot hear or see the instructor/facilitator; also make it known if you cannot make out slide show materials.
- Raising your hand when you want to ask a question or make a comment will alert the instructor/facilitator to recognize you.
- When you ask a question or make a comment, face the camera (for example, the Meeting OWL device) and speak clearly. Begin by saying who you are: for example, "This is (your first name)". This will help those who are participating on Zoom identify who is speaking.
- Be considerate by keeping your comments and questions succinct.
- Don't engage in extended back-and-forth conversations with other members of the in-person audience. It is very off-putting to the Zoom audience members who will feel excluded. Don't get upset if the instructor/facilitator steps in to end a conversation that has gone on for too long.
- Be respectful of Zoom participants who are having difficulties. The instructor/facilitator and Zoom host will typically be able to solve Zoom problems very quickly.
- Enjoy the class!