

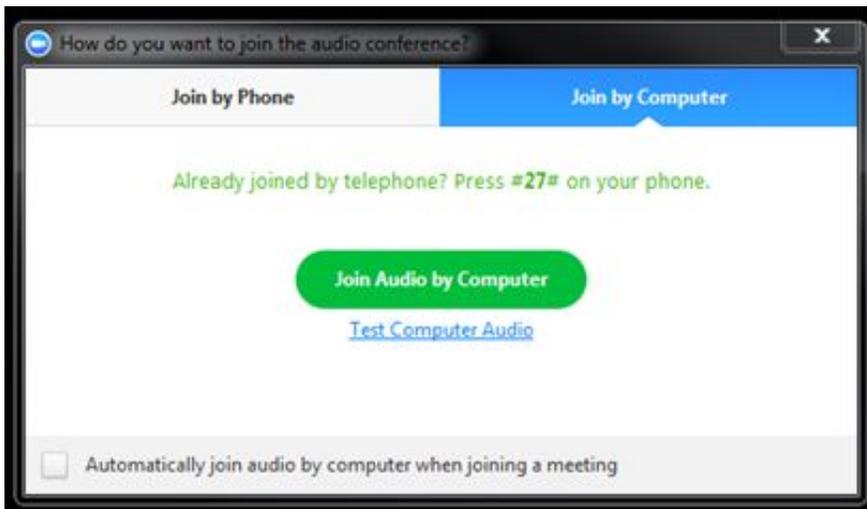
Using Zoom

ZOOM is the video conferencing tool that we will be using for this class. To get started, you will need:

- Internet-connected laptop, computer, or device
- Webcam - built-in or USB plug-in
- Microphone - built-in, USB plug-in, or separate headphones/earbuds with microphone

Download and launch the Zoom App

- Click the Meeting ID link or URL for the class session sent to you by email from ADRIA. If you have not received a link the day before the class starts, email education@adralberta.com to have it re-sent to you.
- We recommend you download the Zoom application, as this will give you more features and better functionality. Goto <https://zoom.us/download> to download.
- Once you have downloaded the application, click 'Join' and enter the Meeting ID that was sent to you. You will also need to enter the meeting password. You can also just re-click the link in your email.



After launching the Zoom meeting, you will be prompted to join the room's audio. **Click "Join Audio by Computer."** Zoom allows audio participation through your computer's internal speakers, a headset.

Basic Troubleshooting

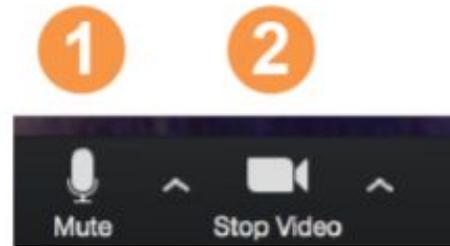
Problems Connecting Audio & Video

Problems connecting audio

Click the arrow next to the microphone icon (1) in the bottom-left hand corner, choose “Audio Options”, then “Test Computer Audio”.

Problems connecting video

Click the arrow next to the camera icon (2) and select “Video Settings”, then choose the appropriate device.



My Video is Freezing/Glitchy

1. This may be temporary.
2. If this keeps happening, first try closing unnecessary programs.
3. **Consider a hard internet connection (versus WiFi)**

No one can hear me

1. Make sure your microphone is plugged in (power and computer connection) if you are using an external microphone.
2. In Zoom, go to Audio Settings (arrow next to mic.) you can adjust your microphone volume.
3. Click the arrow next to the microphone icon, choose **Test Speaker & Microphone**. A dialogue box will come up and test your speakers, click “yes” if you can hear the tone, then it will test your microphone by asking you to speak. After a few moments, if your microphone is working, it will give you playback. If this works, click yes. If not, try to select a different microphone from the drop down menu and test again.

I still cannot hear/see or be heard/be seen

1. Make sure you have clicked “Join with Computer Audio”.
2. Leave the meeting, then come back in.
3. You may be in the “waiting room”, email the instructor to let you in.
4. Join via a mobile device (smartphone or tablet)
 - a. For iOS, search for *ZOOM Cloud Meetings* in the **Apple AppStore**.
 - b. For Android, search for *ZOOM Cloud Meetings* in **Google Play**.
 - c. This course is best accessed via laptop or PC, as there are functionality requirements for full participation
5. **Last resort:** Join by phone (please use local number for your area, if provided)
 - a. This is only a temporary solution as students are expected to have the audio and video capabilities on their device prior to start of course. This function may cost long distance charges, costs the organization, and impacts the flow and function of the class.

ZOOM Tips

- Be sure to mute your mic (lower left corner of your screen) as soon as you sign on and whenever you are not speaking. This is important to avoid background noise and distractions for others.
- Close unneeded applications on your computer to keep the video optimally functioning.
- You might want to use a headset with an external mic for best hearing and speaking capabilities.
- When you are speaking, let others know that you are finished by saying one of these sign-offs: “That’s all.” “I’m done.” “Thank you.” so that everyone knows you have finished your comments.
- If you want to speak, physically raise your hand so the host/instructor can see you.
- You can ask questions and make comments silently if desired using the “Chat” feature (also on the bottom and center of your screen).
- Gallery View is best for discussion and group work, Speaker View is best for during lecture. Change the view by clicking on icons in the top-right corner.
- Be mindful of your background lighting. If you are sitting in front of a window, you may be completely darkened by the light coming through the window. Your overhead light also might need to be turned off or dimmed as well.
- Be sure that there is nothing visually distracting (e.g., cars or people going by) in the background.
- Remember to sign out or “leave the meeting” when the session is finished.

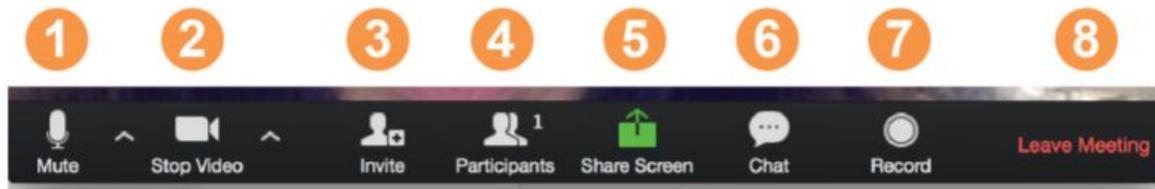
You can also download the app for your mobile device:

- For iOS, search for ZOOM Cloud Meetings in the Apple AppStore.
- For Android, search for ZOOM Cloud Meetings in Google Play.
 - Again, this course is best accessed via laptop or PC as there are functionality requirements for full participation

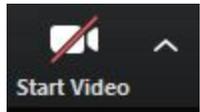
Student ZOOM Guide

ZOOM Menu Bar:

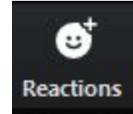
The ZOOM Menu Bar appears at the bottom of the ZOOM window once the meeting begins. If you do not see it, move your mouse slightly and the bar will appear.



With the ZOOM Menu Bar, you are able to do the following:

1. Mute/unmute your **audio** (not the audio of other participants). You can also select your audio input/microphone here by clicking the up arrow next to the microphone icon. A red line through the microphone icon means you are muted. Click on the icon to unmute. 
2. Start/stop your **video**. You can also select your video input/camera here by clicking the up arrow next to the camera icon. A red line through the camera icon means your camera is off. Click on the icon to turn on. 
3. **Invite** more people to join the meeting (not applicable for your class).
4. View a list of **participants**. Clicking on this list will show a list of everyone in class. Here, you can change your screen name to your real name, by hovering over your name, selecting “More” and “Rename”. You can also virtually raise or lower your hand (use this during PowerPoint presentations, when your camera is off, or when asked to use this function).
5. **Share Screen** (everything you have open) or select a specific application to share (e.g., a Microsoft Word document) (may not be applicable for your class).
 - a. If you are asked to share your screen, be sure that you have closed confidential, sensitive, or personal web pages and documents. If you share a web page, everyone can see your open tabs.

6. Private or group **chat**. Send a message to one person (using private chat) or to all participants. You may wish to keep this open, so you can follow the chats, classmate questions, and comments. Some students may find this distracting and not wish to use it during lectures or class discussion.
7. **Record** the meeting (not applicable for your class. ***note - students do not have permission to record this class**)
8. **Leave** the class. (if you leave during the class, you may need to email the instructor to let you back in, as the class will be locked at the start of each day.
9. Not Pictured: You may also have a **Reactions** function.



Additional Functions:

1. At the top of the screen (if your camera is on) you can toggle between **Speaker View** and **Gallery View**.
2. **Speaker View** is best during lecture so you are not distracted by the other students.
3. **Gallery View** is ideal for class discussion so you can read facial cues, see who has their hand up, create a more in-person feel for class participation.
4. At times your instructor may guide you to change view. Please follow these prompts to get the most out of the course.
5. Your instructor may also ask you to turn off your camera during certain modules. This may be for a number of reasons, please follow these prompts as well.



Tips for Success for Online Learning

- Become familiar with using the technology before the start of the class. The instructor or ADRIA staff will not be able to troubleshoot for you during the class. Ensure you are familiar with the mute and chat functions in ZOOM.
- Treat the online class as you would an in-person class. Be on time and do not engage in other tasks, calls, etc. during class time.
- Participate as actively as you would for an in-person class. Stay engaged, ask questions, and participate in the discussion. Remember, people can see you and notice when you are engaged or not.
- Set up your environment so that it is free of distractions, background noise, etc. during class time.

Attendance, breaks, and stepping away

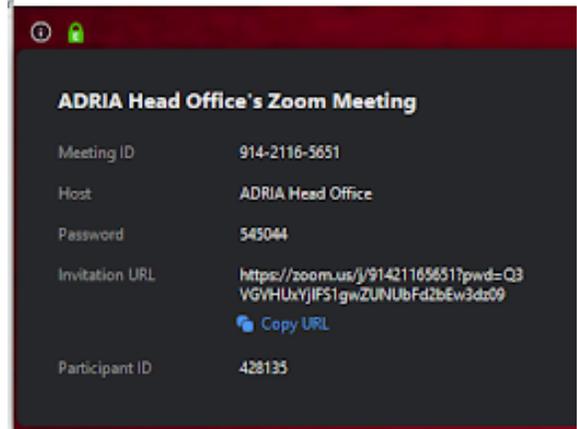
- **Attendance:** Full attendance of all 5 days is required. Students who do not attend all 5 days will not be eligible to write exam or for course completion.
- **Breaks:** Recognizing that this is an intensive format, we have scheduled additional breaks so that students can take care of their needs. Please be prompt in returning from breaks. **REMAIN LOGGED IN.** Remember to mute your microphone and turn off video for your privacy.
- **Stepping-away:** We understand that students may have multiple responsibilities during this difficult time (working from home, children, pets, etc.). We also expect that everyone has done their utmost to clear their work schedules as much as possible so that they are not “just stepping out to take a call” on a regular basis. If you must step out, please ensure your mic is muted. It is up to the instructor’s discretion to decide when a student has stepped out for long enough or often enough to be deemed as not having attended the whole course. Students in danger of not completing the course will be given a warning, when it is feasible to do so.

Online Learning Etiquette

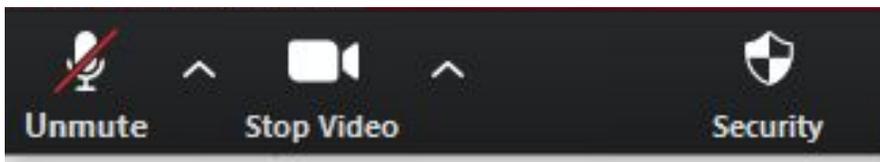
- Downloading the application gives you and others interacting with you the best online interactive experience. You can always delete the application once the course is completed.
- Choose a quiet space to attend the course. Mute your mic when you are not speaking.
- Be sure your name is correct for the instructor and participants to see.
- Speak in the direction of the microphone.
- Turn on your camera. Look at the camera when speaking to give “eye contact”.
- Using your camera and being able to see and be seen is a key aspect of participation and can help create a classroom environment.
 - The instructor will give specific instructions to turn your camera off/back on at various times throughout the course depending on the learning modality.
- **HOWEVER:** if your internet connection is not strong, using the video can affect usability of the rest of the application. If it is between being seen and hearing, choose quality of audio over video.
- Do not be shy about asking questions.
- To ask a question: Raise your hand if the question is timely; use the time the instructor offers for questions; and/or make use of the chat function to share comments and questions that may not be as timely.
 - For highly specific questions (i.e., about your particular experience that would not be applicable to other students or situations), you can email the instructor or use the chat function directed at the instructor. These are the most appropriate medium for highly individualized questions.
- The chat function can act as a backchannel for communicating reactions, thoughts, questions, and points for clarification. Please use this function freely to support your learning, but remember to keep comments productive and on task.

Instructor ZOOM Guide

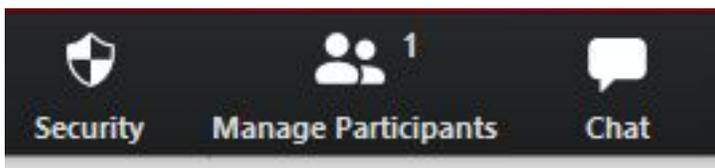
1. It is strongly recommended that the instructor uses a hard internet connection (versus WiFi)
2. The host of the meeting (the instructor) will have different controls available to them.
3. At the top of the screen, in the left-hand corner you will see an “i” and a small **padlock**. The “i” will give you meeting details like meeting ID, URL, and password. The padlock tells you the meeting is encrypted.



4. When all participants have arrived you can lock the meeting, meaning no non-registered participants can join. **Security** → **Lock Meeting**
 - a. **NB: If a student leaves while the meeting is locked they will not be able to get back in. They will have to email you for you to unlock.**

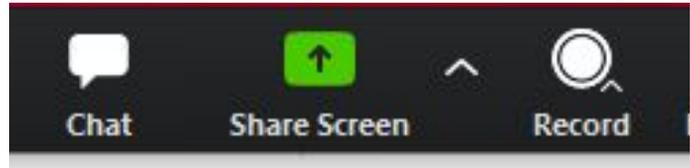


5. In **Manage Participants** you can see a list of all participants, (un)mute participants, invite participants, adjust entrance settings, and lock the meeting. You can also rename participants.
 - a. **NB: If a student forgets to turn off their microphone, you have the power to do so here.**



6. **Chat** can be directed to one participant or everyone. You can encourage students to use this to ask questions (and backchannel-learn by sharing comments and adding thoughts). Instructors can best make use of Chat by having a (rotating) volunteer compile key points to bring forward during appointed time in the class.

7. With **Share Screen**, you can share the PPT, access web pages, videos (for videos make sure you also share computer sound), and the white board.



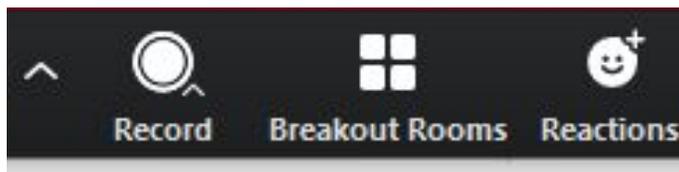
a. It is important instructors use available tools to provide diverse learning modalities.

8. If you **Record** any sections (for future online classes) record to your computer not the cloud. It is preferable to only record portions.

a. Prior to recording, ensure that students have been informed and permissions have been granted.

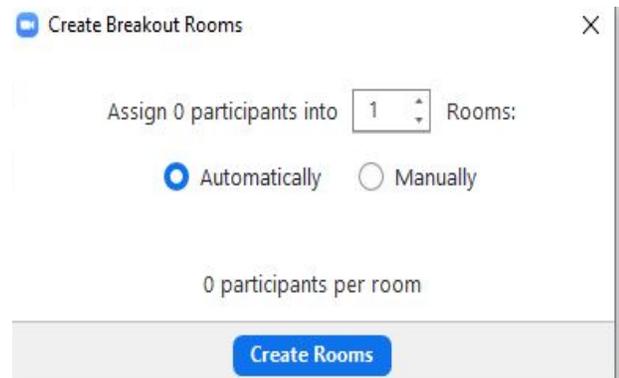
b. Please ask students to mute their mics for better sound quality.

c. If you are also sharing your screen, you can have students turn off their cameras and ask questions via raising their “hand” (an option in the student participants section) or writing questions in the comments.



9. **Breakout Rooms**: use this to put students into small groups. You can drop into breakout rooms and broadcast information while students are in the breakout rooms. You can end breakout sessions and students get a 60 second notice.

a. You can have Zoom create the breakout groups or you can make them manually.



10. Use **Reactions** to share approval (thumbs up or clapping)

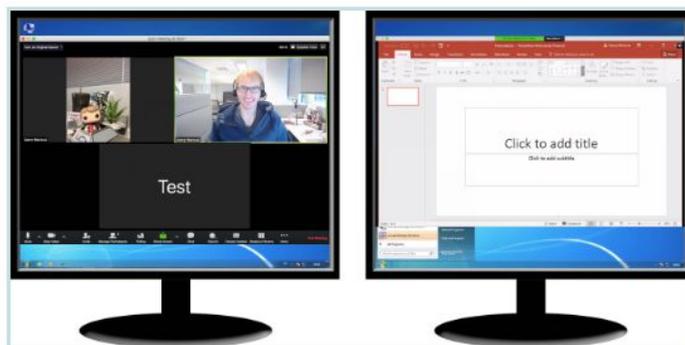
11. Click **End Meeting** to leave or end the meeting.



Tips for Success in Online Teaching

- Consider how you want students to contact you if they experience problems with the technology (email, text) and how you want them to ask questions outside class time (e.g., if text is fine during class but not outside class time).
- Go through your instructor notes and plan what tools you will use in each section. For example, if it is a lecture do you want the PPT or a white board? Are you going to work off a shared document and mark it up? Etc.
- Using tools available will increase accessibility of material and content for all learning styles. Try to use different modalities throughout the day to keep students engaged.
- PowerPoint: Share screen. You may wish students to turn off cameras at this point and use the chat function or to virtually raise hands.
- Whiteboard: Use this to create real time diagrams and to add explanation to a concept, or for brainstorming.
 - You may wish to assign a student to put notes on a white board for a particular lesson.
 - You will have to give them permission to share their screen.
- Poll: ??? Waiting to see if this has been activated. Can be used for answering questions, for voting, etc.
- Be clear on how you want students to ask questions (on camera, or in participant list, or as a chat).
- Remind when you want students' cameras off and when to turn back on.
- Breakout rooms can help small groups have more in depth discussion. Can allow pair work.
- Videos: Are there videos that would help deliver a point? Have them cued up.
- Websites: Some industry or government websites can provide in depth learning and be student resources for discussions. Have these cued up and the urls ready to share. (E.g., The ARB Act, news stories, or new legislation)
- It is recommended that instructors set up with **dual monitor display**.
 - The dual-monitor display feature allows you to see the video on one monitor and the screen share on another monitor simultaneously.

<https://support.zoom.us/hc/en-us/articles/201362583-How-To-Use-a-Dual-Monitor-Display>



Administrative Tips

- Ensure Meeting ID and Password are the same for all days.
- Set permissions so participants cannot share screen
- No waiting room

Two good videos for instructor to watch

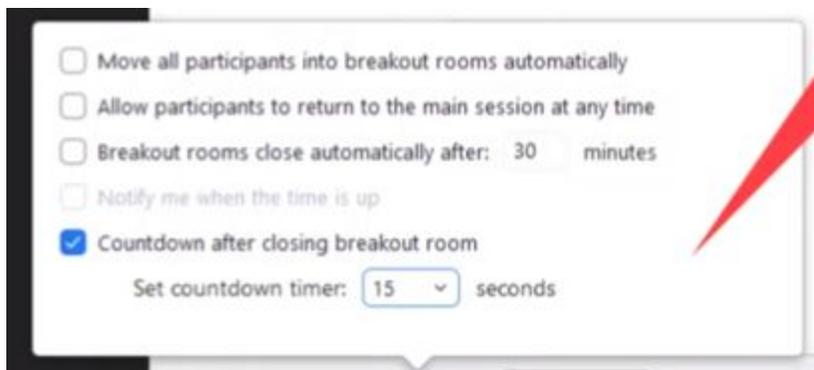
A good intro video to watch (10 min)

https://www.youtube.com/watch?v=ygZ96J_z4AY

Breakout rooms (12 min)

<https://www.youtube.com/watch?v=NVueVCrWvpE>

Consider changing the settings for the breakout rooms



Note: if you want participants to share screen in breakout groups, you will need to change the share screen settings

Setting options for break out rooms