

LLI Facilitator - Zoom Training

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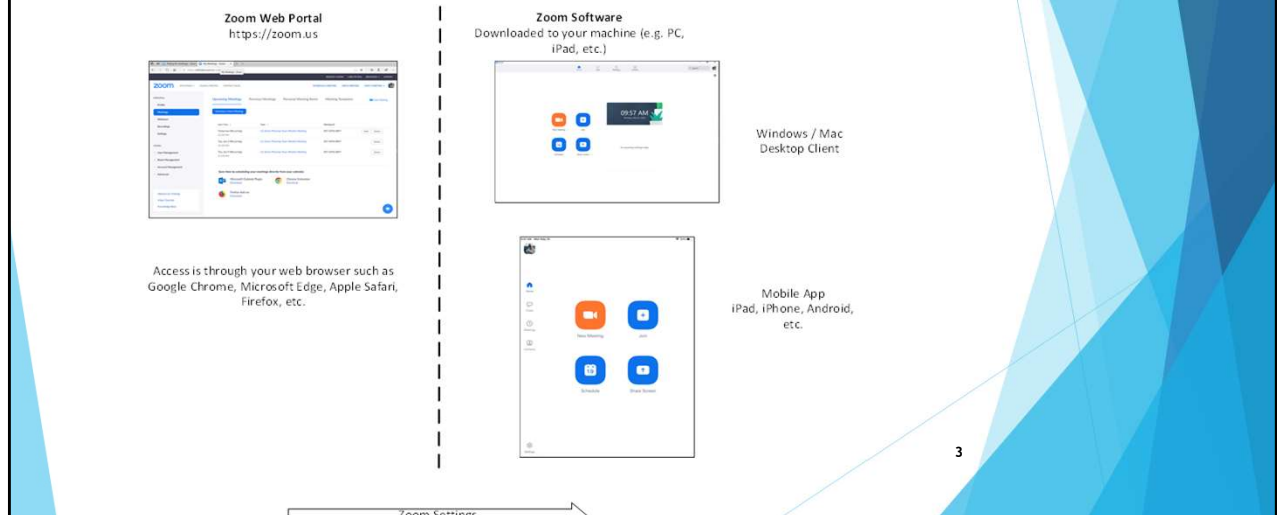
- Purpose of presentation is to provide guidance to LLI Facilitators in hosting Zoom meetings in support of delivering a LLI course
- Not meant to be highly detailed instructions on how to use Zoom - Show only the features that LLI facilitators are expected to use as well as the protocols that were defined by the LLI Zoom Task Force
- Hopefully simplified (and maybe demystified) Zoom support which is a highly suggested source for help on Zoom
- Become familiar with the **ONLINE ZOOM SUPPORT** – discuss further in the presentation
- It would be better if this presentation were made face-to-face but

Zoom Foundation

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- in addition to using the online Zoom Support an understanding of the Zoom foundation can be important for problem solving should you encounter a problem in using Zoom
- Many, if not all of you will need to dive into some of the topics that will be presented in this section -next six slides

Two Ways to Engage Zoom



- Use same ID and Password to log in regardless of what you use
- WCC carved out a Group within their Zoom Educational account for LLI – the reason we use a Gmail address as a Zoom ID
- Settings made using the Zoom Web Portal flow to the Zoom Software whether that is the Desktop Client or Portal
- Zoom Settings will be discussed throughout the presentation; however, few of you are likely to make any changes to the Settings

Zoom Portal vs. Zoom Software

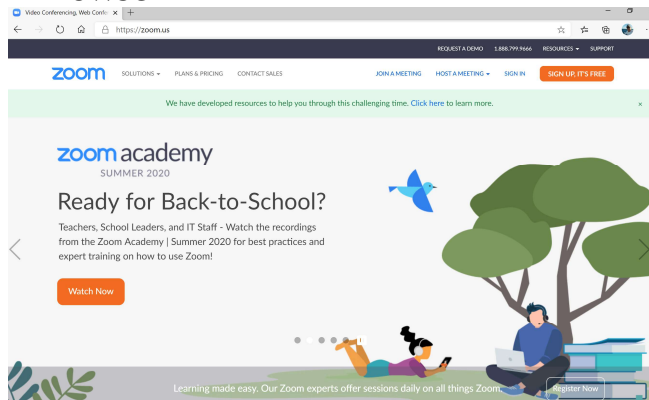
- The Zoom software has different features than the Zoom web portal.
- The Zoom software is used to schedule meetings and conduct meetings as the Host or Participate in a meeting as well tailoring some meeting settings
- The Zoom web portal is primarily used for tailoring all meeting settings as well as viewing your Profile.
- Meetings can be scheduled or maintained here as well as using the Zoom software but LLI recommends using the Zoom software
- Rarely, if ever, do you need to access the Zoom web portal - e.g. download other Zoom software, change Settings, Profile, etc.

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- The Zoom portal is zoom.us
- Sometimes Zoom will automatically download newer versions of the Desktop Client or Mobile App at the when you log into the software –e.g. after 30 May Zoom automatically loaded because of updated security features
- Other software could be the Outlook client if you use Outlook

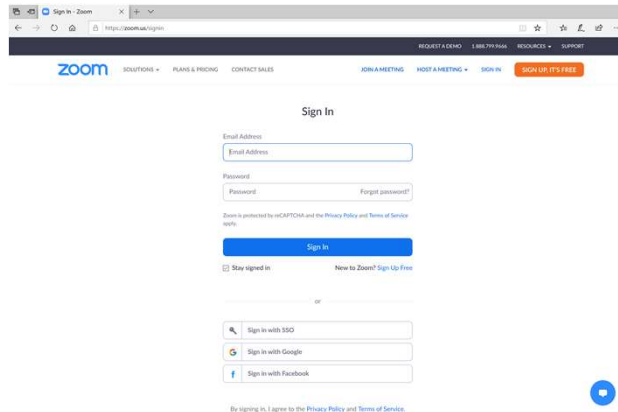
Zoom WCC LLI Account

- Sign into Zoom Web Portal with your Browser



Zoom WCC LLI Account

- Sign into Zoom with your browser

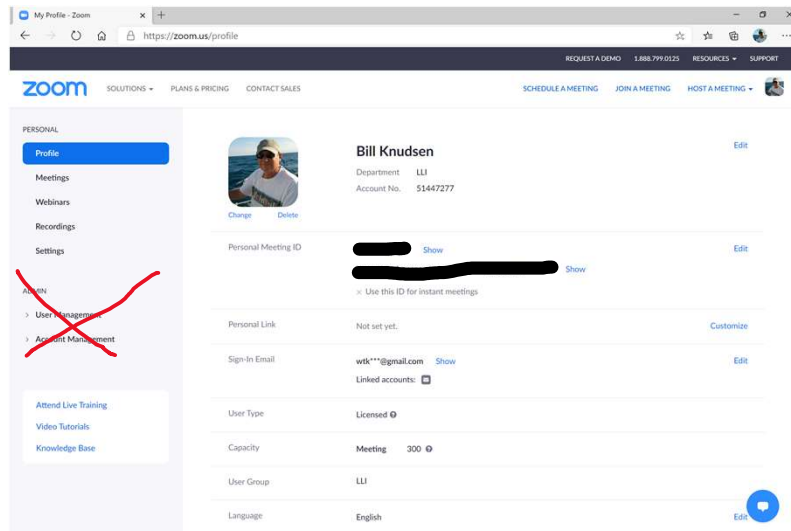


The screenshot shows a web browser window with the URL <https://zoom.us/join>. The page title is "Sign in - Zoom". The Zoom logo is in the top left, and navigation links for "SOLUTIONS", "PLANS & PRICING", "CONTACT SALES", "JOIN A MEETING", "HOST A MEETING", "SIGN IN", and "SIGN UP IT'S FREE" are in the top right. The main heading is "Sign in". Below it are input fields for "Email Address" and "Password", with a "Forgot password?" link next to the password field. A note states "Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply." Below this is a blue "Sign In" button. Under the button is a checkbox labeled "Stay signed in" and a link "New to Zoom? Sign Up Free". Below these are three social login options: "Sign in with SSO", "Sign in with Google", and "Sign in with Facebook". At the bottom, a small link reads "By signing in, I agree to the Privacy Policy and Terms of Service." A blue speech bubble icon is in the bottom right corner of the page.

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- Use your Gmail ID and Zoom Password
- Note that I uncheck the box to keep me signed in – I do this for every web site thinking it lessens the risk of security breaches – no proof this is true but it makes me feel good
- The Zoom portal is the only place you can view / maintain much of your WCC LLI account profile – some is maintained by WCC

Zoom WCC LLI Account Profile



DEMO via Screen Share:

- Share screen for my profile - PERSONAL > Profile
- Can make changes in PERSONAL for Profile, Meetings, Webinars, Recordings and Settings - not necessary for you to make and changes except for a couple of optional situations we will discuss today
- You will not have a section for ADMIN

Settings Used in Zoom

- You are required to change Settings (under PERSONAL) - it is optional depending on your circumstance
 - Settings made in the Zoom Web Portal cascade from one level to another - the hierarchy is:
 - Account Level (controlled by WCC)
 - Group Level (controlled by LLI Admin)
 - Personal Level (Controlled by you) which, in turn, flow to the Zoom Software
 - Some Settings you can control in the Zoom software - although not all
 - Some Settings are Locked at some level and cannot be changed at a lower level

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- This slide is more for informational purposes – understand at a conceptual level the behavior of Zoom meetings
- Add
- An example of a Setting you would have to make in the Zoom Web Portal is if you want to use the Polling feature – it is turned off and if you wanted to use Polling you would have to turn it On. When facilitators were asked if they wanted the feature the answer came back as no. However, it is expected there might be a need

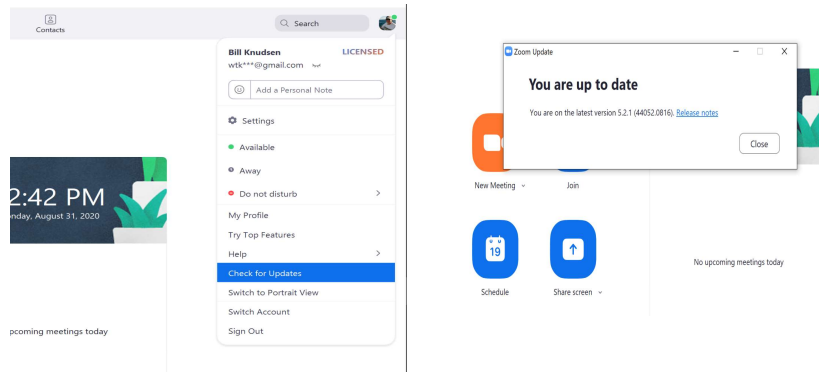
Technical Considerations

- Internet
 - Try to not have bandwidth hog activities going on simultaneously while facilitating a course
- Zoom Client for Meetings software - version 5.2 or later
- Zoom Software runs on almost all platforms
 - PC's / Macs (Desktop Client) and mobile devices like an iPad (Mobile App)
 - “Look and feel” as well as potentially some functional differences

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- For our purposes we will generally not differentiate and refer to it as “Zoom Software”
- Should think of different OS platforms opposed to physical devices
- Go to <https://support.zoom.us/hc/en-us/articles/360027397692-Desktop-Client-and-Mobile-App-Comparison> to see a comparison among OS platforms
- Zoom software is aggressively updated since the start of pandemic
- To stabilize on the features everyone has access to and help in the support should anyone need it make sure you are on Release 5.2 – suggest you stay on that Release for the entire duration of your class
- You can see what release you are on and what the latest release is as well as the changes in all the most releases by clicking on your initials (or picture if you added one) and selecting ‘Check for Updates’ in the dropdown menu

Check for Version of Zoom Software



- Using the Zoom Software click on your Profile picture (if you have one), or your initials on upper right corner
- Select 'Check for Updates'
- This screen shot shows I'm up to date - if you are on an earlier version it will give instructions how to update.

Zoom Software - Preparation

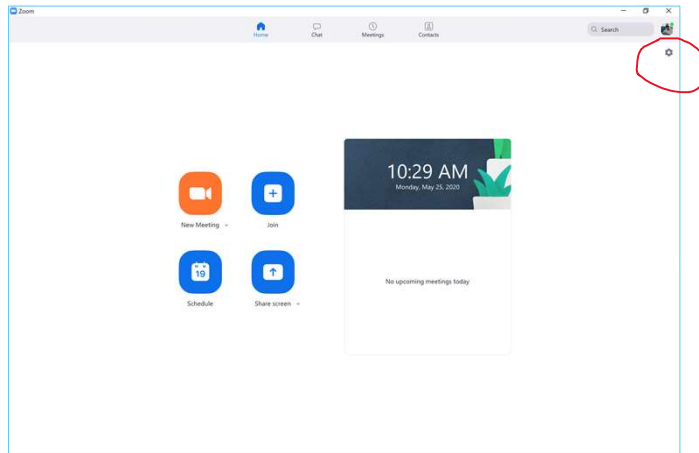
Zoom Software - Preparation

- Prep for meeting using Zoom software
 - Video
 - Audio
 - Virtual background
- Log into the Zoom Meeting Client
- Under your initials (or picture if you set one up) select 'Settings'

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- We may talk about the Zoom web p[portal later, but now will concentrate on the Zoom software
- These are the most common technical preparations you need to do
- This preparation can be done well in advance of a meeting – days or weeks
- Evidently screen share of Zoom Meeting Client while currently using the app is not possible – need to sign into the app while not in a meeting to do the following checks ...

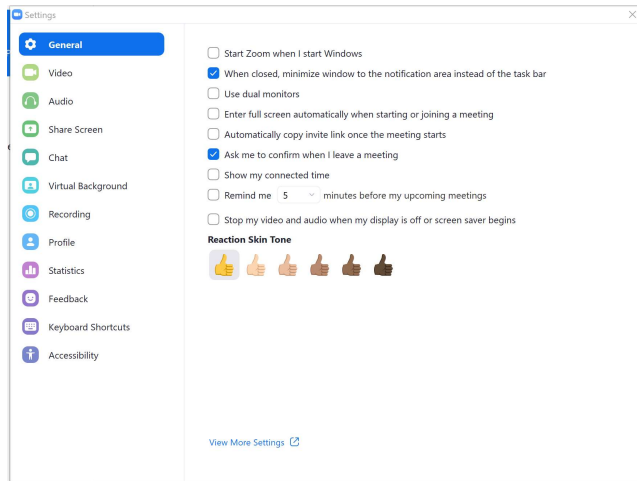
Zoom Software - Preparation



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- Sign-in to the Zoom software and select the gear icon under your name (or profile picture if you had one from a previous Zoom account)

Settings in the Zoom Software

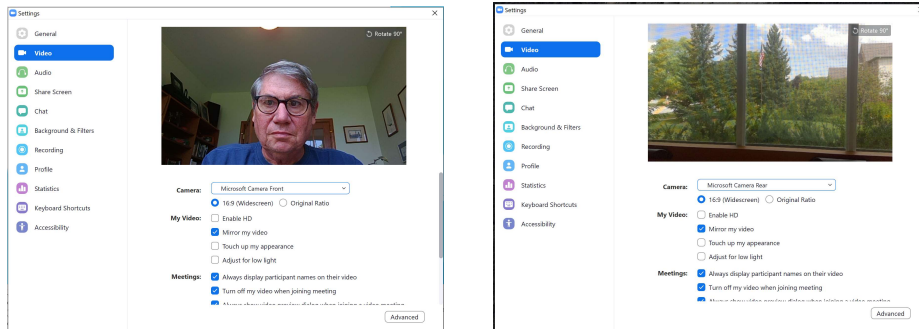


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- This is the screen that will appear – recommended only to change the Reaction Skin Tone if desired but leave other Settings as is

Settings in the Zoom Software

- Select the 'Video' Button

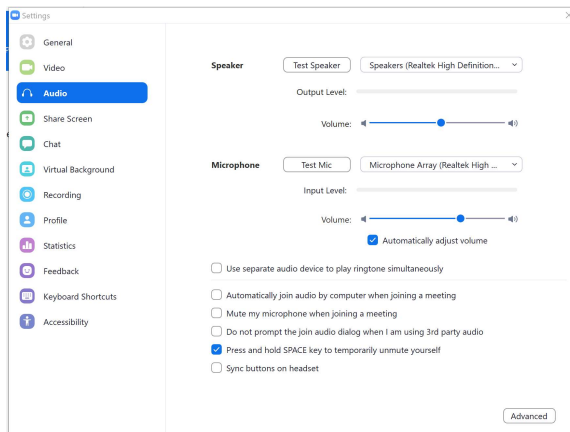


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- You can see how others will see you – particularly look in the background to determine if you want to make changes
- Highly recommended to keep 'Enable HD' unchecked as HD could affect bandwidth and unless you have a specific need it typically is unnecessary
- You can select the rear camera to check that as well – the rear camera could be beneficial for showing items
- Experiment with 'Touch up my appearance' to see if it makes improvements
- Don't need to change any settings, except if you don't want people to see you can select "Turn off my video when joining meeting" (actually this can be changed in other places as well) – just remember not to enable video when in meeting 😊
- You also will have the option to testing these when you start the meeting so be sure to start the meeting a little so you can perform the tests and make corrections if necessary

Settings in the Zoom Software

- Select the 'Audio' Button

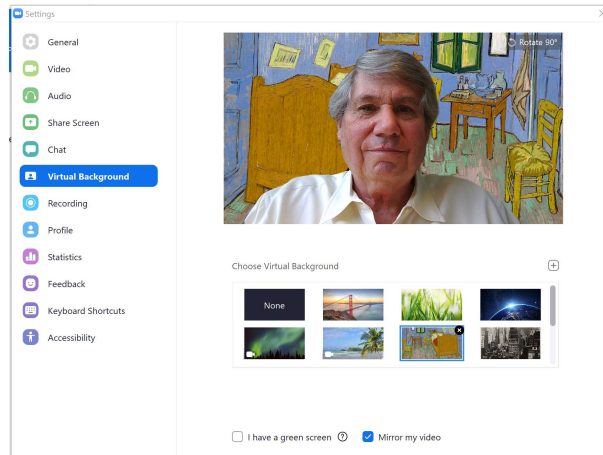


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- Select 'Test Speaker' and perform the test then select 'Test Mic' and perform the test
- Everyone will have different values in the dropdown box
- You also will have the option to testing these when you start the meeting so be sure to start the meeting a little so you can perform the tests and make corrections if necessary
- Note the default setting for 'Press and hold space key to temporarily unmute yourself' – isn't useful for a facilitator, but participants can leave their audio setting to 'Mute' but talk as if they were using a walkie-talkie

Settings in the Zoom Software

- Select the 'Virtual Background' Button



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- If you didn't like the background you saw when you selected the 'Video' button you can select one of the pictures / videos Zoom provides as a virtual back, or select one of your own pictures / videos
- Select one of your pictures / videos by clicking on the circle with the '+' sign in it
- Here I am in Vincent von Gogh's bedroom (a picture I originally downloaded to my PC from the Chicago Art Institute)

Key Settings from Zoom Web Portal that Flow to Your Zoom Software

- A password is required by default for all meetings - Use the automatically generated Meeting ID rather than your Personal Meeting ID
- Because passwords are embedded in the URL link for meetings ask all members of LLI not to share a meeting URL to others outside LLI
- Participants will not be able to enable in-browser clients (e.g. Edge, Safari, etc.). The option to allow people to use web clients is Off and Locked
- Both Cloud and Local Recordings are Off and Locked

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- These Settings are made using the Zoom Web Portal and flow to the Zoom software on your computer (i.e. Zoom Desktop Client if you use a PC or Mac)
- If you made any changes in the PERSONAL section of your account they would flow to the Zoom Software as well
- Some of these Settings can be modified in the Zoom software and some cannot.
- The Settings are in effect at the time you schedule a meeting and affect the behavior of a Zoom meeting

Key Settings from Zoom Web Portal that Flow to Your Zoom Software

- Participant Video defaults to On.
- Join Before Host defaults to On
- Mute participants on entry is On by default. Members can turn on their microphones once they're in the meeting
- Enable Waiting Room is Turned On - Locked Setting. Allows the Facilitator to screen users before they enter the meeting. Everyone in the Waiting Room can be added at once so the Facilitator can scan through the list and click a single button.
- Polling is Off by default

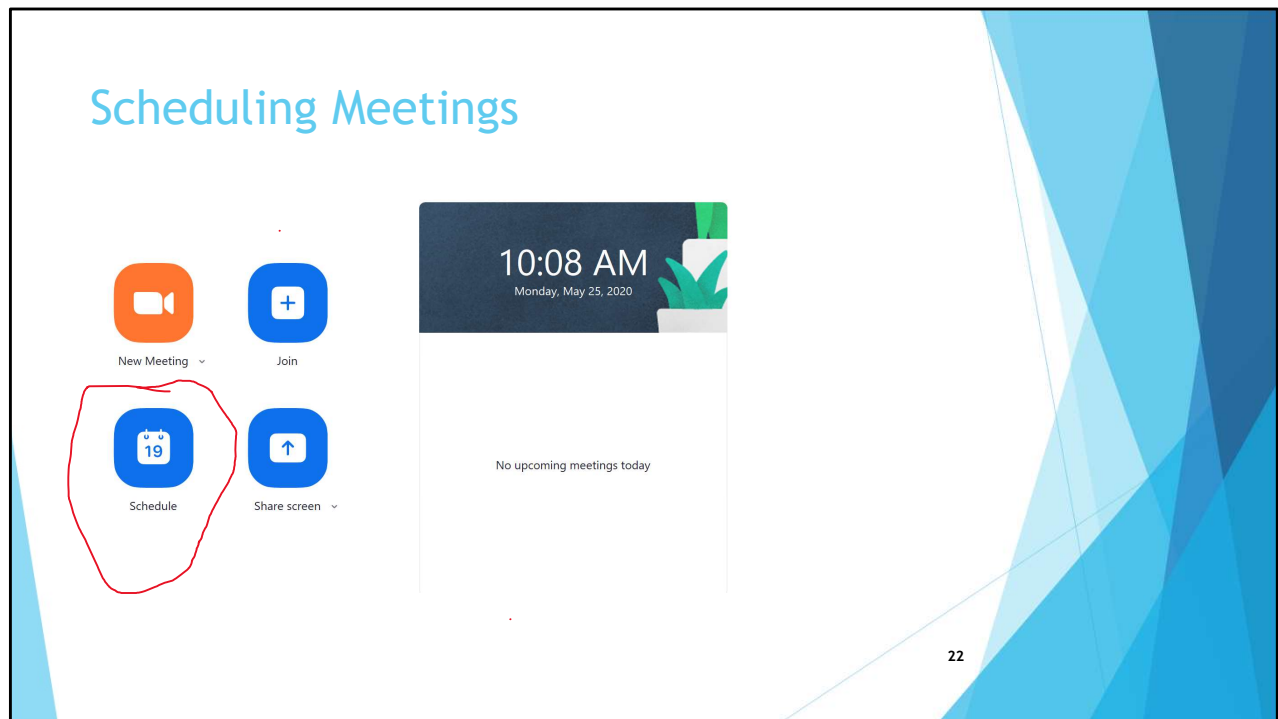
Planning and Scheduling Meetings

- Scheduling a course
- Configure the email invitation
- Starting and Running a Meeting

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- Next couple of sections focus on the major activities for Planning and Scheduling a meeting a.k.a. LLI course
- You should have correspondence with attendees prior to sending an email invitation – make sure to explain to them when they will receive the invitation with the Zoom meeting information
- Demonstrating using Zoom software to schedule (i.e. create) a meeting – a.k.a. LLI course
- Alternatively, you can create a meeting in the Zoom Portal – the process is similar but will not be demonstrated

Zoom Software - Schedule Meetings



- Since everyone is presumably on a Windows machine your screen should look like this after you Sign-in to the Zoom software
- I cannot Screen Share ... it is in use executing the meeting

Scheduling Meetings

Schedule Meeting

Topic: LLI Summer Sampler Course

Start: Mon May 25, 2020 11:00 AM

Duration: 1 hour 0 minute

☐ Recurring meeting Time Zone: Central Time (US and Canada)

Meeting ID: ☒ Generate Automatically ☐ Personal Meeting ID 471 099 6240

Password: ☒ Require meeting password 010751

Video: Host: ☐ On ☒ Off Participants: ☐ On ☒ Off

Audio: ☐ Telephone ☐ Computer Audio ☒ Telephone and Computer Audio ☐ 3rd Party Audio

Dial in from United States [Edit](#)

Calendar: ☒ Outlook ☐ Google Calendar ☐ Other Calendars

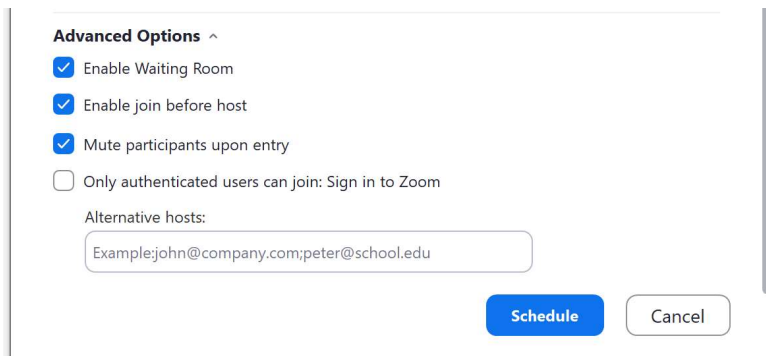
Advanced Options

[Schedule](#) [Cancel](#)

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- Review each item: (Note that the latest version of the Zoom software places the 'Waiting Room' in another location – defaults to On and Locked)
 - Topic – Title of course
 - Start Date and time
 - Length of course – (2) hours for Summer Sampler courses
 - **DO NOT CHECK Recurring Meetings** - appears to use your computer's calendaring function – we learned in the Summer Session that few, if any, members use a calendaring function so you should each occurrence of your course individually
 - Meeting ID – 'Generate Automatically' should default – if not, check the radio button
 - Video – check 'Off' for both Host (you) and Participants
 - Audio – 'Telephone and Computer Audio' should default – if not, check the radio button
 - Calendar you can ignore as LLI members may, or may not use a Calendar, and if they do there probably is a mixture of apps used
 - Click on 'Advanced Options'

Scheduling Meetings



The screenshot shows the 'Advanced Options' section of the Zoom scheduling interface. It includes four checked options: 'Enable Waiting Room', 'Enable join before host', and 'Mute participants upon entry'. The 'Only authenticated users can join: Sign in to Zoom' option is unchecked. Below these is a text field for 'Alternative hosts' containing the example text 'Example:john@company.com;peter@school.edu'. At the bottom right are 'Schedule' and 'Cancel' buttons.

Advanced Options ^

- ☒ Enable Waiting Room
- ☒ Enable join before host
- ☒ Mute participants upon entry
- ☐ Only authenticated users can join: Sign in to Zoom

Alternative hosts:

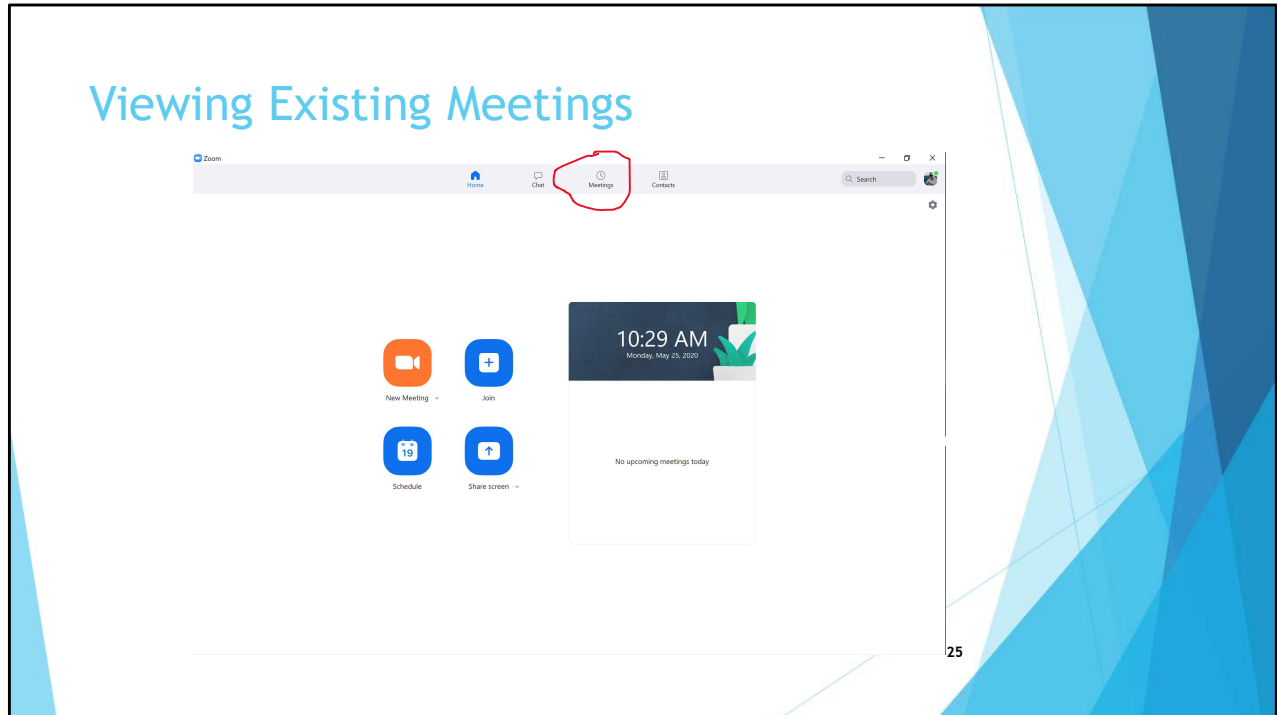
Example:john@company.com;peter@school.edu

Schedule **Cancel**

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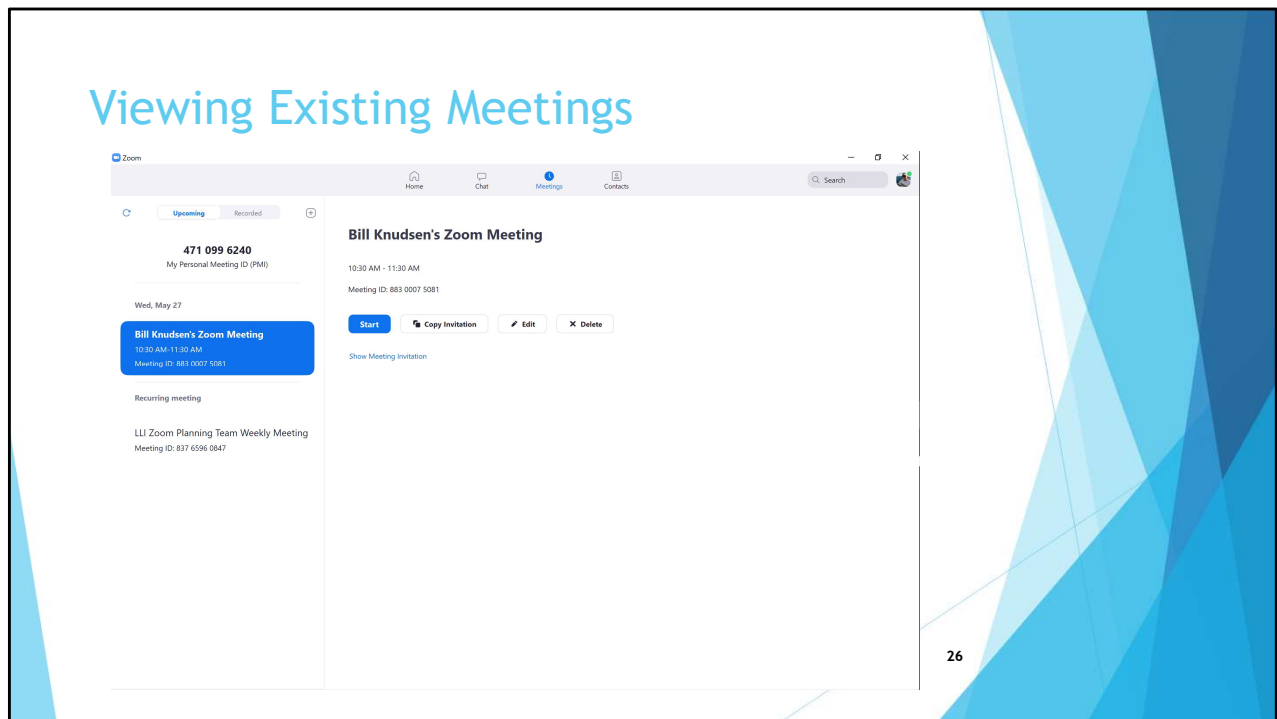
- The dialogue box shown in the previous slide will expand showing additional meeting parameters
 - Make sure the 'Enable Waiting Room' box is checked (Note that the latest version of the Zoom software places the 'Waiting Room' in another location – defaults to On and Locked)
 - Make sure the 'Enable join before host' box is checked
 - Make sure the 'Mute participants upon entry box' is checked
 - Make sure the 'Only authenticated users can join: Sign in to Zoom' box is unchecked
 - Leave 'Alternative hosts:' box blank
- Click the 'Schedule' button – in theory you should go back to 'Home' page of Zoom software
- Note that if you if linked your calendar to Zoom you may get calendar invite to appear – unlikely anyone at LLI at this point will have do this

Viewing Existing Meetings



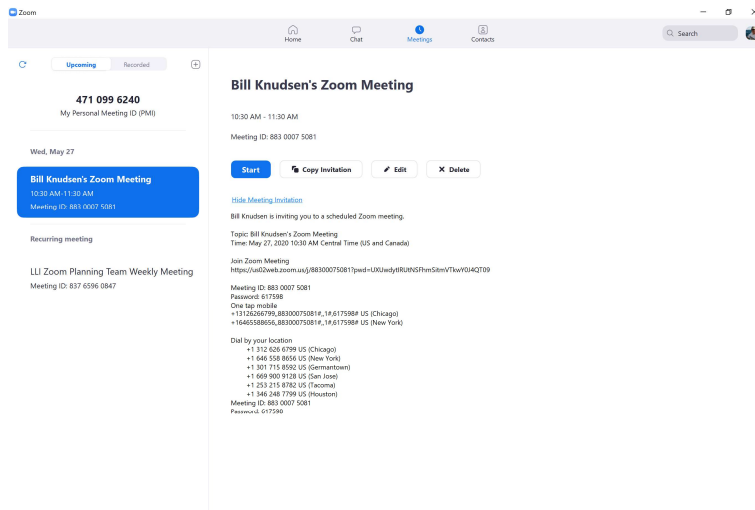
- Go 'Meetings' on 'Home' page of Zoom Software

Viewing Existing Meetings



- Select the meeting you want to send invitations invitation
- When you first “Copy Invitation” you may get something that looks like an email but is really a Calendar invitation – you can save it if you want for your own Calendar, **but don’t add attendees and send it** – LLI knows from experience that at least the majority of members don’t use a Calendaring function on their computers and it will be confusing to them if they get the email
- You can click on ‘Show Meeting Invitation’ to see what the invitation looks like

Viewing Existing Meetings

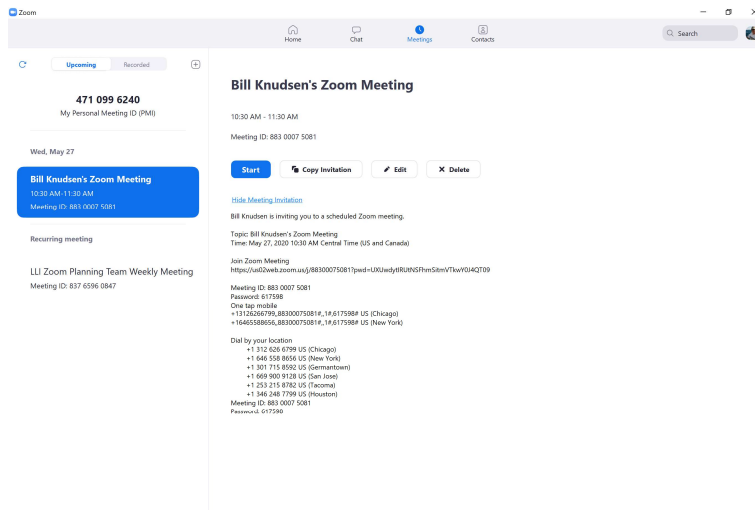


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- If there is an error in the invitation you can click on the 'Edit' button and make changes to the meeting and view the invitation again
- Alternatively, you can 'Delete' the meeting and start over scheduling a new meeting
- Once you are happy with the meeting invitation select 'Copy Invitation' – NOTE that you can still make changes to the invitation when you paste it into an email

Configure the Email Invitation

Creating the Email Invite



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- Select the Meeting for which you want to create an invitation
- Select “Copy Invitation” which will put the invitation into the clipboard from which you can paste it into an email

The screenshot shows a Microsoft Word interface with a document titled "Untitled - Message (HTML)". The document content is an email from Bill Knudsen. The email body text reads:

Bill Knudsen is inviting you to a scheduled Zoom meeting.

Topic: L1: Facilitator Training
Time: Aug 31, 2020 10:00 AM Central Time (US and Canada)

Join Zoom Meeting
<https://us01zoom.us/j/91018406144?pwd=OGZlSjY0ZDZkZjc2ZWUwOEFuJFZFOT09>

Meeting ID: 91018406144
Passcode: 277592

One tap mobile
+11212626799,,91018406144,,0#_277592 US (Chicago)
+13017158192,,91018406144,,0#_277592 US (Germanytown)

Dial by your location

- +1 122 626 6799 US (Chicago)
- +1 302 715 892 US (Germantown)
- +1 929 205 6099 US (New York)
- +1 340 248 7799 US (Houston)
- +1 649 900 8833 US (San Jose)
- +1 253 215 8782 US (Tacoma)

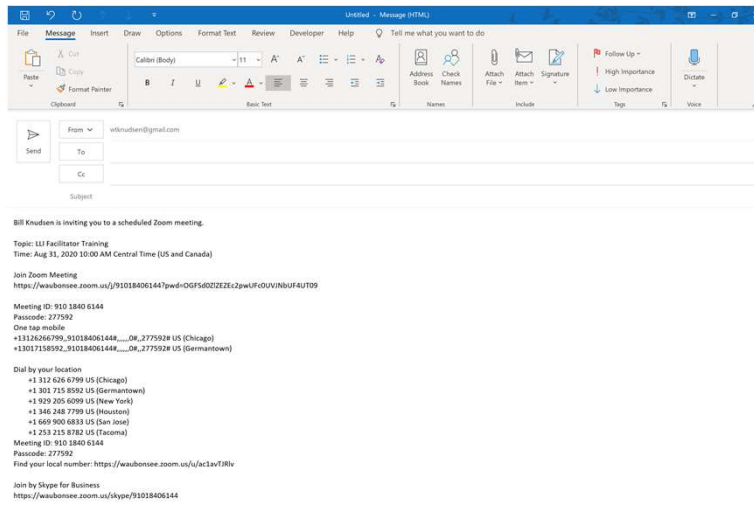
Meeting ID: 91018406144
Passcode: 277592

Find your local number: <https://us01zoom.us/j/us3av3TRV>

Join by Skype for Business
<https://us01zoom.us/j/skype/91018406144>

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Scheduling Meetings - Zoom Created Email



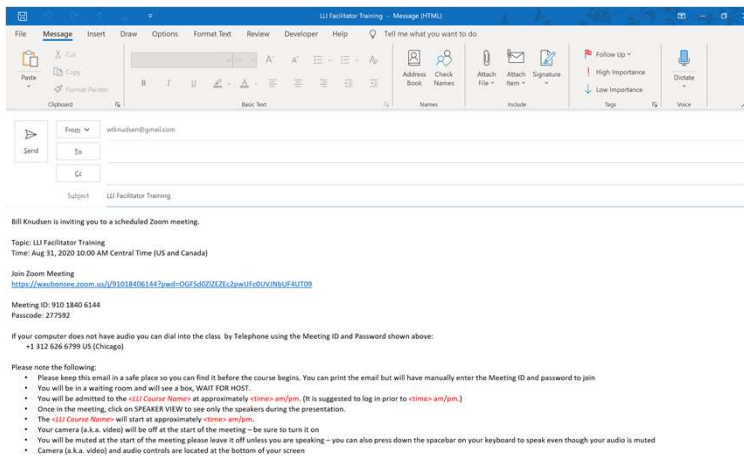
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- In the 'Subject' line add the name of your class
- Notify course Participants at the time they are registered for a course that a URL is coming for their course but post it (2) days prior to the start of the course.
- Delete the lines related to Skype for Business
- If you turned OFF (i.e. NO) " **Show international numbers link on the invitation email** in your PERSONAL Settings on the Zoom Web Portal the line 'Find your local number: <https://waubonsee.zoom.us/j/91018406144>' will not appear – if you leave the Setting YES just delete this line from the email
- Delete all telephone information except the phone number for Chicago
- Add verbiage for Telephone number – "If your computer does not have audio you can dial into the class by Telephone using the Meeting ID and Password shown above:"
- For many email systems if the message is in HTML format placing a space at the end of the URL will make the text a clickable item (text will typically turn blue)
- Copy LLI Boilerplate Verbiage (previous slide) and update the information that is unique to your course (e.g. topic, date, time)
- Evidently LLI experiences a lot of messages going to Spam – if your email system provides a request for a return receipt it may be a way to ensure participants receive it
- Add recipients' names and send

Scheduling Meetings - email Invitation Boilerplate Verbiage

- Please keep this email in a safe place so you can find it before the course begins. You can print the email but will have manually enter the Meeting ID and password to join
- You will be in a waiting room and will see a box, WAIT FOR HOST.
- You will be admitted to the <LLI Course Name> at approximately <time> am/pm. (It is suggested to log in prior to <time> am/pm.)
- Once in the meeting, click on SPEAKER VIEW to see only the speakers during the presentation.
- The <LLI Course Name> will start at approximately <time> am/pm.
- Your camera (a.k.a. video) will be off at the start of the meeting - be sure to turn it on
- You will be muted at the start of the meeting please leave it off unless you are speaking - you can also press down the spacebar on your keyboard to speak even though your audio is muted
- Camera (a.k.a. video) and audio controls are located at the bottom of your screen

Scheduling Meetings - Modified Zoom Email



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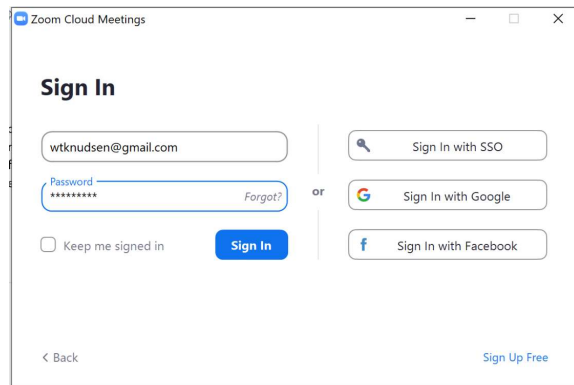
Your formatted email invitation should look something like this.

- In the 'Subject' line add the name of your class
- Notify course Participants at the time they are registered for a course that a URL is coming for their course but post it (2) days prior to the start of the course.
- Delete the lines related to Skype for Business
- If you turned OFF (i.e. NO) " **Show international numbers link on the invitation email** ' in your PERSONAL Settings on the Zoom Web Portal the line 'Find your local number: <https://waubonsee.zoom.us/j/91018406144> ' will not appear – if you leave the Setting YES just delete this line from the email
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- Copy LLI Boilerplate Verbiage (previous slide) and update the information that is unique to your course (e.g. topic, date, time)
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- Add recipients' names and send

Starting a Meeting

Starting a Zoom Meeting

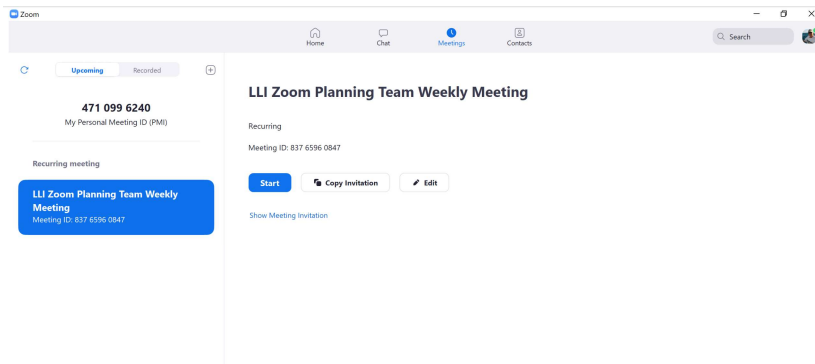


The screenshot shows the Zoom Cloud Meetings sign-in interface. It features a title bar with the Zoom logo and window controls. The main heading is "Sign In". On the left, there are input fields for an email address (containing "wtknudsen@gmail.com") and a password (masked with "*****"), with a "Forgot?" link next to the password field. Below these is a "Keep me signed in" checkbox and a blue "Sign In" button. On the right, separated by a vertical line and the word "or", are three social login buttons: "Sign In with SSO", "Sign In with Google", and "Sign In with Facebook". At the bottom left is a "< Back" link, and at the bottom right is a "Sign Up Free" link.

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- Sign in to the Zoom Software

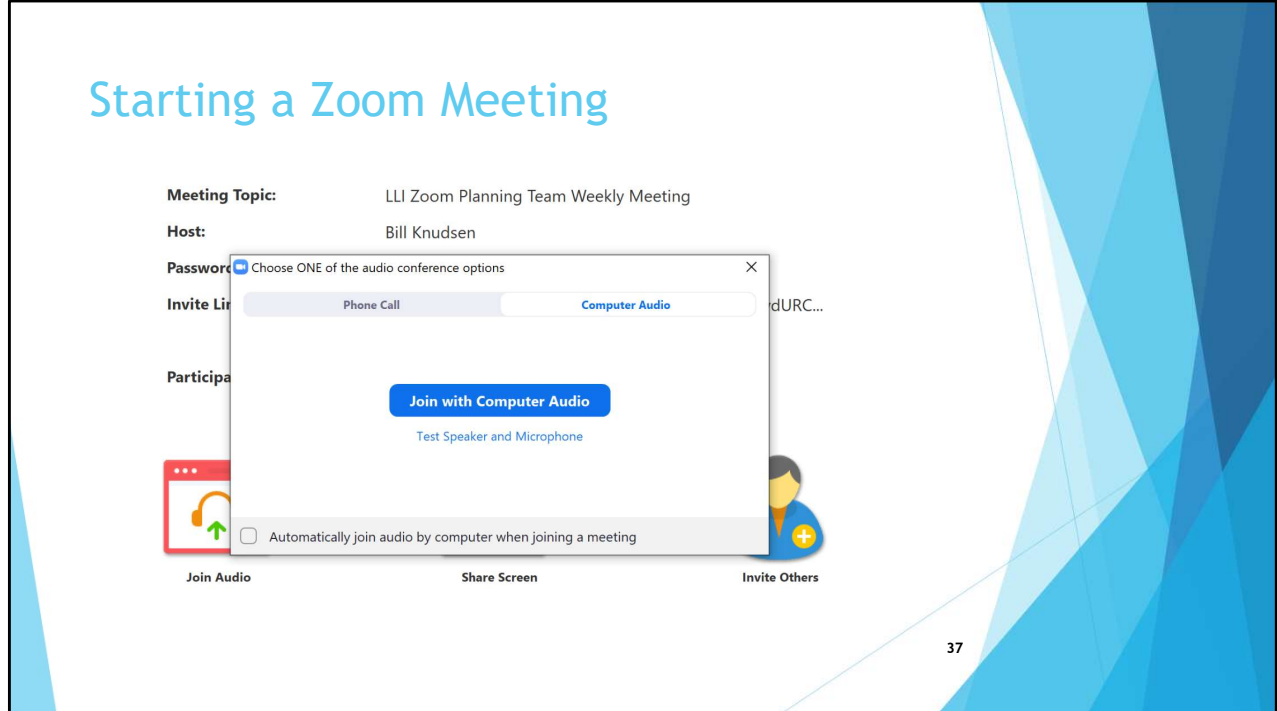
Starting a Zoom Meeting



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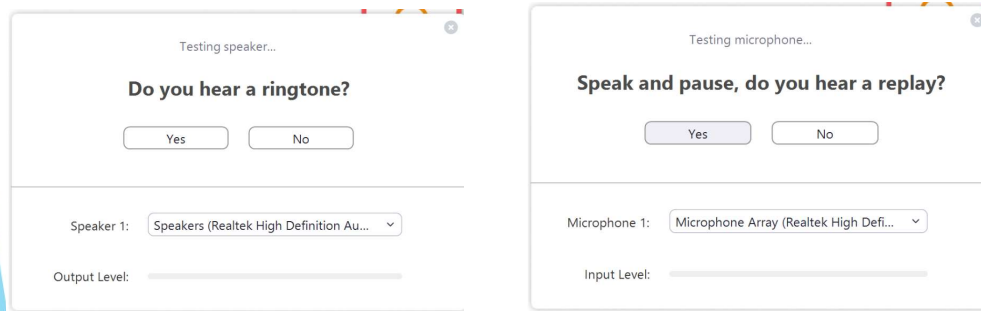
- Highlight the meeting you want to start on the left side of the screen

Starting a Zoom Meeting



- This screen shows I started a meeting but my camera (video) is off – in the foreground there are a couple of choices
- 'Test Speaker with Computer Audio' is always a good first choice to make as it ensures that audio is working fine right at the start of the meeting

Starting a Zoom Meeting



The screenshot shows two side-by-side testing windows from the Zoom application. The left window is titled 'Testing speaker...' and asks 'Do you hear a ringtone?'. It has 'Yes' and 'No' buttons. Below this, it shows 'Speaker 1:' with a dropdown menu set to 'Speakers (Realtek High Definition Au...' and an 'Output Level:' slider. The right window is titled 'Testing microphone...' and asks 'Speak and pause, do you hear a replay?'. It also has 'Yes' and 'No' buttons. Below this, it shows 'Microphone 1:' with a dropdown menu set to 'Microphone Array (Realtek High Defi...' and an 'Input Level:' slider. Both windows have a close button in the top right corner.

Testing speaker...

Do you hear a ringtone?

Speaker 1:

Output Level:

Testing microphone...

Speak and pause, do you hear a replay?

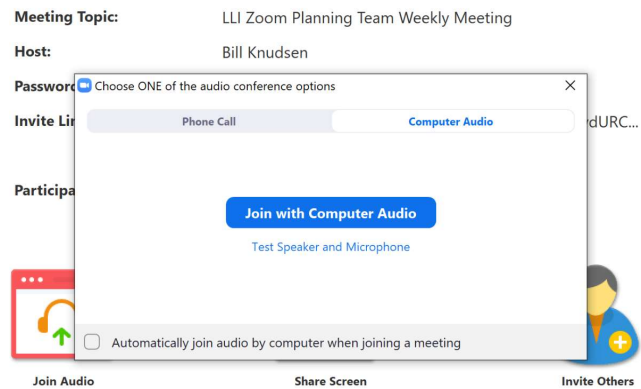
Microphone 1:

Input Level:

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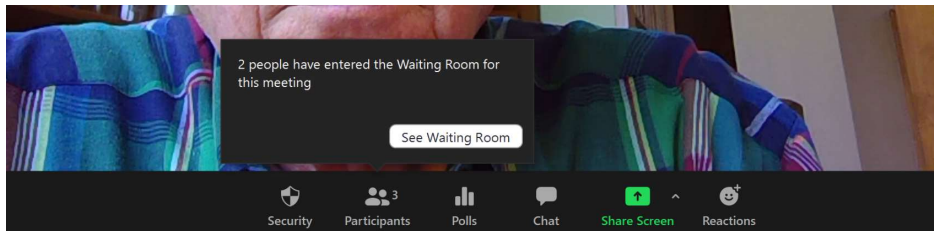
- Self-explanatory, just follow the instructions – tests if your speaker is working followed if you microphone is working

Starting a Zoom Meeting



- After testing audio click on 'Join with Computer Audio'

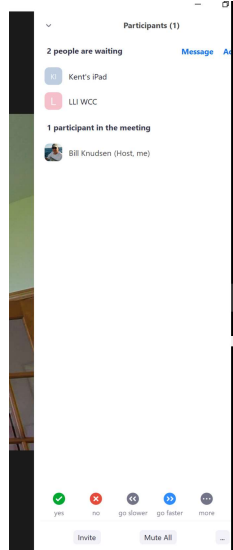
Starting a Zoom Meeting



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- After you turn on your camera (video) you will see yourself
- As people enter the Waiting Room you will get a notification

Starting a Zoom Meeting



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- To get a better view of the Waiting Room click on the 'Participants' icon on the Control Panel – can be seen in previous slide
- That's pretty much it – click on the down-arrow to Close the screen

Screen Sharing

What Can Be Shared

- Screen Sharing

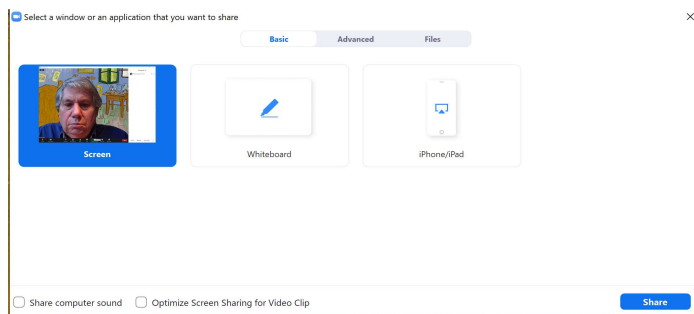
- PowerPoint with or without embedded videos
- Other video
 - YouTube
 - DVD Player
- Anything else you have on your screen
 - Word or Excel documents
 - PDF document
 - Etc.

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- All items that will be shared during the course open before the start of the course – reduces risk they can't be found while 'live'
- Keep PowerPoint open in Normal View and start Slide Show View when you use – reduces risk PowerPoint will close if you share it when it is in Slide Show View
- Important to practice Screen Sharing in advance of meeting if you share something using your web browser – Screen Sharing on Microsoft Edge requires Windows 10 Pro or Enterprise. If you are running Windows 10 Home and need to share your screen Zoom recommends using Google Chrome or Firefox. (You can your PC by selecting Settings > System > About)
- A good practice is to stop sharing when engaging with the audience - share again when discussions are finished
- When embedding a YouTube video in PowerPoint YouTube has some control – can be little tricky to end, but moving on to the next slide can be a solution
- Demonstrations of Screen Sharing will be made throughout the presentation

Screen Sharing

- When clicking on Screen Sharing in Control Panel (bottom of screen) you get multiple selections of what to share

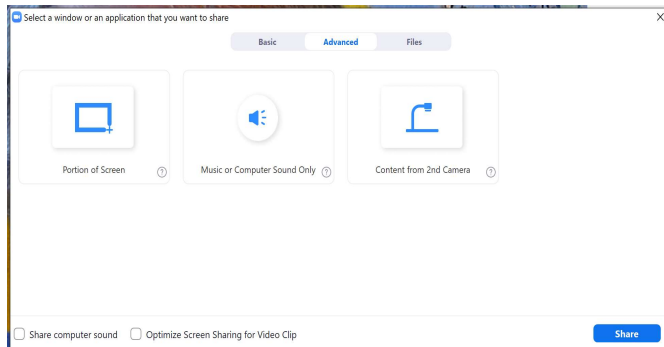


44

- **Basic** – In this window you can select whatever appears on your computer screen. This is likely the most used option. Click 'Share' on bottom right corner after you select what you want to share.
- You also select a Whiteboard or iPhone/iPad. Each of these selections is mutually exclusive – we will not address these
- Anything on your screen can be shared – documents, videos (e.g. YouTube), DVD's, etc. basically if you can see on your screen it can be shared
- However, test well in advance of the class – you might be streaming from the internet which COULD impact your bandwidth –
- If possible, you can download content to your PC which would COULD help if you have bandwidth problems – but then you COULD experience memory problems
- No perfect solution. SHOULD YOU EXPERIENCE problems – testing is the only way to get a head's up before conducting a course
- We will discuss the CONTROLS available with Screen Sharing in a later slide

Screen Sharing

- When clicking on Screen Sharing in Control Panel (bottom of screen) you get multiple selections of what to share

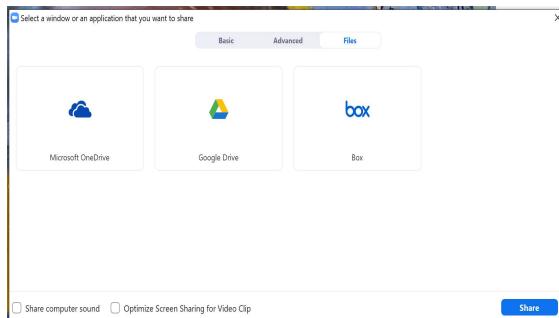


Skip over real fast

Advanced – In this window you can select the Portion of a Screen, Music or Computer Sound Only, or Content from 2nd Camera. In the future if an LLI class is hosted in a Waubensee facility the Content from a 2nd Camera option could be used with the Document Camera in the classrooms. Each of these selections is mutually exclusive. Click 'Share' on bottom right corner after you select what you want to share.

Screen Sharing

- When clicking on Screen Sharing in Control Panel (bottom of screen) you get multiple selections of what to share



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Skip over real fast

Files – In this window you can select files in Microsoft OneDrive, Google Drive, or Box. Each of these selections is mutually exclusive. Click 'Share' on bottom right corner after you select what you want to share.

Going to show Screen Share in next couple of slides, but it might be useful to share a DVD now, before advancing to the next slide

Screen Sharing - Who Can Share

- Whether or not all participants can share their screen in a meeting or only the host (facilitator) is made in Settings
 - If you want all participants to have the ability to share be sure the following setting is

Security

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Screen sharing

Allow host and participants to share their screen or content during meetings



Who can share?

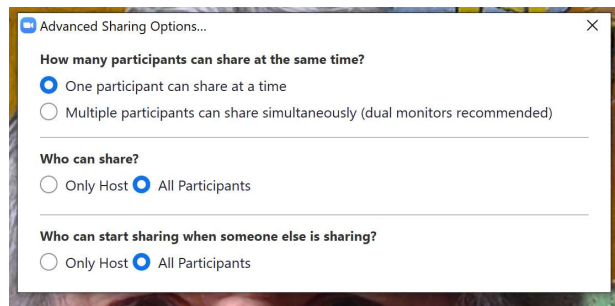
☐ Host Only ☒ All Participants 

Who can start sharing when someone else is sharing?

☒ Host Only ☐ All Participants 

Screen Sharing - Who Can Share

- If you allow for more than the host to share you have multiple choices
- Click the '^' next to the 'Screen Share' icon on the Control Panel and select 'Advanced Sharing Options ...' to get this dialogue box



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- This dialogue box is accessed during a meeting in the Controls – will be discussed further in the Controls Available to Facilitators section
- Suggest only allow one participant to share at a time
- Suggest “Only Host” can start sharing when someone else is Sharing – could get complicated fast

Optional Features

Optional Features

- Optional features
 - Polling - a change in Settings is required to use this feature
 - Breakout Rooms
 - Non-Verbal Feedback (includes Hand Raising)
 - Chat
 - Reactions

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- In the Facilitator's survey there didn't seem to be n interest in Polling – raise hand if anyone has second thoughts - If no one is interested in Polling we will skip – if only 1 or 2 people are we can move to the end so others can leave Note: Slides related to Polling are hidden
- Ask audience who is planning Co-Hosts and what does that mean to them –search 'Roles in a Meeting' on Zoom Support for a comparison between host and co-host from the Zoom perspective

Polling



<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>

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- An overview of Polling – want to make sure everyone understands how they work
- Note that polls do not allow for open end questions
- Anyone interested in polling? Otherwise we will skip that section – if one or two are interested we will push to the end of the presentation so others can leave

Breakout Rooms



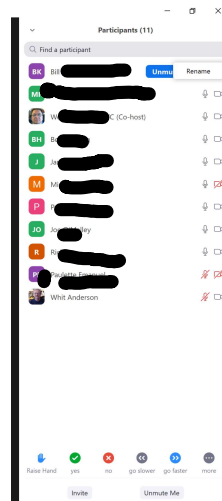
Zoom Support Article:

<https://support.zoom.us/hc/en-us/articles/206476313>

52

- An overview of Breakout Rooms – the Facilitator’s survey indicated and interest in Breakout Rooms and want to make sure everyone understands how they work
- Show video and raise hands for those who are interested
- If there is an interest - Not prepared to go into today – suggest we have a separate meeting to test and get comfortable with it

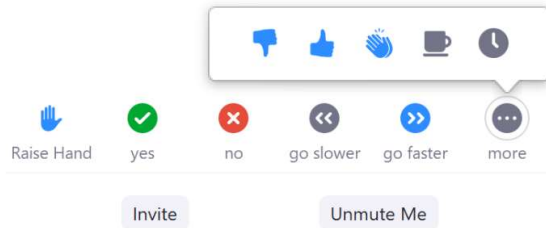
Participants Screen



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- Click on 'Participants' icon on Control Panel that appears at the bottom of the screen
- Move the mouse pointer on the screen if you don't see the Control Panel – it automatically disappears
- You'll see a list of participants in the meeting (a.k.a. LLI course). By the participant clicking on themselves they can:
 - Rename themselves
 - Mute / unmute themselves
 - Hide / unhide video
 - Select various icon for feedback to the Host at the bottom of the panel
 - Invite others (if allowed for a meeting)
 - Another way to unmute themselves
- As the Host you can assign a participant as a Host - many LLI members are using Zoom for the first time it might be better not to give up your role as a Host
- Co-Host role allows someone else to manage the Controls of the meeting
- Icons for No-Verbal Feedback (includes Hand Raising) are at the bottom of the Participants screen – discussed on next slide
- Close the Participants Screen by clicking on 'down-arrow to the left of 'Participants' title then select 'Close' – don't click on 'X' in upper right side

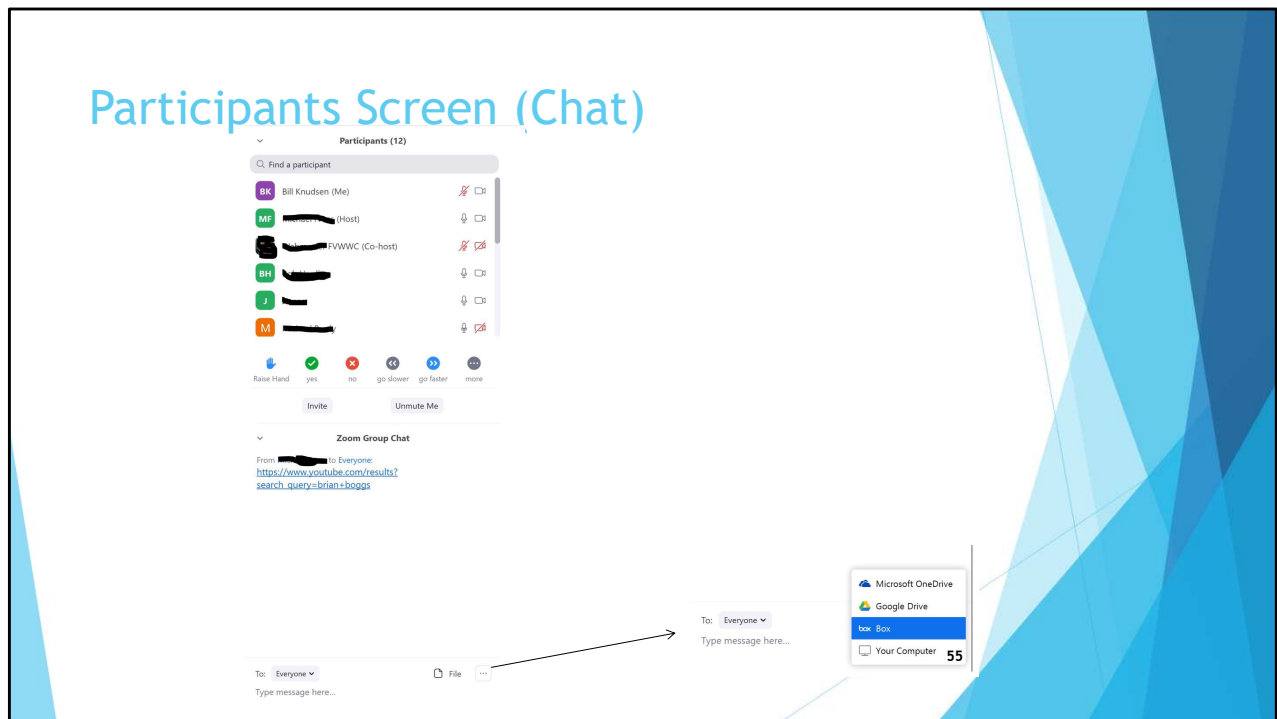
Participants Screen - Non-Verbal Feedback including Hand Raising



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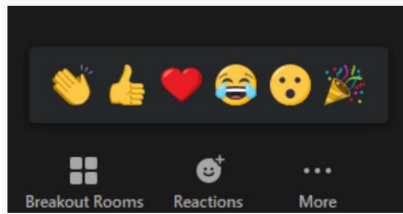
- The picture shows the bottom of the 'Participants Panel' with all the Non-Verbal Feedback that are possible
 - Raise Hand – to get the attention of the Host (Facilitator)
 - Can answer questions with a Yes or No
 - Ask the Host (Facilitator) to Go Slower or Go Faster
 - Clicking on the ellipsis (3 dots) brings up additional reactions
 - Like
 - Dislike
 - Clap
 - Need a break
 - Away

Participants Screen (Chat)



- When you click on 'Chat' on Control Panel on the bottom of the screen a Chat portion is created on the bottom of the Participants Panel (if the Participants Panel is active the Chat portion appears)
- Chats to you as an individual appear here as well as chat addressed to everyone
- You can create a Chat by selecting "Everyone" or a specific individual in the meeting
- Text goes in the 'Message Here' dialogue box
- If allowed, chats can be saved to a file – see picture of expanded file icon

Reactions



Zoom Software Version 5.2+



Zoom Software Version Not 5.2+

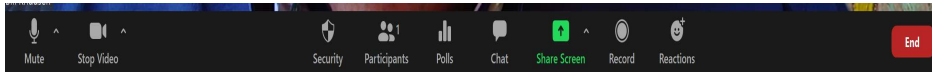
- Meeting participants can now react during a meeting by an emoji to communicate without interrupting the meeting. Reactions will disappear after 5 seconds.
- By default, the meeting reactions have a yellow skin tone. On the Zoom Desktop Client for Windows and Mac, you can also set your skin tone.

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- Reactions are found at the bottom of the screen
- Note that the Hands found in Reactions are not the hand Raising feature

Controls

Controls Available to Facilitator During the Meeting

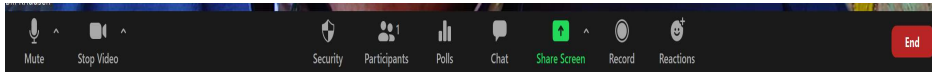


- Mute / Unmute - Selecting this option this allows you to mute or unmute your microphone
- Video - Selecting this option allows to disable or enable video - whether or not participants see your image
 - Video Control (click ^ next to Video) you can select a rear camera if your machine has one
- Audio Controls (click ^ next to Mute) allows you to change the microphone and speaker that Zoom uses. If your mic and speakers checked out OK before the start of the meeting you should have no reason to use this feature.

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- Some of these controls are available to participants as well

Controls Available to Facilitator During the Meeting

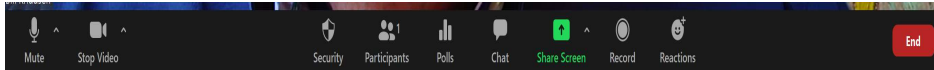


- Security - you can ignore
- Participants - Selecting this option brings up a Participants Window on the right side of your screen
- Polls - Selecting this option allows you create, edit or launch any polls you predefined for the class. It is highly recommended to create polls in preparation for the class. Note: To see this icon the Polls option must be configured in your Account Controls on the Zoom Portal
- Chat - as discussed on a previous slide

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- Some of these controls are available to participants as well

Controls Available to Facilitator During the Meeting



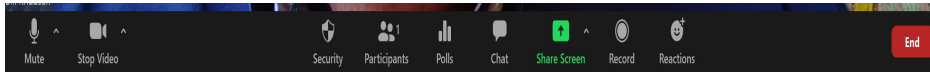
- Share Screen - Selecting this option allows you to share your screen. Depending on the Settings made for in the Zoom Portal for Screen Sharing you may be able to make additional selections - see below for details.
- Screen Share Controls (click ^ next to Share Screen) allows you to control who can share their screen in a meeting. When you click on the '^' you will be given a couple of choices. Select only "Advanced Sharing Options ..." and the following dialog box will appear. This box contains all the choices.



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- Some of these controls are available to participants as well

Controls Available to Facilitator During the Meeting

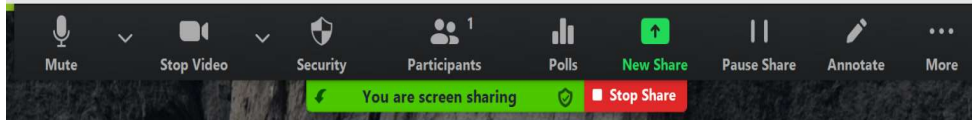


- ~~Record — If you disabled Recording in Zoom software the Record will not appear~~
 - LLI has chosen not to record courses
- ~~Be aware that if you do record it will default to a location on your machine and could take up considerably space~~
- Reactions - Participants can react during a meeting by sending a thumbs up or clapping to communicate without interrupting the meeting. Reactions will disappear after 5 seconds. By default, the meeting reactions have a yellow skin tone. On the Zoom Desktop Client for Windows and Mac, you can also set your skin tone.

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- Some of these controls are available to participants as well

Screen Sharing - Additional Control



- The Control Panel now moved to the top of the screen but you can drag it anywhere you want on the screen
- Many of the controls we already reviewed remain. Additional controls include:
 - Pause Share - Pause your current shared screen
 - Annotate - Display annotation tools for drawing, adding text, etc. Alternatively, if you are in PowerPoint Slide Show view you can use Pointer Options to annotate

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- Have only used the standard pause available in a video embedded in a PowerPoint so I am clear what this Pause does
- Annotation is a Setting that must be enabled – I believe the default is 'On'
- Right click mouse to access pointer options in PowerPoint Slide Show view

Screen Sharing - Annotation



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- Notice the annotation tools available at the top of the screen

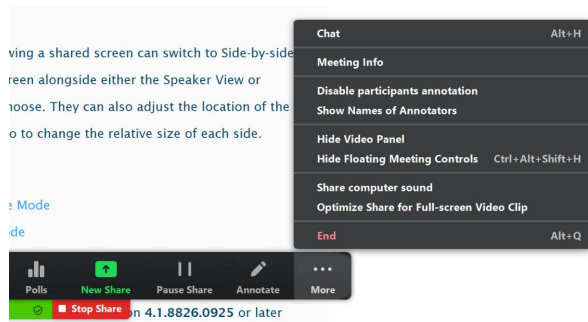
Screen Sharing - Annotation



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- Most of these tools, including Save, are relatively self explanatory so we will not go into them – experiment on your own
- When done annotating click on the ‘Mouse’ arrow on the left side of the tools control

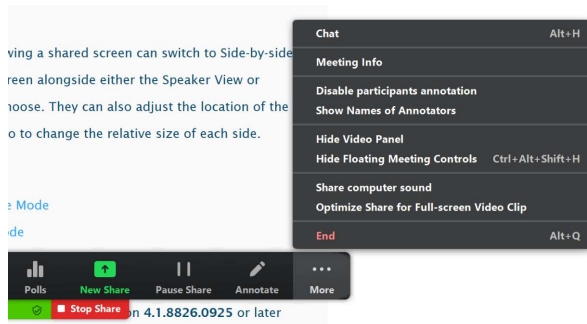
Screen Sharing - Additional Control



- Clicking the ellipsis (3 dots) brings up additional choices

- H

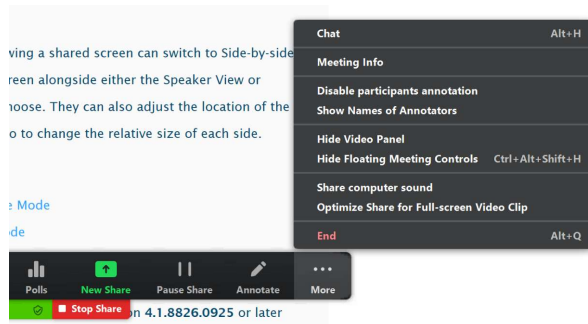
Screen Sharing - Additional Control



- Chat - Brings up a Chat dialogue box similar to what is available in the non-share screen control panel
- Meeting Info - Displays information re: the meeting
- Disable participants annotation - disables participants ability to annotate a shared screen

- Annotation - If annotation is enabled (Account Settings) – which I think by default it is – participants can annotate a shared screen

Screen Sharing - Additional Control



- Show Names of Annotators -
- Hide Video panel - hides the video of people in the meeting so the entire screen is devoted to what is being shared
- Hide Floating Controls - Hide the Control Pane
- Last two options - not sure at this point

Etiquette and Ending Meeting

Etiquette

- Microphone - For members - to help keep background noise to a minimum make sure you mute your microphone when you are not speaking. LLI classes are configured to start with everyone's microphone muted.
- Background Noise - When your microphone is not muted avoid activities that could create additional noise such as barking dogs, shuffling papers, etc.
- Camera - The best position for a camera is to be focused at eye level which creates a more direct sense of engagement with other participants. The background should be as neutral as possible so as to keep the focus on you. Optionally you can apply a virtual background.

Etiquette

- Distractions - You can make it easier to focus on the class by turning off notifications, closing other programs
- Lighting is important. Natural sunlight is better than artificial, lighting beyond you darkens your face so better to have lighting in front of you
 - There is a checkbox in the Video section of the Settings on the Zoom Software 'Touch up my appearance' that may help
- Multi-Tasking - You will retain the material better if you refrain from replying to emails, text messages, etc.
- Preparation - For facilitators in particular it is important that materials are ready to shared before the class begins

Attendance & Course Evaluations

- Qualtrec evaluation link and Attendance - to be determined

Next Steps

Course Preparation - Relative to Zoom

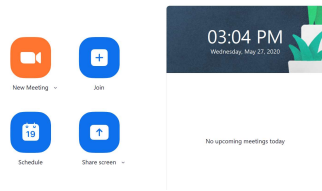
- Practice, practice, practice
 - Practice by starting a meeting in your Personal Meeting Room
 - Schedule and conduct a meeting with a fellow Facilitator
 - Rehearse the course, if possible, with someone
 - <https://support.zoom.us> is a great resource for help

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- Don't try to boil the ocean using all the available Zoom features – Keep it simple
- Ask the audience to pair up to practice with each other

Course Preparation - Relative to Zoom

- Personal Meeting Room - excellent place to practice when you have no participants

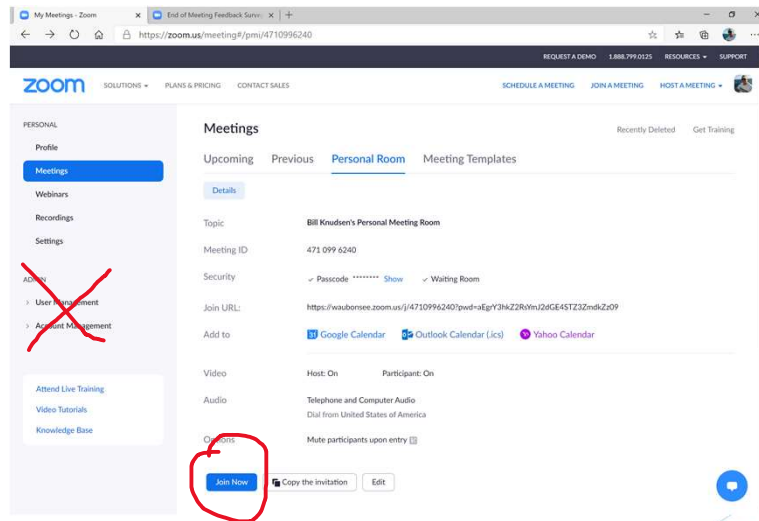


Click on orange 'New Meeting' button in Zoom Software

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- Instant start of meeting using the Zoom Software or ...
- Use the Zoom Web Portal shown on the next slide

Course Preparation - Relative to Zoom



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- Instant start of meeting using the Zoom Web Portal – your Personal Meeting Room