Zoom Guidelines and Resources

Logistical Notes

1. **Please review the below protocols for today's meeting:**
   a. **Turn on your video, if bandwidth allows.**
   b. **Remain on mute if you aren't speaking to reduce background noise.**
   c. **When speaking, introduce yourself first.**
   d. **Be conscious of the large number of people on the call.**
   e. **Raise your hand on Zoom, or send a chat.**
2. **Technical recommendations:**
   a. **These recommendations may help avoid or resolve any quality and/or technical issues that arise during the meeting.**
      i. Closing all web based applications (email, calendar, other web browsing windows, and shared documents) besides Zoom before joining the meeting may assist with bandwidth issues.
      ii. Using a Zoom virtual background that has animation will use more bandwidth.
      iii. Another option that can assist with preserving bandwidth on your home network, is to minimize the network usage at home by turning off internet TVs, the Wi-Fi on your cell phones, and other web based devices.
      iv. If you need to join the session via telephone and computer simultaneously, one device must be muted otherwise feedback will be created.
   b. Back-up Plan (if internet connections fail):
      i. Please use the provided phone number by Zoom and the shared slides to join the conference. Due to extremely high volume of calls and delays on Zoom, please try to connect 10 minutes prior to the meeting.
3. **To ask a question or comment during the presentations and conversations, please use the below process:**
   a. Step 1: Please click the 'raise hand' button in the Participants panel of Zoom to get the host's attention (see "d" below).
   b. Step 2: Wait at least 30 seconds for the speaker to see your raised hand and message you directly to follow-up. If you need to comment, the host will let you know when you will be unmuted to speak.
   c. Step 3: If the host doesn't acknowledge your question within 1 minute, if you like you can unmute yourself and say "I have a question and/or comment". Do not ask your full question yet, since there are often delays in the audio feed that cause people to accidentally talk over each other. Wait for the speaker to acknowledge your question before you ask it in full.
   d. Step 4: Ask your question or make your comment.
   e. Step 5: Please mute yourself again once you're done discussing with the speaker.

Training, Tips, & Tutorials

- [Getting Started with Zoom](#)
- [Testing computer or device audio](#)
- [Joining a meeting by phone](#)
- [How to test your video](#)
- [How to change your video layout](#)
- [Setting up and Using Virtual Backgrounds](#)

   o [Zoom Backgrounds](#)
- [Active Speaker Layout](#)
- [Sharing your Screen](#)
- [Video Layout Options While Screensharing](#)
- [Switching Screens during Screen Sharing](#)

Zoom Guidelines and Resources

Norms

1. Speaker Guidelines (default)
    a. Always start by introducing yourself.
    b. If you're a speaker, in the Zoom app be sure to keep open:
        i. The 'participants' panel, so you can see if there are questions for you, or poll the audience,
        ii. The 'chat' panel, for important messages.
        iii. Your window should look something like this:

2. Participant norms (Default settings)
    a. **Video on:** The video will be on for all participants upon entry to the meeting room. Please leave your video feed on as much as possible, so the speaker can see your face. Vision is a super-high bandwidth channel that speakers often depend on to understand if people are confused, surprised, etc.
    b. **Muting.** All meeting participants will be muted upon entry and should keep their audio muted, only unmuting themselves when they choose to speak. If a participant has a lot of background noise and doesn't mute themselves when they are not talking, the host will mute them (the participant will still be able to unmute later on). Be conscious of the large number of people on the call.
    c. **Raising Your Hand:** If you need to get the attention of the speaker or host, please use the "Raise Hand" Click the Participants Icon and the below menu will open showing the "Raise Hand" option as well as other feedback options.
    d. **The Zoom chat panel is for discussion with the speaker, host, or amongst the group.** Please use the Zoom chat panel for grabbing the host or speaker's attention, sharing resources, or for quick questions amongst the group.