

Tips and Best Practices for Virtual Instructor-Led Training via Zoom

NCSU IES is thrilled to be offering courses in a Virtual Instructor-Led Training (VILT) format.

This training approach is new to many of us and brings a few unique challenges. Here are some tips and best practices that will help us all be successful. For additional information, you may want to visit the Zoom Help Center - <https://support.zoom.us/hc/en-us>

SYSTEM REQUIREMENTS

- **High speed internet connection** – broadband wired or wireless (3G or 4G/LTE). Minimum bandwidth is 600kbps (up/down) and recommended is 1.5 Mbps (up/down).
- **Microphone** – built-in, plug-in or wireless
- **Speakers** – built-in, plug-in or wireless
- **Webcam** – built-in, plug-in or wireless

BEFORE CLASS

- **Download Zoom.** If this is your first time participating in a Zoom event you will need to download Zoom:
 - PC or Laptop:** Go to: <https://zoom.us/download> and download “Zoom for Client Meetings” and follow the onscreen instructions.
 - Tablet:** Go to: <https://zoom.us/download> and follow the instructions under “Zoom Mobile Apps.”
- **Set Up a Zoom profile.** Use your first and last names for your Zoom profile. If you have already set up a Zoom profile with a different name, please edit it for this class.
- **Check your audio and video.** Make sure everything works and you are familiar with how to use it. Using a headset will enhance the quality of your audio and help reduce background noise.
- **Course materials and the Zoom link.** Several days prior to class you will receive a FedEx package with course materials and an email with the Zoom link and instructions. The link provided is for you ONLY – do not share!
- **Explore how to use Zoom.** There are a lot of resources available on Zoom’s website. If you have never participated in a Zoom meeting, you may want to take a look at their one minute “Joining a Meeting” video - <https://youtu.be/hlkCmbvAHQQ>. You can also test your connections on their website at <http://zoom.us/test>. This will take you into a "Meeting Test."
- **Join the class early!** The class will open 30 minutes prior to starting. Plan to join class a few minutes early so you can ensure all the technology is working.
- **Contact us if you have any questions or concerns about this training approach.**

DURING CLASS

- **Mute your mic.** Whenever you're not talking, keep your microphone muted. This will help reduce background noise for all the participants.
- **Unmute anytime you would like to speak.** Everyone is encouraged to participate by asking questions and joining in discussions. If you don't feel comfortable "jumping in," you can use the raise hand option and/or send a chat message to request an opportunity to speak.
- **Choose your view.** What you see on your computer screen can be changed by hovering the mouse at the top right of the Zoom Meeting window and clicking the desired view. There are three views in Zoom:
 - **Speaker View:** Focuses on the speaker.
 - **Gallery View:** Shows all participants and should be used for class discussion.
 - **Full Screen:** Maximizes screen.
- **Participate!** In addition to class discussions, use the Zoom features, including the raise hand, thumbs up/down, and chat to fully engage in the class. We will also be using Zoom Breakout Rooms to do some small group activities. We are relying on you to make the most of this training opportunity!
- **The Zoom Menu.** The Zoom menu contains several features that can be used at any time throughout class meetings. For laptops, PCs, and Macs the menu can be found by hovering over the bottom of the Zoom window. See page 3 of this document for a Zoom screenshot and legend.
- **Smile! You're on Camera!** Video chatting in a professional setting may be new to you. Here are some tips to help you look (and feel) like the most impressive Zoomer in the room:
 - **Lighting.** Light your face more brightly than the background to make it easier to see you. Avoid having a light source (lamp, window) behind you, as it will leave you in the shadows!
 - **Camera.** Adjust your camera so your head is positioned nicely, and naturally in the picture frame. It conveys confidence and you won't look silly. Sit or stand where you are comfortable and adjust your camera to accomplish just the right angle.
 - **Audio.** Microphones can pick up background noise, so keep your mic muted until you're ready to speak. Avoid having 2 devices connected to the meeting with both using audio as this will result in an echo and feedback that can be heard by everyone.
 - **Mind Your Manners!** Remember – when on-camera, activities such as eating, drinking, shuffling papers, picking your nose, or scratching your arm pits can be quite distracting (and sometimes unflattering).
- **Be respectful.** Although you may not see everyone's face the entire time during an online class, keep in mind that you should show the same respect to your instructors and peers that you do in an in-person class.
- **Have fun!**

Zoom Screen Legend

Zoom Participant ID: 235364

Gallery View

You will be in speaker view when the instructor is showing PowerPoint slides, but when there is class discussion, clicking on Gallery view will allow you to see all participants in your Zoom window.

Click here to mute/unmute your microphone. Staying muted until you want to speak will eliminate background noise.

Click here to turn off your video. Please leave this on except during scheduled breaks.

Click here to open a list of class participants.

Click here to open a chat box where you can type messages to everyone, or to the meeting instructor or moderator.

Use the icons in this menu to react silently to class discussions.

Unmute Stop Video Participants 8 Chat Share Screen Record Reactions Leave Meeting

Detailed description: This image is a screenshot of a Zoom meeting window. At the top, it shows the participant ID '235364' and a 'Gallery View' button. The main area contains a grid of eight video thumbnails. The thumbnails show various participants, including a woman with curly hair, an older man in a brown jacket, a man with a beard, a woman in a yellow top, a man in a blue shirt, a woman in a red top, a person in a clown mask, and a man in a light blue shirt. At the bottom is a control bar with icons for 'Unmute', 'Stop Video', 'Participants' (with a count of 8), 'Chat', 'Share Screen', 'Record', and 'Reactions'. A 'Leave Meeting' button is in the bottom right corner. Several white callout boxes with black text and arrows point to specific icons and buttons, providing instructions on how to use them.