U3A Network Victoria
UNIVERSITY OF THE THIRD AGE

GO ONLINE
Promoting Social Connection

U3A Network Victoria
Go Online Project

A GUIDE FOR TUTORS

APRIL 2020

U3A Network Victoria
UNIVERSITY OF THE THIRD AGE

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Introduction

This guide has been developed to support tutors offering online classes through Zoom. Zoom is a cloud-based video conferencing service you can use to virtually meet with others - either by video or audio-only or both. It can be used on a variety of platforms including Mac computers or PCs as well as Apple or Android smartphones and tablets.

It allows you to:

- Share your screen with other meeting participants, including showing PowerPoint presentations, YouTube videos etc and so on
- Annotate shared documents
- Send files to participants during the meeting
- Use a virtual whiteboard

You can even record the Zoom meeting!

Network will reimburse Member U3As participating in this project the cost of one annual Pro Zoom licence. Only one U3A activity can operate at a time on each licence.

Equipment required

- A computer or Smartphone or iPad / Android tablet
- To enable participation by video the device must be fitted with a camera. If there is no camera fitted in the device an audio link can be established
- Internet connectivity

Support

Member U3As will have access to Zoom Mentors who can provide guidance on technical issues that a tutor may be facing.

Setting up the Zoom application

1. To initiate a class the tutor must have installed Zoom onto their computer. To do so:

Go to the following link: https://zoom.us/

   a) Select the dropdown arrow under 'Resources'
   b) Select 'Download Zoom Client' from the dropdown and the download centre page will open
   c) Under 'Zoom Client for Meetings' click the download button and the file entitled 'Zoomclientinstaller.exe' will download. Its progress will appear at the bottom left of your screen
   d) Once this download has finished double click the icon and the installer will run and walk you through the setup process

2. Once installed the tutor may invite participates to a meeting. See a sample invitation below
3. The Zoom application will be installed automatically on each participant's device once the participant clicks on a link included in the initiating email sent by the tutor
4. The email to the participant will have an instruction such as:

   To Join the Zoom Meeting please click on the link – this is a sample only:
   https://zoom.us/f/4520760422?pwd=V245eU5noXJk55EwO5JkVEF4aEt4Zz09

Time: 11.00AM to 12.30PM
Date: Friday 17 April 2020
Meeting ID: 452 011 0462

5. Participants may elect to enter the meeting by audio only. If so, they call the Australian telephone dial in location listed on Zoom's website that you will select, and quote the meeting number above and the password which would have to be obtained from the tutor in advance. They should be warned that call costs will be paid by the participants through their phone account.

The following is a check list related to Zoom technology:

- Check that you have a microphone and webcam installed on your computer. If you do not already have these in your device, you will need to install them. Contact your Zoom Mentor for assistance. Laptops, tablets and smartphones will have these inbuilt
- Use the Zoom app to test your audio and video settings, and adjust as necessary
- You could choose to use a headset to maximise the audio component of Zoom, but it is not essential – if so, test in advance of the activity
- Your internet connection will have a big impact on how Zoom streams video and audio. Close down any unnecessary devices, apps or tabs in your browsers so you can maximise your speed. Ask others using the same connection to either do the same or to close down completely during the meeting

Tutors are encouraged to practise setting up a trial of Zoom before their first meeting with participants. Zoom with a friend, family member or colleague using the free Zoom download. However, the free meeting expires after 40 minutes.

Trialling the Online Class with Participants

The first class should simply be a trial to enable class members to become familiar with the technology and the format of an online meeting.

Key Zoom Features Useful for Conducting Online Activities

These include:

1. Screen sharing
2. Annotation – drawing and text annotation
3. Video sharing
4. Whiteboard

Refer to the screen shots in the Appendix to guide your access to these tools.

Zoom will allow documents to be attached to the meeting invitation and files to be transferred to meeting participants during the meeting. However, participants are likely to be more comfortable with receiving these by email before the activity. File share does not work on iPad or iPhone.

Preparing for the Class

The following is a check list to help you prepare you and the environment:

- Always look your best – do not forget your class members can see you
- Set your device up in a private space, to minimise noise and distractions from passers-by
- Lighting should come from in front of you, or from the side, in order to best light your face
- Keep your background clear of distractions
- Look at your webcam, not the screen – this avoids having people look up your nose or at the top of your head! You may find you have to raise your computer or device so that the camera is at eye level

Getting the Class Underway

The default meeting set up requires all participants to go to the waiting room before a meeting commences. The tutor admits the participants, thereby identifying and precluding any unwelcome students. The tutor may turn all participants to 'mute' at the beginning. Participants can then control their own audio when they want to speak.

Once the class begins the tutor and participants will see many if not all other participants as demonstrated below.

To maximise the effectiveness of the online experience the tutor is urged to set housekeeping rules with participants including:

- Discourage participants from having side conversations with people in the vicinity
- If not talking, the participant should mute or turn off their microphone. Zoom will hear any coughs, scratches, typing or wriggles and will shift the video focus to the source of the sound, away from the speaker
- Participants should enter live Zoom meetings at least five minutes before the scheduled commencement time. The tutor may consider denying access if a participant is late. Late entry may cause disruption to the meeting
- Discuss how participants may get the tutor's attention during the meeting - perhaps using the raised hand signal within Zoom
- Discuss how to get offline support to troubleshoot any Zoom related issues outside of the meeting - perhaps via the chat box or calling a mobile number for help. Troubleshooting should never happen in the live meeting itself
- Always seek permission from the group if the tutor or another person wishes to record it. The Host needs to give authority to a participant to record
- It is always polite to say goodbye! A cheery wave is always a good option!

Additional information about Zoom

Below are some links to guidance in how to test video and audio and how to host a meeting.

Testing video and audio

Test video - https://support.Zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video-

Test audio - https://support.Zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

Join a meeting

https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

Configure a meeting

https://www.youtube.com/watch?v=HqncX7RE0wM&feature=emb_rel_end

How to run a meeting

https://www.youtube.com/watch?v=l8UwTwjpE6E

How to use Zoom plus Breakout Groups

https://www.youtube.com/watch?v=6i-NA563Ojk

Security Issues

Outsiders may access or 'bomb' a Zoom meeting. Be assured that the likelihood of this is low provided the tutor is using the U3A-provided Pro Zoom account and they invite participants by sending a Zoom-generated email with a unique meeting ID and password for each activity. As per the example above, the password for the meeting is NOT included in the email. As a precaution do not post links to Zoom meetings on social media or take a snapshot of the link and pass it on.

Additional information

Zoom has online training (https://support.Zoom.us/hc/en-us/categories/200101697) – and a support centre (https://support.Zoom.us/hc/en-us). There is a lot of helpful information to be found on their website.

Guidance to Participants

Guidelines with some of the above information will be prepared for Zoom participants. These are available to tutors to share with their participants.

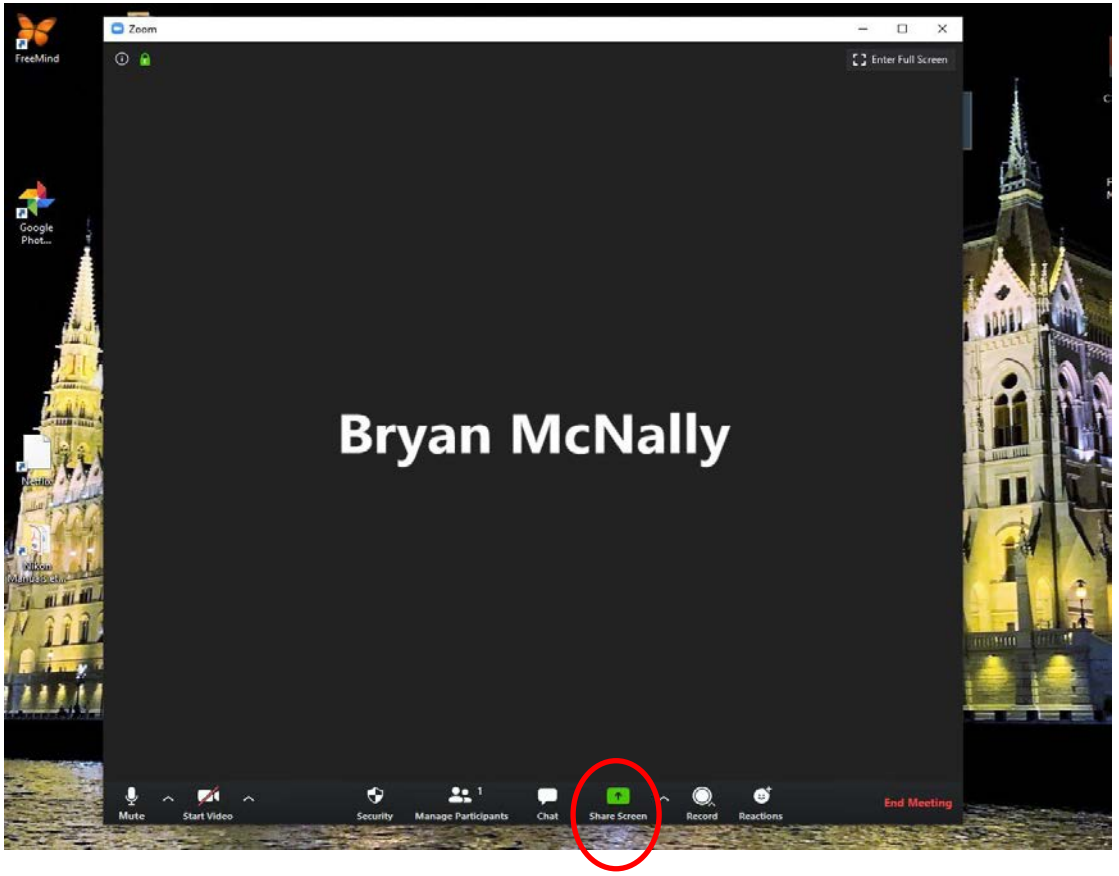
Acknowledgements

U3A Network Victoria acknowledges the contribution made by U3A members Bryan McNally, Jan Marshall and Kevin Whelan to the preparation of this guide.

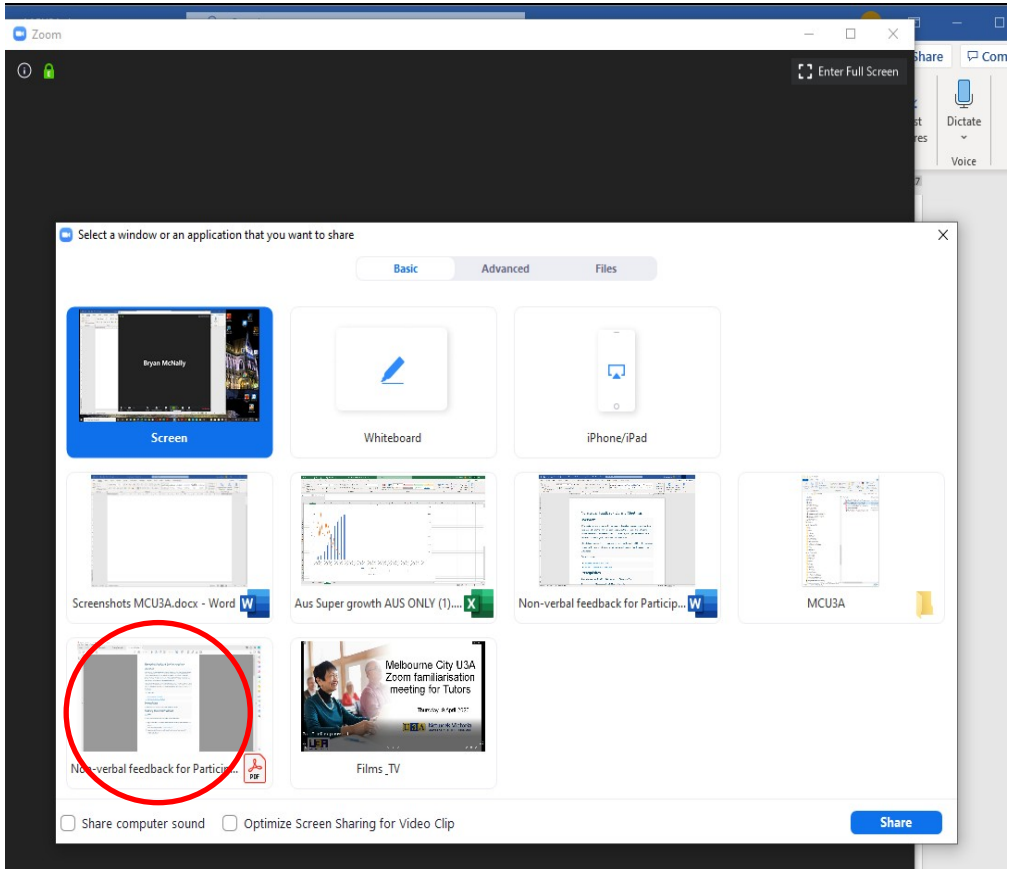
Appendix 1 – Key Zoom Features

Sharing the Screen

This is the video screen of the host you will see when you start the meeting. In order to start sharing, Click on the sharing button on the task bar at bottom of the screen. The bar will appear when you hover the mouse over the bottom of the screen:



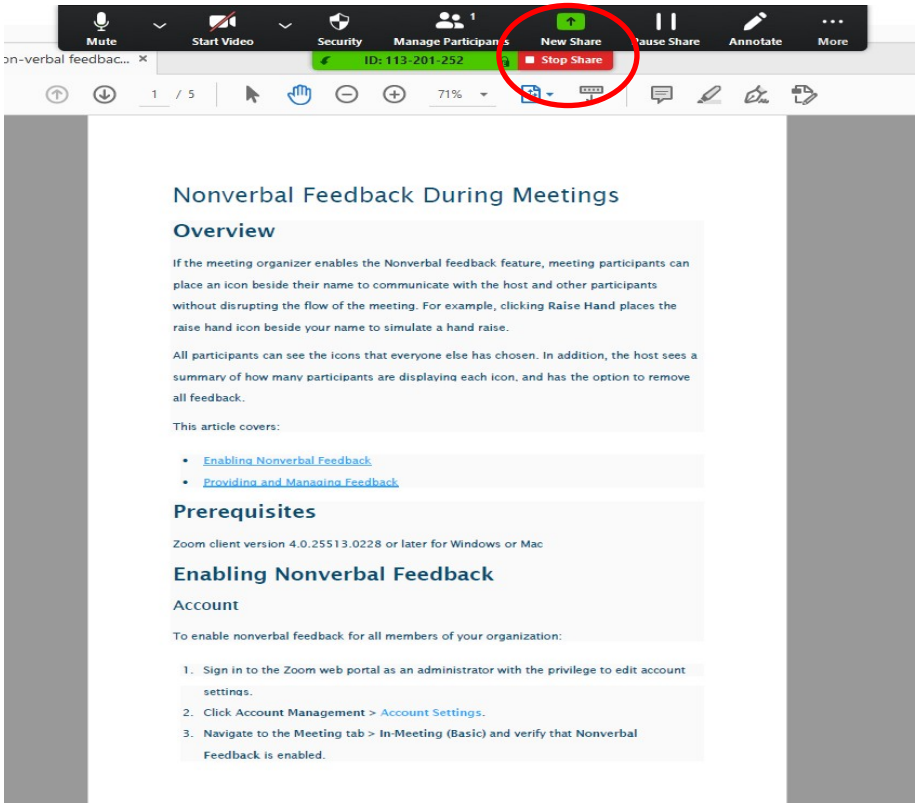
Once you select to share a screen as shown here will appear showing all files that you have open. Next we will open the pdf bottom left for annotating:



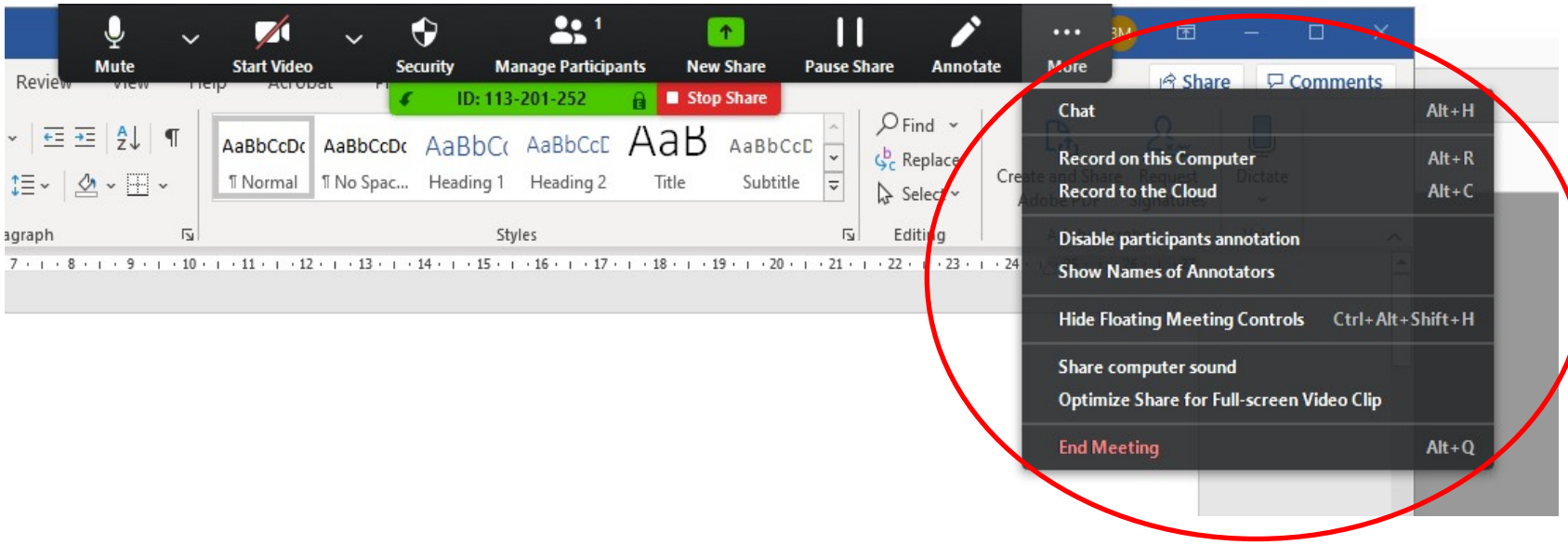
Annotation

This feature allows numerous methods of live annotation on the shared document so that the sharer / host can highlight various points for discussion. This will be shown in more detail on subsequent screen shot. To stop sharing, click on the stop sharing button in the bar at the top of screen. This is what you will see once you commence sharing the pdf. A menu bar will appear at the top of the shared work and is the same for any type of format shared. You still have the capability to adjust audio, video and security along with maintaining comms with participants through the manage participants button. New buttons are:

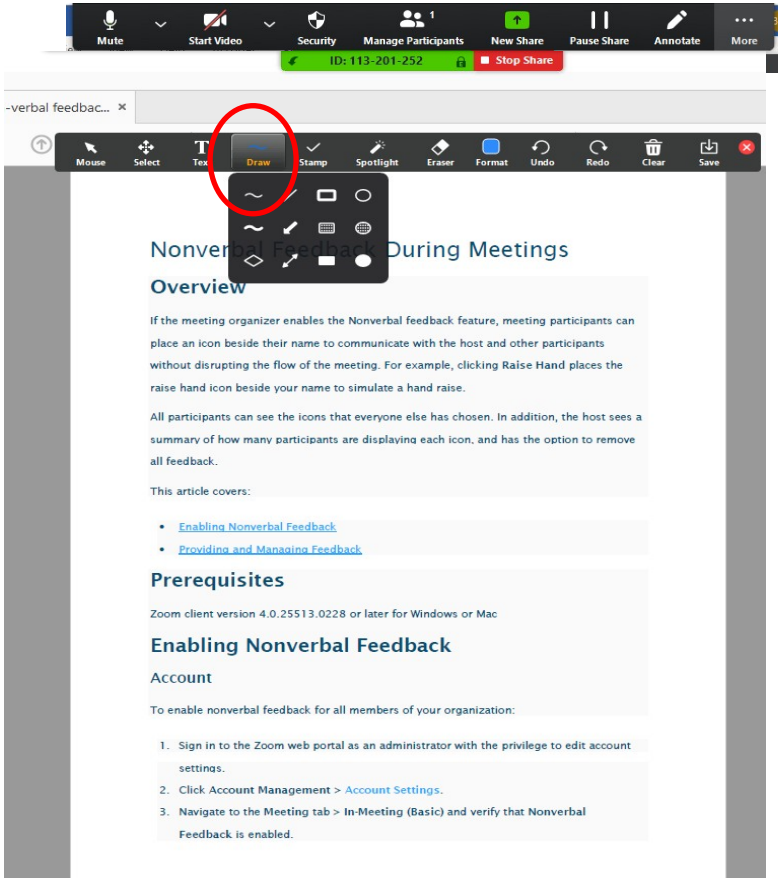
- New Share - for changing the document you wish to share
- Pause Share - still leaves the document available for sharing but puts you back into full meeting. To resume click on the same option again.



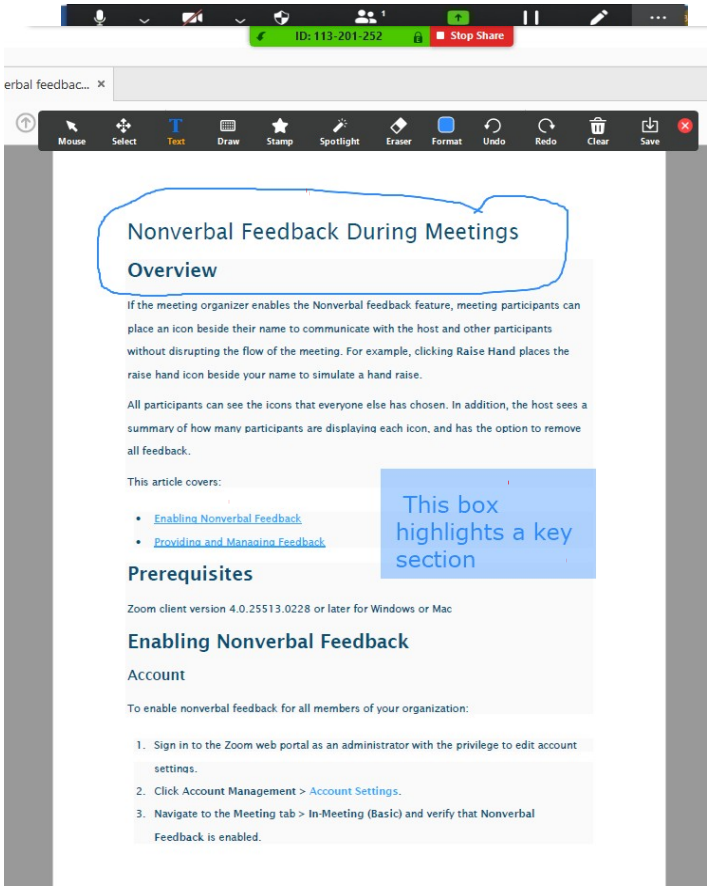
The previous sharing bar with additional features shown:



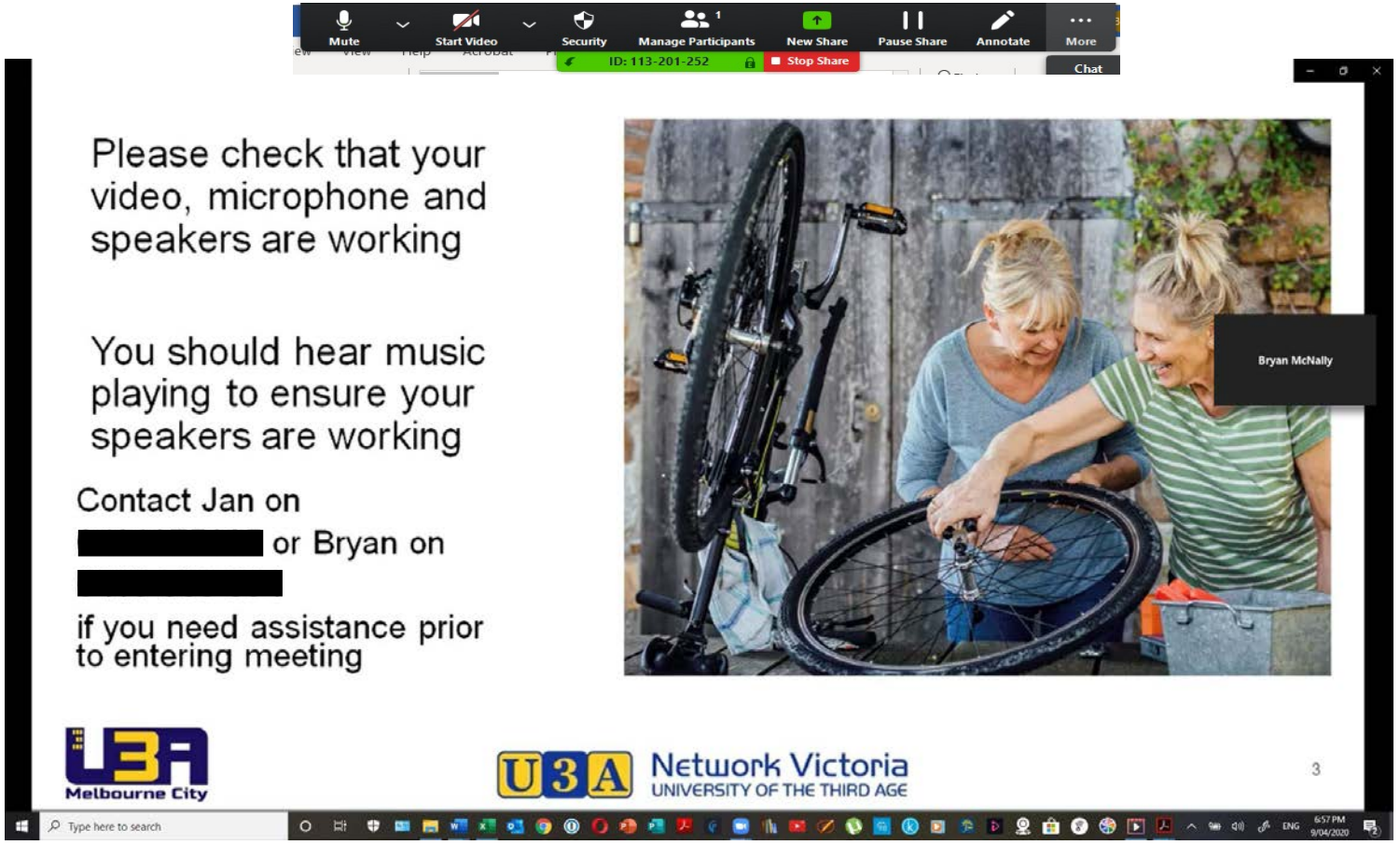
When you select the annotate function on the top bar the second menu bar will appear with annotation options. Here the Draw option has been selected to bring up the various shapes and objects which can be used on the document being shared:



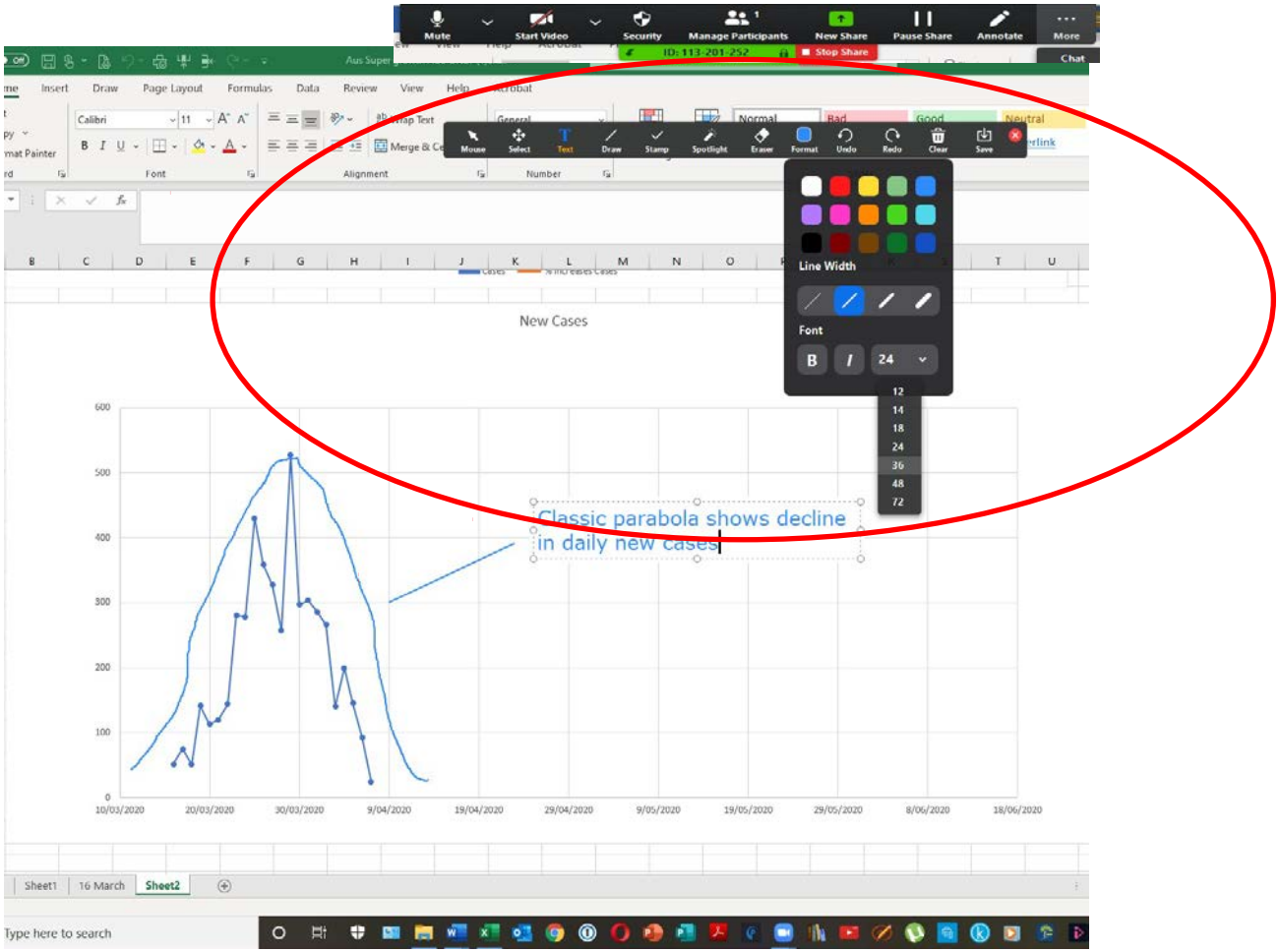
Examples of drawing and text annotated to this document:



A video shared though the sharing option. You will note the thumbnail screen that appears alongside the shared screen. All participants will have their video feed minimised during sharing.

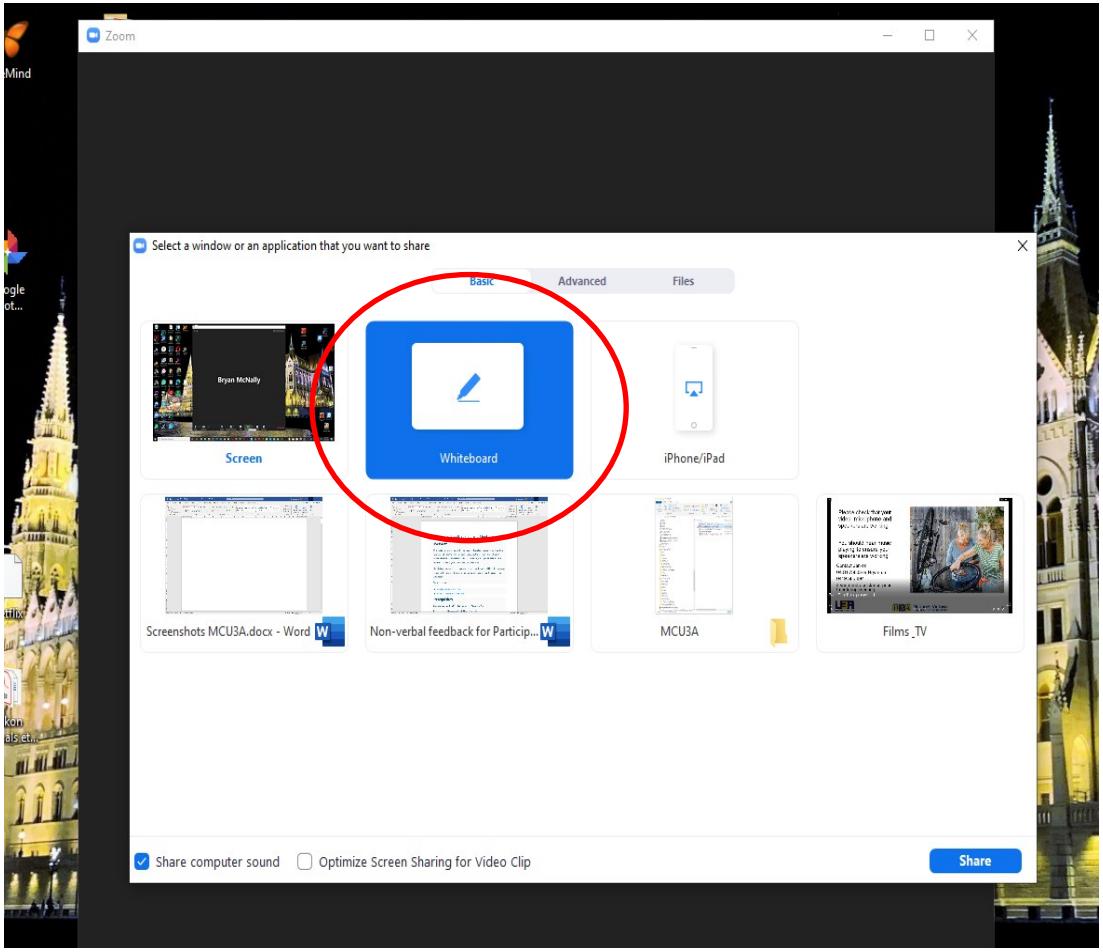


Annotation is great for drawing on pre-existing charts etc. as can be seen on this excel spreadsheet being shared. Here the annotation bar is showing the many formatting options available:

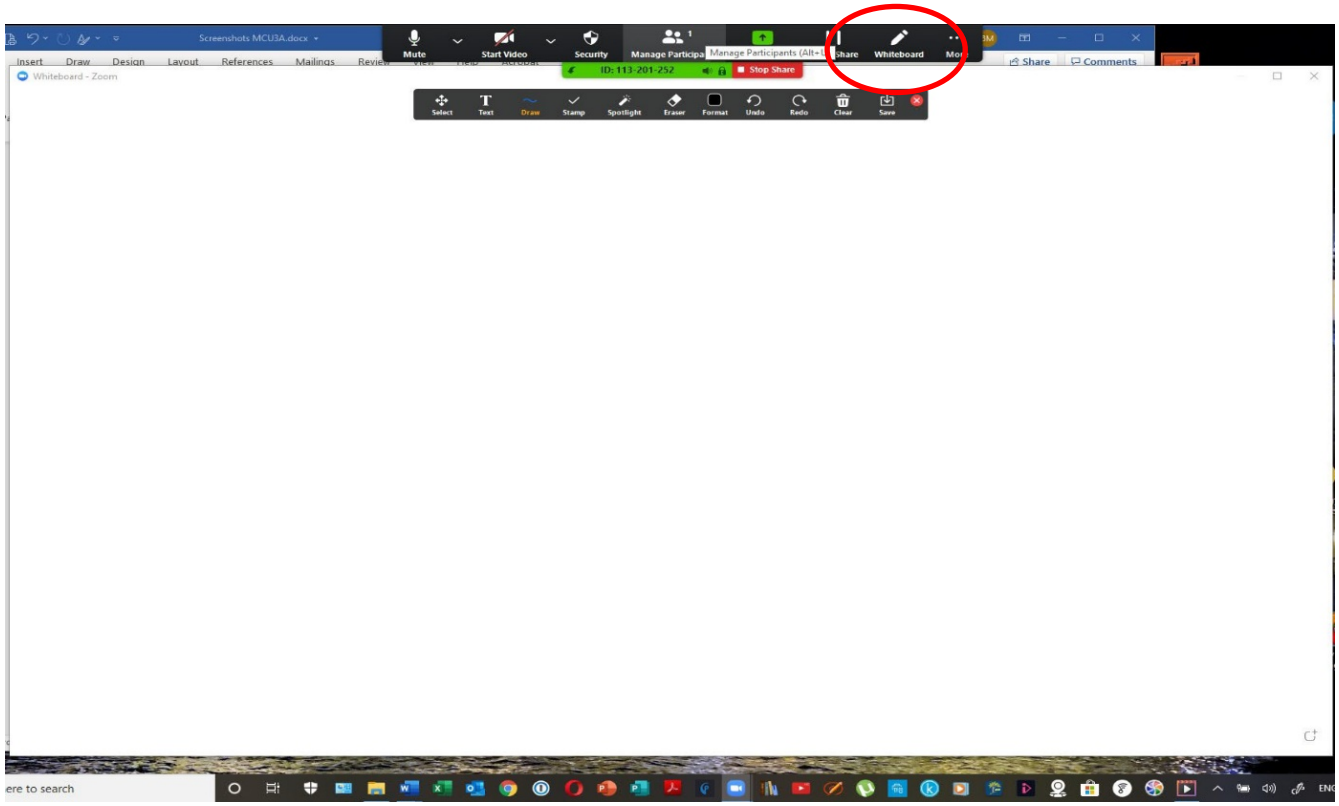


Sharing the Whiteboard

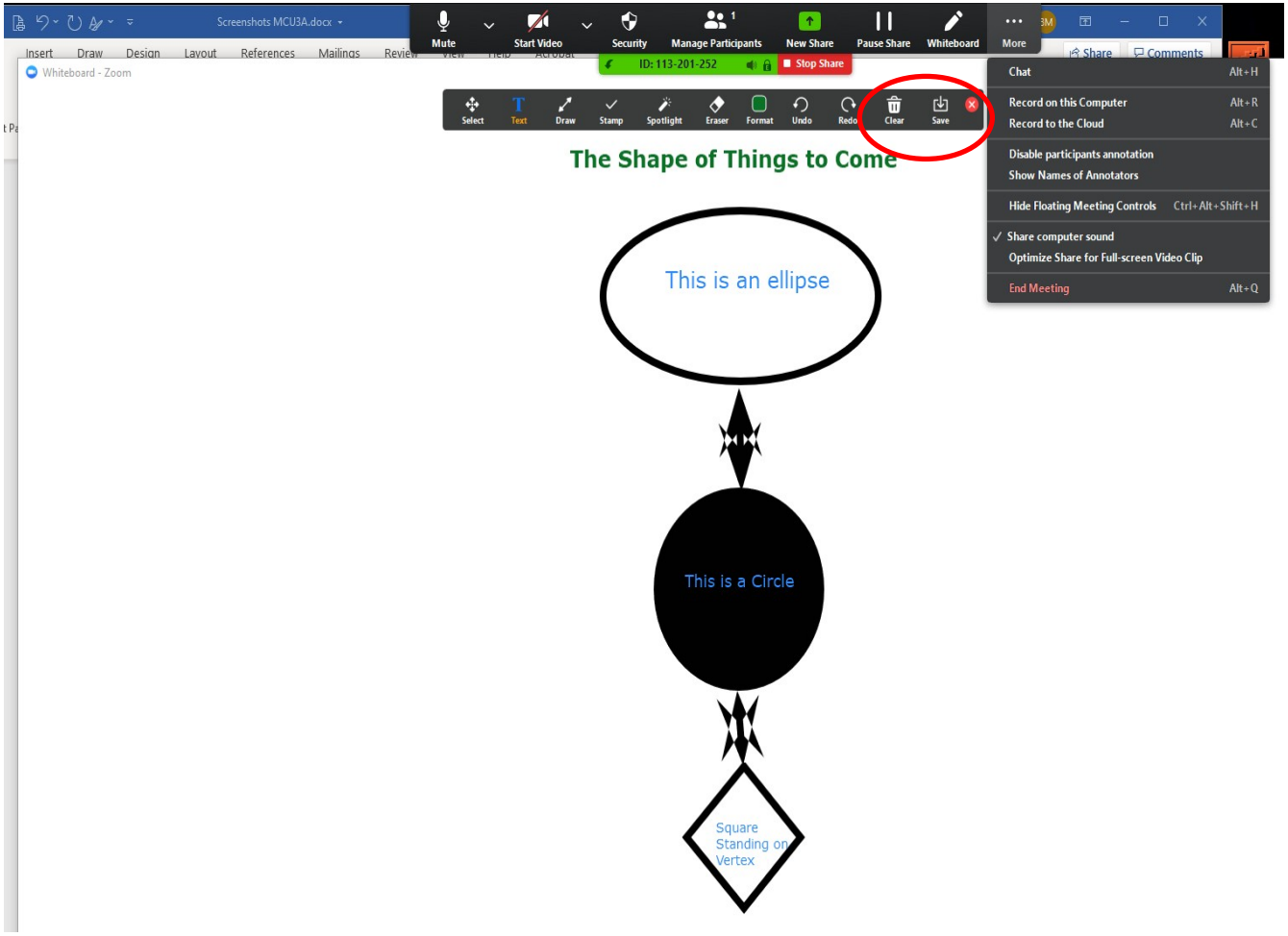
Return to the sharing screen by clicking on the sharing button on the task bar at the bottom of your screen by hovering the mouse over it to bring the bar up. Select the whiteboard option. Click on Share to allow everyone to see the whiteboard.



The blank whiteboard screen with menu bars. Very similar to annotation menus except the whiteboard has its own selecting icon and you can save the whiteboard contents to your computer.

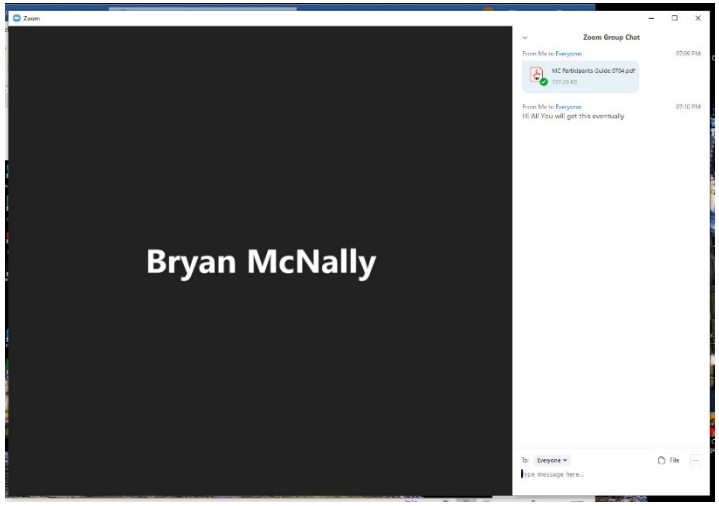


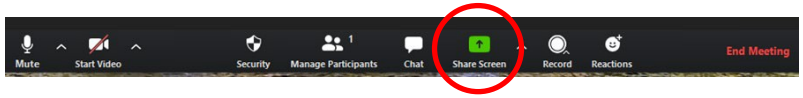
By drawing, adding shapes and text, you can achieve some really great results from the whiteboard to add to the meeting. There is a Clear button to erase all the whiteboard content when done. You would then have the choice of saving it to your computer



Chatting

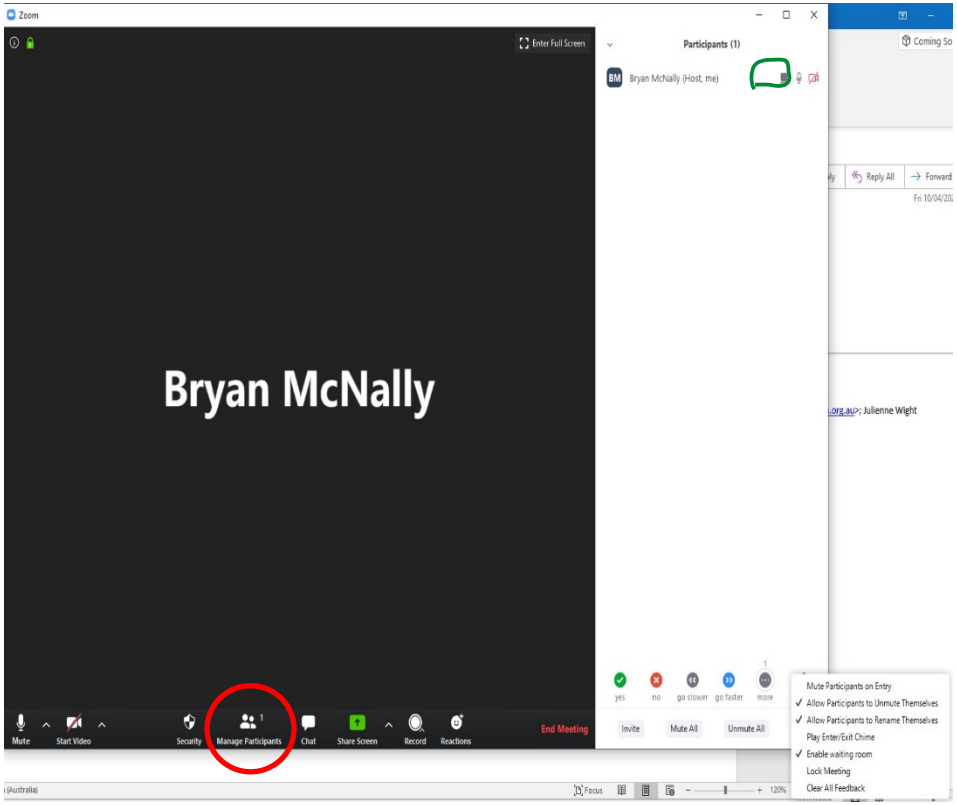
This is the feature used to do a group or private chat to anyone in the meeting. Select the option on the task bar that says chat and you will have a chat area pop-up on to the right hand side of the video screen. The chat is conducted in this area by the initiating person typing in the text at the bottom of the chat screen and then hitting enter. That text will then go to the top of the chat box so the recipient can type their reply. The To: dropdown allows you to send the chat message to everyone or individual attendees. At the bottom right of the chat box there is a facility to upload files from the hosts computer and deliver via chat. The uploaded file will appear in the addressees' chat box as a link for them to click on and download





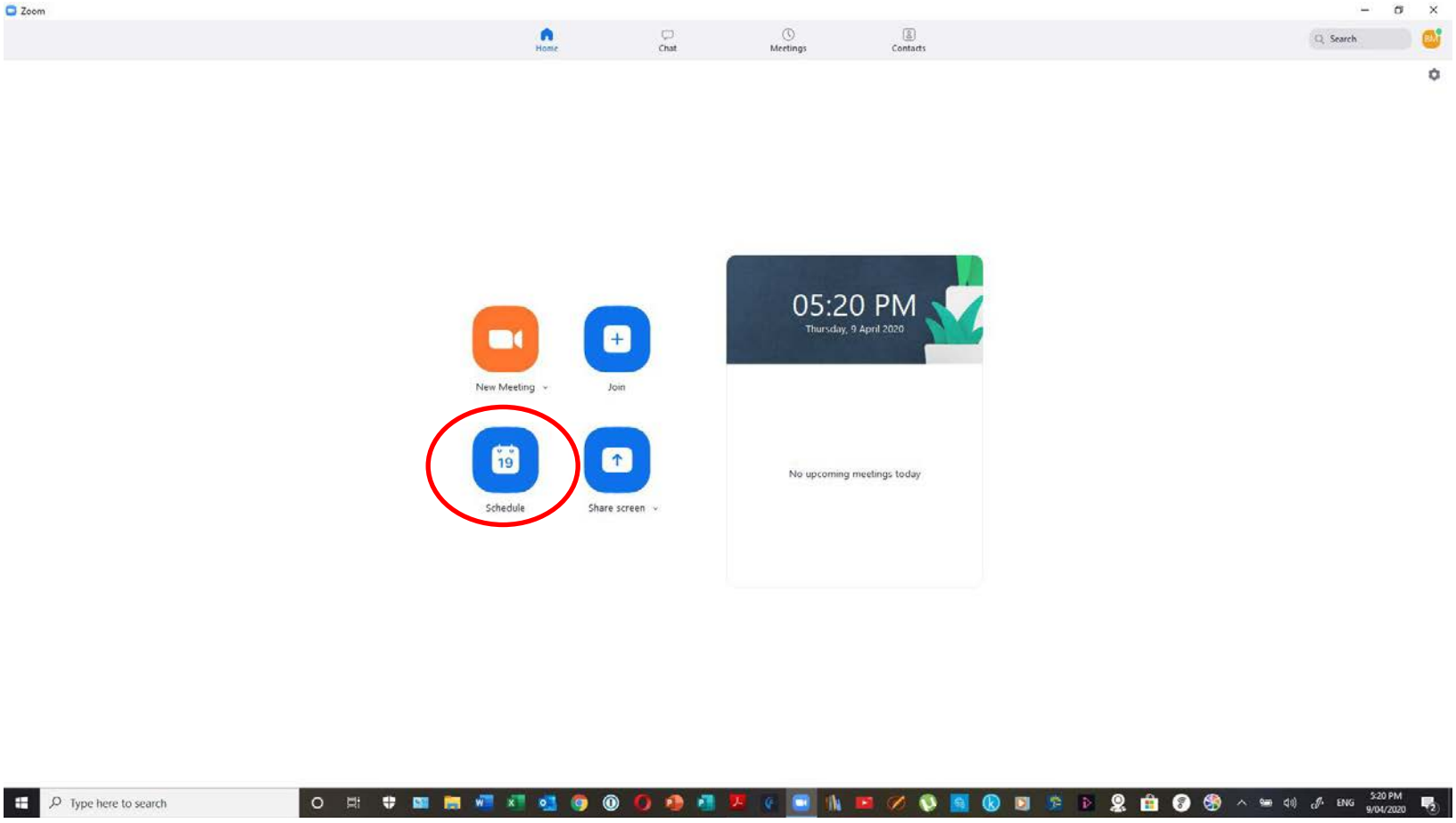
Managing Participants

There is a button on the task bar for specifically managing meeting participants. When clicking on this option a participant management area pops up and allows a number of features. The host can mute and unmute participants. If using the waiting room, the host can admit any or all participants to the meeting. It provides a great security feature inasmuch you can remove unwanted entries to the session. The host can send icons to participants without interrupting the meeting – such as speed up, slow down, applause, thumbs up and down and, most importantly, 'It's time for coffee!' The menu at the bottom right is accessed by clicking on the '…' icon at the bottom right (hidden) and provides the host with a number of security and meeting control feature. Meeting room and participants waiting will appear in this area also.

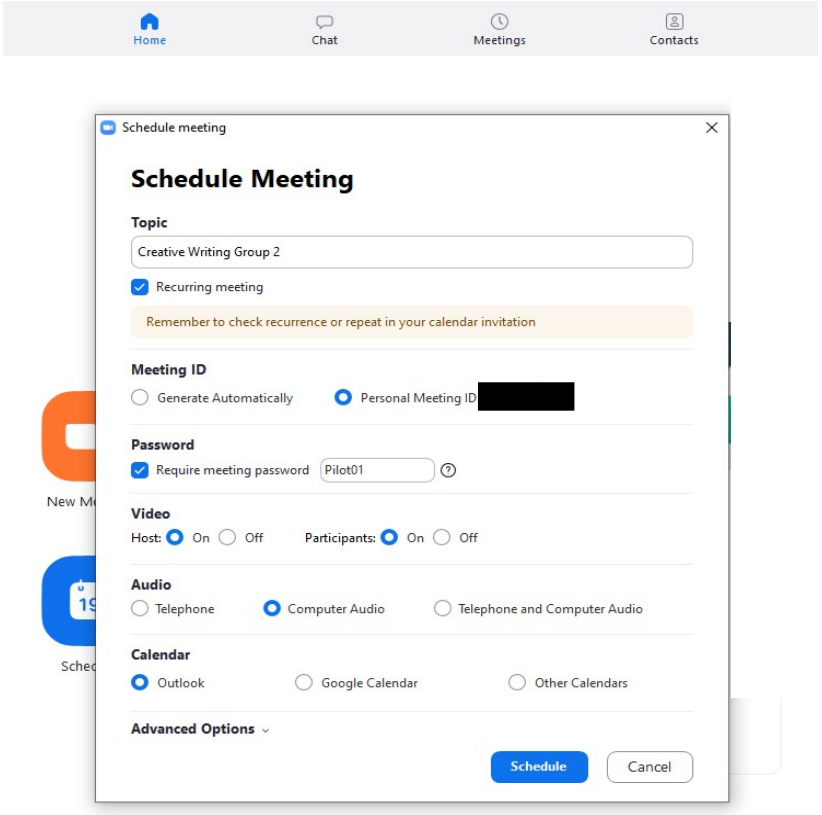


Appendix 2 - Schedule a Meeting

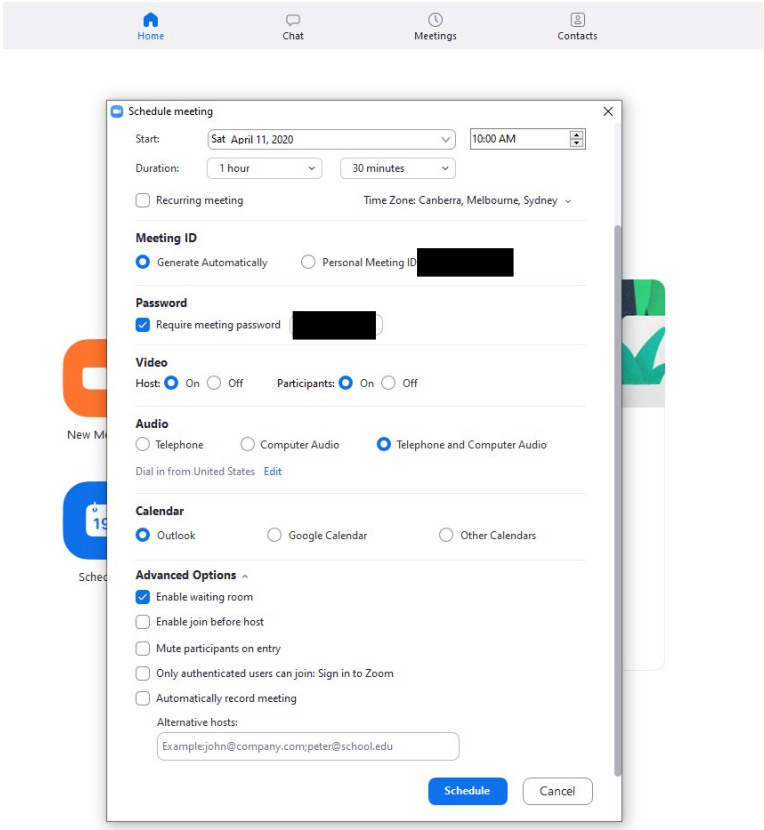
1. Open the Zoom App by clicking on the icon
2. Click on the Schedule Icon



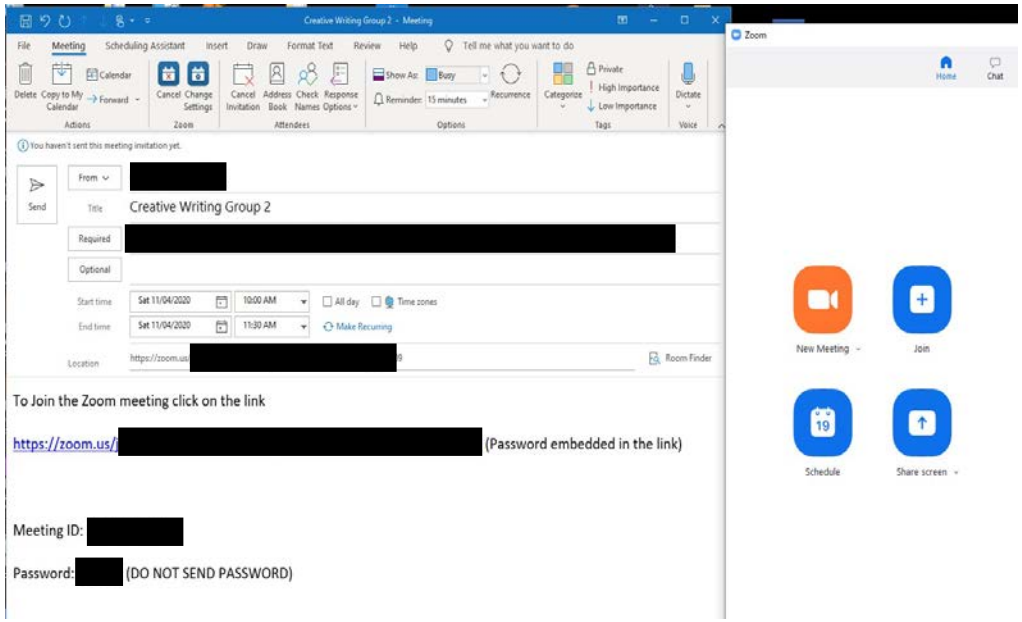
The Schedule Meeting Dialogue box will appear. This example shows the set up for a recurring meeting, the time and dates of which will be set in the next screens. The Personal ID selection with the code means that by selecting this all recurrences will have the same password. Should you require a separate link for separate classes you will need to check the 'Generate Automatically' box. The 'Require meeting password' box is checked and should always be. The default system is checked unless you uncheck it yourself. The password in this case has been manually entered and will be translated into the 32 bit encryption code embedded in the meeting link. To automatically generate the password, the 'Generate Automatically' box should be ticked. This is recommended for classes with different tutors and participants. You then have the choice of Video - host and/or participant, Audio, telephone and / or computer audio and calendar choices for meeting entry.



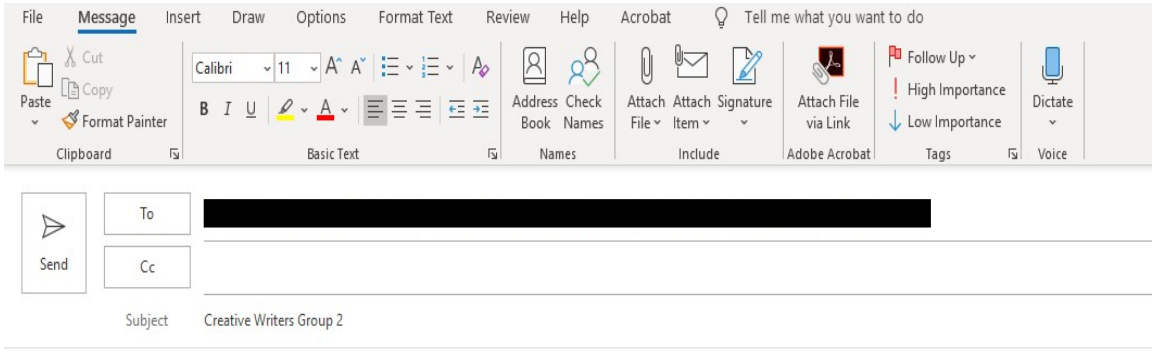
This is the same dialogue box but for a non-recurring, auto generated password meeting. As you can see the dates and times for a non-recurring meeting may be entered on this screen. The advanced options are also shown here.



Once you click schedule on the dialogue box, your email will open ready to schedule the meeting and send to the invitees calendar. After entering the recurrences or merely the date for the single meeting the main body will contain the link with embedded password, the meeting ID and the actual password itself. **DO NOT SEND THE PASSWORD in your invitation! DELETE it before sending.** After adding your invitees, hit send and the email will appear in their in box. **Word of Warning:** Once accepted, the email will disappear from the inbox and will only be visible in the calendar. Some are OK with this but you can send a standard email as well as the calendar generated invitation. The reason why to send both is that you may want it in your calendar and it will appear automatically on the Zoom app Meeting list. With the email only it will not go to your calendar or Zoom app.



An example of the email sent at the same time as the scheduling email on the previous page. Your additional narrative should communicate the importance of entering the meeting only by click on the password embedded link. Also delete the password prior to sending the invitation. You will notice in the email version the time and date are in the body of the email.



You have been invited to a Zoom meeting for Creative Writing

Time: 10AM to 11.30AM
Date: Saturday 11th April 2020

To only way to Join the Zoom meeting is to click on the link below.

https://zoom.us[redacted]9 (Password embedded in the link)

Meeting ID: [redacted]

Password: [redacted] (DO NOT SEND PASSWORD – Delete prior to sending the invitation)