

eLEARNING

TOOLKIT

FOR THE

STEPUP

ACADEMY

2020-2021

EATG

eLEARNING

TOOLKIT
FOR THE
STEP UP
ACADEMY
2020-2021



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FOR THE **EATG** “STEP UP ACADEMY”

“They may forget what you said
but they will never forget
how you made them feel.”

Carl Buechner

TABLE OF CONTENTS

1. Introduction

2. Technical

- The Basics
- Camera Position
- Lighting
- Sound
- Background
- Connection speed
- Reducing stress: locally
- Reducing stress: internet connection

3. Zoom

- Accessing Zoom App
- Administrating a Zoom Meeting
- Essential Settings
- Setting up a Session
- Live Class
- Sharing a presentation
- Sharing a video
- Raising your Hand and other reactions
- Breaking groups into Zoom Rooms
- Approving Participants to Join the Meeting
- Before you start teaching

4. Facilitation eTools

- Tips for Instructors
- Check-list for Instructors

“Technology is just a tool,
the teacher is the most important.”

Bill Gates

1.

INTRODUCTION

The aim for this “eLearning ToolKit Guide” is to keep it as simple as possible, in terms of text descriptions, in order for Instructors and Facilitators to be able to go through it quickly, and use it as a “How To” practical tool, in order to implement an online training class. There are a few points you need to keep in mind:

1. Live online training “**time**” seems to be running much faster when compared to training in physical spaces. It often feels that the content delivered online is condensed. Thus, you will need to upgrade your time-management skills, having in mind that it takes less time (usually half) to deliver the same content you would deliver in a physical space.
2. When interacting with participants, the Instructor/ Facilitator usually has limited or no visible information at all, as to what the participants reactions are. Especially if cameras are turned off, in online teaching, the Instructor/ Facilitator will need to depend on and utilise **sound** and **text (chat)** information coming from participants, much more than in physical trainings.
3. Online training is dependent on basic technology skills much more than physical training. So you will need to **prepare, test,** and be ready for **troubleshooting.**

2

TECHNICAL

The Basics

Nowadays, almost all portable computers, smartphones, and tablets have built-in cameras (cam) and microphones (mic). Even some desktop computers have them as well. This built-in hardware (cam and mic) usually works better compared to external devices, as it comes with the necessary drivers pre-installed, in order for everything to work outside the box.

Apps like Zoom, Skype, FaceTime etc. (software), use the cam and mic on your computer to send synchronised visual and sound information over the internet.

When running a software that uses the cam/mic, you must make sure that no other application is using them at the same time. On a personal computer, you can usually use the cam or the mic with only one app at a time.

Always make sure you have downloaded the latest version of the application you are using! Download Zoom [here](#).

! *In case your cam or your mic is external, it is important to test them both with someone over a fast internet connection, long before the online training session (at least a day before), to make sure they both work well.*

Camera Position

You should position the Cam (or the whole computer in case the cam is built-in) in front of you, in a distance that you can at least see your whole face, neck and part of your shoulders within the cam’s rectangular frame (see picture below). You should not be closer than that, as your face will be too close, and it can feel quite intimidating to people receiving your image through the online streaming. You should also not be too far from the cam, as you will be missing out on important communicational techniques, such as the online “eye-contact”, techniques that we will refer to a bit later in the “[Tips for Instructors](#)” section, which can improve your teaching tremendously.



! *In case your cam is external, it is important to test it with someone over a fast internet connection, long before the online training session (at least a day before), to make sure that it works and get comfortable with your face on cam.*

Lighting

When it comes to cameras, lighting is very important, in order for everyone to be able to have a better visual information. Light should arrive directly on the face, preferably not from above, and never from behind.

This means that in case you are using **natural light**, make sure the window is in front of you, so that light can hit your face directly. In case you are using the **electric light** of the room, white lights seems to be working better than yellow, especially for teaching. So choose the room wisely.



1. If you are using the *electric light of the room* you are in, make sure it is quite strong, especially if the bulb is placed in the centre of the room's ceiling. You could choose to use an additional lamp, placed in front of you.
2. When using a *ring-light*, make sure you set it up behind and above your computer's camera, so that it is positioned in front of you, right in your face.
3. When using *soft-boxes*, they should be at least two, one positioned on the right and





one on the left of your face, again in front of you in a considerably close distance to you, that of about 1 meter. They should both have the same distance from each side of your face and preferably the same distance from one another, forming a equal-sided triangle.



Ring-lights and soft-boxes are not too expensive to buy, and are worth it, especially if you create videos or teach online often.

Sound

You may not realise it, but receiving sound from a speaker, presenter or educator is actually far more important than visual information. Participants can still follow your training session if they can hear you well, and in case of a problem with your cam hardware, you can still go ahead with the whole session through sharing the presentation slides and talking over it. But, if the mic doesn't work, or if participants have to make an effort to hear you, they will soon lose interest, as they won't be able to follow only through the visuals. So, you must make sure that the sound works well and that participants are comfortable with your mic level.

Audio-In

Audio sent from your computer to Zoom, and then streamed to participants through the internet, is called "audio-in". This is where others hear you from (your mic). You can choose and change the "input" sound going in your computer, through the Zoom settings, covered in the "Essential Settings" section.

You could use the built-in mic on your computer, but unlike the cam hardware, using an external mic is usually much more effective. The reason is because the internal mic of your computer will capture the ambient sound of the room you are in, together with external noise interference, while most external mics (even cheaper ones) have the technology to capture the direct sources signal and cancel out other interference. The mic should be placed at a distance from your mouth.



If you are using a **collar-mic**, just place it on you collar, with the mic’s head looking towards your mouth/chin. If you are using a **stand-mic**, put it in front of you, maybe next to your computer,

not too far from you (the distance should be less than 1 metre, with the mic’s front side looking at your face).



Audio-Out

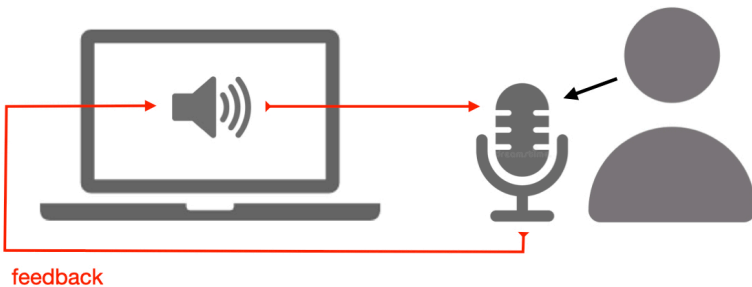
Audio sent to Zoom on your computer, received through online streaming from students’ mics, is called “audio-out”. This is where you hear others from (your speakers or headphones). You can choose and change the “output” of the sound on your computer, on the Zoom settings, covered also in the “Essential Settings” section.

If your built-in microphone works well, there is no need to wear headphones. A speaker with no headphones on looks much nicer. You could use the built-in speakers on your computer instead.

Feedback

In case you are using both the mic and speakers built-in on your computer (not recommended), then you must adjust the volume of the speakers and the mic, so that it doesn't "feedback". Feedback is the phenomenon where the mic (input) picks up the sound from your speakers (output), sends it back to the computer (input) and comes out of the speakers again (output), to go back to the mic (input).

💡 **This cycle MUST be avoided by all means.**



Using an external mic can minimise the possibility of feedback as you could place it in a distance from the computer speakers so it doesn't pick up the sound from it. In case your mic is external, it is important to test it with someone over a fast internet connection, long before the online training session (at least a day before), to make sure that it works and that you know how to adjust its volume, so that participants can hear you well.



Ambient Noise: make sure there aren't any background noises, such as hissing and humming from fans. Close the windows if there's noise from the street/city, turn off the washing machine, dishwasher, television, radio, or anything that could create sounds other than your voice.

Background

Follow the next few steps to enhance the contrast between yourself and your background, so that the participants can better focus on your face, gestures and body language, during the training session:

1. Chose a single background colour (i.e. an empty wall) and place your cam facing the wall. Sit in between the cam and the wall, in a comfortable distance for you, taking under consideration the suggestions in the "Camera Position" section.
2. Wear clothes with a single colour that make you feel comfortable, but prefer to choose a colour in direct contrast to the colour of the background (i.e. a black shirt against a white wall will work better than a white shirt. A white shirt against a purple wall will work better than a red one). This will help participants distinguish you from the background much easier.



3. Use the “blurred background” mode, or a virtual background replacement, available in Zoom.
4. In general, choose colours for the background and for your cloths that are more neutral, instead of colours that are more intense, and then create the contrast you prefer.



We have created a special background which you are welcome to use, If you have not already, please download the EATG virtual background. This can be downloaded at ["https://drive.google.com/drive/folders/1kmGRSRis08tkMy96SI9o7HB214trqIIA?usp=sharing"](https://drive.google.com/drive/folders/1kmGRSRis08tkMy96SI9o7HB214trqIIA?usp=sharing). Find out how you can add this it to the available backgrounds of your ZOOM at the ["Tips for instructors"](#) section.

Connection Speed

Connection speed is always better using a cable, rather than just wi-fi connection to your computer. Ideally you want high upload and download speeds, and low 'ping'. A bit like CD4 and viral load really!

Zoom recommends an internet speed of *at least* 1.5 megabits per second (mbps). You can test your internet speed by going to <http://www.speedtest.net/>.

Avoid connecting from a public space, such as a cafeteria, or any other place you are not sure what the connection speed is like. Always test long before the online training session (at least a day before), to make sure that everything is ready and it all works well.

Stress Reduction: Locally

The fewer windows and applications you have open, the less work your computer has to do (the computer consumes less processing power). If possible, prefer to leave only the **Zoom** window open (on your browser), and your Powerpoint/Keynote **presentation** window. You should terminate any other applications that may be running, and are not essential for the online training session.

If you need any **documents** open, you could keep those open too, although printing the documents is recommended, unless you need to screen-share them to the students. In such a case, it is better to have these open and ready, instead of looking to launch the applications and open the files while delivering the training.

Stress Reduction: Internet Connection

It is highly recommended that you restart everything well before the online session (an hour maybe). Turn off your computer, your router, and anything else connected to your wi-fi network, and turn them back on after 10-15 minutes. This will ensure you have a 'clean' and fresh connection, and a computer that is running fresh. In general, try to reduce any devices connected to your computer, the network and connection (such as printers, scanners, external hard drives), especially during the training sessions.

“Education is not the filling of a pail,
but the lighting of a fire.”

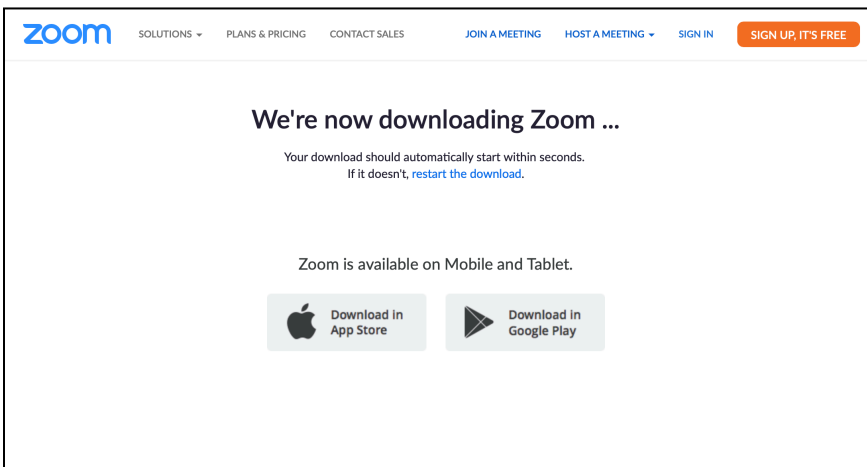
William Butler Yates

3.

ZOOM

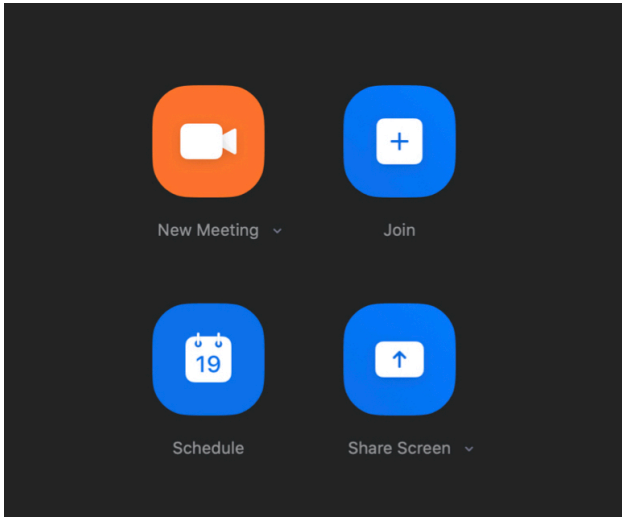
Accessing Zoom

Zoom can be accessed via a desktop or laptop computer, a smart phone or a tablet, through Zoom’s app available for Mac and Windows, iOS and Android. We suggest that as a trainer you should avoid teaching via smart phones or tablets. Use your computer instead, as you will have access to more control areas and it can be safer to handle the session. Students can access the session via the same devices, but it is always suggested that they use headphones or in-ear phones, so they can hear the sound better.



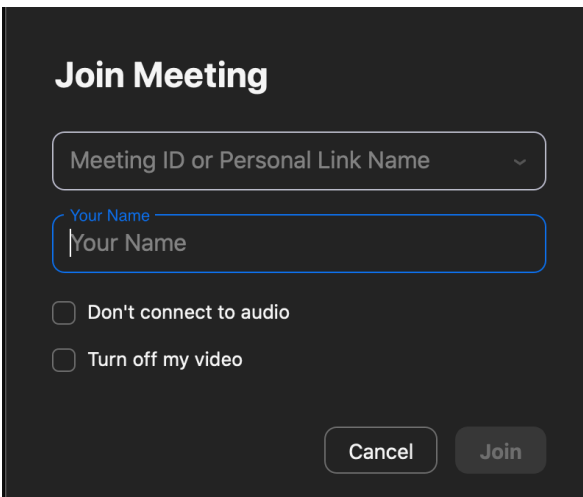
Logging into Zoom, you will first need to create an account, through which you will admin the training session, which Zoom refers to as “a meeting”.

In the landing page (first window of the app), you can find four buttons to choose from:



1. **New Meeting:** This will directly open you cam/mic and connect your computer to a new meeting.

2. **Join:** This will open a new dialogue window, asking you for the Meeting ID or Link of the meeting, and your name, as it will be displayed on the participants panel.



3. **Schedule:** This will open a new dialogue window, where you can schedule a new Meeting.

Schedule Meeting

Topic

Date

18/09/2020 2:30 PM to 18/09/2020 3:00 PM

Recurring meeting Time Zone: Nicosia

Meeting ID

Generate Automatically Personal Meeting ID 476 381 3033

Password

Require meeting password

Video

Host On Off Participants On Off

Audio

Telephone Computer Audio Telephone and Computer Audio

Dial in from United States [Edit](#)

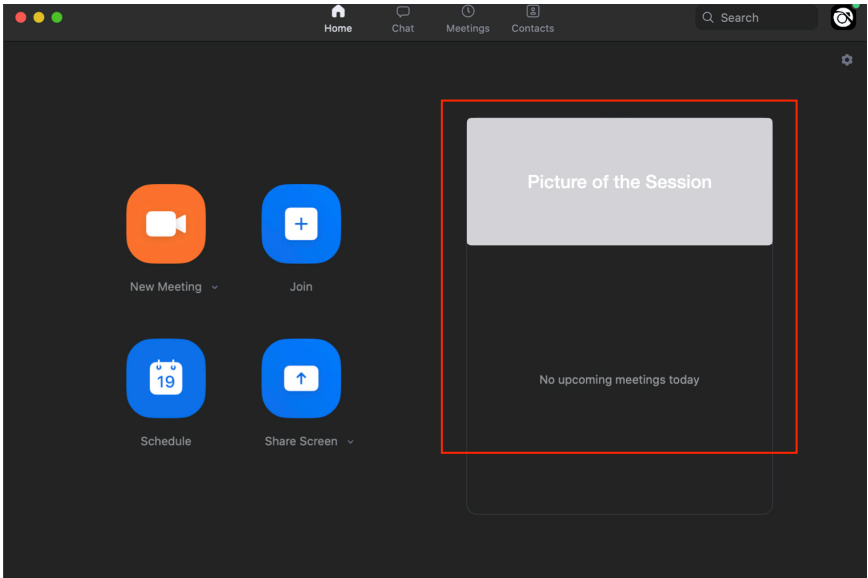
Calendar

iCal Google Calendar Other Calendars

Advanced Options

4. **Share Screen:** This will open a new dialogue window, asking you for the “Sharing Key or Meeting ID”, in order to directly start sharing your screen in the session or meeting.

If you already have created a Schedule Meeting, this should be displayed on the right hand side of these four buttons, in the landing window, probably with the title and picture of the session.



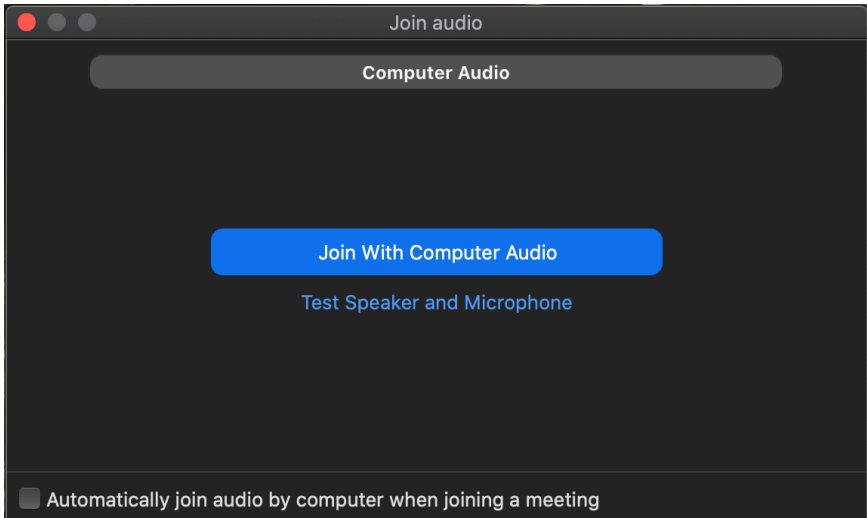
Logging into a meeting, Zoom will open a new window, loading the settings of the meeting (we will go through these settings the following chapter: “Essential Settings”). If you are already the Admin, that means you have created this meeting through your account.



If you are logging into a meeting someone else created (i.e. EATG staff), then remember you will need to be granted “Admin Access” by the creator of the Meeting, in order to have all control settings available to you.

Administrating a Zoom Meeting

Once you join in a meeting (either pre-scheduled or new), you will automatically be promoted to join with your camera and computer audio. Make sure you hit the “Join With Computer Audio”. Alternatively, you can “Test Speakers and Microphone” first, through the clickable link right under then blue button, and then you can join.



You can access your Cam and Audio Settings from the app’s settings on your computer (“Settings” on a Windows computer and “Preferences” on a Mac).

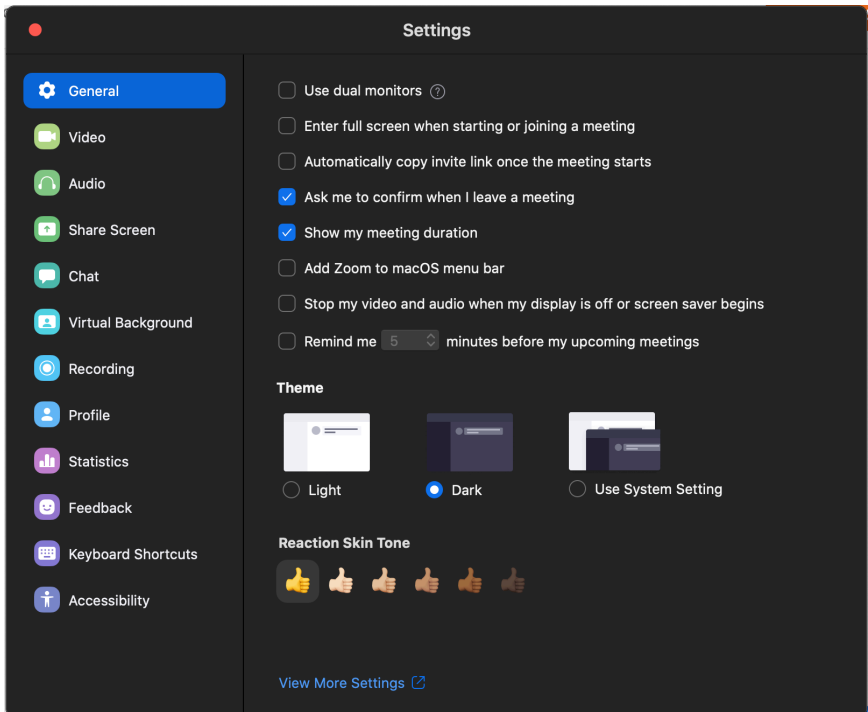
At this point it is crucial to make sure that Zoom receives video information from your (built-in) camera and audio information from your (external or built-in) mic, otherwise participants will not be able to see or hear you.



Make sure you test your cam and mic well before the session (at least a day before) so you feel more comfortable with navigating through the settings of the app.

Essential Settings

Once you are in the session (Zoom meeting), you will need to make sure that some Essential Settings are made and for the class. Go to “Settings” menu on a Windows computer, or “Preferences” menu on a Mac (in Zoom) and you should have access to the following window:



Within this panel of controls, you will need to make sure you have the following settings, before you start your class. Some of these settings are crucial for teaching online, such as the *Video/Audio Settings*, the *Sharing Screen* and *Virtual Background Settings*, as well as *Keyboard Shortcuts* that will be useful once you are already teaching in full screen, as Zoom is limited in terms of some controls you may need (i.e.

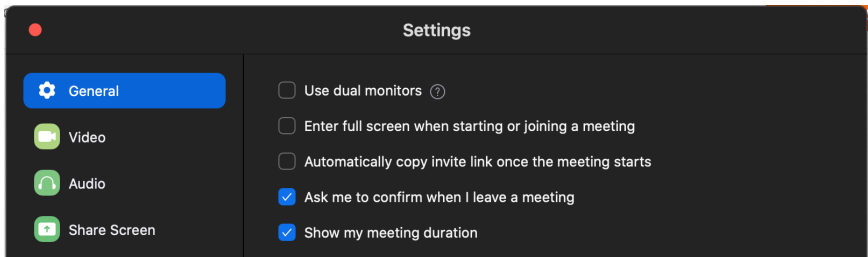
muting all participants except the host), while you are in full screen mode.

Setting up a session

You can have access to all settings through your browser, on Zoom’s website, after you have logged-in, but within the app, Zoom gives you some essential settings at your finger tips. The Following are the suggested settings in order to prepare the ground for an online class:

General Settings: “Show my meeting duration”

This will help you keep track of time (time management).



Video Settings: “Camera”

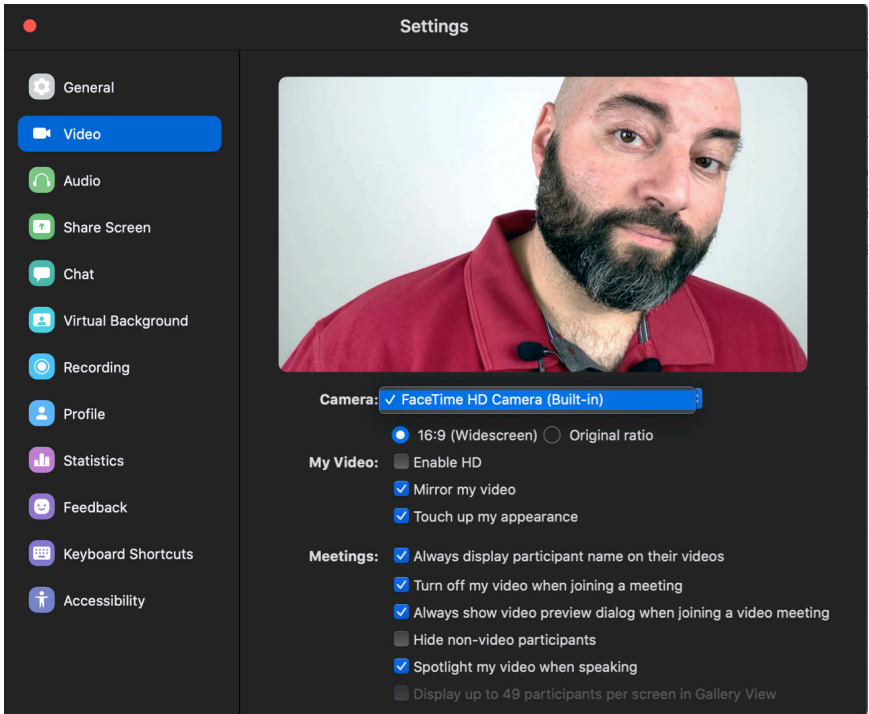
Choose a built-in camera (suggested) or an external camera. If your camera is external, you will need to have it plugged-in to your computer before you start Zoom, in order for the app to give you the ability to choose this device in the drop-down menu.

Video Settings: “Always display participants name on their videos”. This is very useful especially during interactive classes.

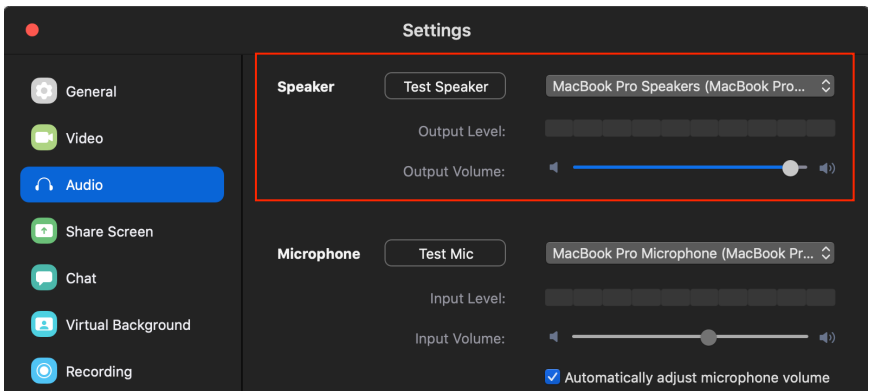
Video Settings: “Turn off my video when joining a meeting”. This will allow you to turn on your cam after you have joined.

Video Settings: “Spotlight my video when speaking”.

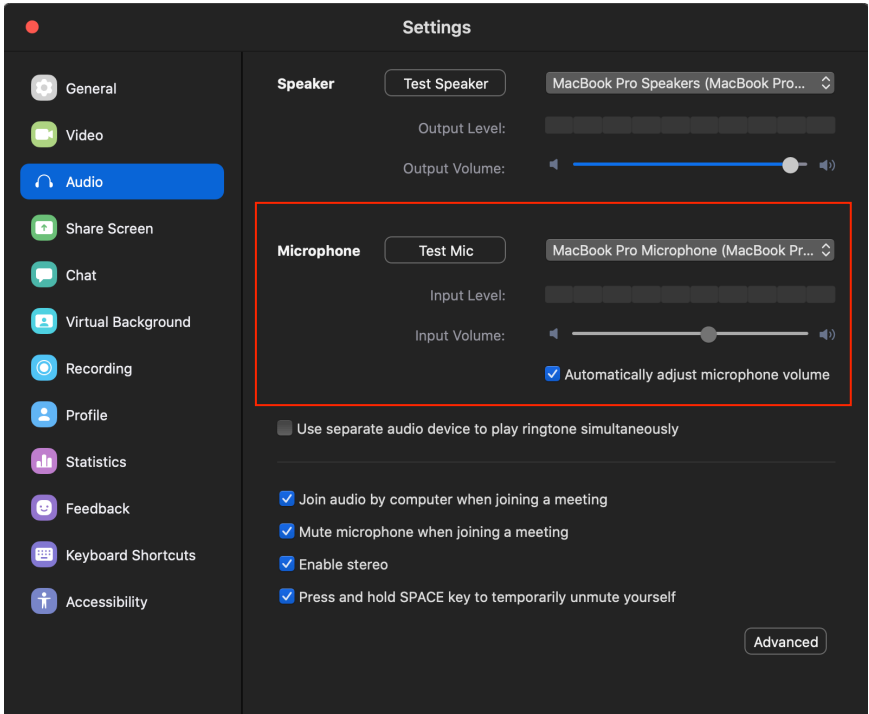
This will allow participants to see your camera-window on top of other participants, every time it is turned on and while you are teaching (speaking).



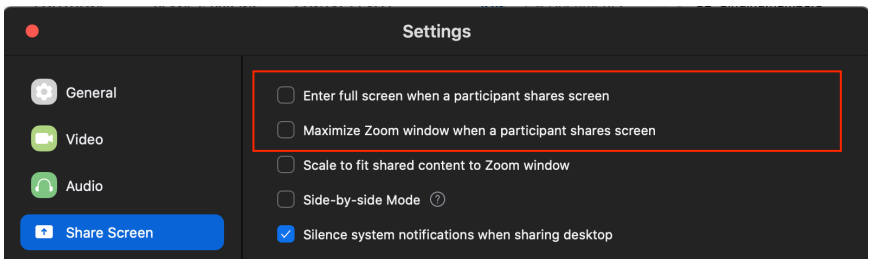
Audio Settings: This is where you choose where you can hear participant’s voices, in case they have their speaker turned on (Speaker), and which mic Zoom will use on your system. This



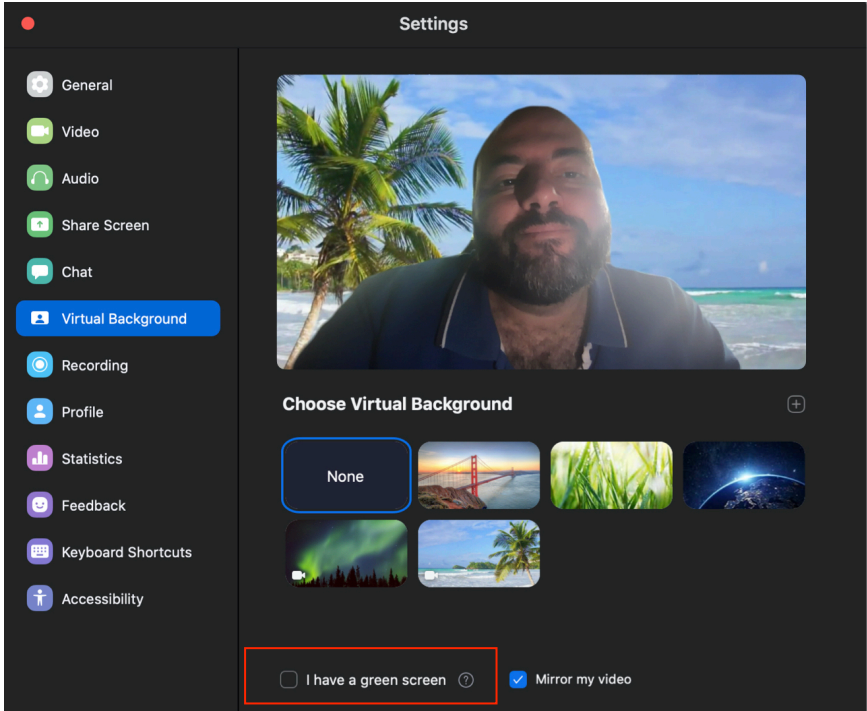
is a crucial setting as “Sound” is a very important aspect for keeping your participants engaged in your training. As mentioned before, sound is actually more important than video information, when it comes to online teaching.



Share Screen Settings: I like to keep “un-checked” these two options: “Enter full screen when a participant shares screen” & “Maximize Zoom window when a participant shares screen”, as I find it disturbs my flow when I teach online.



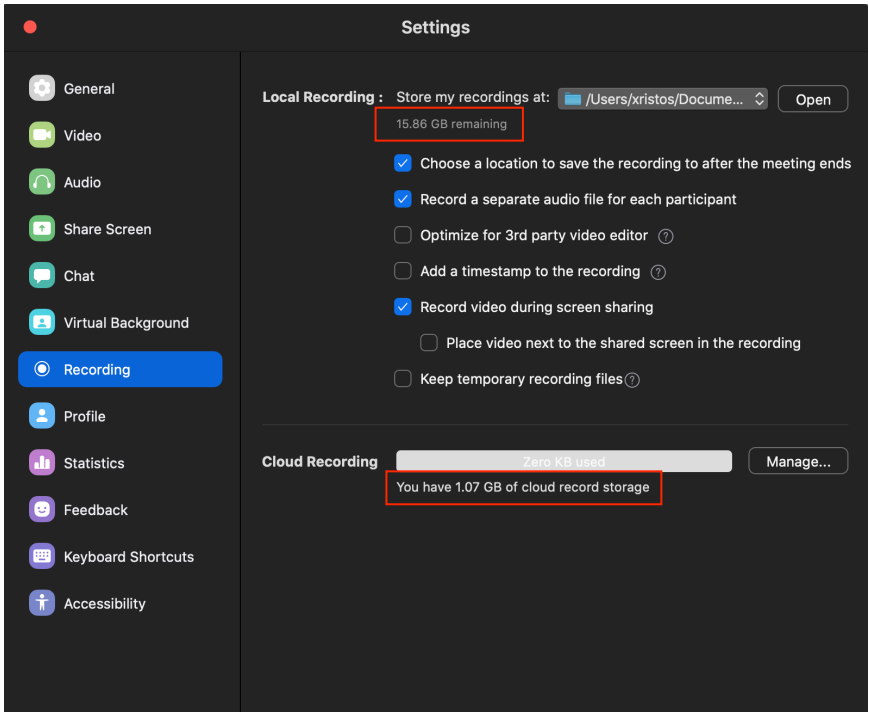
Virtual Background Settings: I can't say I am a fan of this feature, as it works well only when your "real" background has a clear contrast with your skin tone and cloths. Please refer to the previous section here for more technical information on backgrounds. However, if you have a green screen, here is the setting to let Zoom know!



In general, it is suggested that when teaching online, you focus on attention on your self, rather than your background. So, make sure you make wise choices of background walls and colours of your cloths. Simplicity usually works miracles.

Recording Settings: This is where you choose where Zoom to save the recording, upon completion of the meeting. One option is to save the recording (the video rendered together with sound) online, in Zoom's server, in your account, provided you have a paid plan that gives you

enough space. The second option is to save the file on your local hard drive. Note that Zoom displays how much space you have for both your local hard drive and the cloud recording server (noted in the next picture in red boxes).



Recording Settings: If the “Choose a location to save the recording to after the meeting ends” option is selected, Zoom will ask you where you want to save the recording, after the meeting is ended.

Recording Settings: The option “Record a separate audio for each participant” is a great option, only if you plan to further edit the sound of the video after the session is ended. This works very well for recording material that you know beforehand will be shared online to wider audiences, as it allows sound post-production process.

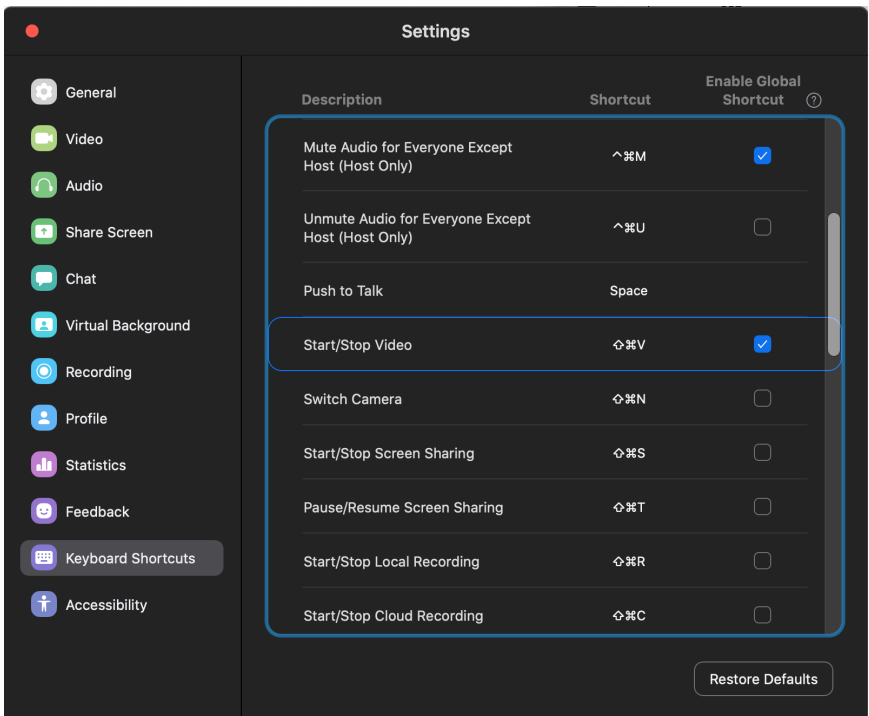
Keyboard Shortcut Settings: This feature is crucial when it comes to the live teaching (you can thank me later). I propose that you choose three of these settings in this section, using any “Shortcut” you find easy to remember for each one of them, so you can use them during the time you are teaching in full-screen mode:

1. *Mute Audio for Everyone Except Host (Host Only): “Ctrl+M”*

There will be times someone has forgot to mute their mic, or didn't know how to, and the noise coming through is really disturbing the session. This is a great way to take control.

2. *Start/Stop Video: “Ctrl+V”*

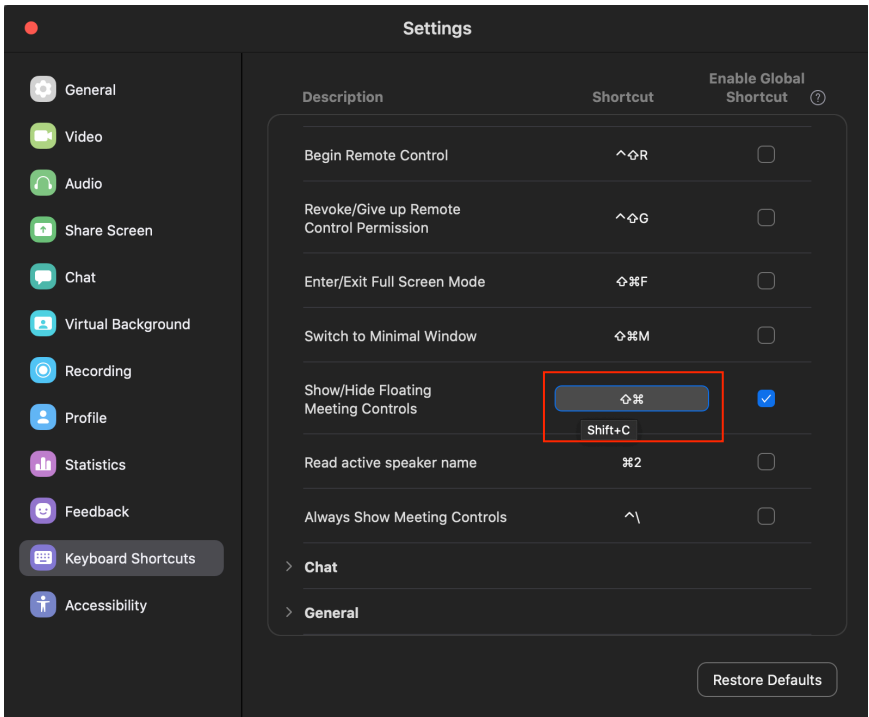
Useful in case you use videos in your presentation and during the training session.



3. Show/Hide Floating Meeting Controls: “Ctrl+A”

During the PowerPoint/Keynote presentation, and when in full-screen mode, Zoom hides the “Meeting Controls” and are only visible when you move the mouse/cursor around.

Sometimes, during the full-screen presentational mode, the mouse/cursor even disappears, making it really difficult for instructors to find and click on these controls. This setting is great for showing and hiding the Floating Meeting Controls at will.



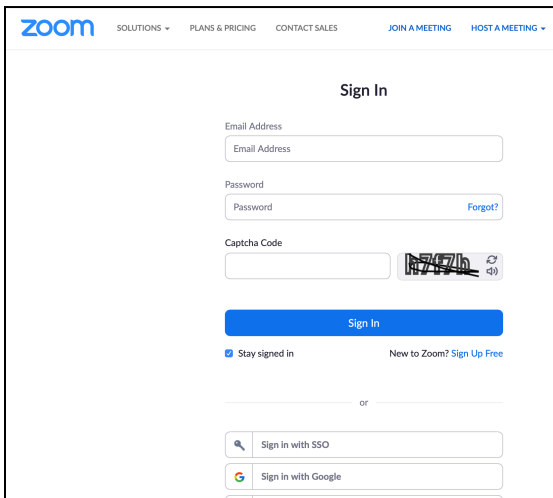
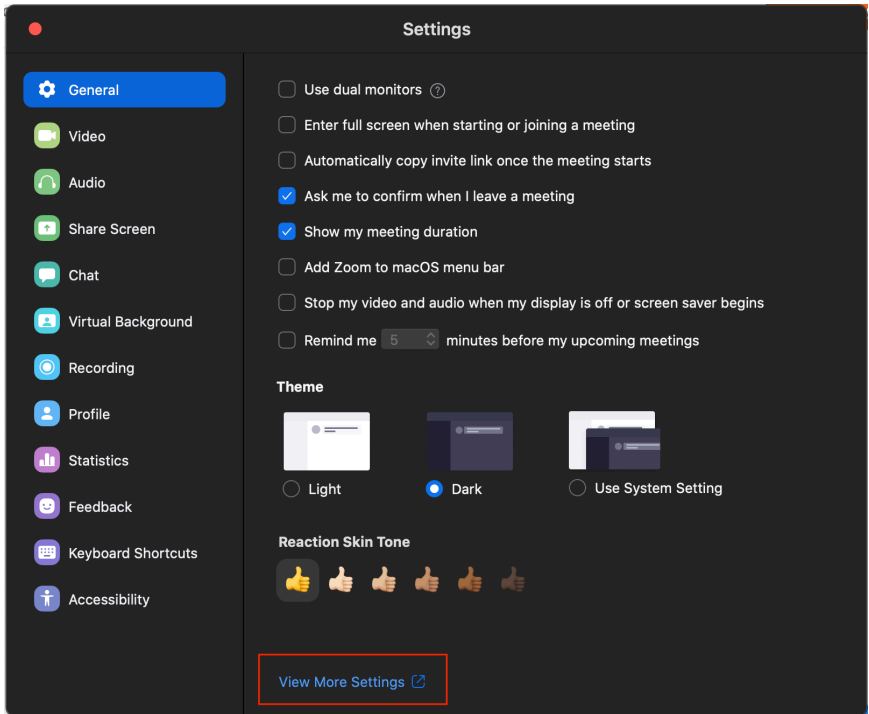
Description	Shortcut	Enable Global Shortcut
Begin Remote Control	^⇧R	<input type="checkbox"/>
Revoke/Give up Remote Control Permission	^⇧G	<input type="checkbox"/>
Enter/Exit Full Screen Mode	⇧⌘F	<input type="checkbox"/>
Switch to Minimal Window	⇧⌘M	<input type="checkbox"/>
Show/Hide Floating Meeting Controls	⇧⌘A Shift+C	<input checked="" type="checkbox"/>
Read active speaker name	⌘2	<input type="checkbox"/>
Always Show Meeting Controls	^\ > Chat > General	<input type="checkbox"/>

Restore Defaults



Remember that all these Shortcut controls are customisable, meaning you can choose whichever combination of keys on your keyboard you think fits best.

More Settings: To make universal settings for any setting you Schedule you will need to hit “View More Settings”, at the bottom of the “General” tap (in a red box):



This will open your browser and take you to the Zoom website, where you will need to log-in again.

Zoom Website Settings: You can go through all settings, and make the choices you prefer. The following ones are my suggestions:

The screenshot shows the Zoom website settings interface. At the top, there is a navigation bar with the Zoom logo, links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES, and buttons for SCHEDULE A MEETING and JOIN A MEETING. On the left, a sidebar menu lists categories: PERSONAL (Profile, Meetings, Webinars, Recordings, Settings), ADMIN (User Management, Room Management, Account Management, Advanced), and a top navigation bar with Meeting, Recording, and Telephone tabs. The main content area is titled 'Security' and contains several toggleable settings:

- Waiting Room:** Enabled. Description: When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.
- Waiting Room Options:** Description: The options you select here apply to meetings hosted by users who turned 'Waiting Room' on. Includes a checkmark for 'Everyone will go in the waiting room' and links for 'Edit Options' and 'Customize Waiting Room'.
- Require a passcode when scheduling new meetings:** Enabled. Description: A passcode will be generated when scheduling a meeting and participants require the passcode to join the meeting. The Personal Meeting ID (PMI) meetings are not included.
- Require a passcode for instant meetings:** Enabled. Description: A random passcode will be generated when starting an instant meeting.
- Embed passcode in invite link for one-click join:** Enabled. Description: Meeting passcode will be encrypted and included in the invite link to allow participants to join with just one click without having to enter the passcode.
- Require passcode for participants joining by phone:** Enabled. Description: A numeric passcode will be required for participants joining by phone. If your meeting has a passcode. For meeting with an alphanumeric passcode, a numeric version will be generated.
- Only authenticated users can join meetings:** Disabled. Description: The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.
- Only authenticated users can join meetings from Web client:** Disabled. Description: The participants need to authenticate prior to joining meetings from web client.

Below the Security section is the 'Schedule Meeting' section, which includes the 'Host video' toggle, currently disabled. The description for Host video is 'Start meetings with host video on'.

Security	Audio Type	
Schedule Meeting	Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.	
In Meeting (Basic)		
In Meeting (Advanced)		
Email Notification	<input checked="" type="radio"/> Telephone and Computer Audio	
Other	<input type="radio"/> Telephone	
	<input type="radio"/> Computer Audio	
	Join before host	<input type="checkbox"/>
	Allow participants to join the meeting before the host arrives	
	Enable Personal Meeting ID	<input checked="" type="checkbox"/>
	A Personal Meeting ID (PMI) is a 9 to 11 digit number that is assigned to your account. You can visit Personal Meeting Room to change your personal meeting settings. Learn more	
	Use Personal Meeting ID (PMI) when scheduling a meeting	<input type="checkbox"/>
	You can visit Personal Meeting Room to change your Personal Meeting settings.	
	Use Personal Meeting ID (PMI) when starting an instant meeting	<input type="checkbox"/>

Security	Mute participants upon entry	<input checked="" type="checkbox"/>
Schedule Meeting	Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.	
In Meeting (Basic)		
In Meeting (Advanced)	Upcoming meeting reminder	<input type="checkbox"/>
Email Notification	Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client.	
Other		
In Meeting (Basic)		
	Require encryption for 3rd party endpoints (SIP/H.323)	<input checked="" type="checkbox"/>
	By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to require encryption for 3rd party endpoints (SIP/H.323) as well.	
	Chat	<input checked="" type="checkbox"/>
	Allow meeting participants to send a message visible to all participants	
	<input checked="" type="checkbox"/> Prevent participants from saving chat	
	You have enabled "Save chat messages from the meeting / webinar" in cloud recording. You can go to Recording Settings to turn it off and not share the chat along with the recording. ✕	

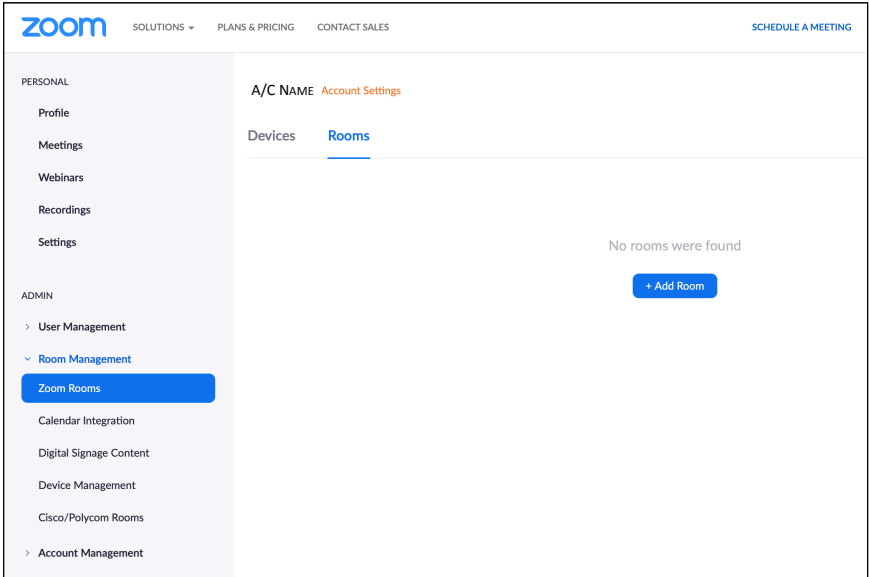
Security	Annotation Allow host and participants to use annotation tools to add information to shared screens ?	<input type="checkbox"/>
Schedule Meeting		
In Meeting (Basic)		
In Meeting (Advanced)	Whiteboard Allow host and participants to share whiteboard during a meeting ?	<input checked="" type="checkbox"/>
Email Notification		
Other	<input checked="" type="checkbox"/> Allow saving of whiteboard content ? <input checked="" type="checkbox"/> Auto save whiteboard content when sharing is stopped ? <input checked="" type="radio"/> Save as PNG <input type="radio"/> Save as PDF	
	Remote control During screen sharing, the person who is sharing can allow others to control the shared content	<input checked="" type="checkbox"/>
	Nonverbal feedback Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel. ?	<input type="checkbox"/>
	Meeting reactions Allow meeting participants to communicate without interrupting by reacting with an emoji that shows on their video. Reactions disappear after 10 seconds. Participants can change their reaction skin tone in Settings. ?	<input checked="" type="checkbox"/>

Security	Co-host Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.	<input type="checkbox"/>
Schedule Meeting		
In Meeting (Basic)		
In Meeting (Advanced)	Polling Add 'Polls' to the meeting controls. This allows the host to survey the attendees. ?	<input type="checkbox"/>
Email Notification		
Other		
	Always show meeting control toolbar Always show meeting controls during a meeting ?	<input type="checkbox"/>
	Show Zoom windows during screen share ?	<input type="checkbox"/>
	Screen sharing Allow host and participants to share their screen or content during meetings	<input checked="" type="checkbox"/>
	Who can share? <input checked="" type="radio"/> Host Only <input type="radio"/> All Participants ?	
	Who can start sharing when someone else is sharing? <input type="radio"/> Host Only <input type="radio"/> All Participants ?	

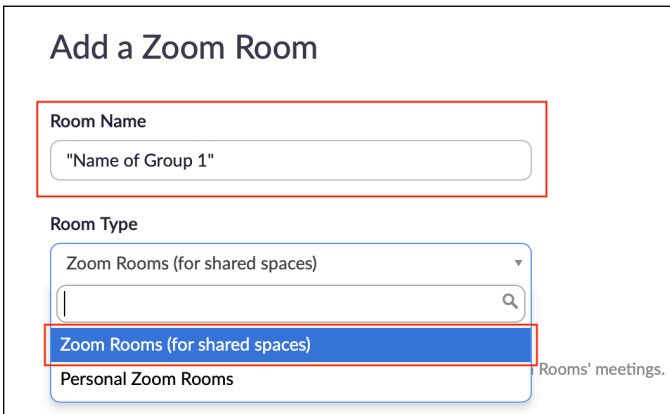
Security	Allow removed participants to rejoin	<input checked="" type="checkbox"/>
Schedule Meeting	Allows previously removed meeting participants and webinar panelists to rejoin. [?]	
In Meeting (Basic)		
In Meeting (Advanced)	Allow participants to rename themselves	<input checked="" type="checkbox"/>
Email Notification	Allow meeting participants and webinar panelists to rename themselves. [?]	
Other	Hide participant profile pictures in a meeting	<input checked="" type="checkbox"/>
	All participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting. [?]	
In Meeting (Advanced)		
	Report participants to Zoom	<input checked="" type="checkbox"/>
	Hosts can report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the Security icon on the meeting controls toolbar. [?]	
	Breakout room	<input checked="" type="checkbox"/>
	Allow host to split meeting participants into separate, smaller rooms	
	<input checked="" type="checkbox"/> Allow host to assign participants to breakout rooms when scheduling	
	[?]	

Security	Allow users to select stereo audio in their client settings	<input checked="" type="checkbox"/>
Schedule Meeting	Allow users to select stereo audio during a meeting	
In Meeting (Basic)		
In Meeting (Advanced)	Allow users to select original sound in their client settings	<input type="checkbox"/>
Email Notification	Allow users to select original sound during a meeting	
Other	Select data center regions for meetings/webinars hosted by your account	<input type="checkbox"/>
	Include all data center regions to provide the best experience for participants joining from all regions. Opting out of data center regions may limit CRC, Dial-in, Call Me, and Invite by Phone options for participants joining from those regions.	
	Show a "Join from your browser" link	<input type="checkbox"/>
	Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited	
	Allow live streaming meetings	<input type="checkbox"/>
	Request permission to unmute	<input type="checkbox"/>
	Select this option in the scheduler to request permission to unmute meeting participants and webinar panelists. Permissions, once given,	

Zoom Rooms Settings: In case you plan to split your participants in groups and have them working in virtual rooms, you will need to set up these groups in what Zoom calls “Rooms”, under the section “Zoom Rooms”.



Click on the “+ Add Room” button to set up Rooms and enter a name for each Room (i.e. the name of the group). Then choose the “Zoom Rooms (for shared spaces)” option.



Add a Zoom Room

Room Name

You are about to add a new Zoom Room as free trial.

When the trial ends on 2020, you can [purchase](#) a Zoom Rooms Plan to keep your room active.

Finish

Save & Add Another

Cancel

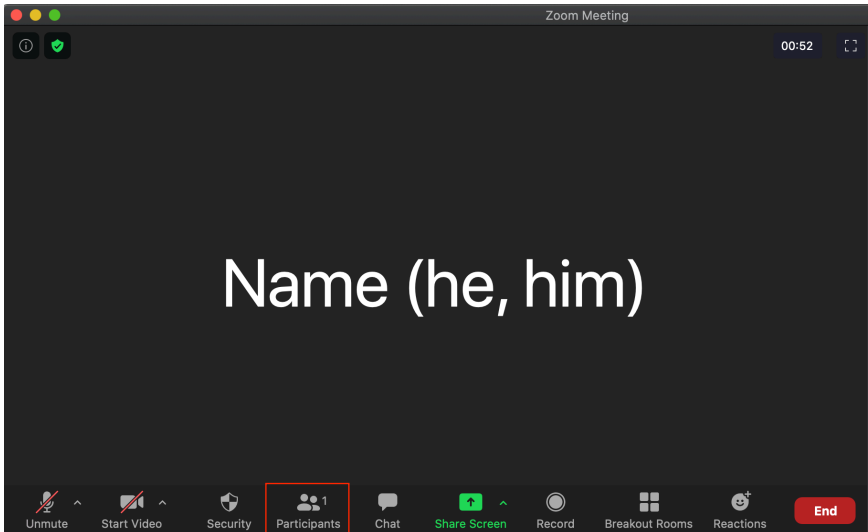
Zoom Rooms:

Please Note that Zoom allows the creation of Rooms only to specific paid plans. If the account used is not connected to a paid plan, you get a “free trial” for a month.

Live Class

Once you have all your settings ready, you can “Join a Meeting” and start your class. With this guide I am providing you with a number of suggestions that can help you manage your online class. First, there are things to do and say, prior to start teaching (before sharing your presentation). Then, while you are in a full-screen mode, sharing your slides with the participants, there are a few things you should keep in mind, while you are teaching.

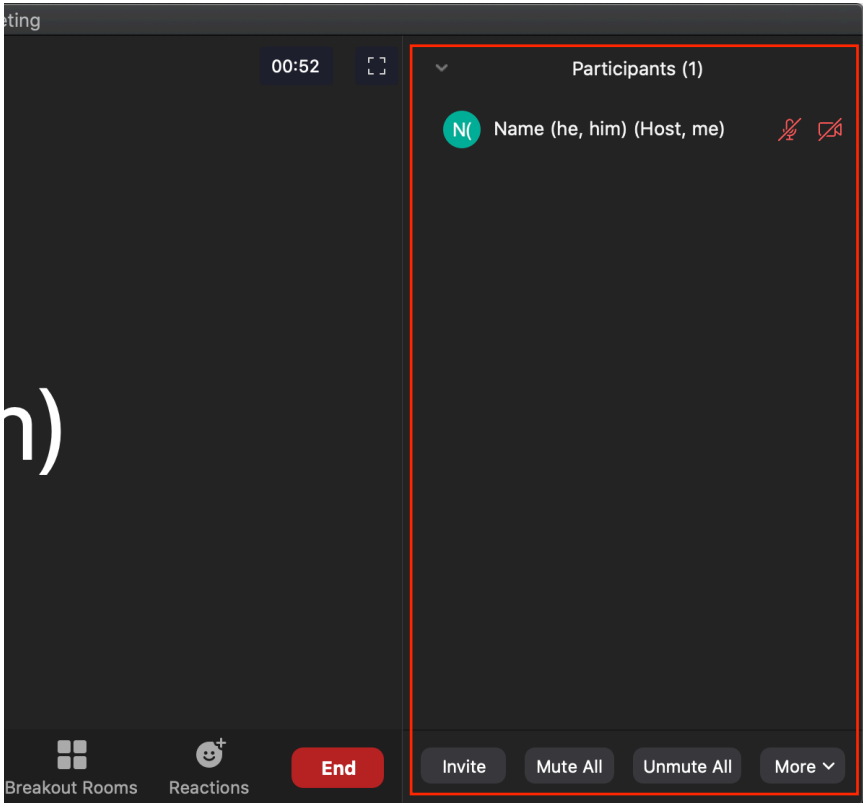
When you join the meeting, you should be able to see this window, with controls on the bottom.



First thing to do before you approve participants to join the session, is to “Rename” yourself. This is the name that will appear on the participants’ Zoom app as well.

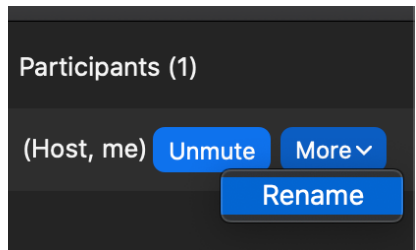
Suggestion: Use a small name and add a preferred gender pronoun in brackets (i.e. “she” or “he” or “they”). You will later ask participants to do the same.

To rename your self, you need to click on “*Participants*” and then a panel will open up on the right side of the window.



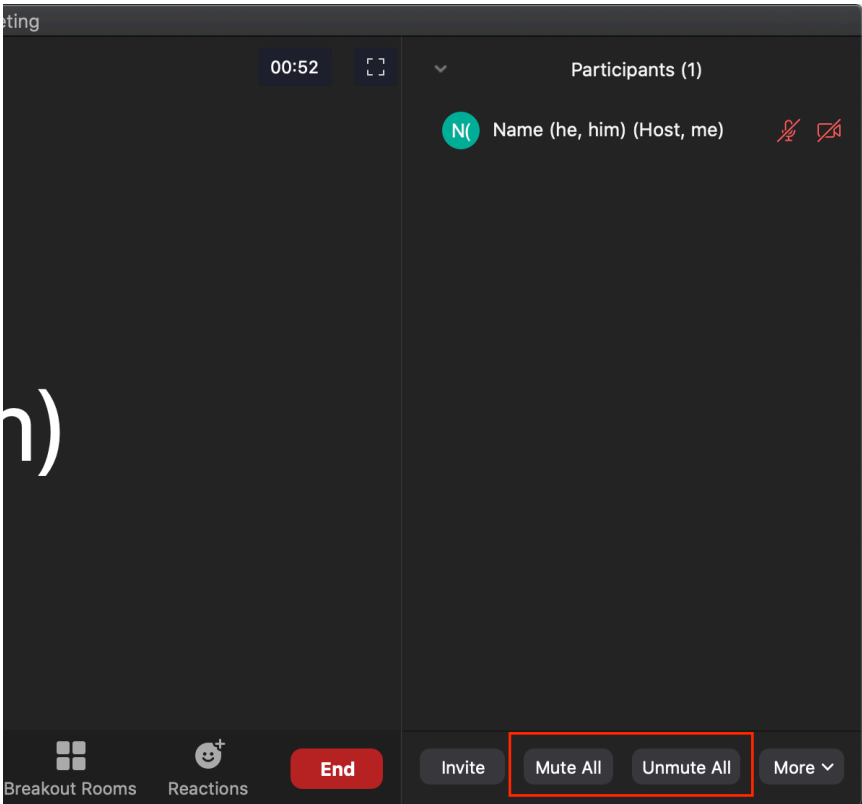
In this side of the window, you will need to move your mouse/ cursor on the right side of the “Name” that already appears (the name of the account you are logged-in as) and there will appear two buttons: “Unmute” and “More”. Click on “More” and you get to “Rename” yourself.

Note that in case you have not chosen to log-in in a mute setting, the “Unmute” button will show “Mute”.



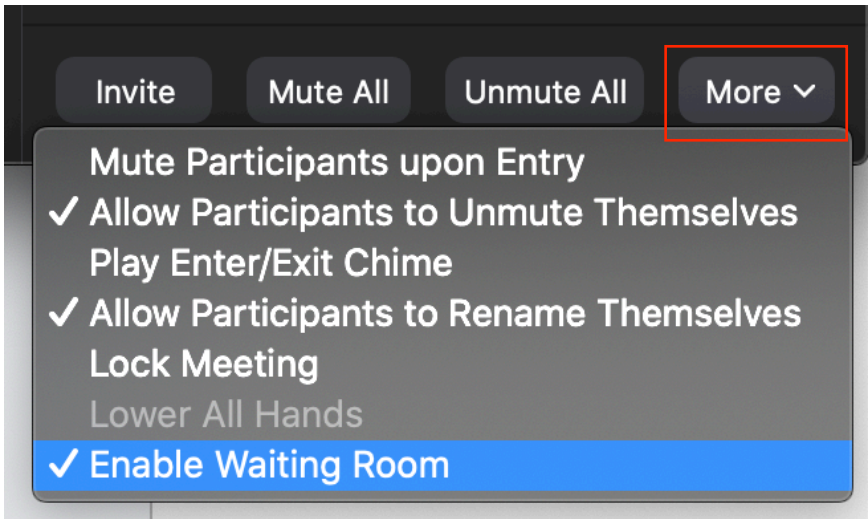
You can now rename yourself. This is also where participants can rename themselves.

Suggestion: As the space is limited, a small name works better rather than a full name. I suggest that you later ask participants to use only small names as well.



At the bottom of this Participants Extended Window, you will also find the “**Mute All**” and “**Unmute All**” buttons. Keep an eye on these, as you may need them, in case participants don’t or can’t mute themselves in time.

There is one more button that is important: The “More” Button. Click on this and you get a drop down menu. Make sure the “Enable Waiting Room” is checked, or else click on this option to enable it.



This will allow participants to “exist” in a virtual “Waiting Room” before you approve them to Join the Meeting.

Now you are ready to allow participants join and start your session.

! Suggestion:

In case the “Mute Participants upon Entry” is not checked already (first option in the drop down menu), you can do so here. There is an option to allow or not allow participants to unmute themselves (second option in the drop down menu). This is also useful, in case there are participants that unmute themselves and interfere with the session.

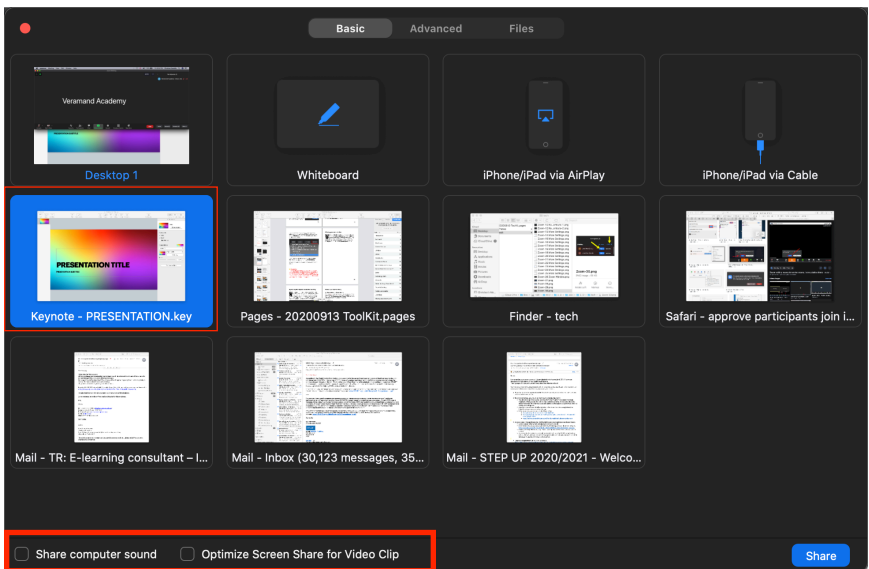
Sharing a presentation

To share your PowerPoint/Keynote presentation, first you have to find it and launch it. The presentation should be open and running for Zoom to find it. Once your presentation is open and running, go to Zoom and click on the “Share Screen” button, at the bottom of the main window. Clicking on this button will not directly share your computer’s



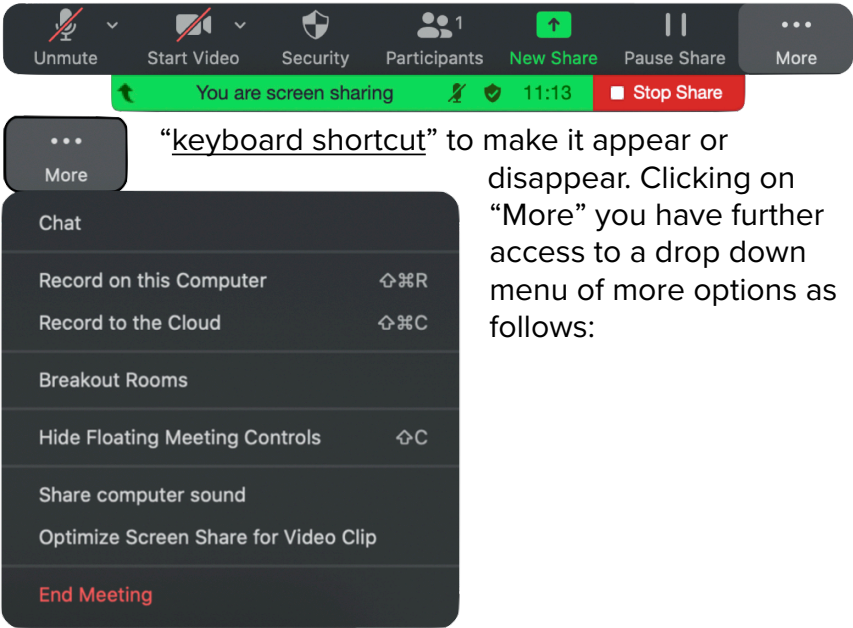
screen. It will open a dialogue window and provide you with choices of all windows available (running) on your computer.

Choosing the presentation window will only show participants the presentation and not your whole screen (suggested).



Choose the window you want to share and click on the “Share computer sound” at the bottom, in case you have videos or sound on your presentation, so the sound goes through to participants. Then click the “Share” button at the

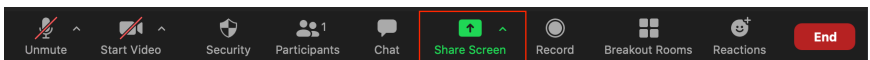
far bottom right side of the window. After the presentations is “shared”, you can go full-screen, so that participants can see the presentation in a full screen mode. You will then be in a mode where the mouse/cursor will have disappeared, and the “control strip” will be floating and partially hidden. Use the



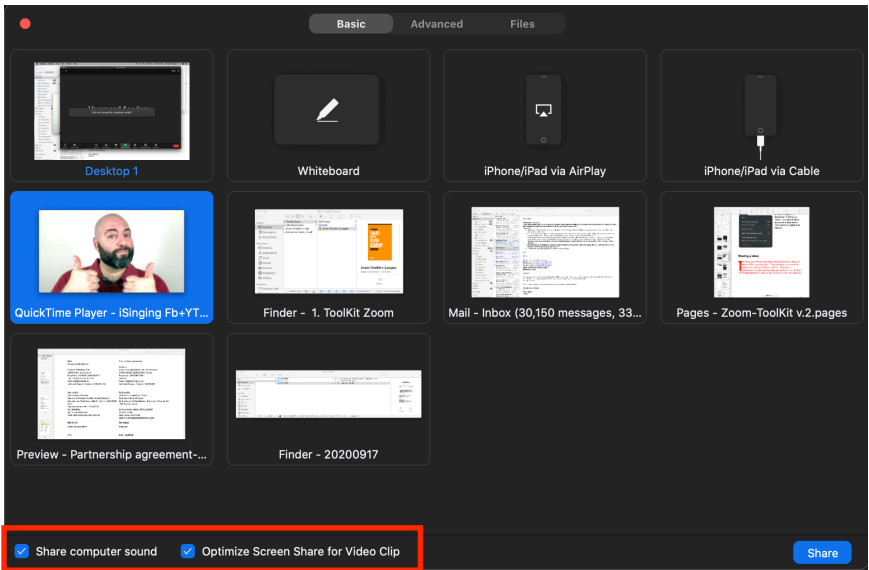
“keyboard shortcut” to make it appear or disappear. Clicking on “More” you have further access to a drop down menu of more options as follows:

Sharing a video

To share a video with participants, you will need to have it open before hitting the “Share Screen” button, just as you would do with a Keynote/PowerPoint presentation, so that Zoom can find it. Once your video is open, click on the “Share Screen” button, at the bottom of the main window and a new dialogue window will open.



Remember that in this case, you will need to choose the “Share computer sound” (see the next picture), so that Zoom



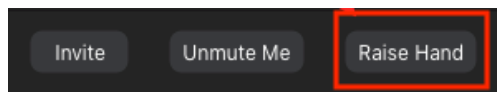
will share the video sound as well, or else Zoom will only share the video, without its sound. The sound will still come out of your speaker, but won't go through to participants. We recommend that you also check the "Optimize Screen Share for Video Clip" too.

Raising your Hand & Reactions

Participants can Use the Reactions button to react to something you say, a function pretty similar to "emojis" on social networking. They can also "Raise Hand" and lower hand if they want to get permission to speak or if they want to attract the trainer's attention. The "Raise Hand"



button doesn't appear on the host's panel, but in the participants panel only, in the extended participants window.

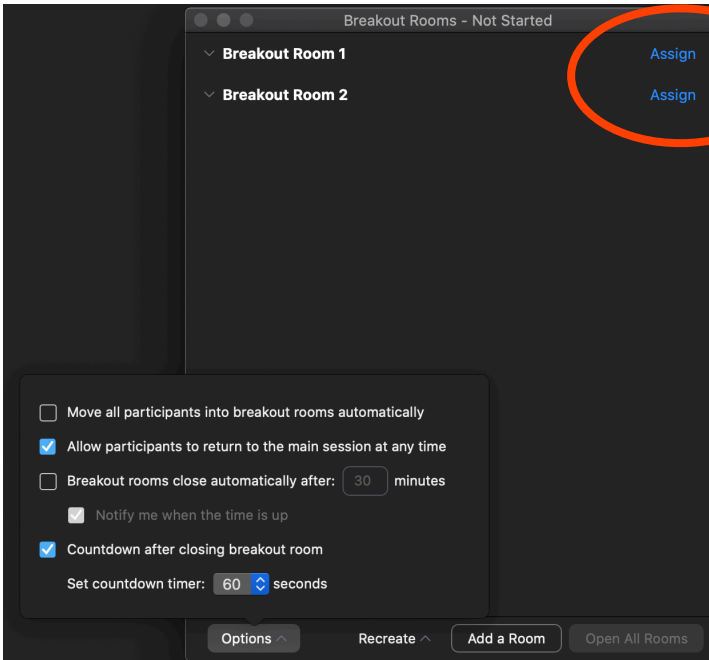
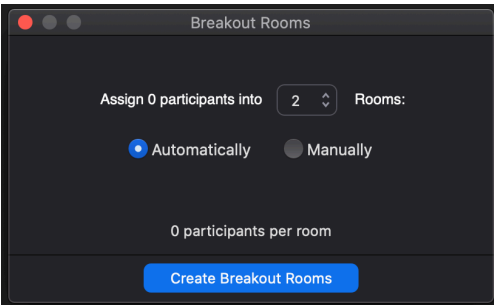


Breaking groups into separate Zoom Rooms

When it is time to break participants into groups and put them in different virtual “Rooms”, use the “Breakout Rooms” button in the control strip of the main window. A dialogue window will then open, and you can then

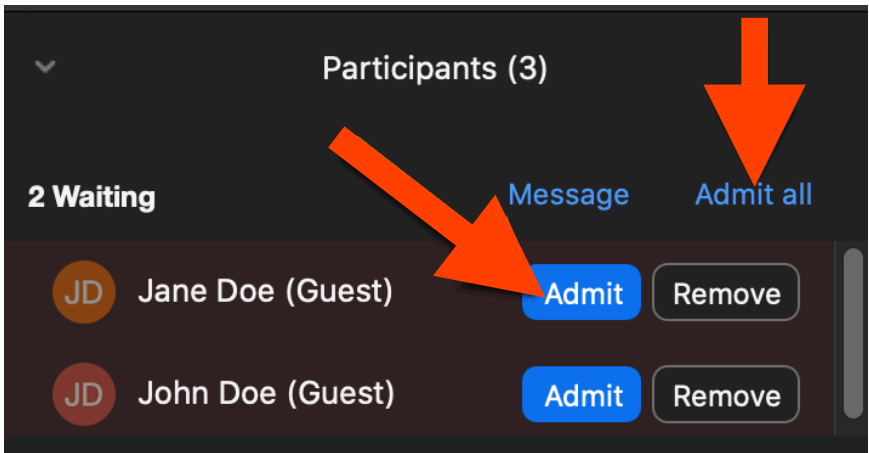


choose the number of rooms you want to create, and if you want to automatically assign people in groups or do it manually. If you choose to do it manually, then you can choose which participants are assigned in each group.

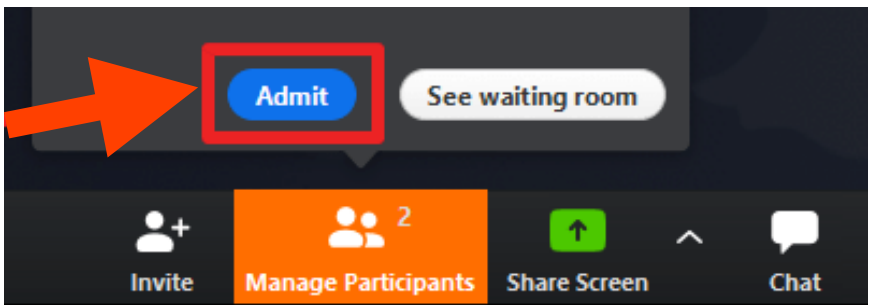


Approving Participants to Join the Meeting

When participants join the session via the provided link, they are put in a “virtual waiting room”, where an Admin has to approve them before joining the meeting. You can allow each participant to join by clicking the “Admin” blue button for each one separately, or allow them all, by clicking the “Admin all”, on the top of the participants list.



You can also allow participants to join the session, from the “Manage Participants” button, in the main window.

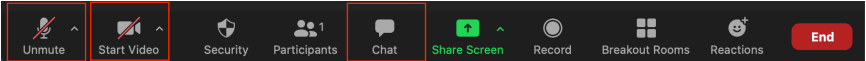


After all participants are in, you can start your training session, but before that, here is a list of things to say/do:

Before you start teaching

1. Tech-Check

Unmute your mic and ask people to type 1 for YES and 2 for NO in the chat window. Type the same question in the Chat. Ask first, if they can hear you well. Then turn your cam on (Start Video Button) and ask if they can see you. Then share your presentation (Share Screen button) and ask if they can see it. Give participants time to type 1 or 2 in the chat. Troubleshoot if needed: [Video](#), [Sound](#), [Share Presentation](#).



2. Welcome

Introduce yourself and welcome participants to the session.

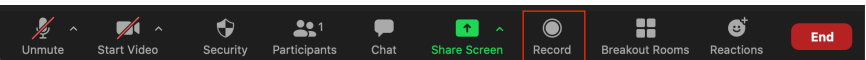
3. Guide them through the window

Take them a tour around Zoom.

- Explain how they can “Mute/Unmute” their mic, and have everyone in mute mode, unless they “[Raise Hand](#)” and get the permission to speak.
- Explain where the “Start Video” button is and suggest they keep their cameras turned off.
- Explain where they can rename themselves and ask them to use their “preferred gender pronoun” in (brackets).

4. Recording

If the session is going to be recorded, let everyone know and begin [Recording](#).



5. Give participants some time

Give them 2-3 minutes to get adjusted to Zoom.

6. Check if all participants mics are muted.

Mute them all, in case some are finding it difficult to mute themselves. You can now start the session!

“Tell me and I forget,
Teach me and I remember,
Involve me and I learn.”
Benjamin Franklin

4.

FACILITATION ETOOLS

Tips for Instructors

You should have in mind that Online Training is not the natural and normal way we are used to interact with one another, and as technology can often operate as a barrier to connecting and interacting with one another, Online training is **more difficult** to facilitating a training session in a real 3D room with physical presence.

However, there are a few tips that can help trainers have better interaction to participants, or at least move closer to a training facilitation that would emulate a real and non-digital session.

Eye-Contact

Eye contact is very important for communicational purposes. It helps participants feel that the trainer is talking to them, instead of talking in general. It also helps to create a better connection with your online audience.

Eye contact makes contact become more personal in an environment that is already not personal to start with, because of the physical distance, and the distance created due to the technological media used. Remember that if you want to use eye-contact in an online session, you have to **look directly on your cam lens**, and not on your screen.

Chat Room

The ability of people typing in their contribution instead of having their mics open, is sometimes a big help, as people can interact in Zoom’s chat room, like they are often used to do on social media chat rooms, such as the Facebook comment threads, or the Messenger/Viber/WhatsApp groups, and other text-based chat rooms. Especially younger people have developed the skills to interact in writing with short abbreviations, emojis, alphabetical symbols used as reactions etc.

It is important for a trainer to:

1. Interact with younger people who use this communicational codes, learn them, get adjusted, and use them whenever possible. This makes the gap between the instructor and the participants smaller.



2. Remember that communication is often affected by three things: (a) the words and terms used, (b) the emotional charge that is being projected at the same time, together with the words and terms, and (c) the relationship content together with and context. In “chat-based communications”, the words and terms are the strongest code, as the other two are either absent or significantly under-used. Symbols, words and terms do carry emotions but the person may be typing a term and have a completely different emotional charge. People tend to type as they speak in chat rooms. Thus, this communication that takes place ‘in writing’, it actually follows the norms and rules of an oral communication. Be careful with what written terms or words may project as an emotional charge, as it may be not the intention of the ‘writer’. Ask, clarify, reflect on what you understand and check if the reflection is right, and use open questions.

Check-list for Instructors

Before the Show

- View
 - Camera Operation (built-in or external)
 - Background & Clothes (contrast).
 - Light (Room, physical, Ring, Soft-boxes)
 - Virtual Background: in Zoom Settings
- Sound
 - Mic Operation (built-in or external)
 - Zoom Settings
- Training Session
 - Notes (printed or not)
 - Presentation (Keynote/PowerPoint)
 - Other
- Internet
 - Connection Speed
 - Stress Reduction (Computer & Router)
- Zoom Settings
- Other

Show Must Go On

- Tech Check: (1) Sound, (2) Video, (3) Share Presentation.
- Welcome: Take a Tour
 - Raise Hand
 - Start Video
 - First Name (preferred gender pronoun).
 - Mute/Unmute mics (Is everyone muted?)
- Start Recording
- Start Session
 - Eye Contact
- Other



ELEARNING TOOLKIT
BY CHRISTOS KRASIDIS
FOR THE **EATG** “STEP UP ACADEMY”