

OLLI ZOOM BEST PRACTICES FOR SGLS (Updated 1/22/2021)

Background Information

In order to manage hundreds of members in dozens of study groups, OLLI staff handle several aspects of organizing Zoom meetings.

Meeting/Class invitations. OLLI staff schedule all Zoom classes (meetings) and send invitations to the class members. We have 10 Zoom Pro licenses. This allows us to cover 7 simultaneous study groups plus 2 staff monitoring/troubleshooting plus 1 for meetings (Board, staff, committee, etc.).

Invitations are sent via email and contain both a link to the meeting and a Meeting ID number. Participants can either click on the link or enter the Meeting ID in the Zoom app. There are two types of invitations. Single invitations are good for only one meeting. Recurring invitations include a link and Meeting ID which can be used multiple times. As often as possible, we use Recurring Invitations. However, at the beginning of a semester, we use Single Invitations because the list of attendees changes with Adds and Drop.

Roles. There are several roles in Zoom Meetings:

- **Host.** The OLLI staff member who starts and monitors the meeting.
- **Co-host.** The SGL can ask a participant(s) to be a Co-Host(s) to help manage class participation using the Participants and Chat panels. If there are two SGLs for a class, both would be Co-Hosts.
- **Participants.** The OLLI members.

Settings. Zoom provides more than 65 settings which control all aspects of Zoom. To ensure privacy and security and to have consistent use of Zoom across classes, OLLI applies certain settings to all study groups:

- Audio is set to Both Telephone and Computer Audio.
- Participants are allowed to join the meeting before the Host arrives.
- Chat is enabled for everyone.
- Chat is saved for the Host only.
- The meeting controls are set to always display.
- The Host is allowed to designate one or more participants as Co-host(s).
- Only the Host or Co-Host can Share Screen.
- Several OLLI staff monitor all meetings to troubleshoot technical issues.

Pre-Class Checklist

- When asked, click on Join with computer audio or Join With Video.
- Test your Audio and Video.
- Use a USB-connected headset for the best audio.
- Mute yourself when others are speaking.
- Position your webcam (usually in the center above your screen) at eye level.
- Tilt your screen forward as needed so that your full face is in view.
- Make as much eye contact as possible.
- To see participants' names, under **Video** settings, click on **Always display participant name on their videos**.
- To keep Zoom controls visible, click on the arrowhead facing up to the right of the microphone icon in the bottom left of the screen. Select **Accessibility**. Then click on **Always show meeting controls**.

Troubleshooting Tips

▪ **To stop echo or feedback**

If you hear audio echo or feedback during a meeting, there are three likely causes:

- A participant(s) has both the computer and telephone audio active,
- A participant(s) has computer or telephones speakers that are too close to each other physically, or
- There are multiple computers with active audio in the same room.

To correct this issue, you can mute everyone except yourself. Or if you know where the problem is coming from, ask the member to mute (or turn off) one of their devices or have the second device leave the meeting.

▪ **To reduce/stop choppy video and garbled sound**

After preparing your video, select **Screen Share**, select the video, then click on **More** in Zoom controls and click on **Share computer sound AND Optimize Screen Share for Video Clip**. Be sure to turn this setting off when you are done showing videos.

When you are done with the presentation, click **Stop Share** at the top of your meeting screen or mute the speaker of your PC/Mac's speaker (or phone if you are using your phone for audio).

Keyboard Shortcuts

Keyboard shortcuts can be found under Settings. Note that you can Enable Global Shortcut and the Zoom shortcuts will work with other applications.

Here are the essential keyboard shortcuts for the PC and Mac.

	PC	Mac
Mute/unmute own audio	Alt + A	⌘ + Shift + A
To unmute yourself temporarily	Hold down spacebar	Hold down spacebar
Mute audio for everyone except Host	Alt + M	⌘ + Control + M
Unmute audio for everyone except Host	Alt + U	⌘ + Control + U
Start/Stop Screen sharing	Alt + S	⌘ + Shift + S
Pause/Resume screen sharing	Alt + T	⌘ + Shift + T
Enter/Exit full-screen view	Alt + F	⌘ + Shift + F
Switch between Active Speaker & Gallery View		⌘ + Shift + W
Switch to Active Speaker	Alt + F1	
Switch to Gallery View	Alt + F2	
Raise/Lower hand	Alt + Y	Option + Y