

Bard LLI Session Managers' Guide to Zoom

1. The Session Managers Role

The Session Manager is critical to the success of the LLI Online program. The Session Manager will:

- Conduct Pre-class planning. The Session Manager works hand in hand with the Presenter, the Class Producer and the Alternate Session Manager to determine how to conduct the class. For example:
 - Will the Producer or some other host introduce and close each class?
 - Will the Presenter want attendees to be able to 'chat' with each other during the class?
 - Will the Presenter want to use attendee Polls within the classes?
 - How does the Presenter want to handle Q&A?
 - Will the Presenter want to have exhibits such as Powerpoint slides, photos, videos or other media shared on screen?
 - Will the Presenter want to handle the screen sharing, Q&A, etc. themselves, or do they want the Session Manager to do this?
 - Will the Presenter or Producer want to send emails with additional class material to the attendees before and/or between classes?
 - etc.
- Schedule the Zoom class sessions and send Class Invitation emails and Reminder emails to the class participants.
 - Your Zoom class meetings must be scheduled and conducted via the Bard LLI Zoom account license that will be provided to you. Even if you already have your own Zoom personal account, LLI classes must be scheduled and conducted via the LLI Zoom account assigned to you.
- Conduct a Practice Session before the first class to confirm that the execution logistics of muting/unmuting attendees, spotlighting speakers, speaker handoffs, exhibit displays, screen sharing, Q&A moderation, etc. are working smoothly.
- Open the Zoom class at the scheduled time and Admit attendees to the session.
 - You will admit attendees at the beginning of the class and throughout the class, since some attendees may exit and rejoin the class if their internet connection drops or if they mistakenly disconnect.
- Provide support to the Presenters and attendees during the class. For example:
 - Muting/unmuting participants if needed.
 - Monitoring the chatbox, and assisting participants that may need technical help during the class.

NOTE: There are several detailed LLI Session Manager Tutorials available in the shared drive to explain how to:

- Configure and manage your LLI Zoom Account Settings
- Schedule your recurring Zoom Class sessions
- Compose and send out your Zoom Class Invitation emails
- Configure your Zoom session Waiting Room
- etc.

2. Managing and Interacting During the Class

On a PC or a Mac, most of the action buttons you will need to manage the class session will appear when you move your mouse pointer to the bottom of your screen. Some devices, like an iPad, may have these in other locations.

Mute/Unmute Your Own Microphone:

- A red slash on the microphone icon on the lower left of your screen means that your microphone is muted and the attendees can't hear you.
- Clicking on the microphone icon will either mute or unmute you, depending on your status when you click on it. Your microphone should be muted when you are not speaking.
- Click on the up arrow next to the microphone icon to see the options to manage your microphone selection settings (e.g. select your headset, computer microphone, etc.) A headset with a microphone is the best practice if you have one.

Start/Stop Your Own Video:

- A red slash on the camera icon on the lower left of your screen means that your camera is off and the attendees can't see you in the gallery of attendees.
- Clicking on the camera icon when your camera is off will turn your camera on, and vice versa..
- Click on the up arrow next to the camera icon to see the options to select your camera and manage your camera video settings.

View and Manage Participants:

- Clicking on the Participants icon will give you a list of people who are in the meeting or are in the Waiting Room waiting for you to admit them. The Presenter, Session Manager and anyone else that you have designated as a 'host' or 'co-host' will be at the top of the list.
- Managing Individual Participants: Rolling your mouse pointer over an attendee's name in the list will show you the options you have to manage that participant within the session. For example, you can:
 - Mute/unmute a participant (good practice if you see that they are unmuted and sounds are coming from their microphone).
 - Rename the participant in the list. Note: the best thing would be for the participant to join the meeting with their own full names in the first place. You should encourage your attendees to pay attention to providing their full names when they join the meeting. For most people, their name will be remembered in the Zoom app at their device and they should be able to update this.

- Make a participant the host or co-host in the meeting.
- Spotlight the participant in the Speaker View
- Mute/Unmute a participant's microphone and start/stop a participant's video. These actions can be performed on individuals if their microphone is unmuted and is contributing distracting noise or if there is anything shown on their video that should not be seen by others.
- Return the participant to the Waiting Room if you think they should not have been admitted or are behaving inappropriately and should be removed from the meeting. If for any reason you determine that they should be allowed to re-enter the meeting you can admit them again from the Waiting Room.
- Actions that apply to All Participants: At the bottom of the Participant list, you will see additional option buttons to:
 - Invite someone to join your meeting that is in progress.
 - Mute All participants - a good practice once the class begins, just be sure to unmute your Presenters. This is one of many things you should practice in your practice session before the actual class begins.
 - Perform additional actions that appear when you click on the button that has three dots on it.
 - For example, there is an option to 'Play sound when someone joins or leaves'. This might become annoying if it is set on during the meeting.

View and Manage Chats:

- Clicking on the Chat icon will pop-up a Chat window, allowing you to see and conduct chat messages with attendees.
- At the bottom of the Chat window there is a "To:" dropdown. This allows you to select who you want to send a chat message to, i.e. to everyone in the session or to a specific individual only.
- Also at the bottom of the Chat window, there is an action button with three dots in it. Clicking on this action button shows you your options to control who the attendees can chat with during the session.
 - Some Presenters will not want attendees to chat with anyone other than the host during the class, as they feel this 'passing notes in class' distracts their attention. This is often the case with very large lecture-type classes.
 - Some Presenters will want the attendees to chat with the group or others during the class. This is sometimes the case for very small workshop-type classes, where interaction is encouraged.
 - You should confirm your Presenter's preference on these chat options before the class so that you can ensure that this option is set appropriately within the class.
 - In some classes, the chat option will be used for attendees to ask questions of the Presenter.

Sharing Screens:

- Your Zoom Account Settings should have been set to allow Screen Sharing by the Host Only. This is important, to avoid attendees from mistakenly starting to share their screens during the class. Note that this setting allows co-hosts to share their screen as well.

- If your Presenter wants to manage his/her own screen sharing, make sure that you designate the Presenter as a co-host or as the host.
 - Note: if you promote the Presenter to Host during the session, you will be demoted to an attendee. If you do this, make sure that your Presenter (the new host) immediately promotes you to co-host status so that you can continue to control the session.
 - The only reason to promote your Presenter to Host status is if your Q&A session will be conducted via chat messages from the attendees and the chat option has been set to allow attendees to chat with the Host Only. In some cases, the Presenter may prefer that you remain the host so that the chat questions come to you as a moderator and you read the questions to the Presenter out loud while avoiding duplicate or inappropriate chat questions or statements.
- If a video is being shared on screen, make sure that the 'Share Computer Sound' and 'Optimize Screen Sharing for Video Clip' checkboxes are checked in the screen sharing pop-up window before the shared video is started.
- NOTE: When sharing a screen your participants will see an abbreviated gallery view of some of the participants in a smaller window on their screen. This is annoying to most people as it prevents them from seeing the full screen that is being shared. There are options that they can use to diminish or remove that abbreviated gallery window from their screen during screen shares.
 - See the document that describes tips for best viewing during full screen sharing at: <https://lli.bard.edu/files/2020/06/Full-Screen-Zoom-Sharing.pdf>

Spotlighting Speakers:

- The 'Spotlight' feature allows you to set a specific individual that will appear in 'Speaker View' whether they are currently speaking or not.
 - If no one is Spotlit, then anyone whose unmuted microphone picks up any sound will appear full screen in Speaker View. For example, if they ruffle papers or clear their throat or their phone rings, they will suddenly appear to all in Speaker View. when speaking or ruffling papers without spotlighting
- There are multiple ways to Spotlight a person so that they appear continuously in Speaker View:
 - Move your mouse pointer to the upper left area of their video window and some action button icons will appear. Click on the icon that has three dots in it and select the Spotlight option from the resulting list of available actions.
 - Roll your mouse over the person's name in the Participants list and some action buttons will appear. Click on the 'More' action icon and select the Spotlight option from the resulting list of available actions.
- When you want to move the Spotlight to another speaker, perform the same action for the new speaker and the Spotlight will move to them.
- To remove Spotlight so that no one is Spotlit, navigate the actions options for the Spotlit person the same way and select the Remove Spotlight option.

Hiding/Restoring Your Self View:

- There are actions that allow you to remove your own self view video window from your screen and restore it back if you wish.

- To remove your own video, move your mouse pointer to the upper left area of your own video window and some action button icons will appear. Click on the icon that has three dots in it and select the 'Hide Self View' option from the resulting list of available actions. This will remove your own video self view window from your screen and a 'Show Self View' icon will appear next to the 'Speaker View' action icon when you are viewing in Gallery View mode.
- To restore your own video self view window to your screen, click on the 'Show Self View' icon.
- NOTE: Hiding your self view removes it only from your own screen. All other participants will still see your video window in their Gallery View.

Recording the Session:

- It is our LLI policy that we will NOT record class sessions. This is in compliance with Bard College policy.
 - If necessary you may record pre-class practice/rehearsal sessions for review to improve the presentation before the actual classes, but these may not be distributed or shared with anyone else and they will be deleted after two weeks.

End the Meeting:

- Make sure you end the meeting when the class session is over.

3. Viewing the Class

- Participants can control their view of the class session (e.g., speaker view, gallery view, etc.)
- Moving your mouse to the top of your screen will reveal icons that allow you to change your view between Speaker View and Gallery View.
- **Speaker View** shows the person that is currently speaking, or has been 'spotlighted' by the Session Manager, in a full window with 4-5 of the participants in smaller thumbnail boxes to the side or top of the window. (On a Chromebook, you will probably need to exit full-screen in order to see the participant videos above the presenter screen.
 - There will be an arrow to scroll to view more participant thumbnails if there are more than five participants.
 - By moving your mouse pointer to the top or side of the thumbnail boxes, you will see some options allowing you to see several, one or none of the thumbnail boxes in your Speaker View screen.
 - There is also an option for you to select 'side-by-side' view, which shows the Speaker and Gallery views in side by side windows.
 - Also see the earlier section on Spotighting Speakers.

Link to 2 minute video instructions
<https://www.youtube.com/embed/-s76QHshQnY>
 10 minute video:
https://www.youtube.com/embed/vgZ96I_z4AY

ZOOM WINDOW IN SPEAKER VIEW

Switch from Speaker to Gallery view

Full vs Partial Screen on your device: <Esc> to leave full screen mode

The Main part of the Screen shows the Speaker

Attendees (like you) occupy smaller windows

Mic icon to Mute or Unmute
Caret allows you to manage Audio settings

Participants: click / unclick to see list

Share your screen (if enabled by Meeting Manager)

Reactions: send emojis to show your reactions

Turn Video on or off
Caret allows you to manage camera settings

Chat allows you to type messages (if enabled). Select everyone, or choose individuals

Record meeting on your computer (if enabled)

Leave Meeting At the end of the Session

- **Gallery View** shows all the attendees, including the host and co-hosts, in a gallery of thumbnail boxes.
 - Whoever is currently speaking will have a green or gold border around the box that they appear in.
 - In classes with a large number of attendees, not all of the participant thumbnail boxes will display in the screen at the same time. In this case, there will be arrows allowing you to scroll back and forth to view more participant thumbnails.



- The Presenter may want to view the entire class to see reactions (Gallery view), while the participants may want to see the person that is speaking in a large window on their screen (Speaker view).
- The Reaction Buttons are for attendees to show emojis: thumbs up, thumbs down, clapping, etc.

4. Security

- Clicking on the Security icon will give you a list of security-related options. You will not normally need to concern yourself with any of these options – most of them are available as action buttons in your Participants list box and your Share Screen options list.
- NOTE: There is a 'Lock Meeting' action available in this Security options list.

- DO NOT lock your meeting. Locking the meeting will prevent anyone from joining after the meeting is locked. There will often be cases where an attendee's internet has dropped or they have mistakenly left the meeting and need to rejoin it, so it is important that the meeting is not locked.
- If there is someone that should not be in the meeting or is behaving inappropriately in the meeting, you can remove them completely or you can return them to the Waiting Room. Since all LLI Zoom meetings should have a Waiting Room enabled and you must admit attendees from the Waiting Room you can control who you allow into the meeting.

5. Polling

- Polls should be set up ahead of time, since you will be busy during the actual Zoom meetings.
 - This can be done after you have scheduled your class by going into the scheduled Zoom meeting and using the Add Poll feature to define and Save your Poll(s) for that meeting.
 - In unusual circumstances, you can also create a Poll while the meeting is in progress.
- Each poll can have up to 10 questions.
- Poll questions are multiple choice (there is no text entry answer option) and you may specify whether only one or multiple answer selections will be allowed for each question.
- You may also specify whether the answers will be anonymous or not.
- During the meeting, you can click on the Polls icon to Launch the Poll, End the Poll and Share the Poll results with the attendees.
 - Note that for some polls the attendee must scroll down in the poll box to see and answer all the questions. Be sure to remind your attendees of this when you launch the poll or they may not realize that they need to scroll down to finish the poll.
- Note that meeting hosts and co-hosts cannot provide answers to the Polls – the Polls are intended for the class attendees to answer.
- A report of the Poll results can be run after class is over.

6. Managing Q&A

- There are multiple ways to manage Q&A portions of classes.
 - You should work closely with your Presenters to determine how they prefer to do this. There are options that you can recommend.
- For very small, limited enrollment classes where the Presenters and Hosts can easily see all the attendees in 'Gallery View', a popular method is to tell the attendees to raise their hand (literally) if they have a question.
 - This allows the Presenter to see who has their hand raised in their video window and call on them, just as might occur in a classroom.
 - This is the most personal way to engage the attendees.
 - You may need to unmute the questioner's microphone.
- For large classes where it is unrealistic to monitor all of the attendee's video thumbnails in Gallery View, one method is to ask attendees to submit their questions via the Chat window.

- In this case, it is recommended that the Chat feature is set to allow participants to chat with the Host Only.
- If you are designated as the Host in the meeting you will need to monitor the incoming Chat questions, discard the duplicates and any comments that may be inappropriate and pose the questions to the Presenter to answer.
- Another method that can be used for very large classes is to ask the attendees to use the 'Raise Hand' icon to signal that they have questions.
 - In this case, attendees should be instructed to click on the Participants icon to bring up the Participants list window. At the bottom of the Participants window, they will see several action icons, one of which is a 'Raise Hand' icon.
 - If an attendee clicks on the 'Raise Hand' icon, a Raised Hand will appear next to their name in the participants' list. Participants that have Raised Hands will appear near the top of the Participants list, making it easy for the Presenter to see who has raised their hand with a question.
 - The Presenter can call on attendees that have the Raised Hand next to their name in the Participant list to go ahead with their question.
 - After the attendee's question has been addressed the host or co-host can go to the attendee's name in the Participants list and remove their raised hand so that only those attendees who have not yet been called on still have a Raised hand by their name.
 - As with the other Q&A methods you may need to unmute the questioner's microphone when they have been called upon.

7. Attendance and Recordings

- There's no need to take attendance, since one of our technical team members has created a program to take attendance from Zoom, and will share it with the Session Managers after each class.
- It is our LLI policy that we will NOT record class sessions. This is in compliance with Bard College policy.