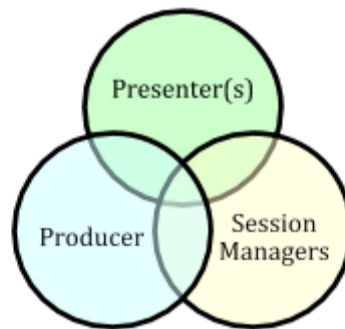


## Zoom Session Managers' Process

### 1. The Core Team

- a) Each LLI course exists because an LLI member acting as a 'Producer' created the course concept and recruited a Presenter (or Presenters) to research, write, and teach the classes.
- b) As such, the core team of people involved in planning and presenting each course consists of the Producer, the Presenter(s), and the Primary and Alternate Session Managers.



- a) Some courses may have multiple Presenters, addressing different aspects of the course.
- b) Each class should have two Session Managers and they should not be connecting on-line from the same location.
  - This is to ensure that if the Primary Session Manager becomes suddenly unavailable, or if their internet connection is interrupted, the Alternate Session Manager can see to the class needs.
  - Also, some classes may need a degree of real-time support that may benefit from both Session Managers supporting different activities during the Zoom sessions.

### 2. Step 1: Conduct a Planning Session with the Core Team

- a) The Session Manager should organize a planning meeting with the core team to identify the needs and desires of the Presenter, how the classes will be conducted, who will perform which roles, how the class agendas will be sequenced, etc.
- b) Since the Producer has already been communicating with the Presenter, it's a good idea for the Session Manager to contact the Producer first to get some background on the Presenter, the course objectives, and the degree to which the Producer wants to be involved (or not) in the course execution.
- c) The Session Manager should schedule the Planning meeting with the Core team. The meeting should be conducted preferably via Zoom.
- d) The planning session should resolve how the classes will be conducted. Who will play what roles during the classes, how attendee interaction will be managed, etc?

### 3. Topics for the Planning session

- a) How much of the Zoom activities, such as screen sharing, Q&A moderating, etc. does the Presenter want to control themselves within the classes?
  - Some Presenters will have a lot of Zoom experience and will want to control the meeting themselves. Others may want the Session Manager to handle the Zoom mechanics of the meeting.
- b) Will there be a meeting Host other than the Presenter to introduce the Presenter, moderate questions, close each class, or any other activity?
  - If so, who will be this Host? In many cases, this will be the Producer. Whoever it is, they should be included in all the Core team meetings.
- c) Will the Presenter want to employ Polls during the classes?
  - If so, these will need to be identified and the Session Manager will need to add these polls to the Zoom class meeting.
- d) How does the Presenter want to handle Q&A?
  - Will the Presenter want to take questions throughout the classes or will the attendees be instructed to hold their questions until a Q&A portion that will occur later in the class?
  - There are multiple techniques that can be employed to manage Q&A, some work well for very small classes but not large ones and vice versa.
  - For small classes, instructing attendees to raise their hands (literally) so that the Presenter can see them and call on them by watching the class in Gallery View works well.
  - For larger classes, where it is unrealistic to watch all individual video thumbnails in Gallery View, attendees can be instructed to use the 'Raise Hand' icon in the Participants list box or to submit their questions via Chat messages. Different Presenters may have different preferences.
  - See the 'LLI Session Managers Guide to Zoom' for more about these techniques.
- e) Will the Presenter want to have exhibits such as Powerpoint slides, photos, videos or other media shared on screen?
  - If so, will the Presenter want to manage the screen sharing process for these items themselves or will they prefer to have the Session Manager conduct these on command?
- f) Will the Presenter want attendee's microphones to be muted or unmuted during the class?
  - For very small workshop courses, the Presenter may want everyone unmuted so that the class is like a very intimate small gathering.
  - For larger courses, it is recommended that all attendees be muted unless they are called upon to speak. Experience shows that if everyone is unmuted there is likely to be background noise or unrelated conversation from attendees that don't realize that they are unmuted.
- g) Will the Presenter want attendees to be able to 'chat' with each other privately or with the group as a whole during the class?

- Some Presenters consider private chats to be equivalent to students secretly passing notes during class instead of paying attention and consider chats directed to the whole group equivalent to someone shouting something out to everyone during the class. Also, some attendees find Group chats during the class to be rude and disruptive.
  - Unless there is a specific reason that the Presenter wants the chat options to be completely open, it is recommended to explain that the Session Manager can set the chat option so that attendees can chat 'With the Host Only' during the class. Attendees may need to do this if they are experiencing technical difficulties and need help from the Session Manager.
- h) What are the agendas for each class?
- The Core team should have an agenda to follow for each class.
  - This should outline the segments of the class with estimated times for each (lecture, exhibit sharing, Q&A, etc.), to ensure that the topics can be addressed within the class period.
  - The agenda also helps the Session Manager, or whoever is managing the speaker spotlighting, screen sharing, etc. to be ready for the next steps needed as the class proceeds.
- i) Will the Presenter or Producer/Host want to send emails with additional class material to the attendees before and/or between classes?

#### **4. Pre-Class Practice Session**

- a) The Core team should have a practice Zoom session before the first class.
- b) The Practice session should exercise the sequence of steps identified in the class agenda to ensure that all the needed processes have been mastered by the Core team before the actual classes begin. This would include for example:
- Admitting attendees from the Waiting Room. Returning an attendee to the Waiting Room if they should not be in the class or are behaving inappropriately.
  - Renaming an attendee if needed.
  - Granting 'Co-host' authority to other Core team members as needed.
  - Muting and unmuting attendee microphones.
  - Stopping attendee video if needed.
  - Invoking and managing the Participants list.
  - Invoking and managing the Chat functions, including the allowable chat features.
  - Transitioning between speakers using the Spotlighting feature.
  - Invoking and managing Polls if needed.
  - Exhibiting presentations via screen sharing.
  - Conducting the Q&A via the selected method.