

# Best Practices for Zoom

## For Presenters

- Discuss online etiquette and expectations in your first zoom meeting of the rotation and periodically revisit.
- Encourage video to be turned on and microphones to be muted unless the person is speaking.
  - If you are trying to share your screen to play a video over zoom or you are having issues with internet connections, stop the video of your camera while this is happening but then turn on again after corrected.
- Set aside time at the beginning of the rotation to introduce yourself and allow attendees/learners to introduce themselves.
  - Greeting learners by names goes a long way to establishing a better rapport and generally making learners feel welcomed and comfortable. This will increase engagement.
- Take time to promote questions, comments and reactions from the learners. Give a minute to allow learners to utilize Zoom reactions, write questions or comments in chat or be unmuted to ask questions live.
- Divide into smaller groups for a discussion on a topic. You can use Zoom's Breakout Room feature to either pre-assign or auto-assign learners into groups. Breakout rooms are generally a feature you have to turn on.
- Look at the camera to create eye contact with learners. This helps to create a more personal connection.
  - All too often attendees sit in online meetings feeling "left out" or "tuning out" because the other person or presenter looks as if they are talking to someone else. Best practice is to put the camera near your display monitor, preferably at the top center or bottom center of the monitor/display.
- Embrace the pause. Take a moment after the end of your comments and allow for attendees to engage before continuing on.
- Leverage tools in Zoom to build engagement such as screen sharing, annotation, polling, Q/A, chat, attention indicator, hand raise, breakout sessions and more. Have your audience "Think, Pair, Share" – give them something to think about, have them pair up in breakouts to discuss the topic, and then have them rejoin the main meeting to share back with the whole group
- Polling allows you to create single choice or multiple choice polling questions for your meetings. You can launch during your presentation and gather responses from your attendees. You can set up polls so respondents are anonymous, if desired.

## Tools:

- Polling: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>
- Breakout Rooms: <https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>
- Non-verbal Feedback: <https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-DuringMeetings>
- Virtual Backgrounds: <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>
- Sharing a Screen: <https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen>
- Whiteboard: <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>
- Annotation: <https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screenor-whiteboard>
- Transcription of meetings: <https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-TranscribeCloud-Recordings>
- Chat: <https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat>
- Q&A: <https://support.zoom.us/hc/en-us/articles/203686015-Question-Answer?zcid=1231>