

Good Practices for Instructors teaching with Zoom

Preparation before the Zoom class

1. Plan the interactive learning activities of the meeting

- Besides lecturing, also enhance the connection with students by implementing active learning by including interactive elements, such as Breakout rooms, Polls, and possibly Group chat (with restrictions).

2. Dry run the Zoom class (with TAs)

- Rehearse your planned in-class activities in Zoom. Get familiar with the features of Zoom conference, such as Share your screen/file/ppt, Manage participant list, Polls, Breakout rooms, and also keep track of the duration for each activity and adjust your teaching plan to fit the schedule.

3. Start the Zoom conference prior to the class with appropriate setup

- Start the Zoom conference 15 minutes early to test video and audio connections, especially for the first few classes.
- Put up a greeting screen, which may include class announcements, a clock, and a music background. While waiting for the class to start, students can read the class announcements; test their Zoom connection; and make themselves ready for the class. You can obtain the greeting page at: <https://itscapps.ust.hk/zoom/waitingroom/> (credit: Prof. Pedro Sander of CSE). Load up the page in a browser, type in the announcements and share the browser screen in Zoom. Alternatively, you may use the PowerPoint slide templates created by CEI ([For Windows](#) / [For Mac](#)).
- Assign TAs as co-host and discuss with them your teaching plan and the support required during the meeting (if applicable).
- **Set the recording to cloud in progress. If not, start the recording to the cloud before the class. Tell students to keep an eye on this and remind you if ever the class is not being recorded (you may sometimes pause the recording during group breakout sessions).**

4. Display the in-class etiquette standard in the first slide

- “Raise Hand” in the group chat if students request to speak up in class.
- When speaking up, try to avoid un-necessary noise, such as background noise, page turning noise, whispering.
- As a student, keep mute while not speaking. When speaking up, holding the space bar down will temporarily unmute so that you can speak, and release the space bar after speaking to go back to mute mode. Use it as a walkie talkie.

Hosting the Zoom class

1. Make sure to notice when students raise their hands (*Not acknowledging a raised hand by students is one of the worst student learning experiences!*)

- Open the participants list (by clicking on the Participants icon at the control panel at the bottom of the screen) and keep it as a separate window (by using the pulldown menu at the top left corner to select popup). This way, even when you share your ppt, switch back to gallery views, and back and forth, you will always see the participant list which shows who had raised their hands in the order of when they raised their hands.

2. There is a mute all button in the Participant list. This is a go-to button when you hear audio feedback.

- A good to remember this shortcut key to **Mute all except the host**: (Command+Control+M for Mac; Alt+M for Windows); Other shortcut keys can be found in (<https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboards-Shortcuts-for-Zoom>).

3. Do not use Chat; let students know that you will NOT monitor the chat during class

- Experience shows that when a professor teaches, he/she will not have bandwidth to monitor chats. Either turn it off completely, or let students know that you will turn the chat on from time to time to take

questions or share a file. Even if you have a TA attending and helping to monitor the chat, students who start focusing on the chat pay less attention to the instructor. Just as you would not allow students to speak freely to each other while you were teaching in a physical classroom, you should closely regulate when they can use the chat function.

4. Tell students that they should attend class as class is live interactive

- the recording does not record everything, e.g. neither the breakout group nor Poll questions/results are recorded
- Experience shows that students like the poll and instant feedback of the poll results as well as the convenience of going to breakout groups without the need to move chairs around to waste time.
- Use breakout group liberally, even just give them 2 minutes to discuss and get an answer written down and then come back from breakout group to ask a random student to share. Take advantage of the no-time-overhead breakout group.

5. Use the Poll to keep students engaged and to check students' understanding periodically

- Periodically ask questions and encourage students to answer via poll or even just check or cross, to gain their attention
- Leverage Polls for formative assessment to further assess students' learning progress before proceeding to the next topic
- Allow several seconds of delay for students to respond to your questions

6. Share supplementary materials via In-Meeting file transfer

- Supplementary materials, such as worksheets, instructions for group discussions can be distributed via In-Meeting file transfer. Refer to [this page](#).
- When sharing files, allow several seconds of delay for students to view and respond

After the Zoom class

1. Do not end the Zoom class immediately at the class end time. If possible, stay for 10-15 mins to address students' questions.
2. Publish the link of the cloud recording to Canvas
 - Email will be sent to the host when cloud recording is available. Go into Canvas course page to publish the recordings as soon as the recording is ready.
 - Please note that the recording will be retained on the cloud for 6 months only
3. Consider different means of learning support for students, e.g. set up a Zoom conference during the consultation hours, encourage students to make inquiries through the discussion forum in Canvas, etc.