

## Good Practices for TA supporting in Zoom

### Preparation before the Zoom class

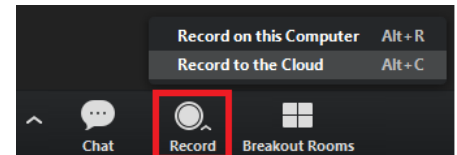
#### 1. Understand the role of “Host” and “Co-host” in Zoom

- There are limitations on the privilege of co-host, e.g. co-host may not be able to arrange students into breakout rooms nor start the breakout sessions. TA should work closely with the instructor and switch the roles between them flexibly, especially when organizing group activities using the group breakout feature. Refer to <https://support.zoom.us/hc/en-us/articles/201362603-Host-and-Co-Host-Controls-in-a-Meeting>

### Hosting the Zoom class

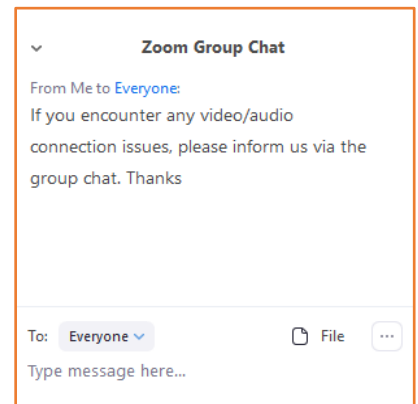
#### 1. Start the Zoom conference prior to the class with appropriate set-up

- Join the Zoom conference 15 minutes before actual class time and be assigned as co-host by the instructor
- **TA should ensure the recording is in progress. If not, start the recording to the cloud before class.** Refer to <https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>



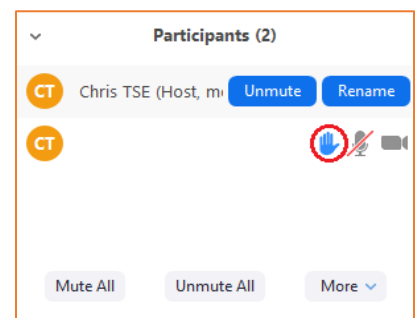
#### 2. Get students ready and provide technical support

- TA should make announcements periodically through group chat to request students to check the connection and report in case of any facing technical issues (e.g. issues with instructor’s video quality/sound quality, etc.)
- TA should work closely with instructor to fix the connection before the class starts when receiving problem reports from majority of the students



#### 3. Monitor the communication channels in Zoom

- TA should monitor the Group chat for students’ written comments during class and bring to instructor’s attention for any noteworthy comments to facilitate in-class discussion
- TA should also monitor the “Manage participants” list. Students who request for sharing in class have a “Raise Hand” icon appears next to their names in the list. TA should inform the instructor promptly to ensure smoother classroom interactions. TA should press “Lower Hand” to reset the icon afterwards



#### 4. Moderate class discussions and Q&A with the instructor effectively

- In order to have smoother in-class interactions, TA should assist the instructor in controlling students’ microphones effectively - to unmute students who have the instructors’ permission to speak up in class, and to mute right afterwards
- Set up the polling questions for the instructor and release them at the right time

### After the Zoom class

#### 1. Post the link of the cloud recording to Canvas

- Email will be sent to the host when cloud recording is available. Remind the instructor to publish and post the link on Canvas and make an announcement to students

