Class Aide Checklist and Lessons Learned - HYBRID Classes

Pre-Course Aide Contact
- Call the other Class Aide to introduce yourself and to discuss the tasks outlined in your folder.
- Divvy up responsibilities according to your strengths. This is the most important feedback we have received from successful aides.
- Review current class schedule on website. Determine how to handle any dates either Aide will not be in class.

Pre-Course Instructor Contact
- Instructors are anxious to hear from their Class Aide. As soon as possible, contact the instructor to explain your role in the course, and share contact information for you and your co-Class Aide.
- Confirm the course location, dates, and times as this info may have changed – always use the website as your guide. Tell the instructor how many students are currently enrolled in the course.
- Exchange all phone and email addresses for emergency delays.
- Ask whether you should introduce the instructor on the first day of class. They may prefer to self-introduce.
- Remind the instructor to bring their own cable connector if they are bringing a Mac laptop to teach.
- Remind the instructor that they should send class materials (class media) directly to staff at courses@encorelearning.net at least one week before it should be read. Class aides have no role in distributing class media.
- Determine when and how the instructor will take questions (as they arise, at end of class, directly or through the class aide?).

Contact with class members is via Staff only
- Staff sends a welcome email to all class members with instructions on verifying class info online.
- Staff notifies the entire class via email of any class media provided by the instructor and includes instructions for accessing it through the class webpage.

Day of Class
- Arrive at least a half hour early to help set-up.
- Turn on A/V upon entering the room so that it can warm up.
- Lay out attendance sheet(s) with a pen; do head count each week and note on the top of the attendance sheet. Note any students who need a name badge and share names with staff.
- Station one aide in the hallway to direct the instructor and students into your classroom on the first day.
- Make initial Introductions and Housekeeping Remarks:
  - Welcome all new members; invite those who are new to raise their hands and share their name
  - For In-Person participants:
    - Remind class members to silence their cell phones and to sit in the back if using electronic devices, always being mindful of not disturbing other students.
  - For Virtual participants:

- ▪ Remind students to remain muted with video off (unless instructor prefers otherwise, though strongly discouraged) (N/A for webinars.).
  - ▪ Ask virtual participants to put their questions/comments in the chat or Q/A if a webinar
  - ▪ Technical questions can be sent to info@encorelearning.net
  - o Mention any changes in the class schedule from that listed in the catalog. Remind all to check online for any schedule changes or inclement weather issues before coming to class each week.
  - o Remind class members to adhere to time constraints in their questions and comments, and to be respectful of other viewpoints.
  - o Introduce the instructor if that is the instructor's wish.
- During the class, monitor the chat for questions/comments from virtual participants.
- At the end of class, "end meeting" for virtual participants (click on the red box in the lower right corner 'End Meeting').
- At the end of class and if there is no following class, follow A/V shutdown procedures provided in this folder.
- Return room to order. Collect attendance sheet(s). Notify staff of name badge requests.
- Notify staff of any issues during the class.

Last Class
- Remind class to look for email from courses@encorelearning.net with a link to the Course Evaluation.
- Invite the class to thank the instructor with a round of applause.
- Convey attendance sheet to the Encore Learning office as you deem best (email photo/scan, US mail, drop-off at the office in Room 715, etc.) as soon as possible.

Hybrid Lessons Learned from Previous Class Aides

For Speakers:

- There may be some differences if the Speaker uses a laptop versus the room computer or a USB thumb drive. Check these during the practice session.

- LOCATION OF THE LAPTOP/COMPUTER CAMERA: It's essential that the speaker be stationed squarely in front of the laptop or computer monitor. In some rooms, the camera might be in the ceiling and cover a wide area. Speakers using a laptop on the desk should not bounce or walk around, but stay in camera. In both cases, the Speaker and Virtual Class Aide (VCA) should monitor the Speaker's video presence on screen.

- Before screen sharing a presentation both on Zoom and on room screens, the Speaker should adjust the computer settings to turn off the message about closed captioning so it doesn't show up on the room screens. The Speaker's laptop/computer should also be set on Speaker View to avoid showing the tiles or videos of the Virtual Class Aide (VCA) or other panelists. Spotlight doesn't solve this. Hide floating meeting controls. (There may be some variations if the Speaker uses a laptop instead of the room Computer. Practice beforehand.)

- For 2-hour classes, consider a break of 5 minutes 45-50 minutes into the presentation and stick with the 5 minutes! Questions can be either before or after the break, as well as at the end of class.

- IMPORTANT: Ask the Instructor to repeat questions from the room, speaking into the microphone so Zoom Participants can hear. Likewise, the Speaker or VCA should read Zoom questions out loud so Participants in the Room can hear them

- PRACTICE: Try out all options with the Instructor in the actual classroom during the practice session before the first day of class.

For Class Aides:

- NOTE: Settings are different for MEETINGS and WEBINARS. Study these differences in advance.

- TWO CLASS AIDES ARE ESSENTIAL: One Class Aide should handle the in-person classroom, including introductions, in-person questions, and sign-ins. The other should act as the VCA, making introductions to Zoom Participants (with a PowerPoint slide for the first class), monitoring the Zoom laptop issues with a laptop and headphones, and signaling the Instructor of any Zoom problems.

- DUAL INTRODUCTIONS: The non-Zoom Class Aide should make initial introductions to the in-person class 5 minutes before the start. The VCA should then make introductions for the Zoom folks, while sitting at the Instructor's desk. This avoids problems with microphone feedback from your laptop. (Doing the introductions simultaneously may cause sound problems.) Note that there are slight variations in the introductions to the two groups (e.g., turn off cell phone, Q&A in CHAT, etc.).

- HOST: The Encore Learning staff member will normally make the appropriate Zoom Settings, admit Participants, and then make the VCA HOST. Be aware that the HOST has access to a variety of Settings, in case something needs to be changed during the class (e.g., Closed Captioning; Allow Participants to view all questions etc.).

- VCA ZOOM MONITORING:
    - o Do not turn your back to the camera when on screen. Stay in the center of the screen and be sure your full face appears, not just the top of your head or your mouth.
    - o In general, turn off your video and audio when not speaking.
    - o Encore Learning staff member will ensure the WAITING ROOM is deactivated and all late Participants can enter immediately.
    - o Check via the Participants Box that the participants have muted themselves and turned off their video; depending on the class. (NA for webinars.) You have the ability to turn off a Participant's audio and video via the Participants Box. You can also remove an unruly or unauthorized Participant, although the need for this is rare.
    - o Monitor sound and video problems on Zoom and ask the Speaker to adjust if necessary. Shared videos can be particularly difficult for a constant sound.
    - o Monitor questions from the Zoom Participants and answer simple ones without bothering the Instructor. NOTE: For webinars, if the CHAT function is turned off for Participants, the VCA can still send messages via CHAT but should respond to questions via the Q&A function. Be sure to set Q&A to "Everyone can see questions and answers." Mark questions either "Answer Live" or answer directly by typing a response. You may dismiss a question answered or a repeated comment (e.g., "no sound") so its not visible to other participants.