Virtual Class Aide (VCA) Day of Class Checklist– Zoom Meetings

Day of Class Instructions:
Staff will open each session of every course and will remain in the meeting until the course begins.

- For the first class session only, arrive 30 minutes before the designated start time. Arrive 15-30 minutes early for each subsequent session.
- Staff will designate each VCA and the instructor as co-host. If the instructor has invited any guest speakers, they will also be designated as a co-host.
- Make sure the instructor is connected to the meeting and has been designated co-host.
- Make sure the instructor can be seen and heard.
- Ask the instructor to "Screen Share" their presentation to ensure it is working before class starts.
  - If the instructor will be sharing any videos, they must select "share sound" when sharing their screen. Test videos to verify the sound and video quality.
  - Stop Screen Share if everything is working properly. Staff will assist if there are any issues.
- VCAs may wish to display an introductory slide that will be visible as participants enter the meeting. This should only be done if the instructor is fully capable of quickly sharing his/her screen once the VCA has stopped sharing his/her slide.
- **MESSAGES** you may wish to share with participants in the Waiting Room before class starts via the chat function (in the chat To: section select "Everyone (waiting room)")
  - You will be admitted to the Zoom classroom at the start time.
  - If your Zoom name is not the same as used when registering for class, please rename yourself so that we can take attendance.
  - Please enter with your audio and video off.
  - Questions will be handled via CHAT with the host. [This can be tailored to the Instructor's preference for Chat, Raise Hand, or unmute.]
  - Set your view to Speaker view vs. Gallery view so you can best see the presentation
  - If you experience technical problems, contact info@encorelearning.net
- **Staff will admit everyone from the Waiting Room at the start of class**. Class may be opened before the start time if the instructor and Class Aides are ready.
  - As students are entering, keep an eye on their names. Message anyone who's name is not the same as on your roster. Have them update their name for attendance purposes.
- **Make Initial Introductions and Housekeeping Remarks:**
  - Introduce yourself and the co-VCA to the class.
  - Remind students to remain muted with video off (unless instructor prefers otherwise, though strongly discouraged).
  - Let participants know how questions will be handled.
  - Remind class members to adhere to time constraints in their questions and comments, and to be respectful of other viewpoints.

- ○ If the instructor has provided material, remind students to access them in Class Media on the class webpage.
- ○ Introduce the instructor (if that is the instructor's wish).
- ○ Turn off your video and mute yourself.

*Staff will leave the meeting a few minutes after it gets started; if you have an issue after that, please email info@encorelearning.net – it will be monitored during all class sessions. Before leaving, staff will make one of the VCAs "Host" of the meeting. There can be one Host and multiple co-hosts in a meeting.

During Class:
- Monitor the Waiting Room throughout class and admit participants from the waiting room if necessary. For some classes, the staff member may disable the waiting room after the class begins so that latecomers will enter directly into the in-progress course. The staff host will advise on this procedure during the tech rehearsal. VCAs do not need to take attendance or confirm that participants are on the roster.
- **MESSAGES** to share with participants when class starts:
  - ○ Q & A's will be handled via CHAT. Keep your audio and video off unless called on. [This can be tailored to the instructor's preference for Chat, Raise Hand, or unmute.]
  - ○ Set your view to Speaker view vs. Gallery view so you can best see the slides. You can shrink the speaker video by putting your cursor on the left edge of the video and dragging it to the right.
  - ○ If you experience technical problems, contact info@encorelearning.net
- Mute and turn participant video off if necessary.
- Manage participant questions and discussion (chat or audio) based on desire of the instructor.
- Respond to participant concerns and share information with Encore Learning as needed. Refer technical questions to staff (info@encorelearning.net)
  - ○ Note any questions for instructor and handle as agreed upon w/Instructor

End of Class:
- Thank the instructor and encourage participants to "react" or send a chat of appreciation.
- Host will 'End Meeting' (click on red box in lower right corner 'End Meeting')
- As a safeguard, you will be asked to confirm that you wish to end the meeting.
- The chat can be saved to the Host's computer and can be referred to if there are any questions that require follow-up.
- Instructor and VCA can save the chat themselves by clicking the "…" next to the blue dropdown box in the chat window and selecting Save Chat. The chat is saved to a Zoom folder in your documents.
- Contact Encore Learning Staff if any course improvements are necessary or if the instructor needs more technical assistance prior to the next class session.

Last Day of Course: Thanks and Evaluations

- Thank the instructor.
- Course evaluation forms are collected via SurveyMonkey. ***At the start of the last course session***, remind students to check their emails for the survey link, which will be sent that day from info@encorelearning.net. A SurveyMonkey account is not required to complete the survey. Results are reviewed by the Academic Programs Committee and then passed on to the instructor.
- Course evaluations are an invaluable means for Encore Learning to determine member satisfaction with a particular course and instructor. These evaluations help Encore Learning decide whether to keep, change, or delete the course. They provide direct member feedback to the instructor as well.