Welcome to
Virtual Class Aide Training

Welcome to the training session for Virtual Class Aides. : Thank you so much for volunteering to be a Virtual Class Aide. You know we couldn't do this without you! You are the bond between the instructor and the class. You help everything run smoothly. Depending on the wishes of the instructor, you may be called upon to monitor and handle the chat or the q&a, to share a screen, to keep time for breaks etc. We will be looking at all of this this morning.

Staff

Lora Pollari-Welbes, Executive Director

Patty Rowland, Administrator

Kerry Fraatz, Academic Course Coordinator

Before we start, I want to give a shout out to our staff who, as you have seen and will see , offer us great support all along the way. So great appreciation to Lora,Pollari-Welbes, our Executive Director; to Kerry Fratz, our Academic Course Coordinator and to Patty Rowland our Administrator. And a hearty welcome back to Donna Banks! Giant thanks, as well, to our IT team, Marty Suydam and Richard Rubin, who skillfully help instructors and class aides with tech issues. The Virtual Class Aide Guide is online, but if you need it printed out, we can send that to you. As you know and will see, we have a terrific support team..

Please get comfy and read the VCA Guide

Getty Images

Please do read through the VCA guide and checklist on the Encore Learning website. You should have received a link to them in an email, but you can also find them by clicking on Volunteer on the home page and scrolling down the page to click on "Class Aides Volunteer Information."   You can relax and get comfy. The guide is definitely not as voluminous as this book, but it has all the information you need for standard virtual classes, as well as for webinars and hybrid classes.. I have found it helpful to print out the appropriate checklist to refer to before classes. We will go over some of the salient points in today's training , answer any questions you may have along the way and give you an opportunity to practice your skills.

Encore Learning Policy

Encore Learning is a welcoming and inclusive learning institute. We do not discriminate on the basis of sex, race, color, religion, disability, marital status, sexual orientation, gender identity, or national origin, (or whether you like oatmeal for breakfast.)   All views should be expressed with consideration of others' concerns, backgrounds and feelings. Encore Learning is a space for listening and exchanging ideas.

Rehearsal

Bach in five mins.
Mark Lynch

About two weeks before the start of class, the staff will arrange a rehearsal time for the Instructor, Class Aides and Staff to meet on Zoom. **This is a wonderful time to get to know each other and prepare the groundwork for the class. Introduce yourself and your co-aide, exchange cell numbers and emails**.

Discuss Process

Ask the instructor how they want to be introduced. // When to take breaks? (Bach in five minutes?)// How to handle questions during or after talk: in chat/Q&A, hand raise, etc.. Does the instructor want to read and answer questions or does he or she prefer that the VCA moderate? Does the instructor want a reminder that there are 10 or 5 minutes until the end of class. //And then, too, please Remind instructor to email class materials at least a week before class to **course@encorelearning.net** **You might suggest that it**

would be helpful if the instructor posted a lesson plan or outline of the class, if possible.

Blah, Blah, Blah

Help! I'm talking and I can't shut up!

Occasionally, very rarely, we hear concern about people who tend to monopolize the conversation. Please remember to chat with the instructor about this concern at the rehearsal, because generally it is up to the instructor to manage this. (For example, he might say, "That's an interesting question. let's take this offline later, or please email me").

Talk to Your Co-Aide

- Divide the tasks.
- Share personal schedules for class attendance.

Now that you know the instructor's wishes, this is good time to get to know your Co-Aide .

Divide the tasks given your skill sets and preferences . Who will open each class and do the introduction? Who will monitor the waiting room when staff leaves? If teacher prefers you to share his/her screen, who will do that? How did the instructor want to handle questions? Who will remind instructor re time? Breaks? Who will close the class? Use the checklist at the beginning of the guide to be sure all of your bases are covered.

First Day of Class

Log into Zoom 30 minutes before the first class; use your checklist for pre-class set-up. In subsequent classes, 15 minutes in advance is good. This is a good time to set last minute details, make sure that everything works, that the instructor can be seen and heard. Ask the instructor to "Screen Share". , to run the video, if appropriate, to confirm connectivity, and then.. just hang out with staff , your co-aide and the instructor.

The ZOOM Waiting Room

The **Staff** will handle the ZOOM Waiting Room
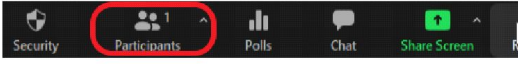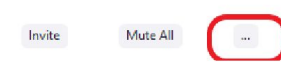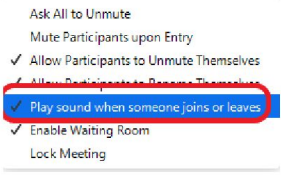before and at start of class.

You do not have to take attendance, although you will have a roster. Staff will know who has attended the class. Staff will leave shortly after the class starts and make one of the VCAs "Host."   *If the virtual waiting room feature will remain on throughout the class session*, one of the class aides will open and monitor the waiting room and admit latecomers If a name is not recognizable as a class member, let them in and send an email to the staff at info@encorelearning.net..   If necessary, remind students to have their first and last name on the thumbnail by sending an individual chat message to them   (select your name on your box in the video display bar and type over the name).The Staff will let people in 5 minutes ahead, which gives members time to get coffee or snacks. Zoom sessions must start and must end on time. Make sure your initial discussion with the instructor includes how you are to alert them of their time constraints.

Entry Chime

To enable sound notifications when participants enter a Zoom waiting room, please follow the steps outlined below.

1) In the Zoom meeting open the participants menu from the in-meeting host controls.	Security Participants 1 Polls Chat Share Screen
2) Select the 3 dots in the participants menu to open the options for the participant menu	Invite Mute All ...
3) Select the **"Play sound when someone joins or leaves"** option	Ask All to Unmute Mute Participants upon Entry ✓ Allow Participants to Unmute Themselves ✓ Allow Participants to Rename Themselves ✓ Play sound when someone joins or leaves ✓ Enable Waiting Room Lock Meeting

https://help.hubb.me/hc/en-us/articles/360057006814-Enable-Waiting-Room-Sound-Notifications-in-Zoom

 We strongly encourage everyone to arrive on time. However, if someone arrives late, and the host is engrossed in the class, you may not realize that someone is pacing in the waiting room. So you can set an entry chime that only you, the host, will hear *if **you are on mute.***

How to set entry chimes. On the bottom of your screen, Click on the participants icon. The list will pop up. At the bottom of the list, you will see three dots. Click on that. A new list will pop up with options. Click on the line "Play sound when someone joins or leaves." You must set this for each session. Be sure that you are on mute or the entire class will hear the doorbell

 For some classes, the Staff will disable the waiting room so that latecomers will enter directly into the in-progress class. If that is the protocol, the Staff host will advise you on this

procedure during the tech rehearsal. VCA's do not need to take attendance or confirm that participants are on the roster.

First Day

Philosophy and Science
Kissing Cousins from Ancient Beginnings to Modern Developments
Dr. Irmgard Scherer

VCAs: David Rhoad and Gail Massot

March 9-April 17
Tuesdays 2:00-3:30

Please:

* Make sure your full name is on the "thumbnail"
* Keep your audio on mute and your video off.
* Note: Class will not meet on X date (if applicable)
* Find Class Media in your Encore Learning Member Account
* The Zoom link (in your Class Media folder) is the same for each class.
* Type your questions into chat at any time.

NEW: For questions and discussion, please click on the raised hand in the "reactions" icon. When the instructor calls on you, please unmute yourself and allow video. If you prefer, you may type your questions into Chat at any time.
* For technical problems, email info@encorelearning.net

Figure 1, Raphael : The School of Athens

It's nice to see something posted when you come into the class. Instructors have a different comfort level with sharing screens. Some instructors will feel more comfortable having their own presentation up at the start. If not, you may post a course introductory slide on screen while members enter class from waiting room . You will find a sample slide on Page 5 of your guide. You can also ask the staff host to prepare and post this. When the class starts, introduce yourself and your co-aide, remind students to mute their mics and turn off their video. Tell students about breaks, how to ask questions according to the instructor's wishes (chat, questions time, hand raised) . **Please ask that questions and comments be brief and to the point** and to be respectful of other viewpoints. You may also want to let students know that Closed Captioning is available and they can turn that on or off with the CC button at the bottom of the Zoom page.

Introduce the Instructor

https://www.facultyfocus.com/articles/philosophy-of-teaching/bringing-peace-to-the-classroom/

 Introduce the instructor. Stop sharing your screen. Turn off your video and mute yourself, set the waiting room chime, if necessary, and then enjoy the class.

Questions and Comments

- Monitor the chat --- refer technical questions to info@encorelearning.net–You will find it helpful to keep the chat open on the side of your page. (You can practice that later on during this training.)
- Mute and turn off participant's video as necessary
- Handle Q&A in accordance with instructor's wishes as determined during the rehearsal. He or she may want to read and answer the questions, or they may prefer that you read the questions at a given time. OR They may want to have a live "raise your hand and turn on your video questions fest.'

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Sometimes it takes people a few moments to think of a question and there is a long quiet time before the first one. You can tell participants they may ask a question, and you can start the ball rolling with the first one. We will have a chat later in this session about ways of engagement.

End of Each Class and Last Class

- Thank the instructor at the end of every class and ask students to use react button to do the same.
- .. Zoom sessions MUST end on time. Make sure your initial discussion with the instructor includes how you are to alert them of their time constraints.
- At the end of class, you could tactfully remind participants to try to be on time. You don't want them trapped in the waiting room while you are mesmerized by the presentation. You are a volunteer and your fellow students should respect your right to fully participate in the class.
- On the last day of Course, ask students to complete the evaluation via the email link to Survey Monkey.

And Again, thank you for stepping up and pitching in. You are the backbone of this enterprise. Enjoy!
Now Kerry will run through the VCA Guide and Checklist on

the website.