

Virtual Class Aide Training

FALL 2025

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Class Aide Committee Co-Chairs



AGENDA

- Welcome and introductions
- General Information – VCA Guide
- Highlights from the VCA Guide
- Q&A
- Practice Zoom Skills

GENERAL INFORMATION- VCA GUIDE

- You should have received a link to the VCA guide in an email, but you can also find it by clicking on **Volunteer** on the home page (<https://encorelearning.net/about/volunteer/>) and scrolling down the page to click on "**Class Aides Volunteer Information.**"
- The VCA guide has all the information you need for virtual classes.
- It can be 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.

ROLE OF STAFF vs VCAs – Day of Class

Staff

- Open Zoom
- Admit participants
- Provide support as needed
- Transfer host designation
- Attendance

VCA

- Login early
- Make intro and housekeeping remarks
- Monitor audio and video
- Monitor chat if requested by instructor
- Refer technical issues to staff

See Guide
Page 3

HIGHLIGHTS FROM THE VCA GUIDE

□ Pre-Course Duties

- Communicate with your co-VCA
- Exchange contact information (i.e. cell phone #s)
- Divvy up duties

□ Technical Rehearsal

- Staff will coordinate date/time
- Discuss logistics with instructor (break?, when & how to handle Q&A, screensharing)
- Class materials

□ First Day of Class

- Arrive to class 30 minutes before start time
- Introduction & housekeeping at start of class
- Check participants' audio & video
- Monitor waiting room (if not disabled by staff host)

□ Last Day of Class

- Remind students to fill-out evaluation survey
- Thank the instructor & encourage students to 'react'

PRE-COURSE VCA DUTIES

- Communicate with your co-VCA
 - Send an email introducing yourself
 - Exchange cell phone #s
 - Determine best way to contact each other
 - Discuss any class dates that you may need to miss

- Divvy up duties
 - Who wants to do the introduction?
 - Introductory slide?
 - Who wants to monitor the Chat for Q&A?
 - Who wants to monitor the waiting room, if necessary?
 - Who wants to be made Host when staff leaves?
 - Who wants to save the Chat?

See Guide
Page 2

TECHNICAL REHEARSAL

- Your staff host will send an email to you, your co-VCA and the instructor to schedule a technical rehearsal
- You will receive a Zoom link once a date and time has been selected
- At the rehearsal, you will
 - Exchange contact information with the instructor
 - Confirm the dates & times of the course
 - Remind instructor about class materials
 - Ask instructor if she or he wants to take a break during class
 - Discuss how to handle Q&A
 - Ensure the instructor is comfortable screen sharing (if applicable)
 - Determine if the Chat is to be saved at the end of each class session
 - Discuss how to handle difficult students

See Guide
Pages 2-3

FIRST DAY OF CLASS

- ❑ Log into the Zoom meeting **30 minutes** before the start time
- ❑ Once the instructor arrives, make sure she or he can be seen and heard clearly; make adjustments if necessary
- ❑ Share introductory slide (if using one) and make opening remarks once staff has admitted everyone from the waiting room
- ❑ Stop your screen share
- ❑ Check that participants' audio and video are off
- ❑ Monitor Chat for any issues
 - Technical questions
 - Update participant name(s) if necessary
- ❑ Monitor waiting room for any latecomers
- ❑ Save the Chat (if needed)
- ❑ 'End Meeting for all' when class is over

See Guide
Pages 3-4

SAMPLE INTRODUCTORY SLIDE

Welcome to History of Journalism in the U.S.
EL Course: #3079
Instructor: Charles Self

Class Aides: Jean Falvey and Steve Shapiro
Please:

- Be sure your name is on the "thumbnail" (click "Participants"; hover over your name; select "Rename" to enter your name)
- Stay muted with video off
- Put questions in chat for Q&A at end of class
- Put the instructor in spotlight (in "Participants" tap "Charles Self")
- Check Class Media in your Encore Learning Member site for the course syllabus, reading list, and recorded class sessions



ONGOING SESSIONS AND LAST DAY OF CLASS

- For Ongoing class sessions:
 - Log on early
 - Welcome class and make housekeeping remarks
 - Monitor audio, video and chat
 - End Zoom session

- For Last Class Session:
 - Remind students to fill-out the evaluation survey
 - If someone didn't receive the link, remind them to go to the course webpage

 - Thank the instructor and encourage students to 'react' via the Zoom tool bar

See Guide Page
7 and Checklist

TROUBLESHOOTING

- What should I do if the instructor is late to class?
 - Call instructor on their cell phone
 - Send message to waiting room
 - If instructor is arriving soon, may open class and engage in informal conversation

- What should I do if the instructor loses power and/or connectivity?
 - Call instructor on their cell phone and ask them to connect to the meeting via phone
 - You or your co-VCA may have to take over screen sharing duties for the duration of the session
 - If the instructor can't continue via phone, let the students know
 - Contact staff to schedule a make-up session

- What if neither VCA can attend a session?
 - Advise your staff host as soon as possible
 - Solicit other class members to serve as VCA for a single session

- What if a suspicious participant appears in the meeting?
 - If your staff Host is still in the meeting, she will determine if that person belongs
 - Send a chat message to the participant asking that she/he identify themselves
 - Make a note of the participant's name and let staff know

KEY THINGS TO KEEP IN MIND

- Encore Learning is a welcoming and inclusive learning organization.
 - We do not discriminate on the basis of sex, race, color, religion, disability, marital status, sexual orientation, gender identity, or national origin.
 - All views should be expressed with consideration of others' concerns, backgrounds and feelings.
 - Encore Learning is a space for listening and exchanging ideas.
 - If there are students who are dominating the questions or discussion consult with the instructor before the next class session to plan approach.
- The **Staff Host** will handle the ZOOM Waiting Room before and at start of class. The class roster that you will receive before class is just so you know who's in the class
- Encore Learning instructors are volunteers. Please be sure to THANK them at the end of each class, as well as at the last class.

LIABILITY INSURANCE & POLICIES

- Class Aides are covered by Encore Learning's liability insurance
- Class materials and recordings should not be shared
- Review all policies online



See Guide
Page 6

THE VCA GUIDE AND CHECKLISTS

- Let's review the contents of the VCA Guide.

[See Guide](#)

Q&A

LET'S PRACTICE
SOME ZOOM
SKILLS