

# Virtual Class Aide Training

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**SPRING 2026**

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Class Aide Committee Co -Chairs



# AGENDA

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- Welcome and Introductions  
Class Aide Co-Chairs, APC Co-Chairs, Staff
- General Information – VCA Guide
- Highlights from the VCA Guide
- Q&A
- Practice Zoom Skills

# GENERAL INFORMATION - VCA GUIDE

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- 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

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## **Staff**

- Schedule Rehearsals as needed
- Open Zoom
- Admit participants
- Start recording, if applicable
- Provide support as needed
- Take Attendance
- Disable waiting room (does not apply to webinars)
- Transfer Host duties to VCA before exiting meeting

## **VCA**

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

See Guide  
Page 3

# HIGHLIGHTS FROM THE VCA GUIDE

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- Pre-Course Duties
  - Communicate with your co-VCA
  - Exchange contact information
  - Divvy up duties
  
- Technical Rehearsal
  - Staff will coordinate date/time
  - Discuss logistics with instructor
  - 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

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- Communicate with your co-VCA
  - Send an email introducing yourself
  - Exchange cell phone #s and email addresses
  - 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

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- Your staff Host will schedule based on your and the instructor's availability
- You will receive a Zoom link once a date and time has been selected; for webinars you will receive a Zoom Panelist link
- 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

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- Log into the Zoom meeting **30 minutes** before the start time
- Make sure the instructor 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
- **Remind students about the class webpage**
- 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

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## **3094 Legal History of Women in America**

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**Instructor:** Lillian Brooks

**Virtual Class Aides:** Beth Hickey and Jane Nagy

**Schedule:** Fridays, 10/10 – 10/31, 12:00 PM – 1:30 PM

**Please:**

- Make sure your name is listed on thumbnail (i.e. not “Ipad”, etc.).
- Keep Audio muted and Video off unless you are invited to speak.
- Submit questions through Chat or you may raise your virtual hand (found under “Reactions”).
- Find Class Media on the Course Webpage (link and password in your course reminder email). You will be notified by email if something is posted.
- Use the same class Zoom link each week (link is in reminder email and available on the Course Webpage).
- Contact staff for technical problems email [info@encorelearning.net](mailto:info@encorelearning.net).

Thank you and enjoy the class!



# ONGOING SESSIONS AND LAST DAY OF CLASS

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➤ For Ongoing Class Sessions:

- Log on early
- Welcome class and make housekeeping remarks
- Monitor audio, video and chat
- End Zoom session
- Notify staff if there are technical issues during the class
- Notify APC Co-Chairs if there are concerns with instruction or course content

➤ 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

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- 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

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- 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.
  - Encore Learning is a space for listening and exchanging ideas. All views should be expressed with consideration of others' concerns, backgrounds and feelings.
  - 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

# Q&A

LET'S PRACTICE  
SOME ZOOM  
SKILLS