

Virtual Class Aide Training

FALL 2026

John Metzler and Mike Stutts
Class Aide Committee Co -Chairs



AGENDA

Welcome and Introductions

- Class Aide Co-Chairs, John Metzler & Mike Stutts
- APC Co-Chairs, Susan Bornstein & Deb Spero
- Staff, Donna Banks

General Information – VCA Guide

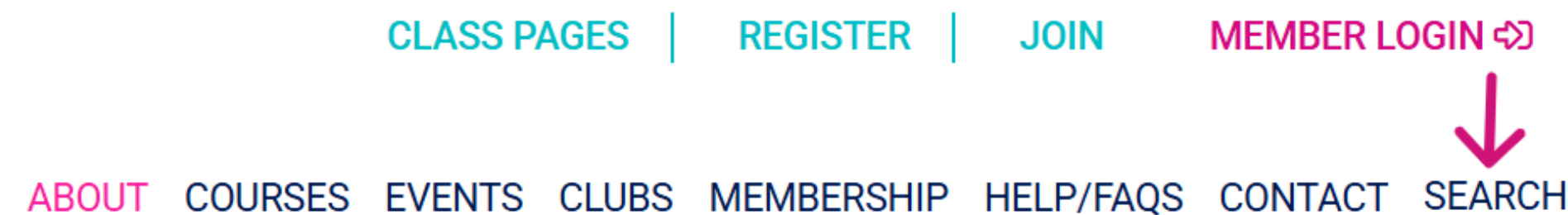
Highlights from the VCA Guide

Q&A

Practice Zoom Skills

GENERAL INFORMATION - VCA GUIDE

- You should have received a link to the VCA guide in an email
- You can also find the guide on our website. The simplest way is to type in 'class aide' in the Search bar on the far right and press Enter.



- Then, scroll down to **Class Aides Volunteer Information**
(<https://encorelearning.net/about/volunteer/class-aide-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.



ROLE OF STAFF vs VCAs – Day of Class

Staff

- Schedule Rehearsal
- Open Zoom
- Admit participants – **5 minutes before start time**
- 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
- Spotlight Instructor
- 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

➤ **Pre-Course Duties**

- Communicate with your co-VCA

➤ **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

➤ **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 or 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 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
 - Remind instructor about importance of socialization to our members; suggest a short round of introductions (if class is <12) or admit students 5-10 minutes early to socialize

See Guide
Pages 2-3

FIRST DAY OF CLASS

- Log into the Zoom meeting **30 minutes** before the start time
- Make sure the instructor can be seen and heard clearly
- 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
- Spotlight the Instructor
- 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
Page 3

SAMPLE INTRODUCTORY SLIDE

5079 Tragedy of Othello



Instructor: Michael Collins

Virtual Class Aides: Deb Spero and Michael Pickel

Schedule: Thursdays, 4/23 – 5/14, 2:00 PM – 3:30 PM

Class is being recorded – recordings are available on the Class Web Page within two business days.

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 at anytime, or you may raise your virtual hand (found under “Reactions”).
- Find Class Media and recordings on the Class 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 and password each week (available on the Class Webpage).
- Contact staff for technical problems, email info@encorelearning.net.

Thank you and enjoy the class!



TIPS ON THE HYBRID EXPERIENCE

CLASS AIDE ROLES

- Dividing responsibilities between the two aides allows one aide to focus on the in-person students while the other focuses on the virtual students.
- Aides can alternate by class session or agree who will cover which set of duties for the duration of the course depending on strengths and preferences. **Note that both aides attend in-person.**

IN-PERSON CLASS AIDE

- Welcome and introduce the in-person students.
- Handle in-person attendance and sign-ins.
- Assist with in-person questions - distribute the classroom microphones as needed.
- Help the instructor with classroom logistics.

VIRTUAL CLASS AIDE

- Welcome and introduce the Zoom participants.
- Monitor the Zoom meeting using the designated laptop and headphones.
- Monitor Zoom audio and video.
- Watch for questions and comments from virtual participants.
- Alert staff to any Zoom-related problems.
- Answer simple questions from virtual participants when appropriate.
- Help ensure that virtual students are included in the class discussion.

ONGOING SESSIONS AND LAST DAY OF CLASS

➤ **For Ongoing Class Sessions:**

- Log on early (15 minutes before class start time)
- Welcome class and make housekeeping remarks
- Turn off video and audio when done with remarks
- Spotlight Instructor
- Monitor participants' 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 Pages
4, 6 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.
 - 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