

Important Tips and Reminders for Virtual Class Aides

- DO talk with the instructor before the class starts and plan to have new members introduce themselves in the first class and if time permits, ask everyone to introduce themselves.
- At the beginning of every class, mention that those who have trouble hearing (and have optimized their volume settings) should let you know during the class. Virtual students can often turn on closed captioning or find other solutions.
- Periodically remind participants to let you or the instructor know if they have any concerns that could be addressed during the classes – we don't want to find out afterward in the evaluations! This is especially important for hybrid courses – please have periodic check ins before the class begins to make sure that all participants feel they can hear and are able to ask questions as appropriate.
- Refer Zoom participants with unresolved IT/Zoom issues to contact info@encorelearning.net
- Please let us know if there are serious problems that are appropriate for the staff to know. Email courses@encorelearning.net.
- There is a new "Instructor Corner" on the Encore Learning website. Please take a look at it and also offer the link to your instructor. <https://encorelearning.net/instructors/>