

Encore Learning

Virtual Class Aide Information Fall 2022

August 1, 2022



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Virtual Class Aide (VCA) Checklist of Duties

Opening Meeting/Before Class:

- Log into Zoom meeting 30 minutes before class start time (***for first session only; 15-20 minutes early for subsequent sessions***)
- Check your audio to make sure you can be heard (unmute if necessary)
- Check that host (staff member) has designated you as Co-host
 - Open Participant Box
 - Open Chat Box
- Change your name to **First and Last Name, Class Aide**
 - To change one's own name, select your name on your box in the video display bar and type over the name
- Check Waiting Room to see if Instructor has entered; if so, Admit him/her
- Unmute Instructor and make sure he/she can be heard
- Ensure your Staff Host has designated the Instructor as Co-Host
- Spotlight the Instructor if that is the agreed upon view
- If instructor will be sharing presentation,
 - Ask him/her to share their screen with the presentation visible.
 - Note: when sharing screen, ensure the two boxes that appear related to audio and video are checked before clicking on Share Screen. The two boxes must be clicked each time a Screen Share is done.
 - If all is working, ask the instructor to turn off Screen Share until class is ready to begin. VCAs may wish to share an Intro slide while waiting for the class to begin (see p. 7 for an example).
 - If the instructor is not confident with the sharing function, leave his/her presentation on the screen.
 - Confirm how you will communicate with the instructor during the class session, confirm whether they will look at Chat messages.
- Check Participant Box for anyone in the Waiting Room (N/A to Webinars)
 - Send a Chat, if necessary, asking everyone in the Waiting Room to make sure their First and Last Name is displayed once admitted to class (*note: participants cannot change their display names while in the Waiting Room*).
 - Examples of other intermittent Chat messages to send are listed on page 6.
 - The staff host will admit everyone from the Waiting Room a few minutes before the scheduled start time. Once class is underway, the aides are responsible for monitoring the Waiting Room and admitting registered students (check against class roster).
- Once students are admitted, take any discussion of technical issues "offline" by chatting with the Staff Host and Instructor.
- Mute/turn off participants' videos as needed.
- Once class is set to begin:
 - Welcome everyone and thank them for being an Encore Learning member
 - Remind everyone to stay muted with video off, unless specified otherwise
 - Introduce instructor
 - Mute yourself & turn off video

***Staff will leave the meeting a few minutes after it gets started; if you have an issue after that, please email info@encorelearning.net – it will be monitored during all class sessions. Before leaving, staff will make one of the VCAs "Host" of the meeting. There can be one Host and multiple co-hosts in a meeting.**

During Class:

- Continue to monitor Waiting Room throughout class and admit as necessary using class roster to confirm registered status
- Monitor Chat and:
 - Answer if able
 - Refer technical questions to staff (info@encorelearning.net)
 - Note any questions for instructor and handle as agreed upon w/Instructor
- Mute and turn participant video off if necessary
- Q&A – handle as per instructor request

End of Class:

- Thank instructor and encourage participants to “react” or send chat of appreciation
- Host will ‘End Meeting’ (click on red box in lower right corner ‘End Meeting’)
- As a safeguard, you will be asked to confirm that you wish to end the meeting
- The chat can be saved to the Host’s computer and can be referred to if there are any questions that require follow-up.
- Instructor and VCA can save the chat themselves by clicking the “...” next to the blue dropdown box in the chat window and selecting Save Chat. The chat is saved to a Zoom folder in your documents.

Last Day of Course: Evaluations

- Course evaluation forms are collected via SurveyMonkey. **At the start of the last course session**, remind students to check their emails for the survey link, which will be sent that day. A SurveyMonkey account is not required to complete the survey. Results are reviewed by the Academic Programs Committee and then passed on to the instructor.
- Course evaluations are an invaluable means for Encore Learning to determine member satisfaction with a particular course and instructor. These evaluations help Encore Learning decide whether to keep, change, or delete the course. They provide direct member feedback to the instructor as well.

Contact Encore Learning Staff if any course improvements are necessary or if the instructor needs more technical assistance prior to the next class session.

Staff host’s responsibilities are to:

- Open Zoom session at appropriate time
- Ensure instructor and VCAs have confidence to host the class and have support available as needed
- Provide assistance with other Zoom features such as breakout rooms or polling if notified in advance
- Enable live transcription if acceptable to instructor
- Remind VCAs to save chat if desired
- Admit all registered students at the start of class
- Address issues related to unregistered attendees or technical issues for participants
- Transfer Host designation to one of the class aides before leaving
- Track attendance

Virtual Class Aide (VCA) Checklist Of Duties for Webinars

Opening Meeting/Before Class:

- Log into Zoom meeting 30 minutes before class start time (**for first session only; 15-20 minutes early for subsequent sessions**)
- Check your audio to make sure you can be heard (unmute if necessary)
- You will be a Panelist and should be designated as a Co-Host by the host (staff member)
 - Open Participant Box
 - Open Chat Box, confirm setting is what is desired for this session
 - Open Q&A Box
- The Instructor is a Panelist
- If instructor will be sharing presentation,
 - Ask him/her to share screen with presentation visible
 - Note: when sharing screen, ensure the two boxes that appear related to audio and video are checked before clicking on Share Screen. The two boxes must be clicked each time a Screen Share is done.
 - If all is working, ask the instructor to turn off Screen Share until class is ready to begin, unless the instructor is not confident with the sharing function. In these cases, leave their presentation up.
- Confirm how you will communicate with the instructor during the class session, confirm whether they will look at Chat messages, whether they will look at Q&A.
- No more than 10 minutes before the class start time, the Staff Host will begin the broadcast which automatically admits everyone that had been waiting.
- Send a Chat, if necessary, asking Attendees to make sure their First and Last Name is displayed correctly. (May need to momentarily change Chat settings to send individual chat message to unidentified student: "Please rename yourself to include your **First and Last name**. Select your name on your box in the video display bar and type over the name.")
- Once class is set to begin,
 - Welcome everyone and thank them for being an Encore Learning member
 - Introduce instructor
 - Mute yourself & turn off video

***Staff will leave the meeting a few minutes after it gets started; if you have an issue after that, please email info@encorelearning.net – it will be monitored during all class sessions. Before leaving, staff will make one of the VCAs "Host" of the webinar.**

During Class:

- Continue to monitor arriving participants, remove as necessary using Class Roster as a guide.
- Send a Chat, if necessary, asking participants to make sure their First and Last Name is displayed
- Monitor Q & A:
 - Answer if able, note with 'Answer Live' if it is being answered or 'D'ismiss' if it is not a question to be answered
 - Refer technical questions to staff (info@encorelearning.net)
 - Note any questions for instructor and handle as agreed upon w/Instructor
- Mute and turn off panelist audio or video if necessary
- Allow students to speak by finding their name in the Participant list and selecting "Allow to Talk"

End of Class:

- Thank instructor and encourage participants to "react"
- End Meeting (click on red box in lower right corner 'End Webinar')
- As a safeguard, you will be asked to confirm that you wish to end the webinar
- The chat will be saved to the Host's computer and can be referred to if there are any questions that require follow-up.

- Instructor and VCA can save the chat themselves by clicking the “...” next to the blue dropdown box in the chat window and selecting Save Chat. The chat is saved to a Zoom folder in your documents.

Last Day of Course: Evaluations

- Course evaluation forms are collected via SurveyMonkey. **At the start of the last class session**, remind students to check their emails for the survey link, which will be sent that day. A SurveyMonkey account is not required to complete the survey. Results are reviewed by the Academic Programs Committee and then passed on to the instructor.
- Course evaluations are an invaluable means for Encore Learning to determine member satisfaction with a particular course and instructor. These evaluations help Encore Learning decide whether to keep, change, or delete the course. They provide direct member feedback to the instructor as well.

Contact Encore Learning Staff if any course improvements are necessary or if the instructor needs more technical assistance prior to the next class session.

Staff host’s responsibilities are to:

- Ensure instructors and VCAs have panelist links for the Zoom webinar
- Open Zoom session at appropriate time
- Ensure instructor and VCAs have confidence to host the class and have support available as needed
- Provide assistance with other Zoom features such as polling if notified in advance
- Enable live transcription if allowed by instructor
- Start broadcast
- Address issues related to unregistered attendees or technical issues for participants
- Transfer Host designation to one of the aides before leaving
- Track attendance

General Information and Overview of Responsibilities: Virtual Class Aides (VCA) are necessary to provide a well-functioning Encore Learning classroom. VCAs will serve as hosts for each class session (Zoom meeting). As a VCA, you will:

- Arrive online early (15-30 minutes prior to class start time) to set up with the instructor
- Confirm the instructor is ready and comfortable with the virtual class setting
- Confirm instructor is able to be understood, to be visible and to present their materials
- Verify attendees are registered for the course (check against Class Roster)
- Ensure that students are able to see, hear and participate as determined by the instructor
- Ensure that students are able to provide feedback during and after the course
- Collaborate with co-VCA to establish clear roles in classroom management
- Report technical or content issues to appropriate Staff or Virtual Coach

Encore Learning will provide resources to help you achieve success in this role. In addition to the Zoom training sessions for VCAs, the Encore Learning website offers several Zoom-related resources to ensure your success as a VCA. Finally, you will be assigned a Virtual Coach who will guide you and the instructor as needed. Instructors will also have training so they are comfortable with the virtual classroom. In addition, there will be a pre-course run-through with all instructors, the VCAs and the Staff. As always, staff is available to answer any questions that may arise. An email to info@encorelearning.net is the best way to reach us.

Pre-Course Co-VCA Contact: The majority of courses for the Fall 2022 semester will have two assigned VCAs. Once VCAs are confirmed you will receive an email with your co-VCA and instructor contact information.

- Email your co-VCA to introduce yourself and discuss the tasks outlined in this guide.
- Exchange cell phone numbers.
- Divvy up responsibilities according to your strengths. This is the most important feedback we have received from successful aides.
- Review current class schedule on website. Determine how to handle any dates either aide will not be in class.

Contact with Instructor: The instructor is a volunteer who has generously contributed her/his time and expertise; therefore, Encore Learning would like to relieve her/him of as many administrative duties as possible.

For instructors who are new to virtual teaching with Encore Learning, the VCAs and a staff member will participate in a technical run-through of the course which will be scheduled by the staff member approximately two weeks prior to the course start date. **This will serve as your initial contact with the Instructor.** During the technical run-through, you should cover the following:

- Exchange cell phone numbers for quick communication in case of emergencies or other change of plans
- Confirm class meeting dates and times
- Remind Instructor to send any supplemental materials a week prior to each class session to courses@encorelearning.net.
- Stress the importance of sending any document(s) they will be sharing during class (PowerPoint, PDFs, etc.) to courses@encorelearning.net. In the unlikely event the instructor has Internet connectivity issues, a VCA may have to takeover screen sharing duties for the instructor.
- Ask if she/he would like to take a short break midway through the presentation.
- Establish with the instructor when she/he would like to take questions (e.g., hold all questions until the end of the presentation) and how questions should be posed (e.g., have participants' raise hands, send a Chat message, or for webinars, through Q&A).

- Determine who will manage participant questions (e.g., instructor will handle them directly or the VCA will condense questions and pose to the instructor).
- If the instructor has additional concerns or support needs, please forward them to the Academic Course Coordinator at courses@encorelearning.net

Instructors who have previously taught virtual courses for Encore Learning will be asked to attend a very brief (less than 30 minutes) technical run-through (scheduled by a staff host) for the staff host and VCAs, one week prior to the course start date. The points outlined above will be covered. **This will serve as your initial contact with the Instructor.**

Day of Class Instructions: Staff will open each session of every course and will remain in the meeting until the course begins.

- For the first class session only, arrive 30 minutes before the designated start time. Arrive 15-30 minutes early for each subsequent session.
- Staff will designate each VCA as co-host.
- Make sure the instructor is connected to the meeting and has been designated co-host.
- Make sure the instructor can be seen and heard.
- Ask the instructor to “Screen Share” their presentation to ensure it is working before class starts.
- Stop Screen Share if everything is working properly. Staff will assist if there are any issues.
- VCAs may wish to display an Introductory slide that will be visible as participants enter the meeting. This should only be done if the instructor is fully capable of quickly sharing his/her screen once the VCA has stopped sharing his/her slide.
- Send intermittent Chat messages to those in the Waiting Room. Helpful messages include:
 - You will be admitted to the Zoom classroom a few minutes prior to the start time.
 - If your Zoom name is not the same as used when registering for class, please rename yourself when you are admitted so that we can take attendance.
 - Please enter with your audio and video off.
 - Q & A’s will be handled via CHAT with the host. [This can be tailored to the Instructor’s preference for Chat, Raise Hand, or unmute.]
 - Set your view to Speaker view vs. Gallery view so you can best see the presentation
 - If you experience technical problems, contact info@encorelearning.net
- **Staff will admit everyone from the Waiting Room at the start of class.** It is your responsibility to monitor the Waiting Room throughout the class session and admit registered students based on the Class Roster provided to you via email. If there is a participant in the waiting room not on that list, ask Staff to verify their registration. You or staff may send a participant back to the waiting room if he/she is not registered.
- Introduce yourself and the co-VCA to the class.
- Remind students to remain muted with video off (unless instructor prefers otherwise, though strongly discouraged).
- If the instructor has provided material, remind students to access them in Class Media on Member Account Manager.
- Introduce the instructor (if that is the instructor’s wish).
- Turn off your video and mute yourself.
- Manage participant questions and discussion (chat or audio) based on desire of the instructor.
- Respond to participant concerns and share information with Encore Learning as needed.

Sample Introductory Slide for VCAs

VCAs may share a one-page introductory slide, such as below, prior to the start of class. This information would be visible as students enter the class. Once the instructor is ready to begin class, the VCA would Stop Screen Share and prompt the instructor to share his/her presentation.

Course:

Instructor:

Class Aides: VCA 1 and VCA 2

Reminders:

Please:

Make sure your name is on the “thumbnail”

Keep Audio Muted and Video Off

Note: Class will not meet on ***Ydate*** (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.

For technical problems, email info@encorelearning.net

Note: If an instructor is particularly challenged to share their screen you may want to omit this share or provide the slide to the instructor to insert at the beginning of their share.

Class Contact: Class aides are available to class members in the virtual classroom for general questions. Class aides do not email or call class members. All class members should direct their emails and calls to the Encore Learning staff at info@encorelearning.net.

Class Media: Instructors have been advised to send supplemental course material directly to the Encore Learning office well in advance of each class session. **Please do not accept course materials from the instructor.** Staff uploads the material to each class member’s account. Class members should log into their account on Member Account Manager, open their My Activities tab, find the course, then select the View Class Media link (it will be present only if there are materials posted). On the new window that opens, each document sent by the instructor is available for viewing or download and printing. Course material posted online by staff is available to class members throughout their membership. Once a course has ended, they may view the course material under their historical enrollments.

Class Attendance: VCAs are not required to take attendance per se. You will be sent a Class Roster of all students registered for the course to confirm there are no attendees who are not registered. This roster is to be used when admitting people from the Waiting Room and to verify enrollment of students in the Participant list. (Keep the Participant window open during class to easily check names against the Class Roster.)

You will be advised by email when additional participants have enrolled in or withdrawn from your class. You may simply write in the new students onto the Class Roster. Please draw a line through

students who have officially withdrawn. If the number of changes becomes complicated, you may request an updated roster by emailing staff at courses@encorelearning.net.

If you notice that a student is consistently missing class, please alert the staff host, so they can reach out to determine if the member is having connection issues or was not clear they were registered.

Emergency Communications: If an instructor informs you that a session must be canceled unexpectedly (e.g., due to instructor illness), please notify Encore Learning staff via email as soon as you learn of it. Staff will notify all class members via email. In the case of a missed session, staff will ask instructors if they would like to extend the course to make up for any missed sessions and, if the instructor would like to pursue this option, staff will determine if a class extension can be accommodated.

Reading Assignments: Reading assignments may be listed in the course description. However, Encore Learning cannot guarantee the availability of texts suggested by the instructor. Most instructors use books available in local bookstores or libraries or online.

Liability Insurance: While acting within the scope of their appointments, class aides are considered to be agents of Encore Learning and are covered under Encore Learning's liability insurance policy. This coverage does not extend to illegal activity, improper conduct, the willful disregard of safety, transportation, or holding class in an unauthorized location.

Privacy and Conduct Policies: Encore Learning has recently updated their policies. Please review the Conduct and Privacy policies, which includes Discrimination and Civility clauses.
<https://encorelearning.net/about/policies/>

Key Contact Information:

Class Aide Co-Chair	Gail Massot	gmassot@aol.com	(703) 920-0109
Class Aide Co-Chair	Noreen Quill	norinva@gmail.com	(703) 931-8149
Executive Director	Lora Pollari-Welbes	exec@EncoreLearning.net	(703) 228-2144 ext 3
Academic Course Coordinator	Kerry Fraatz	courses@EncoreLearning.net	(703) 228-2144 ext 4
Administrator	Patty Rowland	info@EncoreLearning.net	(703) 228-2144 ext 2
Virtual Class Host	Francesca Chilcote	info@EncoreLearning.net	(703) 228-2144 ext 5
Communications Specialist	Alissa Locke	comms@EncoreLearning.net	(703) 228-2144 ext 6

Voice mail messages left at **703-228-2144** for Encore Learning staff members are checked daily throughout the day.