

Virtual Class Aide (VCA) Day of Class Checklist for Zoom Webinars

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.
- 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 if it will be enabled [as agreed upon during the tech rehearsal]
 - Open Q&A Box
- The Instructor is a Panelist
- Ask the instructor to “Screen Share” if they are sharing a presentation
 - Note: If a video will be shared while sharing screen, ensure the “share sound” box is checked.
 - Stop Screen Share if everything is working properly. Staff will assist if there are any issues.
- Confirm how you will communicate with the instructor during the class session, confirm whether they will look at chat messages and 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.
- **Initial Introductions and Housekeeping Remarks:**
 - Welcome everyone and thank them for being an Encore Learning member
 - Introduce yourself and the co-VCA to the class.
 - Let participants know how questions will be handled.
 - If the instructor has provided material, remind students to access them in Class Media on Member Account Manager.
 - Remind class members to adhere to time constraints in their questions and comments, and to be respectful of other viewpoints.
 - Introduce the 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:

- **MESSAGES** to share with participants after the class starts:
 - Send a Chat, if necessary, asking participants to make sure their First and Last Name is displayed
 - Questions will be handled via Q&A [or as agreed upon with the instructor]
 - Set your view to Speaker view vs. Gallery view so you can best see the slides. You can shrink the speaker video by putting your cursor on the left edge of the video and dragging it to the right. The host can designate how the participants view the webinar.
- **Monitor Q & A:**
 - Answer if able, note with 'Answer Live' if it is being answered or 'Dismiss' if it is not a question to be answered
 - Note any questions for instructor and handle as agreed upon w/Instructor
 - Allow students to speak by finding their name in the participant list and selecting "Allow to Talk"
- **Mute and turn off panelist audio or video if necessary**
- Respond to participant concerns and share information with Encore Learning as needed. Refer technical questions to staff (info@encorelearning.net)

End of Class:

- Thank instructor and encourage participants to "react"
- End Webinar (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.
- Contact Encore Learning Staff if any course improvements are necessary or if the instructor needs more technical assistance prior to the next class session.

Last Day of Course: Thanks and Evaluations

- Thank the instructor.
- 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.