Learn. Connect. Share.

Basic Steps for Conducting Zoom Meeting Part 2

Presented by Sarah Ryan-Roberts & Marian Kile
July 2022 – Zoom Version 5.11.1

Renaissance Society's Online Learning Resource page has additional guides:
Online Learning Resources | Sacramento State (csus.edu)
Basic Steps for Conducting Zoom Meeting Part 1
RS Online Learning Basic Part 1.
Scheduling & Reporting in Zoom Meetings
RS Online Learning Basic Sch Rpt Meetings.
Navigating the Zoom Learning Center
Navigating the Zoom Learning Center (csus.edu)
Recommended Courses for the Zoom Learning Center
Recommended Courses ZLC (csus.edu)
Access and use the Program Registration System for enrollees' data
manageprogramdata.pdf (csus.edu)
Setup Classroom On Campus for Hybrid instructions
Setup Classroom for Hybrid Instruction (csus.edu)
And more . . .

Contents

Polling in a Zoom Meeting

In a Zoom meeting, you can launch a poll in the meeting to:

- Engage the participants
- Improve attentiveness
- Get a gauge on your participants
- Gather data from the participants
- Provide instant feedback on your presentation

You can also develop other surveys or polls but these instructions are for doing it as part of the Zoom meeting. It is best to have our polling questions created on our scheduled meeting before the meeting.

Below are some basic instructions. For more complete instructions, go to **Zoom Learning Center** and find the course on Zoom-in: Polling.

There are tips on the guide for Recommended Courses the Zoom Learning Center on our online learning resources.

Create the Poll
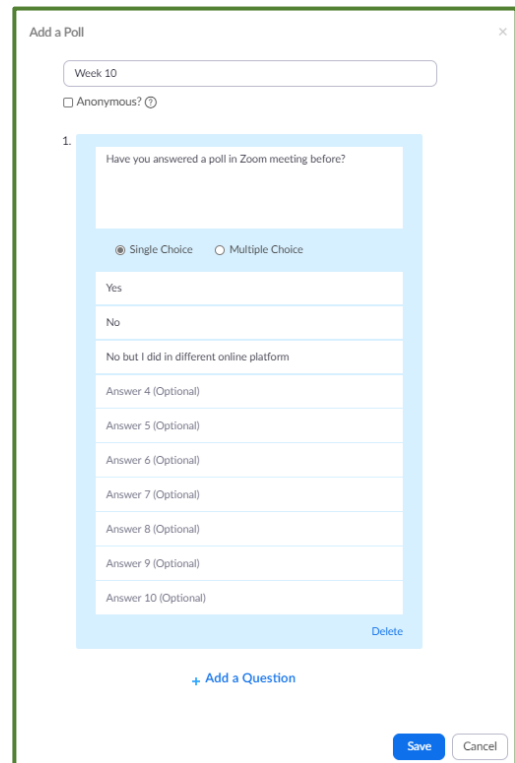
1. Go to CSUS.Zoom.US (portal).
2. **Sign in** and go to **Meetings** on the left.
3. Find the meeting where you want to create a poll and click the **meeting name** in the **Topic** column.
4. At the *very* bottom, click **Add** to the right of "You have not created any poll yet."

Advanced Poll

Zoom now has advanced polling which allows: matching, ranked choice, short answer and long answer option.

You will find information about these in the Zoom Learning Center mentioned above.

Tool to Compile Poll Questions

The poll needs to be entered into the meeting itself on the CSUS Portal. So, if the seminar leader or a presenter in the meeting wants to conduct a poll, you can gather the information in a spreadsheet similar to this one.

#	Question	Choice - Single/Multiple	Anonymous - Yes/No	Answer 1	Answer 2	Answer 3	Answ
	Will your poll be Anonymous?						
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Here are sample instructions that can be provided to the leader/presenter.

Use this template to enter your questions for polling in your Zoom session. You might want to take a look at the sample first. After completing your polls, send the file to your host or technical host, and they will create the polls in Zoom for you.

Keep these points in mind:

Name your poll: Change the default "Poll Title" name to a specific one that makes sense to you.

Additional polls: Worksheets for 3 polls are provided, If you need more, copy a poll worksheet (before you fill it out) for the additional polls that you need.

Max number of polls: You can have up to 25 polls in your meeting or a total of 25 polls for a series of recurring meetings.

Max questions & answers in a poll: You can have up to 10 questions in a poll, and each of your 10 questions can have 10 answers.

Single or Multiple Choice: Indicate whether the participant can select only one answer or can select several

Anonymous: Indicate with Yes, if the poll will be anonymous, or No that you want to track who provided what answers. Pick one to apply to all the questions in a poll.

Tip: Everyone has to select at least one answer so if you are not sure if you covered everything, you can also put in None of the above, All of the above, or Other. If you use Other, you may want to tell them to send specific information using Chat.

Zoom Breakout Rooms

Zoom Breakout Rooms allows a host to break the primary meeting group into multiple subgroups for brainstorming, small group activities, one-to one training, socializing and more. Some participants can stay in the primary meeting or all participants can be sent to a breakout room.
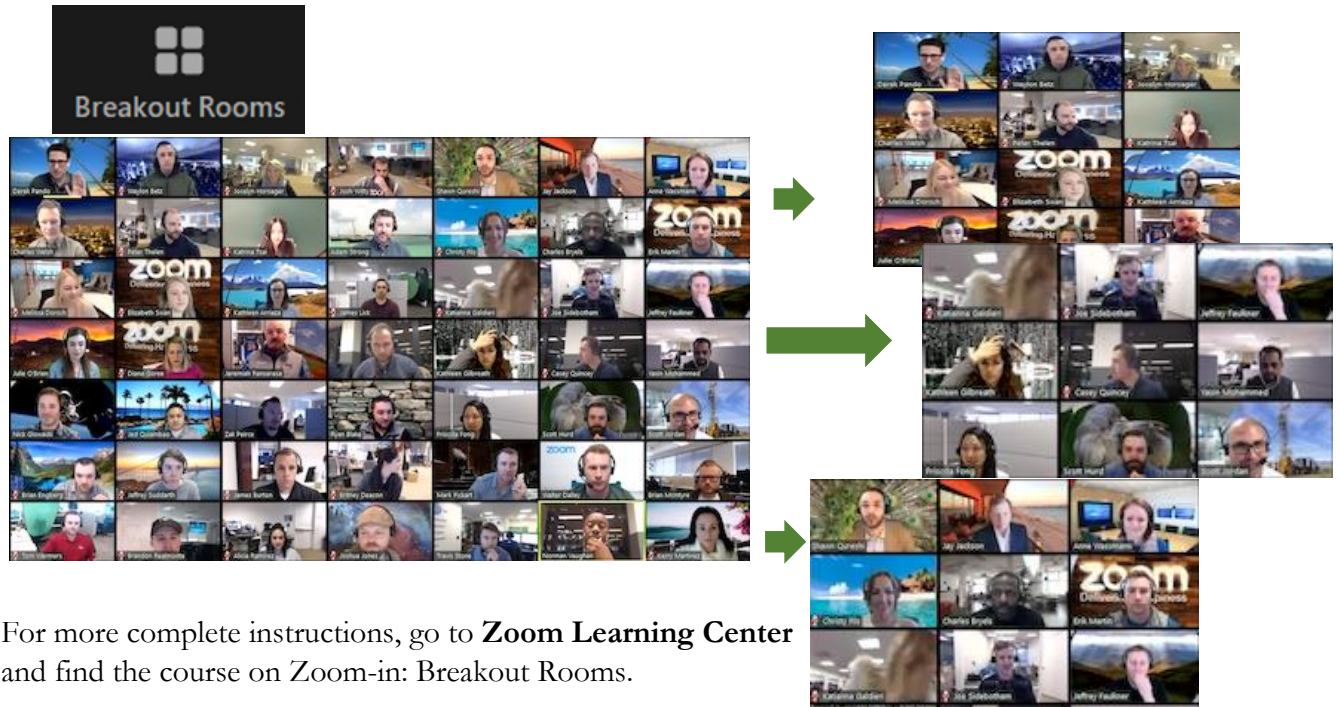
For more complete instructions, go to **Zoom Learning Center** and find the course on Zoom-in: Breakout Rooms.

Equipment Needed for Zoom

Computer or Laptop

- A computer or laptop which has a <u>speaker</u>, a <u>microphone</u> and a <u>video camera</u>.
- A reliable internet connection.

Speakers/Microphones

- You can buy an external microphone if needed. They range from about $30 to $130.
- If you are giving a seminar on music or watching movies, you might suggest to your participants to use external speakers for the best listening. They range in price from $30 to $230.
- A headset with a microphone allows you to hear and be heard more clearly. Some people prefer to use earbuds with a built-in microphone so their participants can see more of their face.

- Sometimes when you plug in a new device, like a camera, it might cause interference with your current microphone. (I know, it's not logical.) Be sure to check all devices in full operation mode prior to the meeting to ensure everything works together.
- If you add a microphone, click on the up arrow next to the microphone then see if that is the microphone selected.
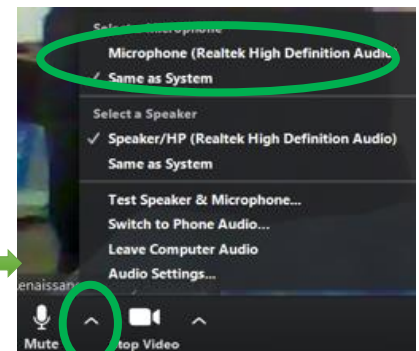
Video Camera

- You can buy an external camera (webcam) if needed. They range from about $30 to $130.
- It has been said that if you get a webcam with a microphone, that microphone could pick up a lot of background sound.

Mobile Phone or Tablet

- Your participants can also access Zoom from their mobile phone or tablet but this is never recommended for someone who is hosting or presenting in the Zoom meeting.
- They can also hear and speak in a Zoom meeting from a landline phone, but that limits their experience.

> Some members don't have video or microphones on their device but they have it on their cell phones. Sometimes these members will join the meeting on both devices. They can see everyone on their larger device but hear and speak on the cell phone. The other participants will not be able to see that person.

Bandwidth

The speed of your internet connection depends on your provider, service in your neighborhood, and the number of people in your household using it. You can't control the first two but you can ask others in your household not to watch videos or play games while you are in your meeting, because they require a lot of bandwidth.

For speakers/leaders
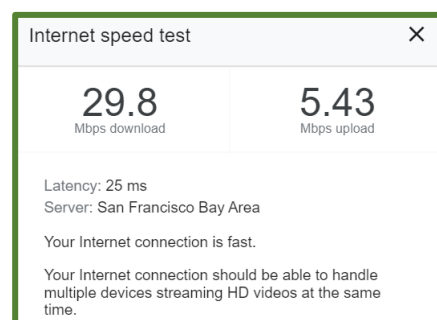High quality - 0.8 Mbps
HD video - 1.8 Mbps

For participants
High quality - 0.6 Mbps
HD video - 1.2 Mbps

You can check your own internet speed by using this:

https://www.speedtest.net/

Or go to **Google.Com** and type in "*test internet speed*"
You can also just google to find out speed checks

## Tips on Audio

Low Volume?

Click on the up **arrow** next to the microphone icon; Usually at the bottom left on the screen. Then click on **Audio Setting**s.

#1) If you want to change the volume on how you hear the other people or other audio in Zoom, adjust the volume on the Speaker Setting. You can also use your keyboard microphone setting.

#2) If you need to adjust your volume so others can hear you, adjust the Microphone Setting
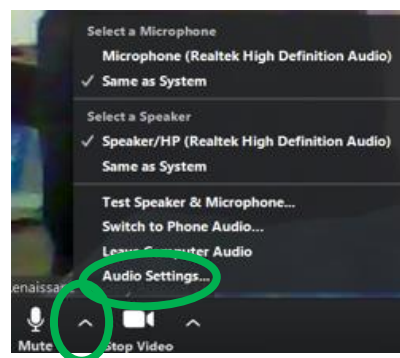
Some participants can't hear because they didn't realize that they had muted their audio on their keyboard or they had earphones plugged in and don't have them on.
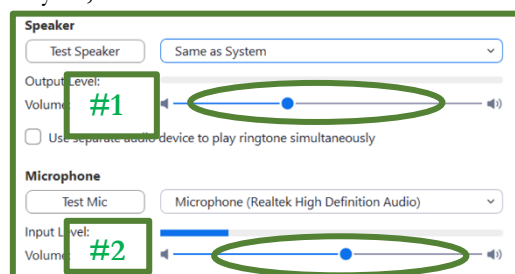
Background Noise/Echoes

Also, in setting, you can have Zoom Suppress background noise.

O Auto   default
O Low   maybe if you have a group using one mic
O Medium computer fan or pen taps
O High   garbage truck or dogs barking
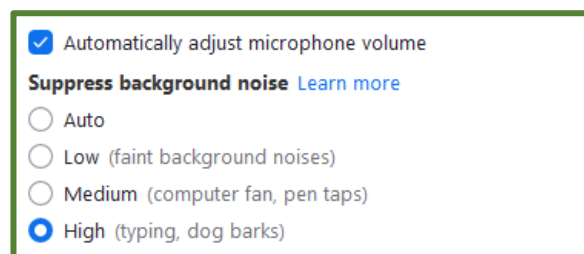
Music and Professional Audio

There is a new setting for this.
If you click on the question mark it explains:

This option automatically disables Zoom noise suppression, removes high pass filtering, and removes automatic gain control. It is recommended for playing music and for studio-like environments or for general meeting use.

Music and Professional Audio

☐ Show in-meeting option to "Turn On Original Sound" ⑦

If someone has problems with the audio when they first join a meeting, sometimes it is better to have them **Leave** the meeting and **Join** again.

Tips on Video

Click on the up **arrow** next to the video icon; Usually at the bottom left on the screen. Then click on **Video Settings**.
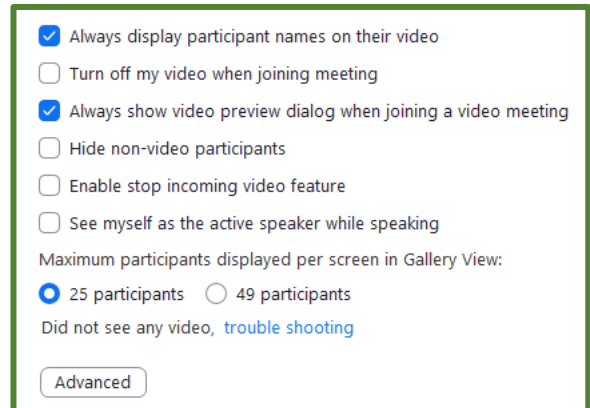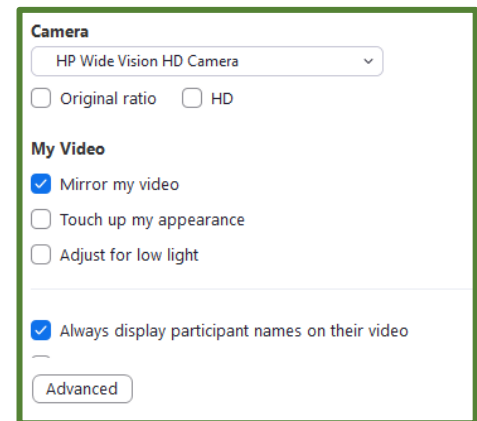
- Usually you want to click **Mirror my video**. You see yourself like you were looking in a mirror but everyone else sees what the camera is capturing.
- You might want to have Zoom touch up your appearance.
- You can have Zoom adjust for low light. If different times of the day your light is affected by what is coming in from a window, you might want to adjust it accordingly.
- You can set it not to show the other participants name on their videos. If you do this it shows the names for a few seconds and then they disappear. If you hover over any video, all of the names will come back on.
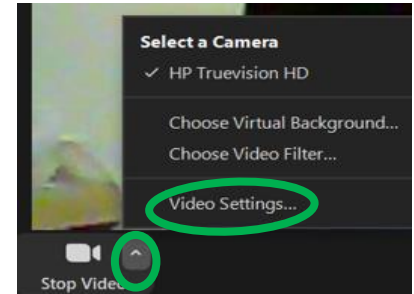
Scroll down to find the options shown to the right.

There are a few more items that you might want to consider there.

When it asks about the amount of participants to display, it depends upon your device.

Select a Camera
✓ HP Truevision HD

Choose Virtual Background...
Choose Video Filter...

Video Settings...

Stop Video

Camera

HP Wide Vision HD Camera ⌄

☐ Original ratio   ☐ HD

My Video

☑ Mirror my video
☐ Touch up my appearance
☐ Adjust for low light

☑ Always display participant names on their video

[Advanced]

☑ Always display participant names on their video
☐ Turn off my video when joining meeting
☑ Always show video preview dialog when joining a video meeting
☐ Hide non-video participants
☐ Enable stop incoming video feature
☐ See myself as the active speaker while speaking

Maximum participants displayed per screen in Gallery View:
◉ 25 participants   ○ 49 participants
Did not see any video, trouble shooting

[Advanced]

Proper Modem Placement

These steps can help:
- Improve wireless Speeds
- Improve Wi-Fi signal distance
- Prevent or reduce drops in service

It is recommended:
- Resetting the modem ~~may~~ to resolve many issues including slow speeds (search the Internet for your particular device.)
- Keep modem free and clear of electronics
  - Cordless phones and other electronic devices are the most common cause of intermittent Internet connectivity issues. Cordless phone systems running at 2.4 GHz often run at the same frequency as your DSL modem or networking router.
  - Because speakers have a magnet inside, they can cause interference.
- Keep modem on a hard surface to keep it cooler -not on the rug or soft surface.
- Have the modem out in the open, as high as possible and in a central location for proper air circulation and maximum coverage.

> If your device and your modem are in the same room or adjoining room, you might consider using an Ethernet cable to get a more consistently solid connection.

More Tips

- If you do not need to use internet websites while you are in a Zoom meeting, close your browser to save bandwidth.
- If someone in your home is running a video or playing video games, ask them not to during your meeting.
- If you lose your internet connection, usually it is best to shut down all applications, restart your device, connect again to the internet, and join the Zoom meeting again.
- If you have multiple devices, you want to use the one that has the largest screen so you can see the participants the best.
- You should encourage your participants to have their on video to fully participate in the meeting experience as long as you don't have over 20ish participants. If you have more than that and people are having trouble with their internet, you might ask them to shut off their videos unless speaking because it takes so much band width.
- Speakerphones are not recommended because they share the background noise.
- If you are going to share screen, be sure to turn off your Notifications and Actions so they do not popup during your presentation. Google the instructions for your particular device. Examples are: Dropbox, Facebook or Do you want to switch to Tablet Mode?
- A dual-monitor display feature can be helpful but not necessary. It allows you to see the video on one monitor and the screen share on another monitor simultaneously. https://support.zoom.us/hc/en-us/articles/201362583-Using-Dual-Monitors-with-the-Zoom-Desktop-Client

Further Information

For more information on equipment, check this website
https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux

This Zoom website has a list of the supported devices
https://support.zoom.us/hc/en-us/articles/360026690212-Supported-USB-HID-devices-for-the-Zoom-Desktop-Client

Our Renaissance member, Mike Agron has a informative video on best practices on our website.
Click this link and then go to Technology Best Practices Section:
https://www.gotostage.com/channel/678fb2641334489aa02dbdd3be251345/recording/c0c5a09213354da5ae54adcff9d28086/watch?source=CHANNEL

This is a very informative site on the difference between a modem and a router
https://www.bing.com/videos/search?q=what+type+of+ethernet+cable+to+use+with+modem+5268AC&docid=608035517709290868&mid=41FCA061307EC963BB3341FCA061307EC963BB33&view=detail&FORM=VIRE

Handling Questions in Zoom

Set Up Your Presentation to

Reduce Questions

1. Organize the presentation logically.
2. At the beginning, say what topics will be covered.
3. Provide handouts (if applicable).
4. Provide images when applicable (maps, photos, graphs, etc.)
5. Clarify any special terms or concepts.
6. Review the presentation to see if there are any problematic areas.

Question in a Zoom Meeting

1. Participants can raise their *physical* hand – this usually only works with smaller groups, maybe 15 or less people.
2. Participants can raise their *virtual* hand by clicking on the **Reactions** icon and then click on **Raise Hand**.
3. When the hand is raised, that name *bubbles* to the top of the participants list. The raised hands are shown in the order that they were raised.
4. You can also ask them to post their questions in the Chat feature. If there are more than 15 participants, someone other than the speaker should be monitoring the questions in chat.
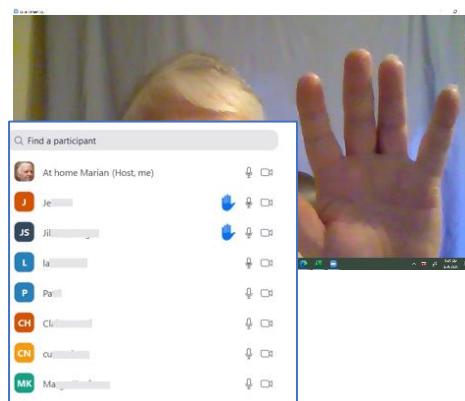
Plan Your Q & A Session

1. Decide **if** questions will be taken.
2. Determine what method will work best.
3. Allot time for questions.
4. Tell the audience if and when questions will be taken.
5. You can also decide to have someone take the questions from the chat function and record them in a document. That list can be shared in the meeting so all participants can see the questions as you answer them.
6. You might even ask for questions before you leave a major topic instead of waiting till the end.

Answering the Questions

1. Try to call on the participants in the order of raised hands.
2. If multiple physical hands are raised, signify the order you will be taking them. *"I will go with Jeff first, then Mary, then Bill."*
3. Look directly into your camera so each participant sees you looking directly at them. Bill might be in the bottom row on your screen so you might be tempted to look down at him, but on his screen, he is in the top row.
4. You might need to restate the question to the audience to qualify what they are asking and ensure everyone has heard the question.
5. You might want to confirm that you have covered their question.

Possible Problems

1. Keep the questions on topic so you don't lose too much time as well as your audience. You can say, *"That is off topic, but we can talk about it later."* Or
"That is not what we are discussing today."
2. Don't let one person dominate the session. You can say, *"How about we let others ask some questions"* or *"Let's hear from someone who hasn't asked a question yet."*
3. If you don't know the answer, just say that.
4. If you don't know the answer, you can also ask if someone else knows the answer.
5. Don't say "good question." If you say it to one person and not the other people, they might think their question was not good.
6. If no one asks any questions, you can ask them a question
Will you try this sometime this week? How do you think this will work for you?
7. If no one asks a question, you can also restate an area where people might be confused.
8. Save a final statement about your presentation for closing – maybe even a final slide

After the Presentation

1. Write down the questions that came up for future presentations. Even if you are not repeating that particular presentation, this can help you understand how you come across to your audience.
2. You might even want to check with one or more members of your audience to see if they understood all of the presentation.

> If people are asking questions, it usually means that they are interested in your topic – so it can be a good thing.

Additional Resources

Help with Zoom

Zoom Learning Center

Zoom now has a growing list of on-demand courses, live training, and short videos designed to give you just what you need when you need it.
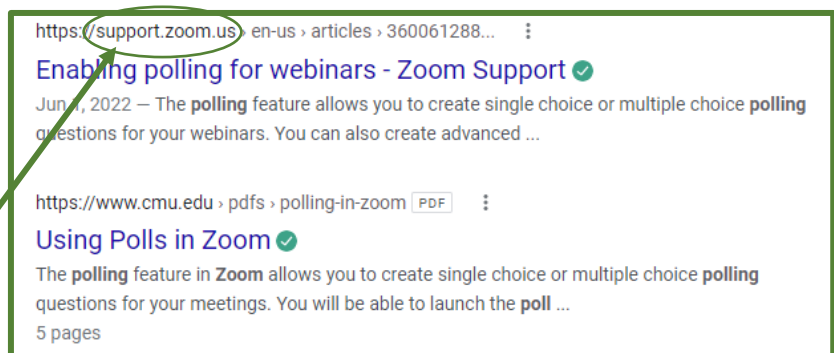
On our website, we have a document that explains how to use this learning center. We also have a suggested list of courses that our leaders and tech host will find useful.

[Navigating the Zoom Learning Center (csus.edu)](#)
[Recommended Courses ZLC (csus.edu)](#)

Other ways to get Zoom help

Check out this website for Zoom information.

https://support.zoom.us/hc/en-us
If you can't find the particular topic you want, do a search in your search engine for Zoom and your topic. It is s a good idea to try the URLs with the Zoom in the address.

If you or your participants are fairly new, they might use the Renaissance Website.
[Renaissance Online Learning Resources](#)

Or the Zoom s site below.
https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started

Websites from Experts who use Zoom

Best Practices in Zoom from a Teachers Perspective
https://www.cuhk.edu.hk/eLearning/c_systems/zoom/BestPracticeSuggestions-Zoom-Training-JennyTian-SHTM-BA.pdf

Great tips – he talks about the Q&A in Zoom but that is only available in the Zoom webinars.
https://blog.zoom.us/wordpress/2017/01/31/webinar-recording-improve-your-virtual-presentation-skills/

Create a Meaningful Introduction

https://www.quickanddirtytips.com/business-career/public-speaking/how-to-introduce-a-speaker

Online Research Sites to Help Develop Seminar Material

Wikipedia.com

https://en.wikipedia.org/wiki/Main_Page

- Gives you an overview
- Quality can vary so be careful
- Be sure to look at the footnotes and references at the bottom of the article for other places to look

Virtual Learning Resources Center

Index thousands of the best academic information websites, selected by teachers and library professionals worldwide, in order to provide to students and teachers current, valid information for school and university academic projects.

https://virtuallrc.com/

Infotrek.info

The Academic Search Engine for High School Students (by Google)

https://www.infotrek.info/

Infotrek.info is a Google alternative safe search engine for high school that offers information and reference sites on the following topics: science, life science, earth science, physics, chemistry, astronomy, technology, mathematics, biographies, art, artists, art history, English literature, American literature, world literature, U.S. history, world history, ancient history, geography, quotations, nutrition, health, disease, images, audio, video and languages including French, Spanish, German, and American Sign Language.

An important feature of Infotrek is that is accesses only trusted websites recommended by librarians, teachers and library and educational consortia.

On Infotrek, students can search by entering keywords in the search box on any page. In addition, they can browse the round subject icons and click on any subject that interests them. Once on the subject page, there is either a list of links to recommended sites or a list of topics through which they can browse. If a student clicks on a topic, it is entered into the search box to find quality results.

Etiquette/Guidelines for Seminars

- It is important to determine what will work best for you and your technical host for your seminar and then share that information with your participants.
- You can establish a guide tailored to your seminar that you can send to your participants.
- It is also helpful to have a short list just as a reminder that you can share at the beginning of the sessions. The list can be on a document, image or slide and you can share screen it.

Sample of Etiquette for Your Program

Pick and choose what works for your seminar from the list below.

Naming

Ensure your name appears on your image. It will also be reflected in the Chat function as well as in the Participants list.

- To change your name on a **tablet or cell phone** usually these steps will work:
  - Tap the **Participants** icon
  - Tap on **your name**
  - Tap on **Rename**
  - Type in **your name**
  - Then click **Done**

- If you are **another device**, usually these steps will work:
  - **Right click** or **tap** on your video image
  - Select **Rename from the dropdown list**
  - Type in **your name**

  If clicking on your image does not work, click on the **Participants** icon and click on the **More** button and click on **Rename.**

Participants List

- Have the Participants list open, at least at the beginning, so you have a better idea of who else is in your meeting:
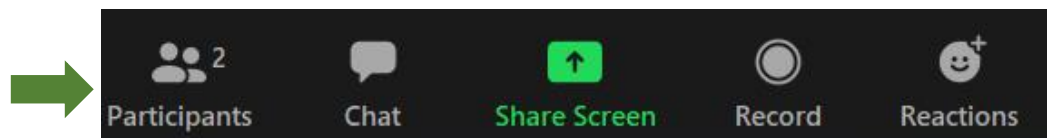
Audio & Video (These should be modified to fit your seminar)

- When the meeting starts, everyone will be muted by the host, remain muted unless you have been called upon.
- If you are unmuted, avoid comments to other people in the meeting or in your home because it interrupts the speaker.
- Turn off your videos because you have so many participants and that takes up band width on all of our devices.
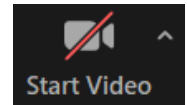
Asking Questions (These should be modified to fit your seminar)

- Raise your physical hand holding it out in front of you.
- Raise your virtual hand to ask a question – see **Reactions** below

Chat

- Everyone can send a Chat by clicking on the **Chat** icon, selecting who they want to send the message, type in the message and hit the **enter key**.
- You can send to everyone at once or just to one individual.
- If you have a technical problem, send the chat to our **technical host.**
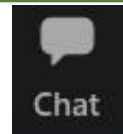
Reactions (including Raise Hand)

- The first line allows the participants to react to what they hear or see in the meeting.
    - Click on the three dots (ellipisis) to find more emojis.
    - The reactions on the first line stay up for about ten seconds.
- The second line are non-verbal symbols. Yes, No, Go Slower, Go Faster, I've Stepped Away
    - They will show on our video image until we change it.
    - We can undo it by click on that bubble right above the Reactions icon
- The Raised hand is used to indicate you have a question. After your question is answered, you should lower the hand by clicking on the bubble right above the Reactions icon.
   - It can be lowered by the host, but the participates should learn to lower it themselves.
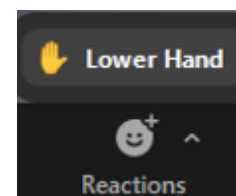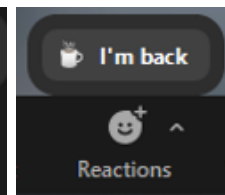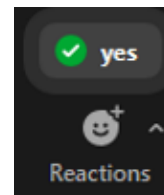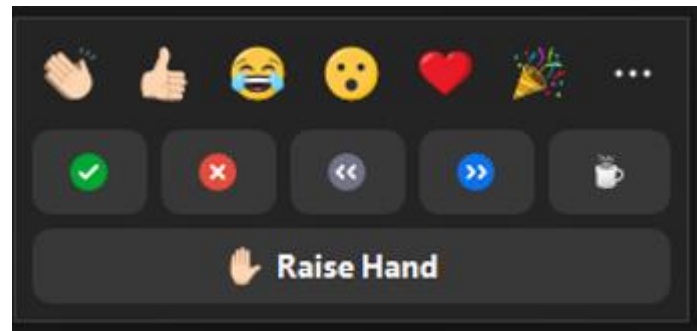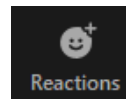
Tips for participants:

- Set the view to what works best for you. You might want *Gallery View* at the beginning and then switch to *Speakers View* once the meeting starts. Click on the View in the top corner and select either Speaker of Gallery View.

  The image here is *Gallery View.*

- If you want, you can hide the non-video participants so they are not using the space on your screen. Right click on one image that is not showing their video and then select Hide Non-Video Participants. This will hide all of the non-videos but you will get a message on the top of our screen when that participant is talking.
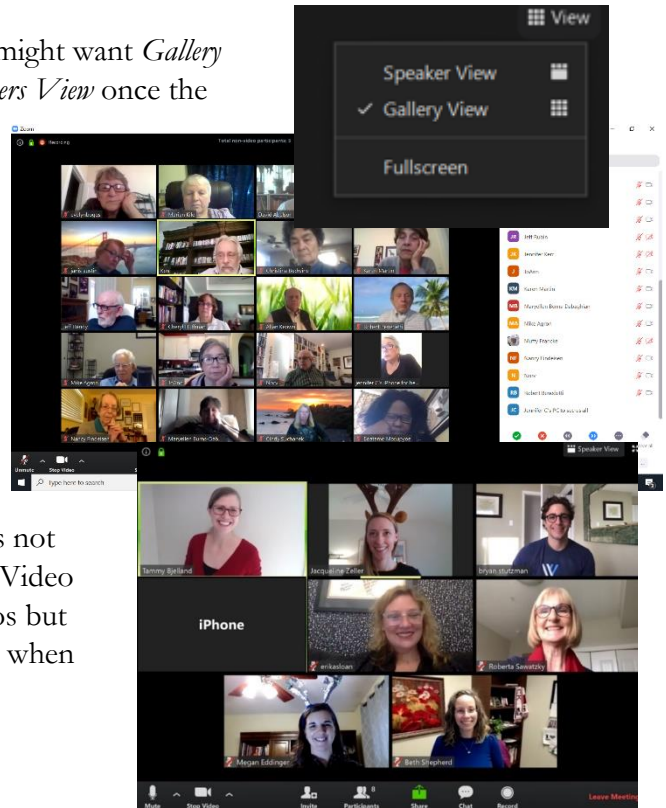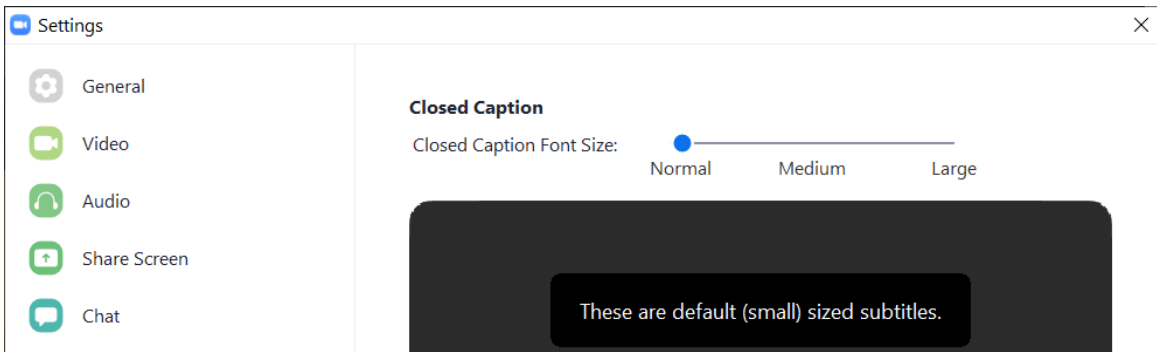
- If you have the enable the live transcript, tell them, *"I have the Closed Caption turned on. You can click on that icon on your screen and select from the three options."*
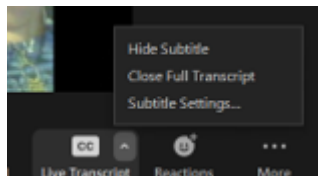
Hide Subtitle
View Full Transcript
Subtitle Setting

If you clicked on subtitle setting, you have the option to change the font size to your

preference.

Additionally, you will need to determine if you will have a break. Typically, we
have not been having breaks because once they step away, they might not come back.
And if they need a drink or to use the facilities, they will just step away as the need arises.
Either way, it is important to let the participants know.

Slide for Seminar

You might just want to bullet points for a reminder of what you want in your seminar.