OSHA Training Institute Education Center® | Chabot-Las Positas Community College District

Attendee Best Practices for Virtual Classes

The following information will help you maneuver through your virtual class being conducted using **Zoom**. We strongly recommend that you access the ZOOM Help Center https://support.zoom.us/hc/en-us to learn more about using this platform if you have never done so before.

Technology Requirements

Be sure that you meet the technology requirements below. Students that lose connection more than three (3) times may be asked to reschedule the class.

- Internet connection

- Speakers and a microphone

- Webcam (video camera)

  Click here for more information on supported operating systems, browsers, bandwidth, etc.

Set Up Your Equipment in Advance

A Zoom account is not necessary to attend virtual class or meeting, but you do need to download the application.

- **Download Zoom**

  On a personal computer or laptop
  · Install Zoom from: https://zoom.us/support/download
  · Select Run in Internet Explorer. Select the Download icon in Google Chrome.
  · If a User Account Control message pops up, select Yes.
  · Follow any additional on-screen instructions to complete the installation.

  On a tablet or smart phone **(not compatible for classes with proctored exams)**
  · Navigate to the app store from your device.
  · Search for "Zoom Cloud Meetings."
  · Download and install the app.

- You may use a headset with a microphone to help reduce background noise.

- Test your audio and video

Joining a class

Remember, you must install Zoom in order to attend class. See instructions above.

Getting Your Zoom Link

We will provide you with a Zoom registration link and password via email at least 3 days prior to class.

- Each person has a unique link. DO NOT SHARE!
- Complete the registration **in advance** by entering your name and email address.
- Use the URL link provided in the email to enter the class.

Before the Class Begins

- Lighting should come from **in front of you** to best light your face.
- Keep your background **simple and appropriate.**
    - Use a virtual background or blur feature to disguise, if necessary
- Test your video and audio.
- Download the most recent Zoom updates at https://zoom.us/support/download .
- **Maximize your screen** for the best viewing.
    - We recommend the side-by-side view option.
- **Adjust your camera** if it is too low or high.
    - Camera should be at eye level so your face is in full view.
- Never join a meeting on two devices with the audio connected to both .
    - Doing so creates audio echo/feedback.
- Be sure your **full name** shows on your video screen Click here for help.
- BE ON TIME!

Basic Etiquette

These are general rules of courtesy for virtual (and in-person) classes.

Participate Productively

- Your camera must be <u>on</u> at all times except during breaks.
- **Mute your microphone** if you are not talking.

- Avoid noise (i.e. typing, shuffling papers) while your microphone is on.

- Raise your hand/virtual hand or use the chat function to ask questions.

- Take part in group discussions and polls.

- Students are required to **monitor their chat** and provide prompt responses. Delays or non-responses result in the student being removed from class/sent to a private room.

- **Give your full attention to class** (i.e. no multitasking, sleeping, parenting, dog walking, job walks, side conversations, etc.)

- **No driving during class** – this is unsafe and distracting to others. If you are driving, you will be dropped from the class.

Mind Your Manners

- **Refrain from private behavior** – i.e. scratching your armpits, picking your nose. We can see you!

- **Avoid eating**, **chewing gum,** or **smoking** during your class.

- Students who do not follow our policies may be removed from the classroom.

Keyboard shortcuts

Here are some frequently used shortcuts. For a complete list visit Hot Keys and Keyboard Shortcuts for Zoom

Alt+V: Start/Stop your Video

Alt+A: Mute/unmute your Audio

Alt+F: Enter or exit full screen

Alt+H: Display/hide In-Meeting Chat panel

Alt+U: Display/hide Participants panel

Alt+Y: Raise/lower hand

Ctrl+2: Read active speaker name