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Zoom Competency

FACULTY/STAFF CONFERENCING WITH ZOOM:

- ❏ Is **Zoom installed** and configured as an app on the faculty/staff's **computer** and **smartphone**?
- ❏ Does the faculty/staff know how to **create a Zoom meeting** with all participants muted by default? (In advanced through the App or standard option in the web interface)
- ❏ Does the faculty/staff have their office phone number configured as their Zoom **Meeting ID**?
- ❏ Does the faculty/staff know how to join a Zoom meeting using an app on their **smartphone**?
- ❏ Does the faculty/staff know how to join a Zoom meeting using their **computer**?
- ❏ Does the faculty/staff know the **basic points of teleconference/web-meeting** etiquette?
- ❏ Does the faculty/staff know how to **turn off/on their camera** in Zoom?
- ❏ Does the faculty/staff know how to **mute/unmute** their microphone in Zoom?
- ❏ Does the faculty/staff know the difference between **recording to the local computer or the cloud** and how to access the recording afterward?
- ❏ Does the faculty/staff know how to **share a document** in Zoom?
- ❏ Does the faculty/staff know how to **share their screen** in Zoom?
- ❏ Does the faculty/staff know how to **raise their hand** in Zoom? On smartphone?
- ❏ Does the faculty/staff know how to **initiate a chat session** in Zoom?
    - ❏ Chat with **Everyone**?
    - ❏ Chat with a specific person/**private** chat?
- ❏ Does the faculty/staff know how to change **security settings** on their computer to allow Zoom to share screen?

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MEETING ETIQUETTE:

- ❏ Mute your audio if you are not speaking.
- ❏ Mute your video if you are not necessarily presentable or if there may be visual distractions in the frame of your camera. (Unless video is mandated by faculty)
- ❏ Be prepared for a professional interaction, especially in your appearance if video will be used.
- ❏ Don't stare at your phone or something else while other people are presenting
- ❏ Don't interrupt other people when they're speaking (or attempt to speak over them)
- ❏ Test all technology (including camera/video, Wi-Fi, and screen sharing) *before* the meeting
- ❏ Read the agenda, and come **prepared**
- ❏ Don't work on other tasks (like checking email) during the virtual meeting
- ❏ Turn **off** all notifications and make sure your cell phone is on **silent**
- ❏ Make sure all team members are in a quiet area free from unnecessary distractions
- ❏ [A conference call in real life](https://www.youtube.com/watch?v=DYu_bGbZiiQ): https://www.youtube.com/watch?v=DYu_bGbZiiQ

TROUBLESHOOTING:

Check your internet speed: go to Google type in Run Speed Test. The result will indicate what your internet is able to handle.

If you have multiple mics, cameras, or speakers, know how to switch to the one that works best for Zoom.

Don't use Zoom through Courses even if you've done it before. It doesn't work well all the time.

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HELPFUL LINKS:

Pepperdine has two web conferencing tools for online learning: Zoom or Google Meet. The preferred solution is Zoom as all faculty, staff, and students have a full license.

Faculty: Pepperdine's TechLearn team has created a website for academic continuity planning which includes best practices and resources for live or synchronous class sessions.