

INSTRUCTOR BEST PRACTICES

HOST/ CO-HOST DUTIES

1. **Have at least one practice session with your co-host** before the student practice session. You may choose to do more than one session with your co-host to enhance your comfort level. If you do not have a co-host and would like a practice session, please notify Rhonda Stapleton rstaplet@ringling.edu.
2. **Discuss/rehearse the co-host roles/duties:**
 - a. Taking attendance (make sure the students in the waiting room are listed on the class roster); admitting students as a group or individually; what to do if an attendee is not on the roster.
 - b. Managing chats for technical issues/troubleshooting only, monitoring student questions, OR both.
 - c. Handling student questions (using raise-hand function or by actual hand-raising).
 - d. Telling your class your preferred structure.
3. **Discuss how to handle late arrivals.** Make sure your co-host is watching the waiting room. You may choose to enable a chime when someone enters the waiting room.
4. **Practice making your co-host the “host” of the meeting.** This will allow you to focus on your class. You can switch roles at any time. *There can only be one host at a time in class.*
5. **Screen name.** Most students will have their screen names on their device, but be prepared for someone who might not. If necessary, have the student add or change their screen name. *This tip may be useful in the event you have two students with the same first name.*
6. **Exchange phone numbers and emails with your co-host.** If the co-host needs to miss a session, please alert the OLLI/CS staff **one week in advance**. We will try to find a replacement for that day, or you may wish to ask one of your students to assist you.
7. **If your co-host becomes ill on the day of your class,** please let the OLLI/CS staff know as soon as possible. We will try to find another co-host. You may wish to ask a student who is familiar with Zoom to assist you with the hosting duties for the day. Get to know your students and find out who is comfortable using Zoom.

8. **If you have a guest speaker**, please let the OLLI/CS staff know the speaker's name and the date they will attend your class. *You must share the class link with your speaker.*
9. **If you have a guest student**, please let the OLLI /CS staff know the student's name and the date they will attend your class. Guest students are only allowed one visit per class. *You must share the class link with your guest; ask the student not to share with anyone else.*
10. **At the end of class**, and once all discussions have ended, be sure to **End the Meeting For All** or let students leave the meeting on their own.

PRACTICE SESSION / BEFORE YOUR FIRST CLASS

1. Encourage students (by email) to attend the free class practice session with you. The practice session will take place one week before your first scheduled class. (**Note:** Let Danielle LaSenna dlasenna@ringling.edu know if you wish to schedule your practice session at a different time). *Practice sessions are not mandatory but are encouraged.*
2. Make sure students know not to share their Zoom link with anyone outside the class. *Remember: Everyone in the class is a paid registrant.*
3. Explain that there will be one link for the class.
 - a. The link used for the practice session is the **same link** that students will use each week for their class. They must save the class link for weekly access. Think of the link as the key to the classroom.
4. Practice sessions should last only 20-30 minutes. Do not present any course material during the practice session. This session is for you to welcome students, discuss class open time, have them test audio and video, and make sure they can do basic Zoom tasks before your first class. It will save time in your first official class session.
5. Explain how discussions and questions will be handled in your class.
6. Discuss with your co-host and students what to do if they cannot get into your class.
 - a. Make sure they are using the correct class link. *If students are taking multiple classes, they will get a different Zoom link for each class.*
 - b. Refresh the browser and try using the link again. Be patient. It might take a few minutes to get into the class.
 - c. Call the OLLI/CS office (941-309-5111) or email mburrows@ringling.edu or olli@ringling.edu if experiencing persistent problems with using your class link. If there's time, the staff will troubleshoot the problem.

DAY OF CLASS

1. Open your classroom at **least 15 minutes** ahead of schedule each week.
 - a. You may choose to open the room earlier for the very first class.

- b. Tell students how soon they can expect to get into the classroom each week. Be sure to be on time. *This is important because if a student comes to your class far ahead of your scheduled open time, they will be in the waiting room for a while and may think there are technical issues with their device.*
2. Make sure your co-host is on board with an early classroom opening.
3. Tell students how your class will be structured, how questions are handled, discussions, etc. *Repeat the information for students who might have missed the practice session.*
4. If a student's name does not appear on the roster, admit the student (get their name), and send an email to the OLLI staff (mwhitson@ringling.edu or dlasenna@ringling.edu) at the end of class. The staff will follow-up and confirm the student's registration.
5. If this is your first-time teaching with Zoom, remember to **KISS** – Keep It Simple for Students, and for you!
6. Breathe and enjoy your class. The students want you to succeed.

END NOTES

1. The OLLI/CS staff will send your class roster **3 days** before the practice session. They will send updated rosters prior to the first day of class, as registration continues.
2. The OLLI/CS staff will send you and your students the official Zoom classroom link **7 days** before the practice session.
3. The OLLI /CS staff will work to find a co-host for you. We cannot guarantee you will have a host, but we will make every attempt to find one for you.
4. You or your students might experience an “unstable internet connection” at some point during your class. Leave the meeting, refresh the browser, re-enter the classroom link. You may have to do this more than once.
5. Use a direct connection (plug into an outlet) rather than relying on battery power for your class.
6. Be aware of a brief lag time in transmitting and receiving information, which may be initially awkward.
7. Disruptive Attendees – If a student is persistently disruptive, you have options for addressing the disruption. You may choose to stop the student's audio and/or video if necessary. In a worst-case scenario (which is rare, in our actual classroom experience), you may choose to place him/her in the waiting room or remove the student from the class. In either case, please alert Sheila Reed sreed@ringling.edu.