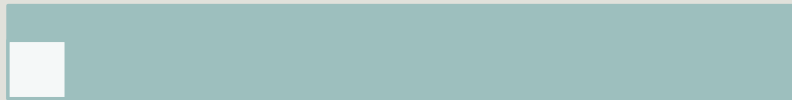# SSC Class Host and Zoom Scheduler Guide

SUNRISE SENIOR COLLEGE CURRICULUM COMMITTEE

MM DD, 2024

Responsibilities

Host

Primary contact with presenter

Coordinates presenter's class requirements and materials

Primary contact for class participants

Assist scheduler

Scheduler

Create or coordinate the zoom class

Alert/email participants on zoom details

Start and save zoom recordings

Assist host

SSC / UMM platforms used

UMS Zoom (University of Maine System)

- Set up and run zoom meetings

CourseStorm

- Monitor registrations
- Email class materials and zoom links

SSC email account

- Monitor registrants' questions / concerns

Host:

Contact Instructor

- Determine presentation needs and configuration, e.g. laptop, thumb-drive, white board, marker pens, etc.
- Determine if any class materials need to be forwarded to participants and/or copied for same.
- Discuss how to address questions in class from both in-person students and students participating remotely on Zoom
- Coordinate timing of class start, e.g. when to meet at the class or when to start the zoom for set up. Note: zoom classes and room availability are usually set up ½ hour in advance of class start time.
- Discuss zoom expectations such as muting students, recording, etc.
- If needed, coordinate a test rehearsal on zoom. Note: The Scheduler can help coordinate this test.

Host:

Sponsor the class

- Welcome participants
- Give quick spiel for SSC and upcoming events
- Introduce the speaker
- As needed, pass out or ensure that participants received class materials
- Advise how questions when/will be addressed
- Alert participants that the class will be recorded with the permission of the instructor

Host:

Sponsor the class - continued

- Take attendance (with help from the scheduler regarding students participating on Zoom)
- With scheduler, recognize questions either physically or thru zoom – e.g. chat or raise hand feature
- With scheduler, help to manage distractions (e.g. mute / video on)

Wrap - up

- Thank the instructor and personally hand the signed gift card
- For multi-class courses, notify participants of next class coming up

Scheduler:

Zoom set-up and notification

- Set up zoom session(s) for classes*
- Send zoom link to participants prior to class Note: custom is ½ day before, e.g. afternoon prior to next morning session
- Send zoom link to host for forwarding to instructor (or send to both, however coordinated with host)
- *Note: Classes are pre-scheduled by an appointee of the Curriculum Committee, as is the room scheduling.

Scheduler:

Start up class

- Start zoom session ½ hour before class
- Monitor class registration for late participants – send zoom link
- Monitor email to ensure no issues with participant sign on
- When instructor and host joins zoom, tag them as co-host (the host can help facilitate the instructor)
- Start recording

Further details on pre-class activities

(1) About a half hour before the class, check the class registrations again in CourseStorm to see if there are any late arrivals. If there are, you must again go into the scheduled zoom session, again copy the zoom link and send it to the late registrant(s) through the SSC email account. Don't use the CourseStorm email as it is designed to go to all participants.

(2) Start the meeting from the UMS zoom platform. On the meeting page, you will see the meeting you scheduled. Run the mouse over the meeting and to the right there will be symbols to "Start" "Edit" "Delete" the meeting. Click on "Start"

ALWAYS start the meeting from the UMS zoom platform. Don't start the meeting from the email link you have in your inbox. When you start the meeting from the UMS zoom platform you will have the Host authorities to use the functions to make others co-hosts as well as other actions. You won't have those Host authorities if you start the meeting from a link in an email.

(3) That will begin the zoom session. At this time, you are the Host. When the assigned host, presenter and co-host arrive, you will use the "Participant's Box" to designate each of those people as a co-host or a host depending on the arrangement you have made with the host.

(4) If you are registered as a participant in the class you stay on. If not, you can make the class host the real host and you can sign off.   However, if someone has requested that the class be recorded, you and the host need to make sure that the Record function will be activated and that it will be stopped when the class ends.

Scheduler:

Monitor class

- Monitor participants on zoom
- With host, recognize questions either physically or thru zoom – e.g. chat or raise hand feature
- Manage distractions from zoom participants (e.g. mute / video on)

Scheduler:

Wrap - up

- Stop recording
- Exit out of CourseStorm
- Exit out of Zoom
- Close any other open apps, e.g. instructor's platform, if applicable
- Shut down the computer, overhead, etc.

Scheduler:

Post-class

- Monitor SSC email for notification of when recording is available (typically emailed by end of same day)
- Copy email and modify relevant information on another platform (Word)
- Add reminder that recording is only available for 2 weeks
- Go to CourseStorm and send email to registrants usually by copying / pasting as above (see CourseStorm email instructions)
- Ensure that email is formatted well, and that link is active

Further details on sending out the full video/audio cloud recording

Sign on to the SSC email account.
(1) Google *UMS User Account Management*
(2) Click on *UMS Email* in the top sentence on the webpage
(3) Sign in as sunriseseniorcollege and use the password you were given from the Curriculum Committee Chair
   Note: You can set the SSC email account up on your device.

Check for the email with the cloud recording of the class. Copy information to another document for formatting and wording.

Open CourseStorm and set up Send Email. Paste information from above document.

Send these to registrants who have requested them. Note: currently we send to all. Recommend working with instructor to understand their preference.

Move the email to the "Zoom Recordings" folder in the SSC email page

Zoom Guide

➢ Set up
➢ Owl? Or separate ppt?
➢ Monitoring class sessions
➢ Shut down

Zoom Guide

➢ Set up
➢ Monitoring class sessions
➢ Owl? Or separate ppt?
➢ Shut down

Scheduling a zoom session on the SSC zoom platform

(1) Go to https://maine.zoom.us/profile

(2) Provide your university email address (*sunriseseniorcollege@maine.edu*) and the password you will be given to verify your identity.

(3) Navigate your way to "Meetings," then go to "Schedule a Meeting."

(4) Type in the name of the class in the Topic box.

(5) Enter the correct date and time for the meeting and add 30 minutes to both the beginning and the ending time. Example: Class scheduled from 1 to 2 PM will be created in zoom from 12:30 to 2:30.

(6) If the course has more than one class, click on "Recurring Meeting"

(7) Make sure that "Generate automatically" is clicked for Meeting ID

Note: Often 1 person designated by Curriculum Committee will create all zoom sessions

In Meeting Options Select "Allow participants to join anytime" to facilitate entry.

Don't forget to click "Save" once you have set up your meeting!

You have finished scheduling.

Note: when you click on Save, you will be taken to the second part of the zoom session scheduling. At this time, if you wish you can copy the link for the email to participants.
Recommend that you open a Word session or similar platform where you will save and use for this email.

Click on Copy Invitation
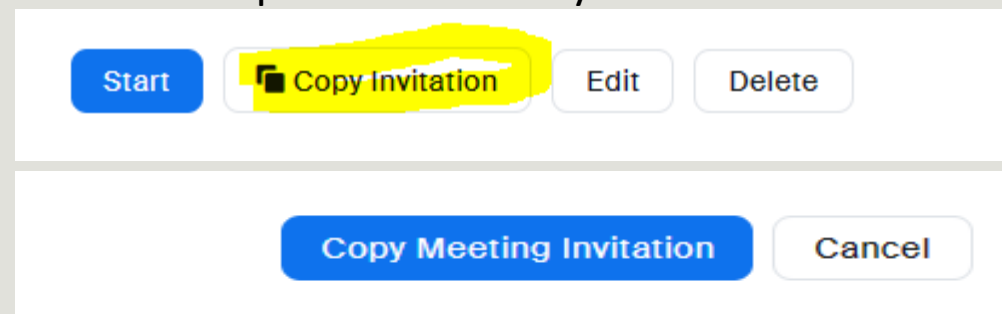
Click on Copy Meeting Invitation

You will get a message that meeting has been saved to clipboard.

Paste to Word or similar platform (noted above) and modify/format as you wish for actual email to participants.

Zoom Guide

➢ Set up
➢ Owl? Or separate ppt?
➢ Monitoring class sessions
➢ Shut down

Placeholder for Owl instructions

Zoom Guide

➢ Set up
➢ Owl? Or separate ppt?
➢ Monitoring class sessions
➢ Shut down

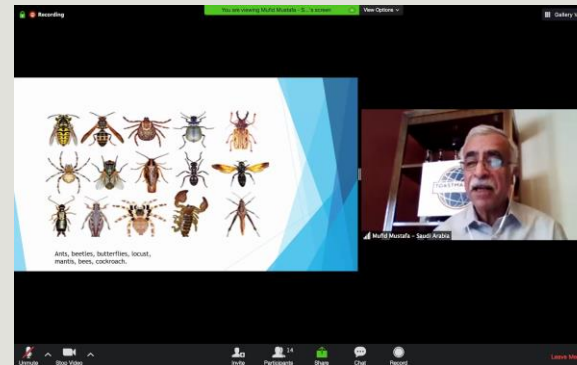# Gallery View and Speaker View

Hosts and participants have two ways to observe a zoom class.   Recommend that you ask instructor which view they prefer.

(1) **Gallery view** lets all participants see each other on one or several screens. Some devices have small gallery ability and participants must swipe to get a new window to see other participants.

(2) **Speaker view** shows just the speaker in the entire window and the speakers power point or other images. Some devices when in speaker view also show the participant's live video (or video stop) in a small box at the bottom of the screen.
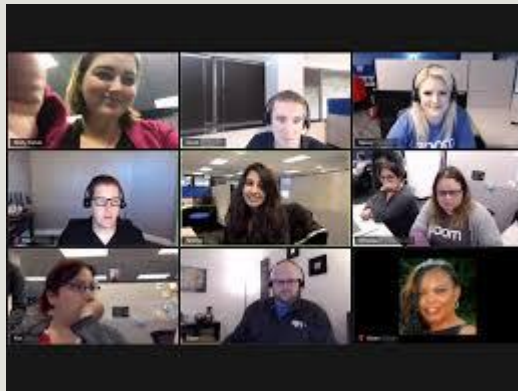

Speaker view

Gallery view

Finding gallery view and speaker view

Devices differ on the location of the gallery view and speaker view icon. On all devices, however, the gallery view is depicted as a grid symbol The speaker view differs but is labeled as speaker view.

On Windows and Apple computers and laptops, the icon for speaker and gallery view is in the upper right hand corner of the zoom screen.

For Apple Ipad, the icons are in the upper left hand corner.

Click on the icon that is needed
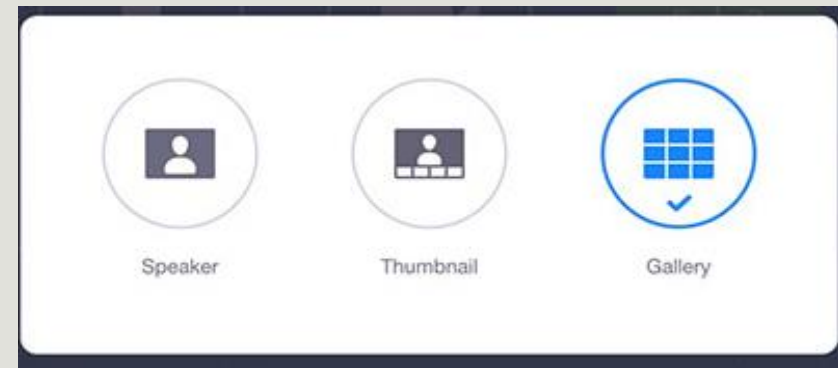
Participants Box – the participants box is used to identify all the people attending the class as well as information about their microphones and status of their stop video. Note: It may be appropriate to alert participants that there is a rename feature that will allow the person to identify their names vs a potential default to their device, e.g. Ipad3

On your dashboard, look for this icon
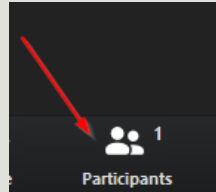
When you click on this icon, a box will appear and all the participants' names will be in this box. The Host of the session will be outlined. Your name (Host, Me).

When the instructor joins the zoom, make sure to click on their name and change their designation to Co-Host.

This box will tell you which participants have muted microphones. You can also tell if a participant has clicked on " Stop Video"

Muting all participants

At the bottom of the participants box there is a set of actions depending on your device. These actions can be "Mute All" "Unmute All" "Invite" and "More". The one you will use as the Scheduler (Host in Zoom) is "Mute All". This gives the Host the power to mute all participants during the presentation.

Each participant name will show a muted microphone when the Host clicks on "Mute All" or when the participant mutes her or himself.
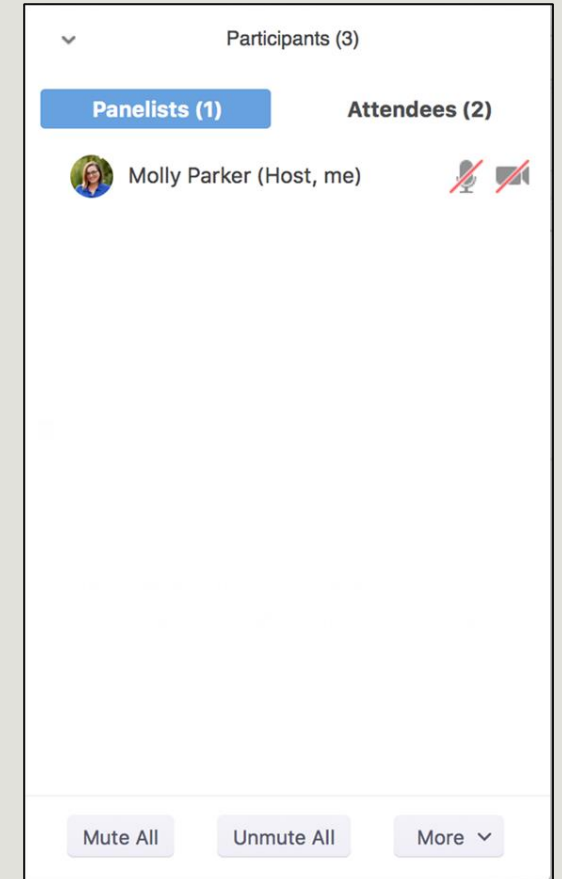
Unmuting participants

The scheduler can only "Unmute All" if so desired. Each participant will have to unmute him/herself if they wish to speak or ask questions.

NOTE: In this section, Zoom uses the terminology "HOST".
Please substitute HOST for Scheduler because it will be the class scheduler that will be responsible for these functions. The word HOST is maintained because that is how Zoom talks.

It is preferred that all participants mute their microphones unless they will to ask a question or make a comment.

This will prevent feedback from any device as well as keep out extraneous and distracting noise from participants - such as talking in the background at the participants' residence, dog barking, phones ringing, etc.

Stop Video – when the stop video icon is clicked, the participant's live video is replaced by an icon. The participant's name is still seen.
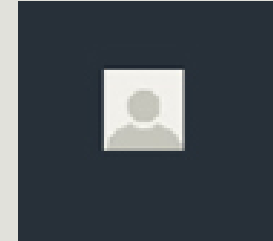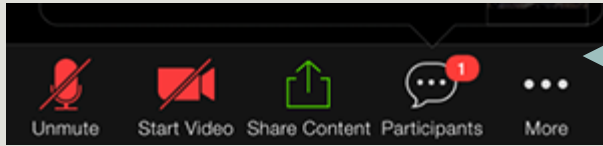

Some participants may have created a profile photo that replaces the live video when stop video is clicked. The participant's name is still seen.
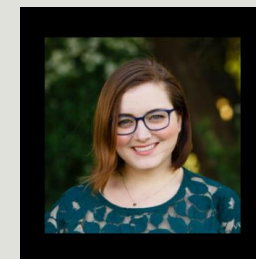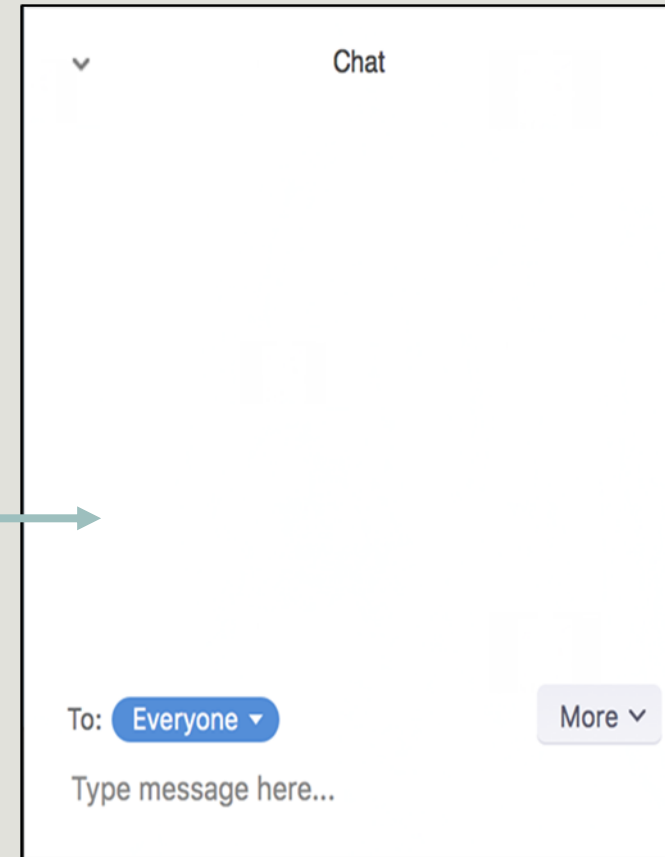
Using Chat for questions for the speaker

The "chat" feature is located under the "More" three dots in your dashboard.

When you click on "More: you will see "Chat". Click on Chat and a box appears. Each device has its own structure for Chat.
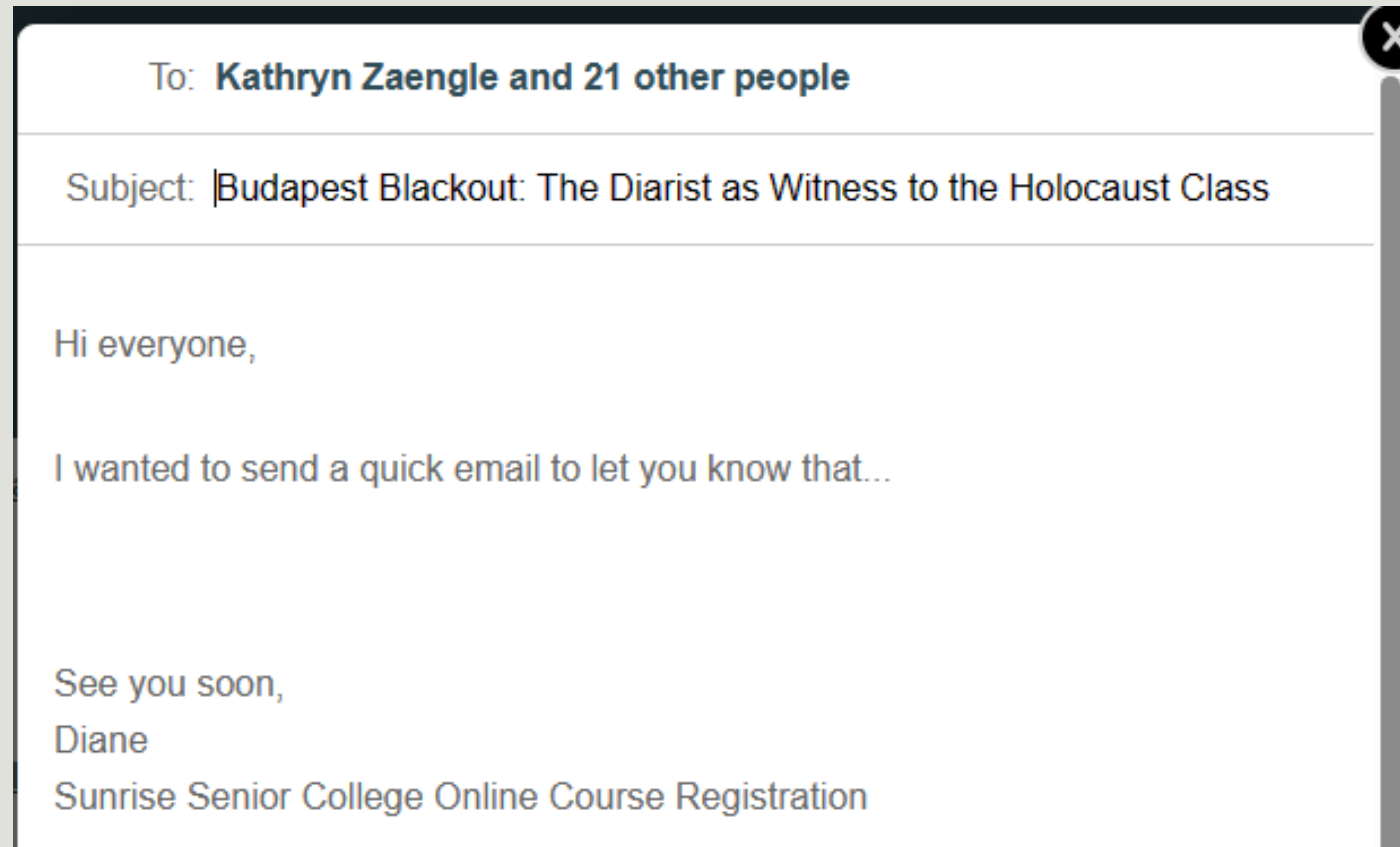
Sending messages through Chat

(1) The "To:" button enables you to send your chat to a specific person or to everyone in the class. The chat defaults to "Everyone".

(2) To message a specific person, click on down arrow and all the names of the participants show up. Click on the person you wish to chat before proceeding with your message.

(3) In a class where the speaker prefers to raise questions through Chat, you may send directly to the zoom designated Host or co-Host (or to Everyone if preferred).

(4) Type your message in the box indicated by your device. Click on Send

(5) The class scheduler should monitor chat for messages and questions and present them to the instructor when time allows.

(6) Note: All chat messages will be captured as part of the Zoom recording.
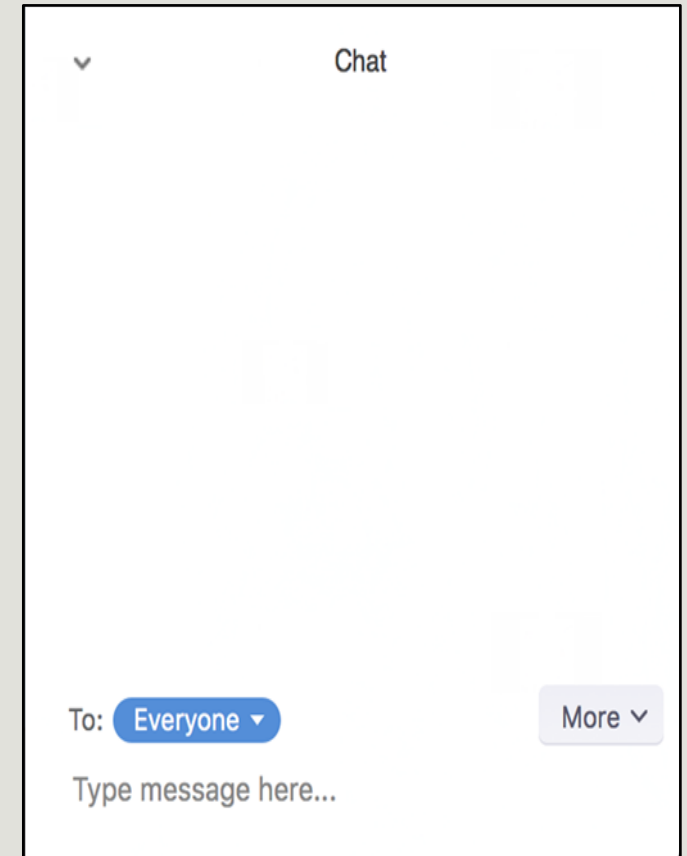
(5) – continued: A pop-up box with an email address line and a subject line will appear - such as this example:

To: **Kathryn Zaengle and 21 other people**

Subject: Budapest Blackout: The Diarist as Witness to the Holocaust Class

Hi everyone,

I wanted to send a quick email to let you know that...

See you soon,
Diane
Sunrise Senior College Online Course Registration

(6) At this point you can copy / paste from the document you created that details the zoom link and class date and class time.   See Recommended Instructions.

"Raise Hand"

The "Raise Hand" option is located in the Participants Box. Click on the "Raise Hand" icon and an image like the one above will appear on your video box. This will indicate that the participant has a question.

The Scheduler and/or Host will keep a record of who has the Raise Hand icon on their video box – hopefully by who was first, second, third, so on. When the question period starts, the participants will be called on in order of their "Raise Hand" icon.

Zoom Guide

- ➢ Set up
- ➢ Owl? Or separate ppt?
- ➢ Monitoring class sessions
- ➢ <mark>Shut down</mark>

Place holder for Shut Down procedures

CourseStorm

➢ Access
➢ Email

CourseStorm

➤ <mark>Access</mark>
➤ Email

Accessing CourseStorm

(1) Acquire administrative permission to use CourseStorm from the Curriculum Committee Chairman. A link that will give you permission to use the admin functions will be provided.

(2) At the bottom of the CourseStorm Web page, (ssc.coursestorm.com) you will see:

(207) 255-1384 • 19 Cove Road, Machiasport ME 04655 (get directions) • sunriseseniorcollege@maine.edu • © 2021Powered by CourseStorm
Staff Log In – is this still true?

(3) Click on "Staff Log In". You will need to supply your email address and your own password that you entered when you registered as a student or an admin user for CourseStorm

(4) You may also have "Admin Site" in the top left-hand corner of the web page. You can click on that. It will take you to the same place as "Staff Log In"

Using CourseStorm Administration

Once inside the administration side of CourseStorm, your first page will show current class registration. On the left-hand side of the page is a menu of choices and actions. Click on "Classes" under "Catalog"

Then go to email instructions.

Dashboard
- Registrations
- Students
- More

Catalog
- Classes
- Categories
- More

Marketing
- Emails
- Auto Marketing

Course Storm

- ➢ Access
- ➢ <mark>Email</mark>

On the next page you will see

2021-2022 Administrative Records ▲▼

(1) Click on the down arrow after the word "Records". In the drop-down menu that appears, click on the semester you need to work with – for example: "Winter-Spring 2024"

(2) On the next page is a listing of all the courses. Scroll down the courses until you find the course you have been assigned.

(3) Reading across the page from the course name, find the "Registrants" column and click on the underlined number of registrants.

(4) A pop-up page will open with the name of the class and registrants' names under silhouettes.
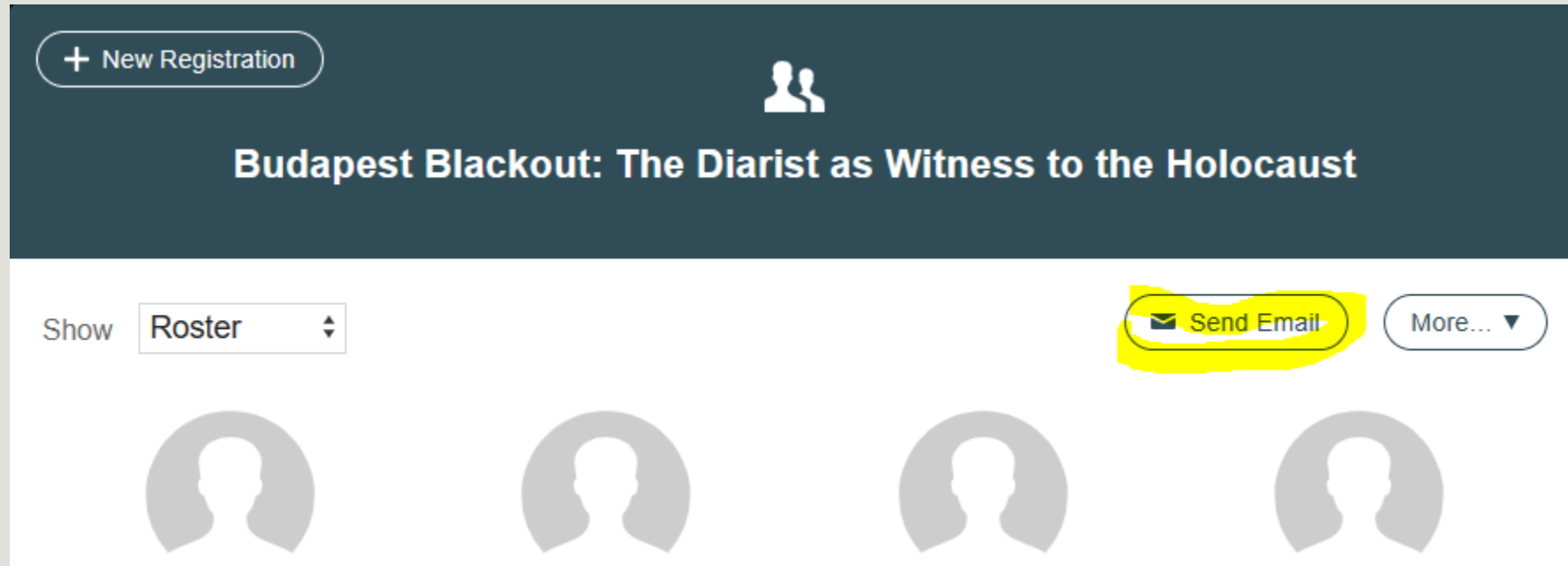

(5) Click on "Send Email".

(5) – continued: A pop-up box with an email address line and a subject line will appear - such as this example:

To: **Kathryn Zaengle and 21 other people**

Subject: Budapest Blackout: The Diarist as Witness to the Holocaust Class

Hi everyone,

I wanted to send a quick email to let you know that...

See you soon,
Diane
Sunrise Senior College Online Course Registration
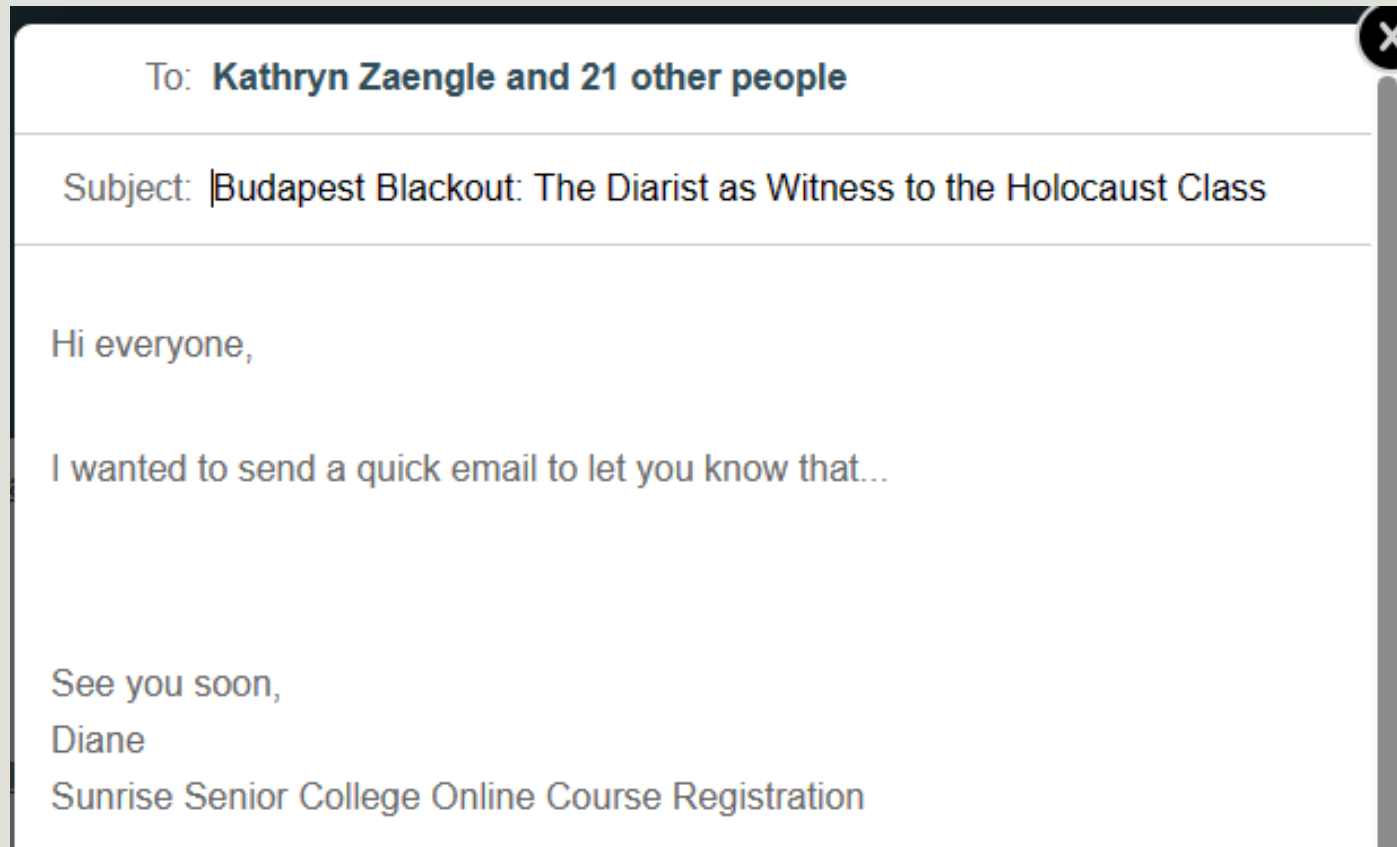
(6) At this point you can copy / paste from the document you created that details the zoom link and class date and class time.   See Recommended Instructions.

(7) At the bottom of the email pop-up, you will see the "Send" function.
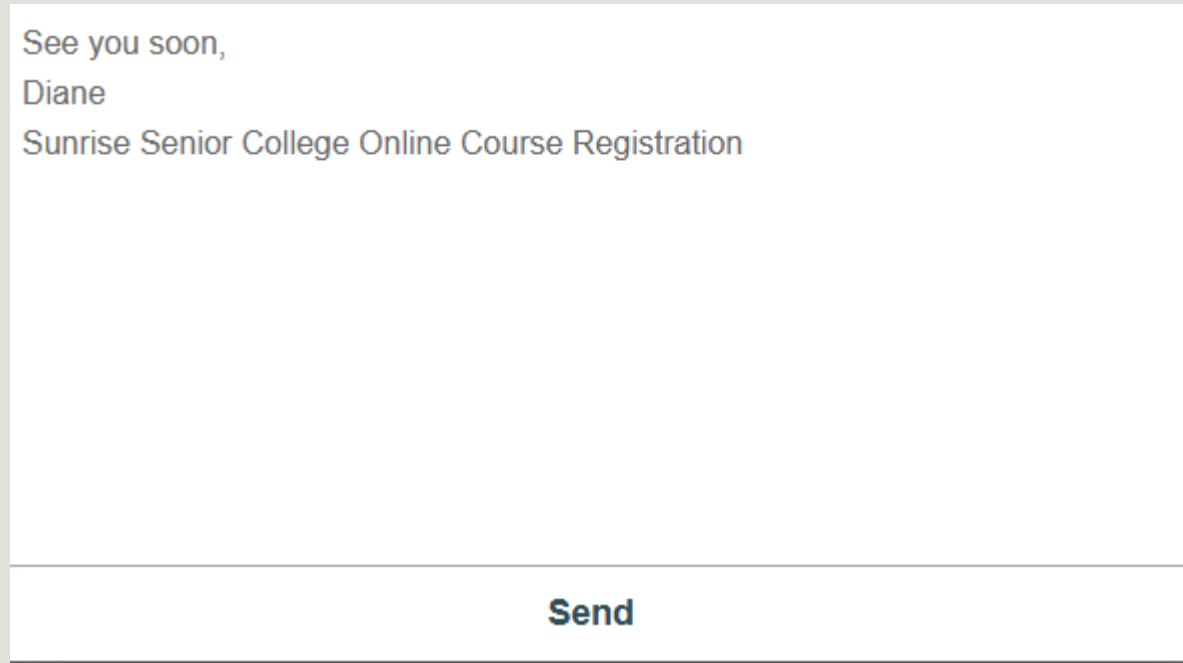
(8) Once you have ensured that the message you pasted has formatted will and that the zoom link is active (usually by being underlined) you can click "Send"

(9) The next window will show that the email has been sent after which you can X out of the function.

(10) Note: As a registrant you will receive a copy of this email in your personal email box. You can then forward that email to the Class Host and/or Instructor.

Setting up the Link email to registrants Recommended Instructions

In your personal files, set up a Word Document or similar platform that contains the greeting and information you wish to include in the zoom class link email. For example*:*
> *Hello! Here is the link to the zoom class "Learning to Use CourseStorm" which will be held on Date and Time.*
> *Please sign in a bit early so we can get everyone settled before the class starts. Remember to mute yourself*
> *when you arrive at the class. Thanks, YOUR NAME*

In the Zoom click on the meeting you wish to send a link to, go to the second page of the meeting setup. Look for blue writing such as: https://maine.zoom.us/j/89218901775?pwd=cFVYbHJUK2trVzZaNVdXd21PTlUzUT09 Copy Invitation
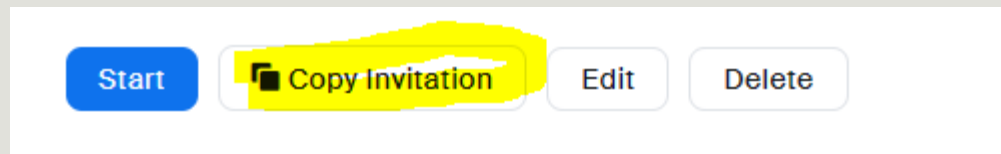
Click on Copy Invitation

Click on Copy Meeting Invitation
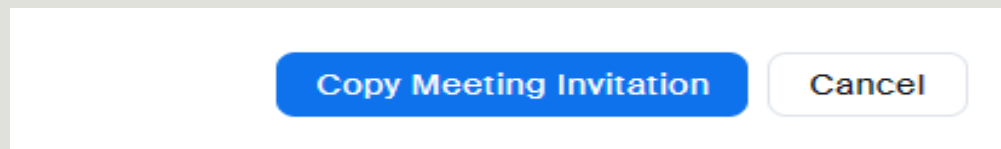
You will get a message that meeting has been saved to clipboard.

Paste to Word or similar platform (noted above) and modify/format as you wish for actual email to participants.

Recommendations on email formatting

You can change the override the wording in the CourseStorm invitation

Your wording should reference the class date and time (note time start up time, NOT zoom start

You may need to separate out the different parts of the link. When you paste the link into the CourseStorm email, it becomes squashed together. The link should have the parts distinctly separated like the example to the right. You should insert a space after the link to ensure it is hyperactive.

Delete the "polycom" paragraph and the Help Desk blurb. And you may wish to delete most of the phone numbers which are rarely used.

Hi there,

sunriseseniorcollege@maine.edu is inviting you to a scheduled Zoom meeting.

Topic: Learning to Use CourseStorm S2222
Time: Feb 28, 2021 06:30 PM Eastern Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android:
https://maine.zoom.us/j/81534818132?pwd=V2pVZnJxR1NqZnZoaGUwWDE5MTRTUT09
    Password: 139825

Or Telephone:

        US: +1 312 626 6799 or +1 646 876 9923 or +1 301 715 8592 or +1 253 215 8782 or +1 346 248 7799 or +1 408 638 0968 or +1 669 900 6833
      Meeting ID: 815 3481 8132

From a Polycom or other H.323 room system that is not a member of a video conference, click call on the remote and dial one of the following IP addresses followed by # the meeting ID and # again:
  162.255.36.11 (US East)
  162.255.37.11 (US West)
      Meeting ID: 815 3481 8132
    Password: 139825

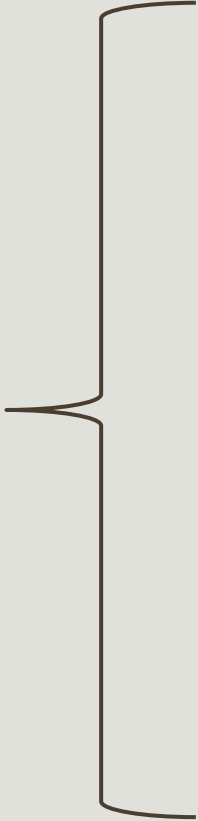Please call your campus Help Desk if you need assistance.

What the edited zoom link should look like

Hello! Here is the link to the zoom class (S2222) "Learning to Use CourseStorm" which will be held on Date and Time. Log in a bit early so everyone can be settled in before class starts. Please mute yourself when you log on."
Thanks, YOUR NAME

Salutation info

Topic: Learning to Use CourseStorm S2222
Time: Feb 28, 2021 06:30 PM Eastern Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android:
https://maine.zoom.us/j/81534818132?pwd=V2pVZnJxR1NqZnZoaGUwWDE5MTRTUT09
   Password: 139825

Necessary info

Or Telephone:

      US: +1 312 626 6799 or +1 646 876 9923 or +1 301 715 8592 or +1 253 215 8782 or +1 346 248 7799 or +1 408 638 0968 or +1 669 900 6833
      Meeting ID: 815 3481 8132

Suggest adding a page with Help/Contact info for SSC & UMS people. For example, SSC Board president and SSC Curriculum Committee chair.