

A Students' Guide to Zoom*

*This guide was made for UNC students but can be adapted for your campus.

FAQs

What's zoom like?	If you've ever done a google hangout or met up with more than one person on any platform (Skype, FaceTime, etc.) then that's pretty much what it's like. It has some different functionality (like sharing your screen and annotation) but it's very similar to other conference call platforms. From time to time some of the menu options or windows are minimized so you may not see some settings you expect to see. Poke around – you won't break it!
What should I do to be on zoom?	Download the app to your laptop, phone, or whatever device you plan to use. It can be helpful to download it to a few devices. It has a web-based version; but there's more functionality in the app. Remember to sign in as your [onyen]@email.unc.edu email not any alias. UNC students here's where you go to get it: http://zoom.unc.edu/ . You won't be able to access some of the "breakout room" options with instructors if you don't download Zoom through your UNC account.
Set your name and add pronoun or pronunciation if you want.	At http://zoom.unc.edu/ you can go to your "profile" and change your name. Use the first and last name you prefer. If you have enough space, consider if you want to add a pronoun or phonetic pronunciation. For example "Meredith Grey (she)" or "Kale (Kay-lee) Smith"
Once in a meeting room, what should I do?	Plan to arrive early and you can test your audio and video. If you expect your internet connection to be spotty, you can dial in on your phone for audio. The meeting request will give you a phone number to dial in (it actually provides many!). Once in, if it's a largish meeting (more than 4-5) you should mute yourself (note others can see if you have muted yourself). Most classes have the default set to mute at entry. You will be able to unmute yourself for questions if you do so outside the chat window. Please consider having the video on. Studies show people communicate better with faces visible. It can be tough to teach into a sea of black screens! But it's ok if you don't want to share video or cannot because of internet bandwidth issues.
What does it look like if I don't share my video?	Others will see a black screen and name for the account. Add a photo and name under settings, it'll be more personal, and help if you have a question to be able to use your name. In general though, if you don't mind and are able to have the video on, it can feel a bit more approachable for all. (If you don't want to show your surroundings, choose a virtual background in settings.)
How should I dress?	Join in whatever you feel like wearing. It's a pandemic. Just keep learning!

<i>What if I have a question?</i>	You can unmute yourself, use the “raise your hand feature” in the participants window, or if your video is on, physically raise your hand. Ask your professor what they prefer in their sessions.
<i>Is there a feedback channel?</i>	Yes. The chat window. You have the option to ask or talk to all members of the zoom meeting or specific members. Please note, the host (professor) will be able to see the private messages you send to others.
<i>What if my connection is glitchy?</i>	It happens. You can leave and rejoin the meeting or try a different device. Sometimes turning off your video helps. If all of that fails, your professor is likely recording the session , and you can watch it later.
<i>What’s the deal with break out rooms?</i>	This is a place where the host can assign you to a smaller group to talk. You should not be on mute there. You will get instructions on what to do there and when finished you can leave and rejoin the larger group or wait until the “host” brings you back. You can also ask for help by asking a host to join you if you are stuck on a problem in your breakout room.
<i>Will a professor know if I joined zoom? Can it be used for attendance?</i>	Yes, zoom can produce a list of participants if your instructor sets it up this way.
<i>How does recording work?</i>	The host may record the session for others to see. If you appear in the zoom session, you may appear in the video. Break out rooms are not saved.
<i>Can I share the recording with others or upload it somewhere?</i>	Good question! For student privacy issues it is important not to share the video (or screenshots) with people outside of your class.
<i>Can I save what was written in the chat window?</i>	Yes, you can save the chat by clicking on the three little dots on the bottom right. It will save as a .txt file to your computer. Save it before exiting the meeting.
<i>Is zoom closed-captioned?</i>	Not in real time, but the recording will have both a closed caption option as well as a transcript. If they are not provided to you and you need them, let your professor know.
<i>How do I leave?</i>	You can use the “leave the meeting” prompt. In small groups people often unmute and say thank you or goodbye. In larger groups, people often smile and wave before exiting.