ZOOM WEBINAR VOLUNTEER HOST HANDBOOK

September 2020

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INTRODUCTION

Thank you for volunteering to be a Zoom Webinar Host! Hosts are important for online courses they act as a liaison for the Instructors and those who attend the classes. The role of the Zoom Host is two-fold. The first is to be a liaison of support between the Class Host Committee, instructors, LIFE office, and class participants, supporting the smooth operation of LIFE Institute classes. The second is to be an Ambassador engaging members in the LIFE organization.

Below is the key responsibilities for the Zoom Webinar Host:

Zoom Webinar Hosts – key responsibilities:

- Attend the Zoom Webinar Host Training Session
- Connect with your instructor to introduce yourself as their Host
- At the first class remind participants about online webinar/classroom etiquette
- Reminding participants to complete the course evaluation at the end of the semester.
- End course webinars/meetings and thank everyone in attendance
- Provide feedback and communicate questions/comments/concerns made by class members to LIFE staff and instructors for best practices
- Assist in helping members who have audio or video issues to the best of your ability

LIAISON ROLE – key responsibilities:

- Reminding participants at the first class about classroom etiquette
- Making announcements about upcoming LIFE Institute events and volunteer opportunities.
- Reminding participants to complete the course evaluation.

AMBASSADOR ROLE – key responsibilities:

- Representing   the spirit of the Life Institute to fellow class participants, particularly when the Instructor is not a Life Member
- Undertaking member engagement activity if possible and relevant

Please note that there are minor differences in the responsibilities associated with being a Zoom Host for a class led by a volunteer instructor versus a class led by a contract instructor.

Volunteer Instructors:
- Are members of LIFE and volunteer their time to help lead and facilitate a class.
- Have access to the class roster (list of registered participants), which contains contact information for participants.

Contract Instructors:
- Are not LIFE members and are hired by the LIFE office.
- Do not have access to the class roster, which contains contact information.
- Can access the class attendance sheet.

Zoom Webinar Host Training Session:
Prior to the start of each semester, a LIFE Staff Member and/or member of the IT Committee will hold an Training Session covering the role and requirements of Zoom Webinar Hosts and discuss common issues that may arise and other topics of interest.

You will be provided with a Zoom Webinar Host Process Check list to assist with your role. It will help with ensure that all aspects and duties of your role are completed.

Hosting Your Zoom Webinars

Webinar Invitations

Each LIFE Webinar Course is scheduled as a recurring webinar. Each webinar has a password that is the same for each class, but different from the passwords used for other courses. Only students who registered for the course should have the password. As the Webinar HOST you **do not need the password or invitation**. You are opening (and hosting) the webinar by accessing the LIFE Zoom account directly. The Instructor will receive a **Guest Panelist invitation** for their course (set up by LIFE staff). Only they can see and use that URL/PASSWORD – not even the LIFE office knows that URL. Instructors have been warned not to lose that access information.

Signing In

When you sign in using the LIFE INSTITUTE VOLUNTEER credentials, Zoom accepts you as the host for that webinar. Please make sure you have logged out of any personal zoom accounts on your computer first.

Waiting Rooms

In LIFE webinars, class members are muted and hidden by default. A waiting room has been enabled so that the class cannot see or hear you or each other until you choose to commence broadcasting the webinar.

Open the chat at the side of your screen so you can monitor posts. You have the power to delete inappropriate posts. Do not hesitate to use that power.

If you encounter technical issues, text or call Dennis at 647-225-0402.

Appendix A at the end of this handbook will provide you with a process checklist.

During your first class you can also take a moment to introduce yourself to the class members and:
- Introduce yourself as the Zoom Webinar Host
- briefly explain the role of the Zoom Webinar Host
- ask how many class members are new to LIFE and welcome them to LIFE

At the End of the Class

Important: End the meeting for all participants and **sign out of the volunteer zoom account.** Only the host has the authority to end the meeting/webinar. If you don't end the meeting/webinar and sign out, the next class cannot begin.

Zoom Webinar Host Opening Comments

Using the opening comments message to inform members of how the class will flow and what they can expect.

Opening Comments for Session 1: COURSE NAME

- Hello. My name is _____ and I'll be your Zoom Host for the entire session of (**course name)** _____

- I'm pleased today to welcome (**your instructor's name**) _____ your instructor for (**course name**) _____

    Example of intro you might give
    - Many of you may know xxxx already as he has been an instructor at The LIFE Institute since *2014*.
    - xxx has also been teaching at xxxx since *2015* and has many publications as well as on-the-ground field experiences.
    - xxx *has both an MA (Near Eastern Languages & Civilizations) and a PhD (Hebrew Bible & Archaeology) from Harvard and xxxx completed his undergraduate work in Anthropology and Archaeology at the University of xxxx.*

- Here are some reminders about this course that may be worth repeating:

- It will be conducted in a Zoom Webinar Format.

- That means that you will only see the instructor and either the Zoom Host, or a LIFE Institute Logo, as the host.

- Your video cameras and audio microphone have been turned off. The instructor may choose to turn your audio and video on during the course, or not.

- Please remember to use the CHAT function when you want to ask a question or seek clarification. You can find the CHAT function in the toolbar at the bottom of your screen.

- It is important to remember that your comments/question will be PUBLIC.

- You can also raise your hand by clicking on the icon located in the toolbar at the bottom of your screen.

- Unfortunately, there is NO recording or closed captioning available for each session of the course.

- Please do not disclose your (**course name**) password to anyone else (and remember that passwords are case sensitive).

- I'll list my email in the CHAT box if you need to follow up with me after the class.

NOTE:
If you know ahead of time that you will be unavailable to host a webinar, connect with the LIFE office as soon as possible so other arrangements can be made on your behalf.

Zoom Host Checklist

Prior to the First Class:
- The LIFE office will email you and introduce you to your Instructor. You will be able to set aside time to discuss how the Instructor will need your support i.e. managing the Q&A, breaks during class, etc. When you meet your Instructor:
    - introduce yourself.
    - provide them with your contact information, such as an email address.
    - ask how they would like to be introduced in the first class
    - ask how they structure their teaching and if they wish any support on managing Chat.

At the First Class:
- Follow Zoom instructions to Start first class

- Introduce yourself to the class members and:
    - briefly explain the role of the Zoom Host.
    - welcome participants to this course and any new members to the LIFE Institute.
    - review Zoom etiquette including:
        - Communicate through the chat function
            - Chat visible to all participants; any inappropriate comments will be deleted by host
        - Status of mute – instructor controlled or participant
        - If technical problems communicate to Zoom Host individually via Chat function
            - Audio and screen issues not experienced by others …. Trying to say politely Fix it yourself
    - Introduce the instructor and welcome to Life if the Instructor is not a Life Member
    - See the sample script attached to this Zoom Handbook
    - Monitor the chat for technical questions, appropriate comments, and on-line behavior, and (if requested by Instructor) grouping of comments or questions to facilitate effective and timely discussion

Ongoing Activity During Course:
- Welcome participants to start each class
- Try to use the participant's first name in any interactions to try to develop a more informal community tone
- Review any key Zoom etiquette issues and protocols - i.e. use of chat, muting, - that may be relevant to the course
- Monitor the chat
- If requested, make announcements, such as reminders of LIFE events/evaluations/volunteer opportunities. You will be emailed by the LIFE office if information needs to be relayed to your class.
- If there are any announcements that need to be sent out to all class members, e.g., class cancellation,

schedule change, send an email to the office at info@thelifeinstitute.ca indicating the name of the course and the exact wording you wish to be sent.

NOTE:
If you know ahead of time that you will miss a class, please connect with the LIFE office as soon as possible. **DO NOT** ask another member to cover for you when you are away.

Last Class:
LIFE sends course evaluation forms to class members by email at the end of the course. They are completed online and are anonymous. PLEASE STRESS THE IMPORTANCE OF THE EVALUATION FORM AND THE VITAL PART PARTICIPANTS PLAY IN EVALUATING THE COURSES THAT LIFE PRESENTS. THE MORE FEEDBACK WE GET, THE BETTER TO ENSURE THE QUALITY OF COURSES.

#	TASKS	Completed
	**Process Checklist: Hosting a LIFE Zoom Webinar**	
1	Go to www.zoom.us	
2	Click on Sign-In and enter: volunteers@thelifeinstitute.ca	
3	Enter **Password** given to Hosts during training session	
4	Go to Webinars and click on the one you are hosting	
5	Click on Start	
6	Click on Participants and wait for the Instructor	
7	Turn on Video	
8	Check Chat function to enable All Panelists and Attendees	
9	Click on … More for other options if required	
10	Wait for Instructor to join	
11	In the Participants box, make the Instructor a Co-host	
12	Remind Instructor to click on: 　○　Share Computer Sound and 　○　Optimize Screen before Instructor clicks on Share Screen (in case they will be sharing music, videos, etc.)	
13	Verify with the Instructor that the Opening Slide is correct	
14	Click on Broadcast (You are LIVE – everyone can see and hear you)	
15	Host can welcome attendees, make opening remarks, provide instructions, etc.	
16	Once Instructor begins, Host should click Video to OFF to display LIFE Institute logo	
17	Click on End Session when the Instructor has finished the presentation	
18	Log Out of the LIFE Institute Zoom Profile COMPLETELY	
NOTES:		