



## GRAND LEARNING STUDENT ZOOM PROCEDURES

To participate in Zoom classes, you will need to have a webcam and microphone installed on your laptop or desktop or a smartphone with the Zoom app. The Zoom experience on your phone or tablet is not as robust as the desktop version for Windows or Mac, but it is possible.

Zoom is fairly user friendly. If you would like more information and tutorials, visit [zoom.us](https://zoom.us), or YouTube. There are also links to tutorials on the Grand Learning website [grandlearning.org](https://grandlearning.org).

### Registration

Register for classes online by visiting [grandlearning.org](https://grandlearning.org). Only credit cards can be accepted at this time.

**Deadline for registration is 12:00 pm TWO DAYS prior to class start, or 12:00 pm on Friday for Monday classes. Each student must have his/her own email address.**

- A Zoom link to join class will be sent to your email address on file by the end of the business day before class starts. Monday classes will be sent on Friday. Check Junk/Spam if you don't see it the email.

Grand Learning is inviting you to a scheduled Zoom meeting.  
Topic: Grand Learning Class  
Time: 12:00 AM AZ

Join Zoom Meeting  
<https://zoom.us/j/12345678910>



Meeting ID: 123 4567 8910

- Use the same link for **multi-session classes** each week, so, please, **SAVE the email**. We suggest you put your emails with Zoom links in a folder (or Label them) so they are easier to find later. Some Grand Learning classes span several weeks and you will need the link each time.
- PLEASE – Do not share links with anyone. Only PAID students whose email address matches the class roster will be admitted to class. Sharing links with unpaid persons may result in removal from class.
- Click on the link and, if you have Zoom downloaded, you should automatically connect to the app. Otherwise it will prompt you to download and launch. Just follow the prompts. Do this several days before the class is scheduled to begin so there is time to address any issues that arise.
- **Class HANDOUTS** (if applicable) will be sent to students' email address on file. Some instructors may choose to post their handouts on a [grandlearning.org](https://grandlearning.org) blog page. Grand Learning will not be printing handouts.

## Zoom Overview & Features

When you join a Zoom meeting (“class”) hosted by another user (Grand Learning), you are considered an attendee (“student”).

When you access Zoom through the link provided by Grand Learning, you will be placed in a “waiting room” and will see this screen:

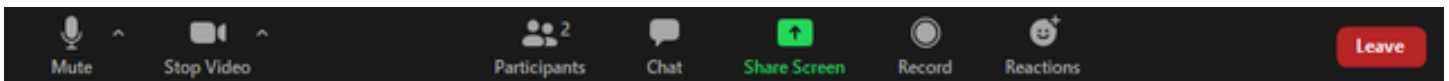
Please wait, the meeting host will let you in soon.



(Meeting/Class topic)

1. Once admitted to class, please locate and **CLICK the “PARTICIPANTS”** icon in the “attendee controls” (black bar with icons) to view names of everyone in attendance. This will allow you access to the “non-verbal feedback” which will be explained later.

The attendee controls (black bar) typically appear at the bottom of your screen.

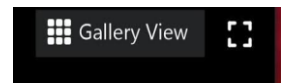


2. Attendance: In order for Grand Learning to identify and verify student attendance, **your screen name must be your first and last name**. Sometimes “IPHONE” or your phone number appears so please “RENAME” yourself.

**Rename:** Hover over your name, click **More** and choose **Rename** to change your screen name displayed to other participants.



3. Screen Layout: There are 3 video layouts when no one is screen sharing: Active Speaker View, Gallery View, and floating thumbnail (video image) window. Gallery view shows videos of all participants and is most common. Depending on your computer, you can display up to 49 participants in one page of Gallery view. If more than 49 people are in the meeting, 49 thumbnails are displayed on each page.



4. If you can't see all of your desktop icons, you may be in “full screen” mode. You can toggle back and forth by clicking on the icons, usually located at the top-right corner, or hitting escape on keyboard. The icons may be arrows, or look like this:



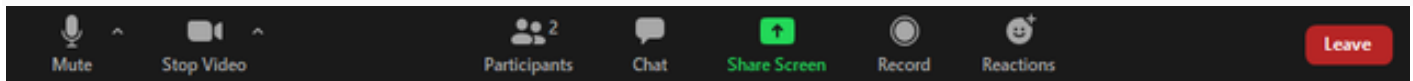
Enter Full Screen



Exit Full Screen

## 5. Students have access to these features:

NOTE: Grand Learning and the Instructor will share “host” controls.  
If applicable, students will be MUTED and some features disabled once a class/presentation begins.



### Mute / Unmute: Mute and unmute your microphone.

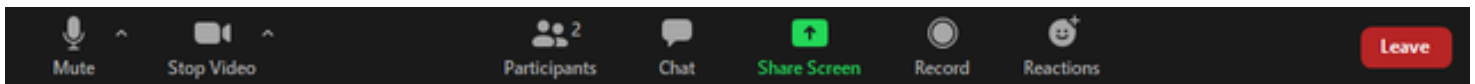
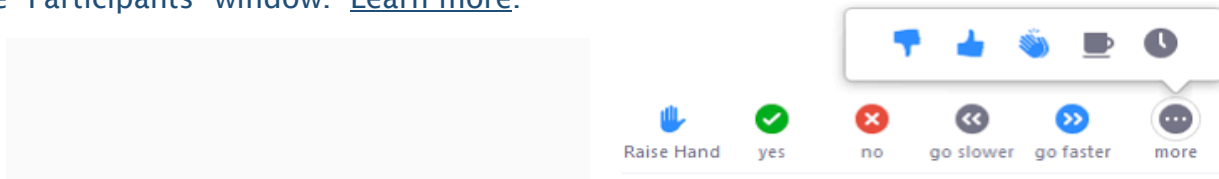
The instructor has the option to mute all participants until a time when it is convenient to respond to questions. Until then, you can send a chat or use the non-verbal feedback icons (below).

Audio Controls (click the ^ arrow next to **Mute / Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings.

**Questions and Answers** will be addressed according to the Instructors’ preference. Some will designate time for Q&A at the end of the presentation; some may be interactive during the class. Besides speaking, there are “non-verbal” ways to communicate with your Host/Instructor, including Chat and Raise Hand (see below).

Files may be provided during class by instructors. They will be available for download through the Chat room.



**Non-Verbal Feedback Icons:** Places an icon beside your name to quickly notify the host. Viewable in the “Participants” window. [Learn more.](#)



**Start Video / Stop Video:** Turns your camera on or off. Video Controls (click the ^ arrow next to **Start Video / Stop Video**): Change cameras if you have multiple cameras, select a virtual background (if enabled), or access your full video settings. If you Stop Video a black screen will appear with your name to the rest of the group.

**Chat:** Access the chat window to chat with the participants by typing messages. [Learn more.](#)



**Share Screen:** Share documents, videos, etc. You  will be able to select the desktop or  application you want to share. It’s best to have the document/app open before meeting starts. [Learn more.](#)

**Leave:** Leave the meeting while it continues for the other participants and/or when class has ended. Only the host can END the meeting. If you need to leave class early, simply click Leave to disconnect.

## Best Practices/Policies

Current Grand Learning policies and expectations remain in effect. For everyone's benefit:

- Join the class in a quiet, distraction free location
- Wear proper classroom attire
- Be aware of your background. Declutter and remove any personal information you don't want shared.
- Have light illuminating your face, if possible. If the light is behind you, your face will be in a shadow.
- Close browser tabs and software not required for participating in class. If you are having problems with your audio or video, it may be a bandwidth problem. This means the signals can't travel fast enough. Turning off your video may help. Closing other programs you may have open (streaming video or audio, uploading or downloading files, or doing a backup, or a anti-virus scan or update may all contribute to performance problems.)
- Turn on your video (you may close it after attendance is taken if your internet connection cannot handle having both audio and video going).
- Mute your microphone unless you are speaking
- Remember that our classes are in the Arizona Mountain Time zone
- No sidebar conversations
- No interruptions- wait to be acknowledged
- Treat all with respect
- Share the floor

Please ensure you received the Zoom link PRIOR to the day of class. Contact Grand Learning (623-546-7470) with issues (M-F 8-4) the day before class. **We will not be able to troubleshoot connection problems the day of class.** Our attention will be on classes in session.

Please download and/or print any applicable handouts ahead of time. We will not be printing handouts in the office.

Be on time. Please try to log-in 5-10 minutes prior to class start time.

Questions and Answers will be addressed according to the Instructors' preference. Some will designate time for Q&A at the end of the presentation; some may be interactive during the presentation. This will be addressed at the start of class.

Some of your features may be disabled during presentations, such as Muting, Chat, Screen Sharing

We will not be recording classes.

Grand Learning reserves the right to remove participants from the meeting and/or report them to Zoom and/or SCGCAM for any inappropriate behavior.

Thank you for being patient - This is a new experience for all of us.