

Improving online meetings

Exploring ways to make online meetings comfortable and effective

Session Outline

- Quick reminder of basic Zoom functions
- Tips for hosting to improve participants' experiences
- Sharing screen and using whiteboard
- Using live captioning
- Using polls
- Using breakout rooms
- Discussion

Make sure people know...

- Options on the toolbar e.g. mute, video, chat, raise hand
- To mute microphones when not speaking (+ video if very large group)
- To raise hand or put * in chat to ask to speak so people don't speak over each other
- To be considerate of everyone's well-being. Many face-to-face cues cannot be easily read online, so hard to tell if someone is upset
- If they find multiple video gallery difficult, they can select to see only current speaker's video
- How to rename themselves (can put pronouns in with name)

Getting set up

- To use Zoom, you need to sign up for a Zoom account and install the Zoom Client on your computer
- Zoom Basic allows unlimited time for one-to-one meetings, but meetings of three people or more are limited to 40 minutes

BASIC

Personal Meeting

Free

- Host up to 100 participants
- 40-minute maximum group meetings
- Unlimited 1:1 Meetings

*Free, forever. No credit cards required.

PRO

£24 SAVINGS

Great for Small Teams

£119.90

 /year/license

- Host up to 100 participants
- Unlimited group meetings
- Social Media Streaming
- 1 GB Cloud Recording (per license)

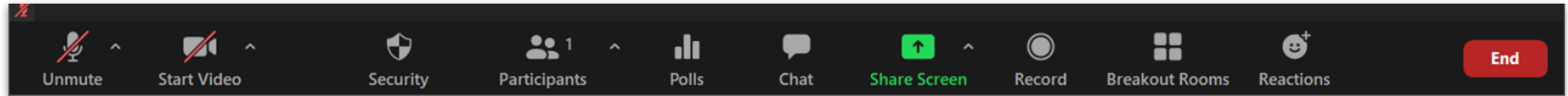
*Purchase up to 9 licenses per account

Creating a Zoom meeting

- You can start a Zoom meeting immediately, or schedule one
- Scheduling a meeting brings up a box where you can enter details like topic, date & time and password (recommended)
- Can 'Lock' a meeting for more security:
 - Password protected meeting
 - Waiting room and participants muted when entering meeting
 - Host only screen sharing and screen annotation
 - Disables file transfer and private chat,
 - Prevents removed participants from rejoining

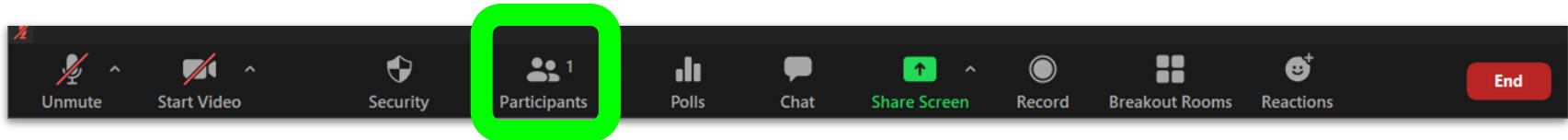
Starting the meeting

- Try to start a scheduled meeting around 10 minutes before the start time to allow people time to arrive and sort out sound and video
- As host, you will be able to admit people as they arrive
- Familiarise yourself with the Zoom Toolbar and its functions beforehand:



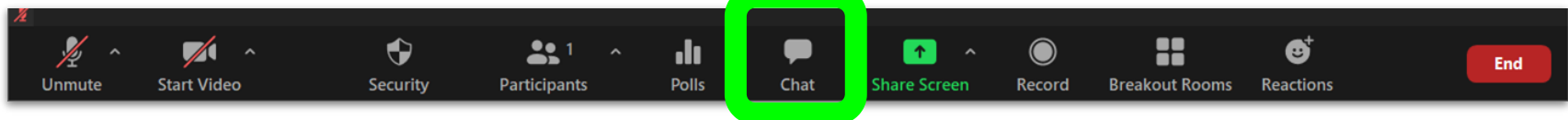
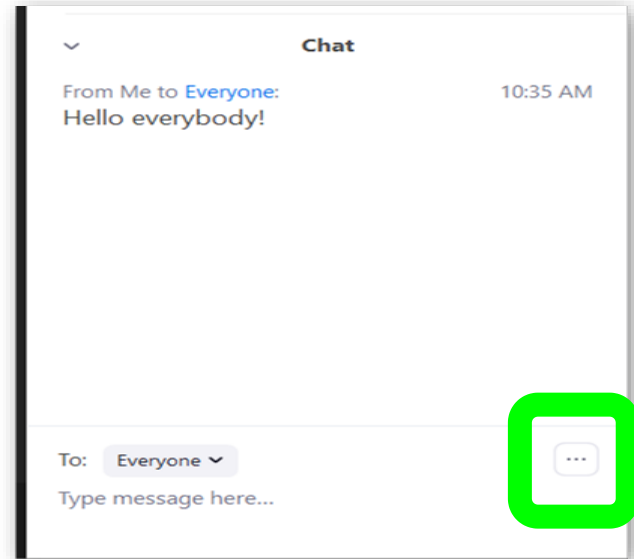
Managing participants

- Click on Participants to see who is in the meeting
- In the Participants bar you can:
 - Allow people in from the Waiting Room
 - Assign people as hosts or co-hosts
 - Mute people
 - See who has hand raised (and lower their hand)
 - Invite more people if needed



Managing chat

- In Chat, people can type comments and 'like' comments
- They can also raise their hands
- The hosts don't have hands, but can raise/lower those of others
- By default, people chat publicly but can select to chat privately with someone. Hosts can turn off private chatting for participants





Any questions
or comments?

Tips for hosts

- Assign a co-host if possible, in case your connection crashes or a participant needs someone to speak privately with them
- If possible, have co-host keep an eye on the chat and prioritise questions and raised hands
- Be friendly while waiting for everyone to arrive
- Explain any ground rules for the meeting
- Hosts can mute participants and eject disruptive participants
- Remember people may have differing tech access in their homes
- Data protection issues for recording - if you want to record just yourself, turn off everyone else's sound and video

Improving experiences

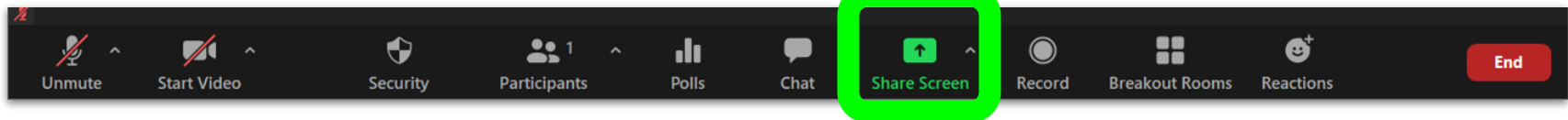
- Online meetings are extremely tiring
 - Have breaks, variety, and try to finish early
- Less useful information than you would get in person:
 - Difficulty reading a room and gauging atmosphere
 - Difficulty reading body language
 - Difficulty reading facial expressions on a small screen
 - Difficulty hearing/sound quality
- Keep individual points brief and speak clearly
- When replying to something, briefly repeat the question or point

Improving experiences

- Ask people if they have any access needs.
- Share information such as an agenda or documents you will be discuss in advance, or at the start of the meeting.
- Type key points into chat window as you go along, e.g. section headings of an agenda. This will help people keep track of topic.
- If you are discussing a document consider sharing it on screen
- Have specific break times in longer meetings and a clear end time for your meeting.

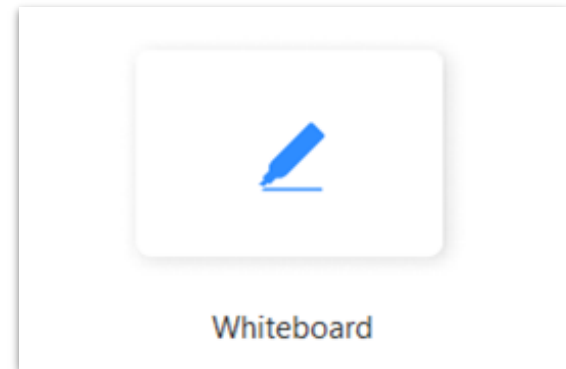
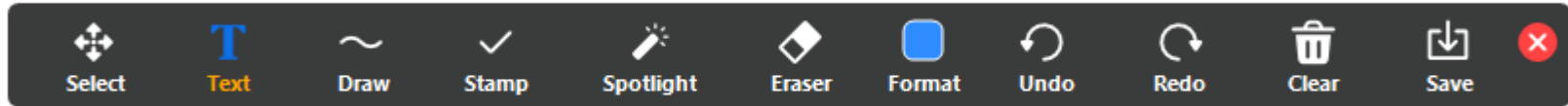
Sharing screens

- Get presentation, document or video ready and open beforehand
 - Only have relevant files open on your computer to avoid confusion
- To share a file, click the Share Screen option.
 - Select correct file
 - Tick 'optimise...for video' box if you are playing a video
 - Don't open chat box over presentation - causes grey boxes
 - Be aware that sharing videos may not work smoothly on some people's computers due to bandwidth. Keep videos short.



Using the whiteboard

- There is a shareable Whiteboard option as well





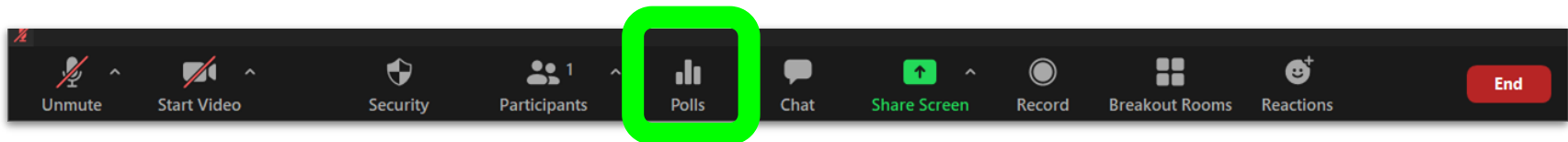
Let's try using
the whiteboard

Using live captioning

- Zoom doesn't do automatic captions (unlike Microsoft Teams)
- Google Live Transcribe (doesn't show to everyone)
 - Android app that uses participants phone's microphone to create real-time captions on their phone
- PowerPoint 365 live subtitles (what I'm using just now)
 - Need Office 365 for your PowerPoint (not older software)
 - Turn on automatic subtitles and share PowerPoint in Zoom
 - Can use a single blank slide to just have the captions
- Or, if you're fast enough, manually type captions in Zoom

Using Polls

- To use Zoom's built-in polling, the host needs a Zoom Pro account. Also, polls can only be created in scheduled meetings or where a Personal Meeting ID is used
 - By default, Zoom creates a random ID unless a personal one is specified.
- Various third-party polling systems available online. We'll look at two:
 - Poll Everywhere
 - Sli.do

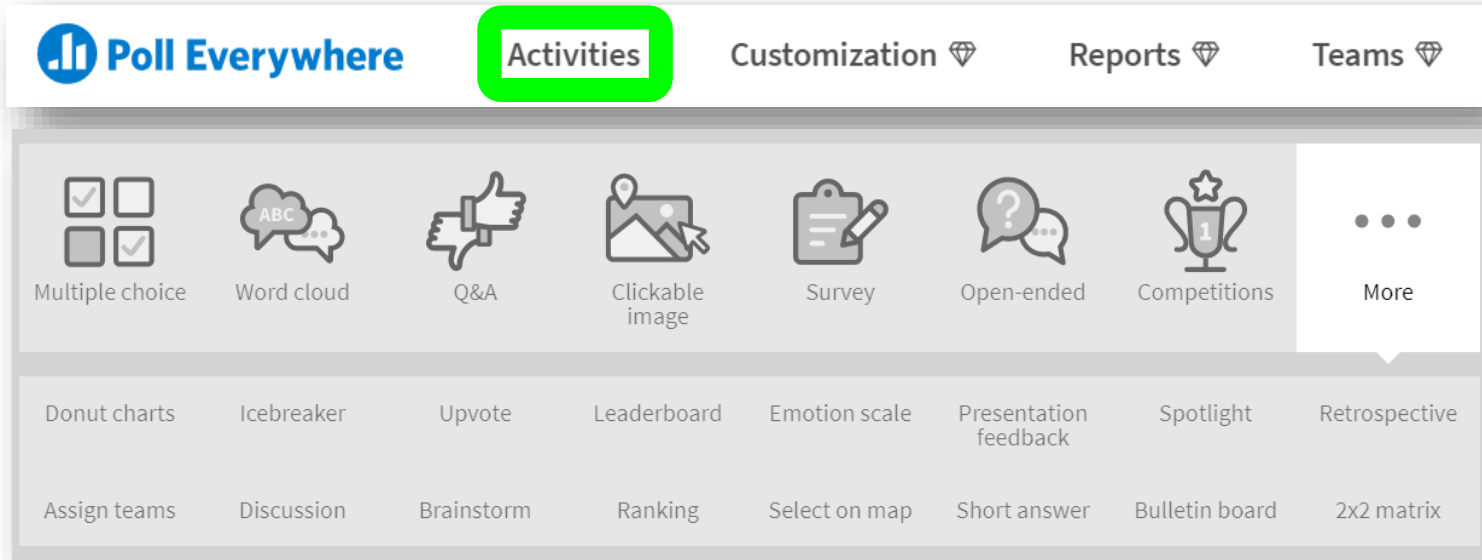


Poll Everywhere Free Version











- Create a free account at **<https://www.polleverywhere.com>**
- Create questions in advance. Can create as many as you wish.
- You need to share a link (not customisable) or texting info:
 - Go to **<https://PollEv.com/jamesmorton589>**
 - or text **JAMESMORTON589** to **07480 781235** once to join
- On free version, once 25 people have responded to a question, it becomes 'full' and stops further people submitting their answer. Workaround: split people over identical questions.
- Won't let you reveal answers to participants on PollEv.com but you can reveal the answers within Zoom by sharing your screen

Poll Everywhere



The screenshot shows the Poll Everywhere web application interface. At the top, there is a navigation bar with the following items: the Poll Everywhere logo, a highlighted 'Activities' tab, 'Customization' with a diamond icon, 'Reports' with a diamond icon, and 'Teams' with a diamond icon. Below the navigation bar is a grid of activity options, each with an icon and a label. The 'Activities' tab is highlighted in green. The activity options are:

 Multiple choice	 Word cloud	 Q&A	 Clickable image	 Survey	 Open-ended	 Competitions	 More
Donut charts	Icebreaker	Upvote	Leaderboard	Emotion scale	Presentation feedback	Spotlight	Retrospective
Assign teams	Discussion	Brainstorm	Ranking	Select on map	Short answer	Bulletin board	2x2 matrix

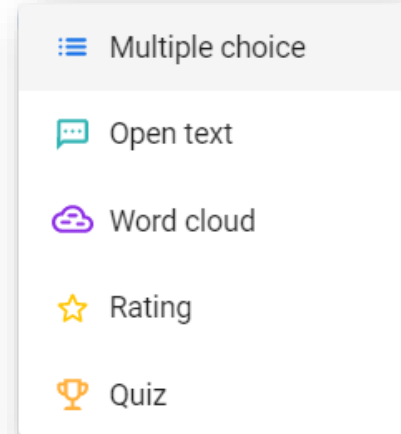
Let's try it out.

Go to <https://PollEv.com/jamesmorton589>

(or text **JAMESMORTON589** to **07480 781235** once to join)

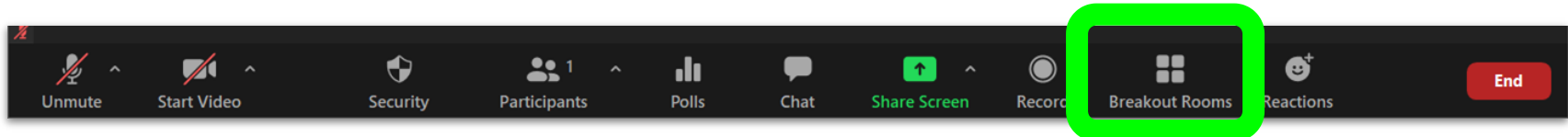
Sli.do Free Version

- Up to 100 participants on free version
- Only 3 polls per event on free version
- Not as many question types as Poll Everywhere
- Can let people submit multiple times to word cloud
- Can switch on a profanity filter
- Can show results to participants on Sli.do
- Either share a link **<https://app.sli.do/event/z0uxab0u>** or people can go to **<https://sli.do>** and enter event **#EN12** (you can pick it)



Using breakout rooms

- Host needs to have a Zoom Pro account
- Allows participants to talk in small groups
- Host can enter any breakout rooms, and be called into any room
- Host selects how many rooms and assigns randomly or manually
- Host selects whether participants automatically put into breakout rooms when you click 'Create Rooms' or invited to enter them
- Host can end breakout rooms and bring everyone back to main room



Discussion in breakout rooms

- It can be nice to turn on your video but it's optional
- Introduce yourself, pronouns and any LGBTI group you are part of
- Select someone to feedback up to 3 points to large group
- Discuss:
 - What **kinds of online meetings** have you been to?
 - What are the **positives and negatives** of online meetings?
 - Any **good tips** for online meetings?
- Remember to respect confidentiality

Photo opportunity before we go



- We'd like to take a photo that we can use on our social media
- If you are happy to be in it, turn your camera **on** now
- If you don't want to be in it, turn your camera **off** now
- We will tell you when we take the screenshot showing only those with cameras on
- Thanks!

Participant comments/suggestions



The following comments and suggestions came from the group:

- Some groups use hand gestures to convey sentiments
 - It can take too long to unmute or type in the moment
 - Examples are jazz hands, making a heart gesture with the hands or literally putting a hand on the screen if they want to talk
- Other groups have a “traffic light” system for when speakers may be getting close to saying anything triggering
 - Type “Amber” in the chat when someone is close to saying something uncomfortable, “Red” if they’ve gone too far and “Green” when the chat is safe once more

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