Zoom Guide for Students

Chances are you have used video chat software like Facetime, Google Duo or Hangouts, WhatsApp, and Skype these days to communicate with friends and loved ones. You may have even used Zoom to participate in a meeting. It's good that you may have some familiarity with virtual communication tools, but using web conferencing for scholarly purposes will be different and you should approach it that way. The University will use the Zoom platform to hold live class sessions. Students will join by computer or mobile device.

In this guide, you will find pertinent links for getting familiarized with Zoom features that you will use for your class sessions as well as some troubleshooting information. In addition, you will also find information on online class etiquette as well as information on hosting your own Zoom sessions.

To be as prepared as you can be, please complete all of these steps well in advance of your first class—no less than one day before. Test your audio and video in advance of each class.

- **Download the [Zoom Client for Meetings](#)**. Even if you already have Zoom installed on your computer, please download it again so that you will have the latest version. If you will be using a mobile device, you will need to install the mobile app, which can also be downloaded at the link listed.
  - [System requirements for PC and Mac](#)

- **Review the following well in advance of your first class session.**
  You will need to scroll down to the type of device you are using to see full instructions.
  - [Joining and Configuring Audio and Video](#) (testing computer or device audio)
  - [Attendee Controls in a Meeting](#)
  - [Raising Your Hand in a Meeting](#) (Nonverbal Feedback During Meetings)
  - [Meeting Reactions](#) (thumbs up and hand clapping)
  - [How Do I Test My Video](#)
  - [How Do I Change the Video Layout](#)

  If you are using a mobile device:
  [System Requirements for iOS, iPadOS, and Android](#)

  iOS
  - [Getting Started with iOS](#)
  - [Audio Settings for iOS](#)

  Android
  - [Getting Started with Android](#)
  - [My Audio is Not Working on iOS or Android](#)

- **[Join a test meeting](#)** to get some practice and familiarize yourself with Zoom.

Other Pertinent Links Related to Class and Connecting
You will need to scroll down to the type of device you are using to see full instructions.
- [Sharing Your Screen](#) [for presentation or document and file sharing]
- [Sharing Computer Sound During Screen Sharing](#)
- [Participating in Breakout Rooms](#)
- [Joining a Meeting by Phone](#)

- [My Video/Camera Isn't Working](#)
- [Video Not Working on Lenovo Devices](#)
- [My Audio is Not Working on iOS or Android](#)
- [Audio Echo in a Meeting](#)

- **What should I do if I need technical assistance for using Zoom or Sakai?**

  - For technical help with Sakai or Zoom, contact the [Duke OIT Service Desk](#). They offer help via chat, email and phone. You can also access the [self-service help documentation for Zoom](#) at and for the [help documentation for Sakai](#) online.

- **Will accommodations be available remotely?**
  - The [Student Disability Access Office (SDAO)](#) will be available to ensure that students are able to engage with their courses and related assignments.
  - Divinity students with questions related to their accommodations should reach out to Ashley Lunn.

Best Practices and Etiquette

- **Make sure you know how you will need to access your Zoom sessions.** There is no set way how instructors will be making session links available as there are a variety of factors that will determine how sessions need to be created and then sent out to students. Here are a few, but not all, of the possibilities:
  - The Zoom Meetings navigation item (in the left menu) is activated on the Sakai course site.
  - Meeting links are posted to the Calendar on the Sakai course site.
  - An email or announcement has been sent out to the class.
  - A link has been posted to the Resources section of the Sakai course site.
- **Make sure you are using the best internet connection possible.** Your experience depends on your connection. This may mean that you need to be on a hardwired connection and not wireless. Using video will use more bandwidth. Avoid using public wi-fi.
- **Use headphones with a microphone.** Doing so will greatly improve your sound quality and will assist in cutting out background noise. You can use Bluetooth headphones with a microphone, a USB headset, or the headphones that came with your mobile phone (as long as they have an internal microphone). This will make everyone in the class easier to hear.
- **Do not share a room with another student to access the session.** If you absolutely need to, it is ESSENTIAL that you use headphones with a microphone or you will cause feedback that everyone will need to endure. Or, you can share a computer.
- **Minimize distractions.** Turn off your cell phone. Turn off notifications on your computer (at the very least close your email and chat sessions). Put your dog in the next room. In other words, try to be in a quiet, distraction free place. For you and for everyone else in the class.
- **Act like this is a regular classroom (since it is):** do not eat during online sessions, dress appropriately and take your preparation and role in class seriously.
- **Use your first and last names when signing on to the session.** If you are calling in from a phone, be sure to identify yourself to the class because you will just appear as a phone number.
- **Be sure to sign in to class a little early to test your audio and video and get situated.** It wastes everyone's time if you haven't tested your audio before trying to speak and then you encounter a problem.
- **Keep your microphone muted and your video turned off unless you are asked to do otherwise.** If you are speaking, you will obviously need to be unmuted. Have your video turned on. But keep in mind that if

you are lagging or everyone is hearing delays when you are talking, you may have lower bandwidth. If that is the case, turn your video off.

- **Raise your hand.** This means using the hand raising feature found at the bottom of the Participants panel or, if you are in a small class and have your video on, physically raising your hand.
- **Be courteous.** Do not unmute and start talking unless asked to do so by the instructor. There is always a small lag in audio. That means that you can expect at least a one second delay between you speaking and the rest of the class hearing you. If you start speaking without being called on, you will likely interrupt someone else.
- **Speak to your webcam and not to your screen.** If you speak to your webcam it will look like your making eye contact. This will make it feel more like a regular discussion. It's not easy. A tip is to tape a small photo or Post-It next to your webcam.

Using Zoom to Host Your Own Meetings

Zoom Meetings is available automatically for Duke University and Duke Health campus-based faculty, staff, and students, but you need to login to your account first in order to schedule meetings.

1. **Sign in to configure your Zoom account** with your NetID and password.
2. **Download the Zoom application** (if you haven't done so already)
3. Visit **Zoom's Help Center**. There you will find:
   - an in-depth **Getting Started Guide**,
   - a collection of **one-minute video introductions**,
   - a link to the **free, interactive, live training webinars** Zoom hosts daily
   - a useful **Zoom Meetings Training Reference Guide (PDF)**.
4. Visit Duke OIT's guide, **Zoom Meetings: Getting Started.**