

**How to Use “Zoom”  
as a Student**

Osher Lifelong Learning Institute at William & Mary  
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## Session agenda

- What is “Zoom”?
- What happens in Zoom meetings, and how does the instructor normally teach the class?
- What equipment do I need?
- How do I connect to a Zoom meeting?
- What Zoom settings do I need to know about as a student?
- What is proper Zoom meeting etiquette, and how can I be a good Zoom student?
- Where can I get help?

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## Video/Web Conferencing (at W&M = “Zoom”)

- Zoom is a computer application that enables video/audio conferencing between two or multiple participants
- Mostly “synchronous,” i.e., the instructor and students can interact in **real time**, *as if* they were in a classroom together
- Also known as “web-conferencing” which is simply video conferencing with some extras tools and controls
- The amount of potential instructor/student interaction will vary by class size, i.e., in smaller classes the instructor may allow for more student interaction, but in larger classes student interaction may be limited

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## How does the instructor teach the class?

- A common web conferencing tool is the ability of the instructor to present a PowerPoint presentation in combination with video and audio interaction
- Zoom also has a “chat box” area that allows students to communicate with the instructor or other students, synchronously, while the instructor presents
- Usually, an instructor will limit the ability of other students to talk or video themselves, so that the web conferencing session does not disintegrate into chaos with multiple interruptions
- **The instructor controls the degree of interaction and participation of the students**, by using (or not using) various tools built into the application

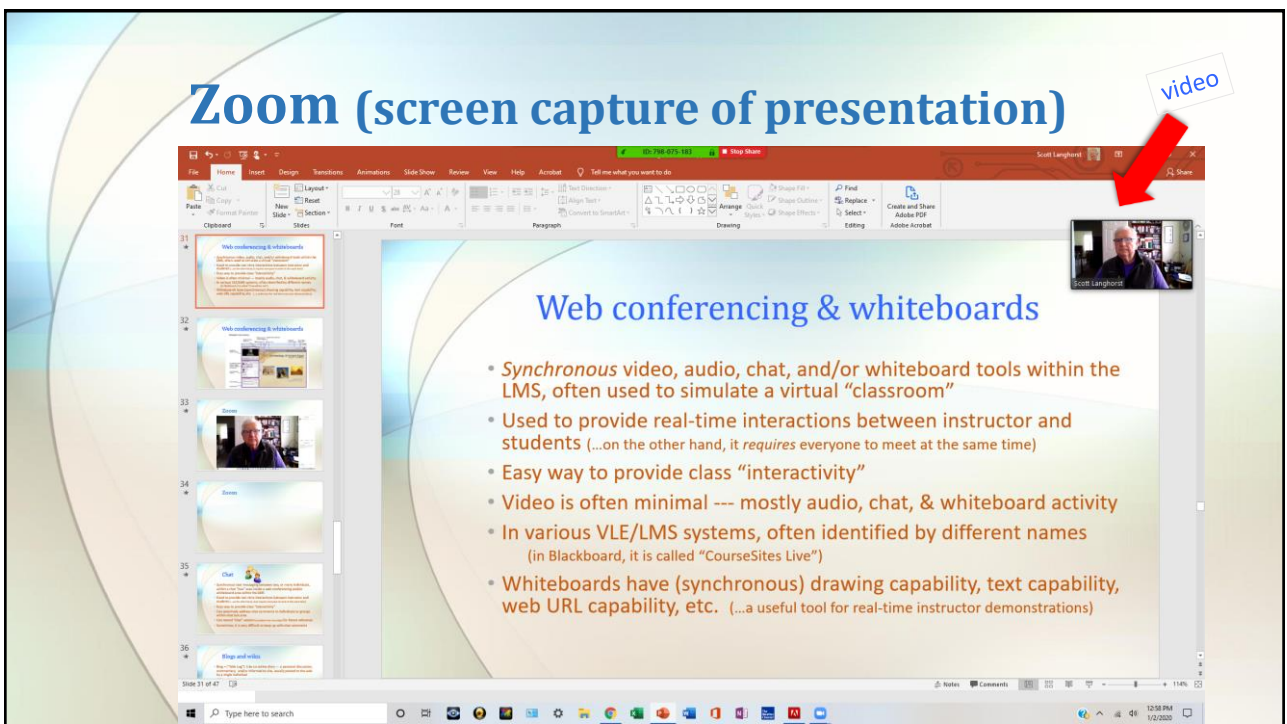
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## Zoom screen capture (me from home)



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## Zoom (screen capture of presentation)



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## What equipment do I need?

- A *relatively* new (maybe 5 years old?) desktop computer, laptop, iPad, etc. (...many types of devices *might* work)
- An **internet connection** – broadband wired or wireless access
- Speakers for audio and, if possible, a microphone
- A built-in webcam or external USB plug-in camera?
- Windows 7, 8, 8.1, or 10
- macOS X with macOS 10.7 or later
- Some other applications may work (?) with Zoom, for example you may be able to use Apple air play to connect to your TV

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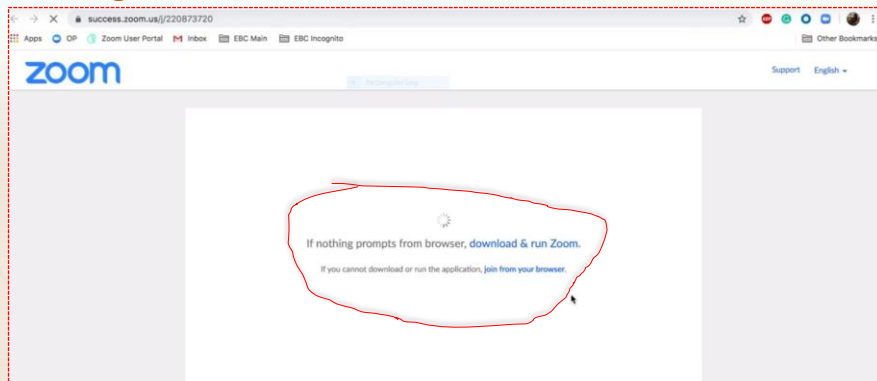
## How do I connect to a Zoom meeting?

- Click on the link sent in the email invitation ---  
or dial-in from a phone using the number provided in the email
- An option “Join from your Browser” may appear automatically. If it does not, select “download & run Zoom” (*see next slide*)
- The option Join from your Browser will appear
- You will be prompted to enter your name
- Click “Join” to be taken into the meeting

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## Zoom download

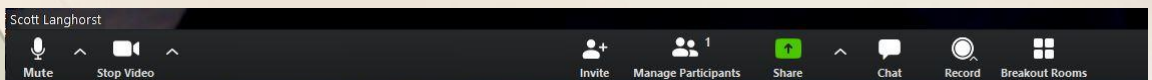
- Zoom requires a small, one-time **download** application (.exe file) in order to work on the user's computer (self-initiating and easy to do)
- You can install the application the first time you try to enter a Zoom meeting --- see "download & run Zoom" below and click on link



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
## Zoom Toolbar

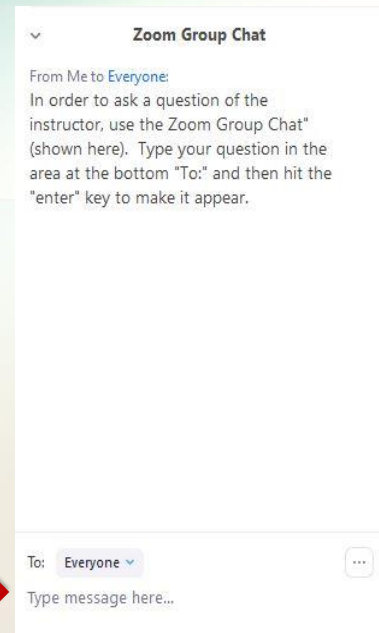
- The Zoom menu toolbar should appear at the bottom of your screen --- if you don't see it, move your mouse into this bottom area and it should appear
- May not look exactly like this one, below (slightly different look of the toolbar for instructor and students)
- Primary student controls are "chat" and "participants" icons --- clicking on either icon will make that item appear or disappear from you screen
- Typically, you should **NOT** use the "mute" or "video" icons --- the instructor will control whether you have audio and/or video access



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## Using Zoom Chat

- Chat is the preferred method to ask a question while in class
- If not already open, you can open chat by clicking on “chat” on toolbar
- You can “grab” and re-position the chat box anywhere on your screen
- By default, your chat message or question goes to everyone in the class
- Type into the “type message here” area on the bottom and click enter 



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## Other Zoom tools may be available...

- Depending on what the instructor wants to do “in class,” you **may** see other tools and icons in your Zoom session
- For example, in a small class the instructor may want you to use the “raise your hand” tool to ask a question via audio interaction
- At the beginning of a Zoom class, the instructor should describe how he/she expects students to interact, e.g., via chat, via audio/video, or some other method --- and describe which tools will be available in the class session
- For the most large classes, interaction will probably be limited to just chat, and that may be the only tool you “see”

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## Some Zoom meeting etiquette for students

- Do be on time for the class
- Try not to accidentally interrupt the instructor (keep your audio and video “off” unless instructed to do otherwise)
- Don’t carry on side conversations with the chat function
- Remember that most instructors are learning how to use Zoom, just as you are
- Please provide email feedback and suggestions about your Zoom class experience to Osher staff at: [osher@wm.edu](mailto:osher@wm.edu)

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## Zoom Help • <https://support.zoom.us/hc/en-us>

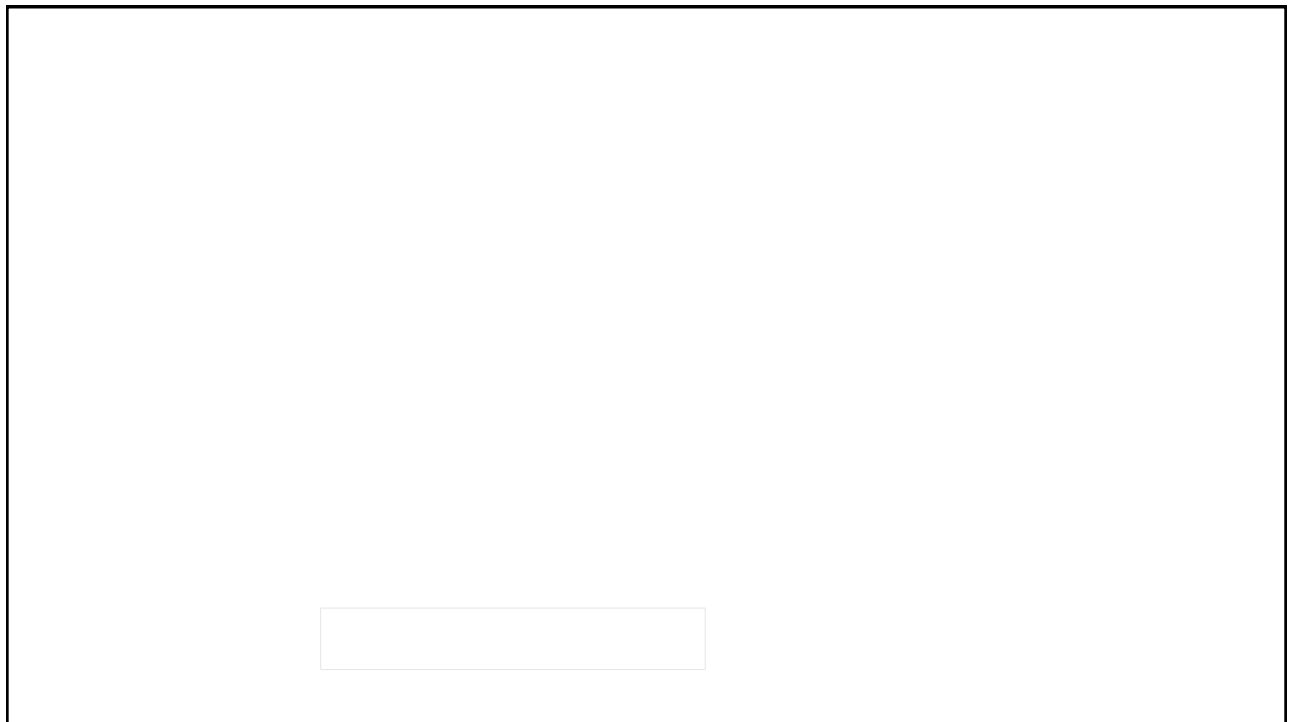
The screenshot shows the Zoom Help Center website. The main heading is "Zoom Help" with a link to "https://support.zoom.us/hc/en-us". The page layout includes a navigation bar with "zoom Help Center", "SALES", and "PLANS". Below this, there are several sections: "Popular Topics" with icons for "Getting Started", "Audio, Video, Sharing", "Meetings & Webinars", "Zoom Phone", and "Account & Admin"; "Zoom Rooms", "H.323-SIP", "Messaging", "Integration", and "On-Premise"; "One Minute Video Introductions" with thumbnails for "Join A Meeting", "Record a Meeting", "Joining & Configuring Audio & Video", and "Scheduling a Meeting with Zoom Website"; and "Get Help" with links for "Zoom Cloud Status", "Live Training", and "Contact Support". The footer contains links for "About", "Download", "Sales", "Support", and "Language".

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## Zoom Help

- Additional support and tutorials at W&M Information Technology website at:  
<https://www.wm.edu/offices/it/services/videoconferencing/zoom/index.php>
- Contact Osher staff via email at: [osher@wm.edu](mailto:osher@wm.edu)
- Ask a friend or Osher colleague for help?

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