

## Supporting and Maintaining Online Learning (Slide 1)

Hello and welcome to this mini seminar on supporting and maintaining online learning. My name is Christian Loudon and I'm an academic development specialist at the University of Calgary.

## Online etiquette (Slide 2)

With learning moving online, many classes and meetings will be held through zoom.

## Etiquette tips (Slide 3)

With that in mind here are a few etiquette tips for using Zoom. First, use Zoom's digital hand raise feature before speaking. This helps signaled to the presenter that you have a question or would like to make a comment. This is particularly important because audio can sometimes get lost when multiple people are speaking at the same time. When you finish speaking, remember to lower your hand so that the presenter doesn't mistake you for having another comment.

You can also use the chat feature to make a comment or ask a question without interrupting. If you wouldn't say it in the classroom, it's probably a good idea not to type it into the chat. And while microphones are often muted by default when joining a Zoom meeting, make sure to mute yours when you're not the speaker. This helps prevent background noise and the audio feed back from disrupting the meeting.

Next, although using your camera's typically optional, it can really help improve communication. A lot of nonverbal cues are lost in an online meeting, and this can make understanding each other more difficult. One caveat here is that video takes up a lot of bandwidth, so your camera may be best suited for smaller classes or meetings.

Remember to be polite and patient. We all have different levels of ability with technology, and this can make things go slower than they might with in-person communication. As we noted earlier, a lot of subtlety is also lost and online communication, so it is particularly important to give each other a little extra time.

Finally, although a lot of us are being a little more casual in how we dress while working or studying from home, clothing is definitely not optional. Remember to dress appropriately for the meeting you're attending. If that's not possible, for whatever reason, you can always deactivate your camera.

That's all for now.

## Thank you! (Slide 4)

For more on this and other topics, check out some of the Student Success Centre's other videos. Thanks for watching.