

Tips for ENGAGING LEARNERS via Zoom



1. SET EXPECTATIONS

- » Ease entry through clear communication
- » List etiquette and expectations for participation
- » MODEL the behavior

EXAMPLE: "Please mute your microphone and use the chat feature to ask questions."

2. ORIENT THE LEARNER

- » Provide an agenda, send prior to class or screen share a slide
- » Make it easy for the learner to follow along
- » Narrate flow of experience

3. USE THE TOOLS

- » Use the Zoom tools to encourage collaboration (i.e. polling)
- » Start simple; practice using tools in advance
- » Don't forget to monitor the chat feature
- » Learn more about tools: www.support.zoom.us

4. ENCOURAGE PARTICIPATION

- » Acknowledge and reinforce contributions
- » Address people by name
- » Demonstrate gratitude and appreciation

EXAMPLE: "Kate just asked an excellent question in the chat."

5. EMBRACE THE PAUSE

- » Take a moment after asking a question to allow learners to unmute
- » Acknowledge that user-experiences are not uniform
- » Use prompts to address potential errors

EXAMPLE: "If you are muted, we are unable to hear you."

Additional Resources

Tips and Tricks for Teachers Educating on Zoom (March 2020). Retrieved from <https://zoom.us/docs/doc/Tips%20and%20Tricks%20for%20Teachers%20Educating%20on%20Zoom.pdf>

Hurtubise, L., Danforth, D., Hall, E., Sheridan, L. (2020, March 24). *TBL, CBL, PBL...Now ZBL? Strategies for transitioning your teaching to Zoom-based learning*. Retrieved from <https://echo360.org/media/0dbdd3db-908b-42c7-a3c6-ac7d0ddeb774/public>