ZOOM Guide for Facilitating a Small Group

Use this guide to schedule and run a Zoom meeting for small, synchronous groups. In this use case, participants (students) can control their audio and video and the meeting will not be recorded. The host and participants are all in remote locations (i.e., no one is using an on-campus video conference room).

Scheduling the Meeting

A meeting can be scheduled by the small group leader or by a person that has scheduling privileges in Zoom for the small group leader.

1. Login to MyAccess (myaccess.ucsf.edu)
2. Click Zoom, then click Login in the upper-right
3. If you are using breakout rooms in the Zoom meeting, refer to the ZOOM Guide for Facilitating Breakout Rooms
4. Click Meetings in the left navigation menu
5. Click Schedule a New Meeting
6. Add a title and description (optional)
7. Set the meeting Date, Start time, and Duration
8. If you are scheduling the meeting on behalf of someone else, select their name from the drop-down menu
9. If you need to track attendance, click the Registration Required checkbox
10. For small groups, it is likely that both the host and participants will be sharing video and audio. If you want to disable video for participants, set participant video to Off.
11. Make sure Enable join before host is checked.
12. Consider selecting Mute participants upon entry (participants can unmute themselves after entering)
13. Enter the email addresses(s) of people that are going to be leading the small group as co-hosts in the Alternative Hosts field (alternative host = co-host). These include privileges such as muting others, recording, and setting up breakout rooms. Note that co-hosts cannot move in and out of breakout rooms on their own.
   a. (Optional) Add a student technology steward and another faculty member or course coordinator that can help facilitate as an alternative host
   b. Click Save
14. Copy the invitation and send it to the course coordinator so they can share it with small group participants through li los, email, or forums
   a. If you are asking student participants to register, you can copy the Zoom registration link or the actual meeting link. The meeting link will re-direct participants to register first.
   b. As host, it is important to remember that you cannot register or use the meeting link to enter the meeting. Use your standard UCSF Zoom login to start the meeting.

Preparing for the Meeting

1. At least 10-15 minutes before the small group begins:
   a. Login to MyAccess (myaccess.ucsf.edu)
   b. Click Zoom, then click Login in the upper-right
      i. You must start the meeting this way so you will have hosting privileges in the meeting (if you just click the meeting link in the invitation, it won’t recognize you as the host)
   c. Click Meetings in the left navigation menu
   d. Find the meeting for this small group and click Start
   e. Confirm that your video and audio are working
2. Share your screen by clicking Share Screen on the black Zoom toolbar at the bottom of the Zoom meeting window, then choose your desktop or browser window, then click Share:
   a. Share a PowerPoint slide that welcomes participants and provides guidelines about what to expect while waiting for the meeting to start. For example:
      i. Welcome! Your Small group leader is: ______________. We will begin at 2 pm.
1. We recommend that small group participants:
   a. Turn their video on (click Start Video on lower left) and select Gallery View (upper right) to see all participants at once
   b. Mute themselves, and unmute themselves when they need to speak

Starting the Meeting
1. Start your meeting off with an introduction and discuss group norms:
   a. Ask participants to not multi-task during the meeting so they participate and contribute fully
   b. Will video be on?
      i. If everyone has video on, the Gallery View lets you see everyone at once
      ii. Participants can turn off their video if you experience Internet bandwidth issues
   c. Will audio be on for everyone at all times?
      i. If background noise is a problem, everyone can stay muted until they need to speak
      ii. If background noise is not an issue, each participant can leave their mic on so the natural flow of the group is easier to follow (e.g., laughter and similar communications)
      iii. Find a balance between avoiding noisy distractions and a session that is too quiet
   d. How will someone know when it’s their turn to talk?
      i. If video is on, consider asking participants to use a pre-determined signal when they want to talk (e.g., raise hand while on Webcam)
      ii. If video is off, consider another non-verbal Zoom cue (e.g., Zoom’s raise-hand tool at the bottom of the Participant window)
   e. Consider using an icebreaker to encourage participation (e.g., ask a question for all to respond to in Chat as you are waiting for the session to start, or prompt them as you start the session to verbally share)

Running the Meeting
1. As host or co-host, you have the ability to utilize more Zoom features than a participant can. You can:
   a. Mute and unmute all participants at once
   b. Mute and unmute individual participants, or even remove them from the meeting if necessary
   c. Record meetings
   d. Note: Only the host can assign host or co-host roles to others and manage breakout rooms
2. Take advantage of other presentation tools in Zoom (practice in advance, if possible):
   a. Zoom’s default settings let any participant share their screen. Participants could be asked to lead part of the small group activity by sharing their screen with the group.
   b. You can share a whiteboard (it’s an option in the Share menu). All participants can annotate on the whiteboard, or you can assign someone to write notes from the group’s conversation.
   c. Participants can annotate on any type of shared screen (slides, white board, spreadsheet, etc.). This means you can display an image, for example, and ask participants to circle or highlight regions of the screen.
3. As you become more comfortable with Zoom, consider using it simultaneously with other robust educational technologies (e.g., Poll Everywhere and Kahoot)

Ending the Meeting
1. Wrap up the meeting with a summary or closing remarks
   a. Will you be following up with more information on a topic? What should participants do if they have questions or comments after the meeting ends?
   b. Do a final check-in before signing off. Click End meeting for all on the lower-right.

Please reach out to iROCKET@ucsf.edu with any technology issues.