OLLI at UK – Zoom Host Procedures

Who will create the Zoom meeting?
The Instructor, OLLI Staff, or Volunteer.

Who will host the Zoom meeting?
The instructor, OLLI staff member, or volunteer. Staff members and volunteers may add Alternative Hosts if needed. They must go to their UK Zoom account at https://uky.zoom.us/, then do the following:

Assigning Alternative Host

1. Click on Settings in the menu in the far left.
2. From the setting sub-menu, click on Email Notifications.
3. Turn On “When an alternative host is set or removed from a meeting”. Please note that the Alternative Host must have a UK licensed Zoom account.

4. Click on Meetings in the menu in the far left.
5. Hover over the meeting you want to add an Alternative Host to, then on the right, click the Edit button.
6. Scroll down to the very bottom of the page to access the Alternative Hosts box. Type in the UK Zoom associated email address in the box. Then click the Save button. The Alternative Host you assigned will receive an email with their own link to begin and Host the meeting on their own. (more information on Alternative Hosts: https://support.zoom.us/hc/en-us/articles/208220166-Alternative-host )
Who will be responsible for communicating with class members prior to and during the months of class?
The Host (instructor, OLLI staff member, or volunteer) will be in communication with class members prior to and during the months of class.

If there are questions brought up during class to be addressed by the OLLI Office, who do I (the Host) communicate this to?
The Host can direct questions and concerns to Nick Farr nick.farr@uky.edu

What are my (the Host) responsibilities & preparations for the start of class?
The Host will need to create the Zoom meeting for the class and send the Zoom invitation at the beginning of each week to ensure students are able to join class each week.

For complete information on how to create and manage Zoom meetings, refer to the “Creating & Managing Zoom Meetings” document on the following webpage: https://www.uky.edu/olli/zoom-olli-instructors (this page also has videos on how to create Zoom meetings and set Passcodes for meetings).

Once created, they will then need to copy (or obtain) the Zoom invitation and send to the students on the class roster. They will access the roster via the Augusoft website, https://uky.augusoft.net/

How to Copy Zoom Invitation for Class

1. Click on Meetings in the menu on the far left.
2. Click directly on the name of the meeting you wish to obtain the invitation from.
3. Scroll down the page until you see the “Invite Link” section. Ignore the invite link itself and, on the left, click on the text that says “Copy Invitation”.
4. Click the blue “Copy Meeting Invitation” button.
Reformat Zoom Invitation

The default Zoom Invitation created for meetings will be lengthy and contain information not absolutely necessary for students joining the meeting. Follow the steps below on how to reformat the Invitation and remove unnecessary information.

1. Paste the full Zoom invitation in a word processing application or notepad application on your computer.
2. Remove the first section that says “Hi there, ___ is inviting you...”.
3. To shortening the length of the invite, remove all the individual time listings (as seen in graphic above).
4. Remove the iCalendar section “Please download and import the following iCalendar....”
5. In the “Join from PC, Mac, Linux, or mobile device” section where it has the link, click your cursor at the very end of the link, then press the Enter/Return key on your keyboard to automatically hyperlink (you can also skip this step and hyperlink in Augusoft).
6. After all the telephone numbers, move the “Meeting ID” line up to where it’s below the Password line.
7. Remove the sections “International Numbers” and “Or Skype for Business”.
8. Be sure to save the newly revised Zoom invitation in the word processor or notepad app so that you can copy and paste this newly reformatted invitation each week instead of the default one created in the Zoom manager.
How to Send Invite to Students

1. Login to Augusoft, then click “Current” or “Future” Classes on the left.
2. Click the green “Action” button next to the class name, then click “Email Students”
3. Add the title of the class in the Subject field, your email in the Reply-to field, and paste the Zoom invitation into the large Message text box. You may remove unnecessary info from the Invitation such as the Skype info and International numbers towards the bottom (be sure to leave the link, Meeting ID, Password, and phone numbers.
4. Be sure to hyperlink the link inside the invitation, next to where it says “Join from PC, Mac, Linux, or mobile”. You can either do this by pasting the invitation into a word processor (such as Microsoft Word), then click to the right of the very end of the link and press the Enter key. Or you can highlight the link inside the Message text box in Augusoft, click the Link button (looks like a small chain link) and paste just the link inside the URL box (visual provided below)
5. You can also attach up to 4 documents below the message, as long as the attachments are not too large.
6. Click the Send button to then send the invite out to the members of the class.
Responsibilities During Class

What time should I (the Host) log in? How long should they schedule to be logged on past the end time? It is recommended the Host logs in at least 15 minutes before the start of class to help participants with any questions or concerns they may have prior to the beginning of class. Due to possible time constraints, class time will need to end on time. The last 5-10 minutes should be reserved for questions.

If I am an OLLI Staff Member or Volunteer hosting for an instructor, and during class they need to be able to Screen Share, but do not access to do so. How do I grant them privileges to Screen Share? There are 2 methods of granting the instructor Co-Host privileges, which will give them the ability to Screen Share. 1) Hover over their video in the meeting, then click the. From the list, select “Make Co-Host”. 2) Click on the Participants button in the Meeting Controls bar, then hover over their name. Click the blue “More” button that appears to the right of their name, then select “Make Co-Host”.

What does monitoring the classes include?

- The Host (if they are hosting for an instructor) will need to check that Participants are muted if necessary, for the class Instructor, so that they do not cause interruptions during instruction. They can go to the Participants window and select Mute All, to then mute everyone in the meeting. They will then need to Unmute the Instructor by clicking “Unmute” on the Instructor’s name from the Participants window. They can click “Unmute All” at the end of class to unmute all Participants.
- The Host will also need to ensure the Participants are wearing proper attire and do not have any backgrounds, physical or virtual, that may cause distraction or that may be inappropriate.
- If they are on a meeting with additional Staff or Hosts that have not been granted Co-Host privileges, they will need to make them all Co-Hosts. They can go to the Participants window, hover of their name, click “More”, and select “Make Co-Host”.
- Any Participant that causes inappropriate behavior will need to be removed from the meeting. The Host can hover over that Participant’s video window, click on blue “…” button in the right corner of their video, and click “Remove”. The Host will also need to report the incident to OLLI Staff. Please see Part 4 of “What are our procedures if there is an emergency/disruptive behavior?” on page 6 for complete information on this subject.

Do we need more than one Host for some classes and how do we make that decision? For larger classes, it may be necessary to have an additional Host to assist with monitoring and questions from Participants. OLLI Staff will need to speak with Host on scheduling and how to best approach classes with large participant numbers.
Emergencies (adapted from the Emergencies section of the OLLI at UK Member Handbook)

1. **Emergency**: Depending on the severity of any emergency, real or perceived threat and/or disruptive behavior, contact:
   - 911 Immediately
   - The Instructor for the class
   - The OLLI Office: **Phone** 859-257, 2658, 2656, 2667, or 2657 **Email** Teresa.hager@uky.edu, robin.kleven@uky.edu, nick.farr@uky.edu

2. **Accidents**: As soon as possible, Volunteer Instructors/Facilitators witnessing or being informed of an accident, fall, etc. should contact the OLLI Office to report the incident.

3. **Public Emergency**: Please assist OLLI Staff with contacting students should there be a local or statewide emergency situation requiring such action.

4. **Disruptive Behavior**: We encourage energy and excitement consistent with maintaining a safe and welcoming environment for everyone at all times. Therefore, disruptive behavior cannot be tolerated. Examples of disruptive behavior include, but are not limited to:
   - Impeding the delivery of services;
   - Interference with, or disruption of, activities;
   - Disregarding rules, policies or procedures;
   - Misuse or destruction of property;
   - Disrespectful, offensive, abusive, speech or action;
   - Threats or acts of violence.

   If you experience disruptive behavior in your course:
   - Report any concerns, threats, behavior to the OLLI Staff immediately.
   - All reported incidents will be investigated.

   In response to disruptive behavior, OLLI Instructors/Facilitators have the right to:
   - Remove that person from the meeting.
   - End the class immediately for the day if the behavior cannot be resolved.

*IMPORTANT*: If either of these occur, ensure the safety of your OLLI Scholars and classroom, then contact the Host Location immediately. They will need to ensure the person has left the building and their property. When possible, please contact the OLLI Staff. If you are not sure which decision to make, err on the side of safety. Safety always comes first!

In response to disrespectful or disruptive behavior, the OLLI Director may take action including, but not limited to, removal from the course; revocation of membership, and ineligibility for membership.
• How best should the Host reach out if additional assistance is needed during class? The Host can contact Nick Farr nick.farr@uky.edu. If he is not available, they can reach out to another OLLI Staff member with availability.

• Who will sub if the Host is sick, having technical issues, or another issue that would prevent them from being able to Host? The Host can contact Nick Farr nick.farr@uky.edu. For Instructors Hosting, they will need to let the OLLI Office know class is cancelled. For non-Instructor Hosts (Volunteers, Staff), they will need to contact the OLLI Office, so that an Alternative Host can be assigned for that day. The Alternative Host will need a registered Link Blue account.

• What are our procedures for if there is a concern about the authentication of a Participant? If needed, show everyone how to rename to their First & Last name. From Participants window, they will hover over their name, click “More”, then select “Rename”, which will ensure these are authenticated members (you can also look at this hands-on GIF video on how to Rename your display name in Zoom: https://www.uky.edu/olli/files/how-rename-display-namegif )

The Host will need to contact OLLI Staff about the authentication of the Participant. If they need to be removed, the Host can hover over their video, click on the blue “… ” button in the right corner, and click “Remove” from that participant’s video window if they are an unauthorized guest.