



# PARTICIPATING IN ZOOM INTERACTIVE ONLINE SESSIONS

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# 1. Participant Considerations

## 1.1. Introduction to Online Meetings

We need to meet to gather, share and produce information needed to support us in our social, educational, and business contexts.

When we meet at a certain location, there are procedures for setting up a meeting. A room must be booked, invitations must be issued, information and supporting resources must be prepared. Someone will make the arrangement, someone will host the meeting, and there may be presenters, speakers, stakeholders, and audience members.

Online, we strive to achieve the same ends, albeit in a virtual meeting where participants may be distributed geographically. Technology assists us to create an online space where we can see and talk to each other, as well as work together to achieve meeting objectives.

In short, we need the ability to:

- Schedule meetings and invite participants
- Manage entry to the meeting
- Manage the meeting flow of discussions, presentations, and questions
- Share information visually
- Talk to each other, to the presenters or meeting most
- Handle questions
- Gather information
- Break into sub-groups and regroup as needed

## 1.2. Meeting Types

Zoom allows for the hosting and management of interactive online sessions. A meeting host can setup meetings, on-demand, or pre-scheduled, to cater for different purposes and different size audiences:

### 1.2.1. Meetings

Meetings, in general, are typically interactive. Participants are expected to engage and share with each other. Some meetings may be presentation and discussion oriented, some may be focus on collaborative engagement

- One-on-one calls
- Group Presentations and Discussions
- Panel Presentations and Discussions
- Workshops with breakout groups

### 1.2.2. Webinars

Webinars are typically intended for one-to-many presentations by a presenter or a panel, with perhaps a managed question and answer session. The audience typically are not verbally participating.

Zoom has a specific offering for Webinar session management. It offers more structured question and answer features that are appropriate for large audience sessions.

### 1.3. Interaction Approaches

Based on meeting objectives, a host may allow and facilitate different interaction approaches:

As can be expected there are many ways in which a host, presenter, or panel member may choose to facilitate interaction:

- Zoom capabilities in session
  - Discuss (Unmute and Talk)
  - Chat (Text messaging, private one-on-one, to host, or everyone)
  - Sharing of Screens and other visual content.
  - Non-Verbal Gestures (Icon based indications of responses)
  - Sharing of Files
  - Poll (Display Questions and Share Responses)
  - Whiteboards and Annotations
- Third Party Capabilities in session
  - Use non-Zoom Polling and Audience Response Management tools

### 1.4. Impact of Meeting Size (Participant Count)

The number of participants in a meeting has a direct bearing on the potential for effective interaction.

#### 1.4.1. Small Group Meetings (2-30)

- Small group meetings can be reasonably open in approach with participants free to interrupt, share content and engage as needed.
  - This works ok where the participants are known to each other, and there are agreed meeting management conventions.
  - Meetings of this nature may be run by a host, and the host may be the presenter or meeting chairperson.

#### 1.4.2. Large Group Meetings (30+)

- Large group presentations and Panel Discussion require more control over participant capabilities and the management of conversation flow, interruptions etc.
  - Disruptions, intentional or otherwise must be managed to ensure meeting flow can be sustained.
  - Meetings of this nature may have a host, supported by co-hosts that work together to manage the meeting technicalities thereby allowing presenters and panel members to focus on their own activities.
- The larger the audience, the less spontaneous the verbal interactions become.
- Collaboration using whiteboards and annotation is suited to small audiences.

## 1.5. Impact of Audience Profile on Security Settings

Meetings can be targeted at public participants (not known), closed user groups (known participants), and in some cases both groups. There is always a trade-off between risk management and flexibility of feature use.

### 1.5.1. Public Meetings (Unknown Audience)

- Security considerations increase based on whether participants are known or not. The chances of malicious or disruptive activity is more likely with public participants than with known participants.
- The host must restrict the potential for the presentation of offensive or damaging contents. This requires control over the sharing of screens, sharing of files, showing of virtual background images and videos, as managing the ability of participants to unmute themselves or show their video feed.

### 1.5.2. Closed User Groups (Known Audience)

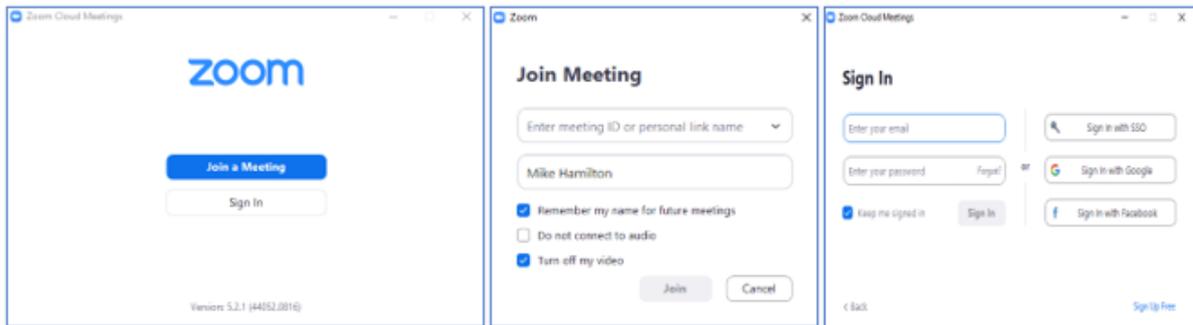
- When the audience members are known to each other, there is a lower risk of intentional disruptive activity, as the member are vested in their association and at risk of consequence should they behave inappropriately.
- The host may choose to be less restrictive in terms of controlling audio, video, screen sharing and file sharing services.

## 2. Tips for Full Engagement and Effective Participation

There are numerous features available to Zoom meeting participants that can enhance the ability to engage and participate effectively in meetings.

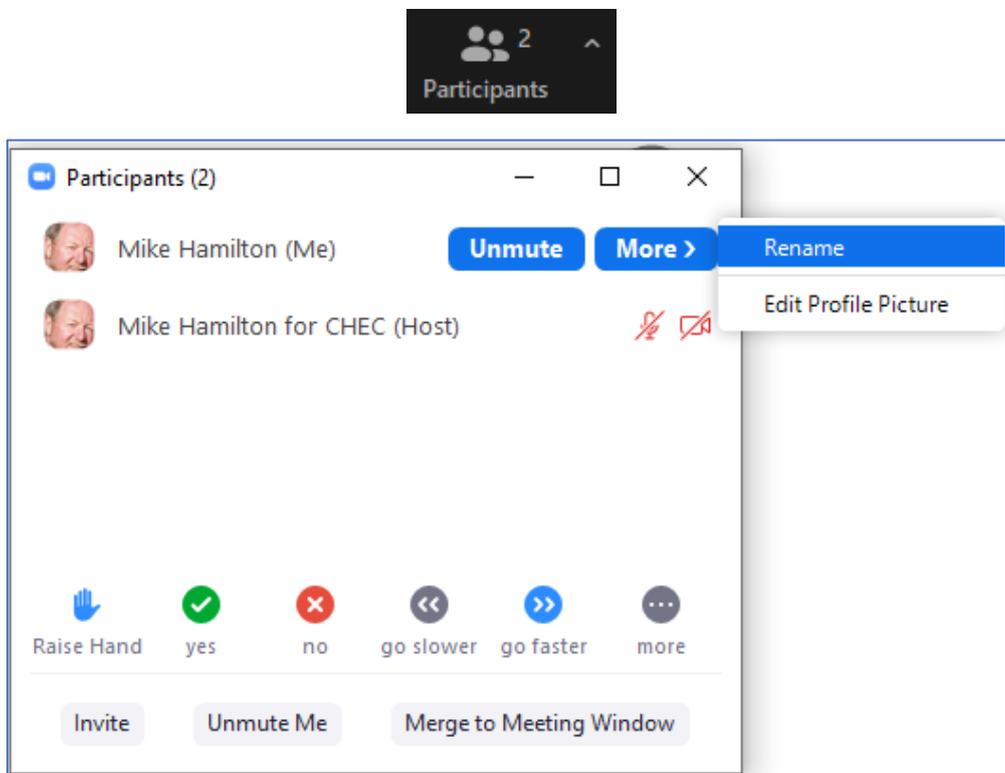
### 2.1. Join using the Zoom Application

- The best experience in Zoom sessions is when you use the Zoom Desktop Application on a PC or a Mac.
- Zoom applications can be downloaded, installed, and used at no charge. You create your own Zoom profile and account where you can manage your own preferences for hosting and joining session.
- You can also use Zoom Mobile applications, but mobile device screen size may limit your experience if you are required to view shared screens or other content. Some features are also restricted on mobile applications.
- Although Zoom does allow for joining using a Web Browser, this is not ideal. Certain functions, Polls as an example, that are used in interactive sessions are not available to browser participants.
- The host may have setup a session to prevent joining from a browser.



## 2.2. Use your Full Name

- As a courtesy to the Host, presenters, panel members and other participants, it is best practice to use and display your full name in all sessions.
- When joining a session, you can ensure your full name is displayed by:
  - Signing in to Zoom and using your Profile Name (hopefully you setup your name correctly). Once signed in, you can join the session.
  - Joining session without signing in to Zoom, you are asked to enter your name.
- You can change your name after entering a Zoom meeting.
  - Click on the “Participants” button at the top of the Zoom window / on the Zoom Control Bar. Next, hover your mouse over your name in the “Participants” list on the right side of the Zoom window. Click on “More” and then “Rename”. Enter the name you would like to appear in the Zoom meeting and click on “OK”. Example below:



- To make a permanent change, update your Zoom account profile. To access your Zoom profile, sign in to the Zoom web portal and click [Profile](#). You can view and edit your First Name, Last Name and change your profile picture.

Your Zoom profile allows you to update your user information, including your name, personal meeting ID, email address, and more. Some of this information is displayed to other users in the account, such as your name, department, and job title.

**Note:** Some settings can only be changed by an account owner or admin.

### Profile settings

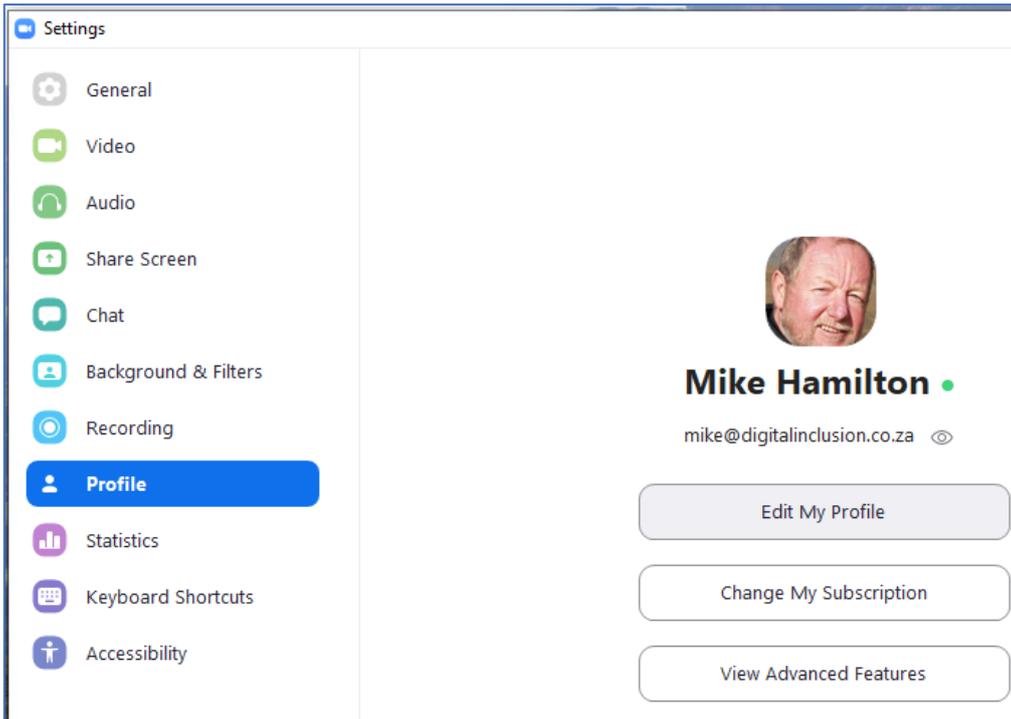
To access your Zoom profile, sign in to the Zoom web portal and click [Profile](#). You can view and edit the following settings:



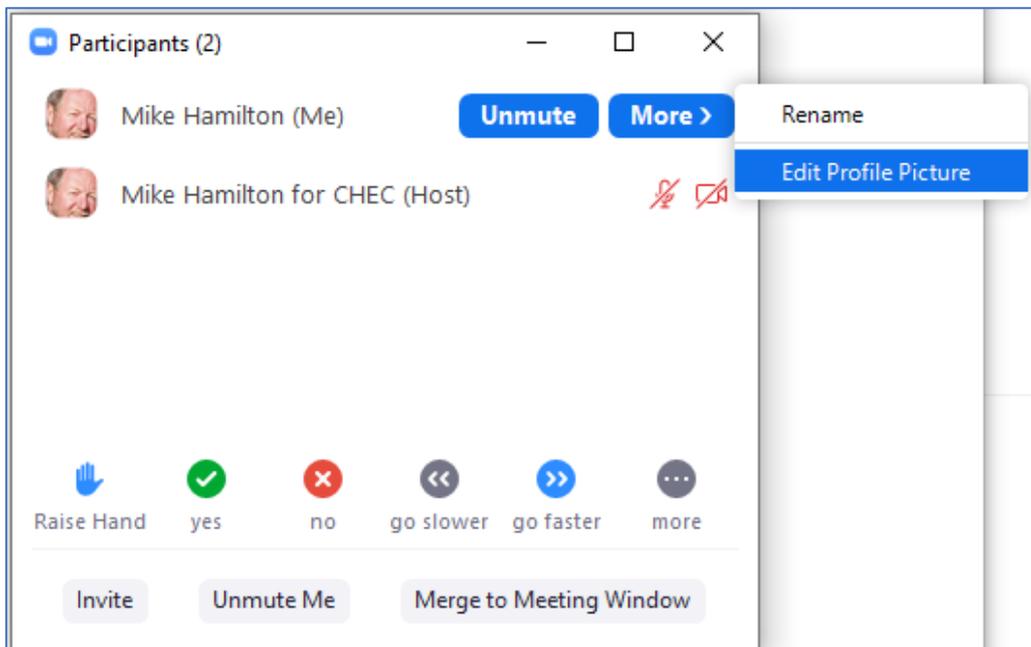
The screenshot shows a user profile card for 'Grant MacLaren'. On the left is a circular profile picture of a man in a dark suit and tie. Below the picture are two small buttons: 'Change' and 'Delete'. To the right of the picture is the name 'Grant MacLaren' and an 'Edit' button.

### 2.3. Have a Profile Picture

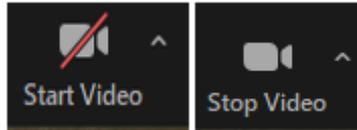
- When not showing your video, your profile picture will be displayed. This gives you a visual identity that others can recognise. Better than just having your name displayed.
- Change your profile picture by editing your profile.
  - As a signed in Zoom user via a browser
  - As a signed in Zoom user from desktop application, go to Settings, Profile, and “Edit My Profile”



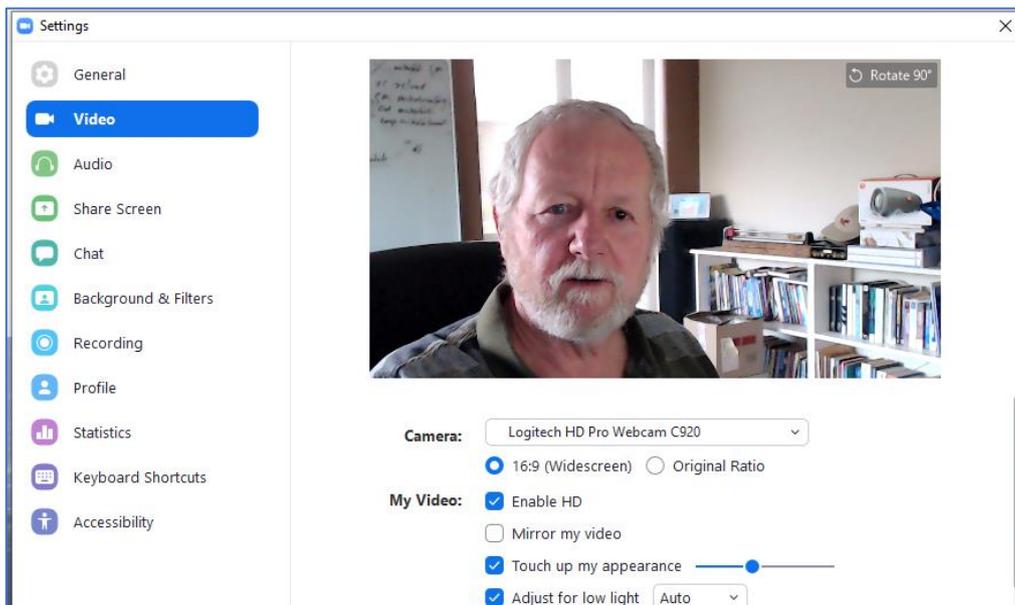
- As a signed in Zoom user from desktop application, after having joined a session, click on the “Participants” button at the top of the Zoom window / on the Zoom Control Bar. Next, hover your mouse over your name in the “Participants” list on the right side of the Zoom window. Click on “More” and then “Edit Profile Picture”.



## 2.4.Show your Video

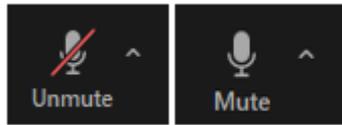


- When engaging in a session, the next best thing to being physically present is showing your live video.
- Hosts, presenters, panel members and other participants will experience your interaction as more engaging. Visual cues offer feedback to facilitators to enable them to adapt their presentation and discussion flow thereby enhancing the interaction.
- Having your video on will also prioritise your focus and attention and ensure you get the full benefit of sessions you participate in. Giving 100% attention is better for you and respectful to others.
- Always test your audio setting before joining a session. Use Zoom settings, Audio to do this on desktop application.

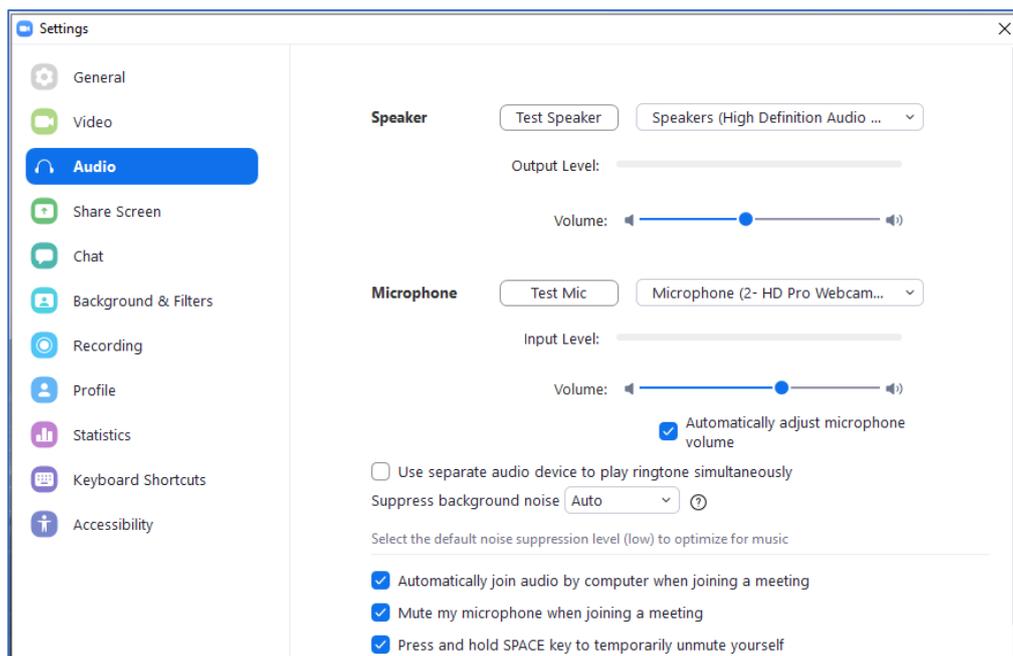


- Ensure your video presents a reasonable picture to others.
  - Avoid bright backlighting
  - Position your camera to show your face clearly when you are observing the shared session content, or videos of the active speaker or gallery.
  - Avoid distracting images or activity in the background of your video
  - If you use virtual backgrounds, use a static neutral image, and not a video background (The host may prevent this).
- The host may stop a participant's video, and prevent the participant from restarting their video if needed.

## 2.5. Manage your Audio



- Always test your audio setting before joining a session. Use Zoom settings, Audio to do this on desktop application.

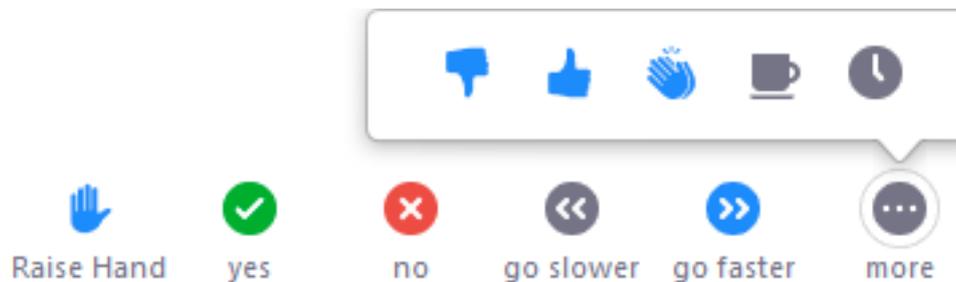


- Best practice is to remain muted when not participating in a conversation in the session.
- Unmute yourself when required to speak and mute yourself once finished speaking.
- Unmuted participants may introduce background noise unintentionally and this can negatively impact the session experience as well as recordings of a session.
- The host may have set the session up to mute all participants on entry.
- The host may also setup controls that prevent participants from unmuting themselves.
- The host may ask participants to unmute themselves
- The host can mute participants if they cause interference

## 2.6. Use of Non-Verbal Gestures

- Zoom includes a number of non-verbal gestures that can be used by meeting presenters (hosts) and participants to signal responses or requests to presenters (hosts).

- Where meeting size permits, if all participants have their videos on, and the presenter and participants are seeing each other on screen, the use of actual gestures can continue.
- Where meeting size does not easily allow for full visibility of all participants videos, facial expressions or gestures, participants can use non-verbal gestures.
- A benefit of non-verbal gestures is their visibility in the participant list until cleared by the host or the individual participants.



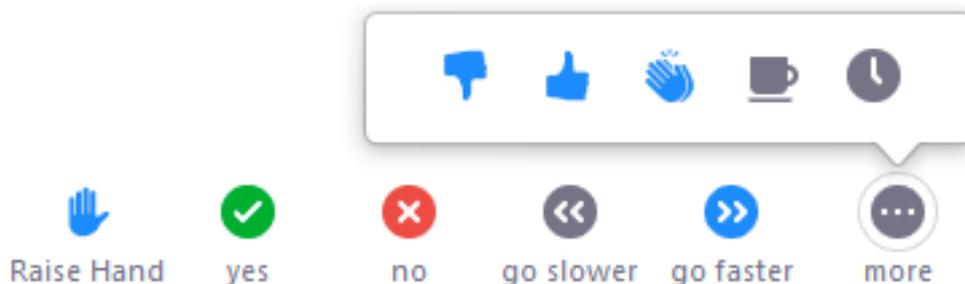
- To access gestures, click on Participants in your Zoom control bar.



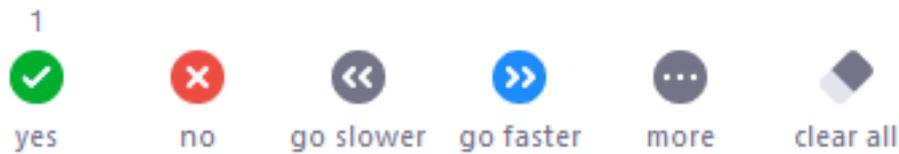
- Clicking on a gesture results in a gesture icon being shown alongside your name in the meeting participant list.



- “Raise Hand” – This gesture results in a hand icon being shown alongside your name in the meeting participant list. This hand remains displayed until you, the host, or a co-host “Lowers your Hand”.
- “Yes” and “No” can be used as quick response indicators to a presenter question.
- “Go Slower” and “Go Faster” can be used as visual indicators signalling to the presenter to perhaps change their pace of delivery.
- “Agree”, “Disagree”, “Well Done”, “Time for a Break”, “I am Away” are additional gestures you can use.



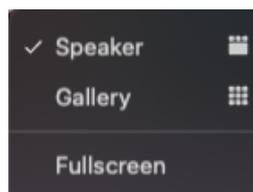
- At any point, the host can see the number of participants that have clicked on each icon. This is particularly useful for quick binary (yes/no, agree/disagree) “verbal polls” without needing to use a polling tool. The host can also choose to clear all indicators at any time.



- To maximise the benefit of using non-verbal gestures, the host and participants should be familiar with how to integrate them into an interactive engagement during a meeting.

## 2.7. Manage Your Own View of Meetings

- Zoom allows each participant to choose what they see on their screens. You can choose to focus your viewing by selecting different views:



There are a number of View Options you can select:

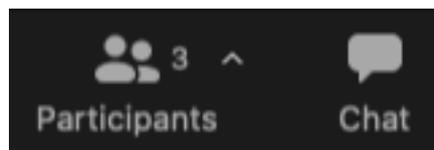
- You can choose to have the participant videos show above, or side-by-side with a shared screen.
- You can choose to see a gallery view or have the active speaker video larger than other participants.
- You can choose to pin a particular participant / host video and keep this as the larger image.
- When a screen is shared, you can switch between see the video or the shared screen as the larger image.

In short, familiarise yourself with the option to maximise your experience and your focus on core content or videos.



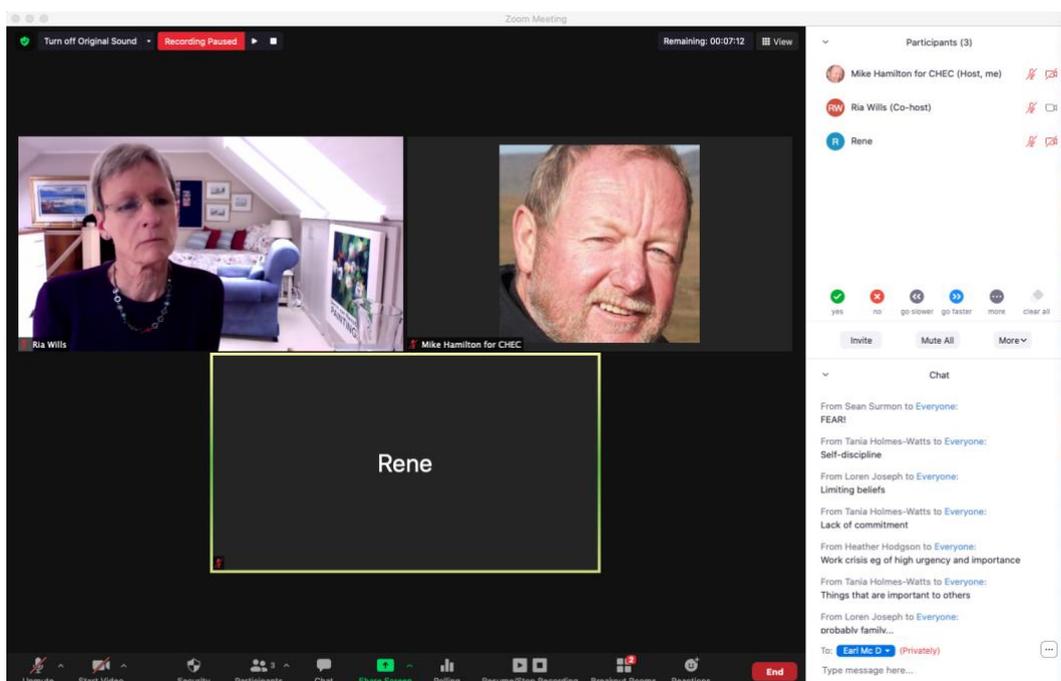
It is also recommended that as a participant, you organise the views of different elements to enable you to engage fully. You can combine the video, screen sharing, chat and participants views to give you full visibility of the meeting aspects.

Using your Zoom Control Bar, click on meeting aspects you wish to make visible:



Various elements can be combined, or merged with the main meeting window when not in full screen view, or float free when you opt to have the main meeting content in full screen view.

Here is a Full Screen view with merged meeting elements:



Here is the Full Screen view with floating windows that can be individually managed:

Turn off Original Sound | Recording Paused | Remaining: 00:02:34 | View

**Chat**

From Sean Surmon to Everyone:  
**FEAR!**

From Tania Holmes-Watts to Everyone:  
Self-discipline

From Loren Joseph to Everyone:  
**Limiting beliefs**

From Tania Holmes-Watts to Everyone:  
**Lack of commitment**

From Heather Hodgson to Everyone:  
**Work crisis eg of high urgency and importance**

From Tania Holmes-Watts to Everyone:  
**Things that are important to others**

To: [Earl McD](#) (Private)

Type message here...

**Participants (3)**

- Mike Hamilton for CHEC (Host, me)
- Ria Wills (Co-host)
- Rene

Start Video | Security | Participants | Chat | Share Screen | Polls | Remote-View Recording | Breakout Rooms | Reactions | Invite | Mute All | More | End