

ASC Virtual Tutoring Centre

Zoom Video Conferencing Information for Students

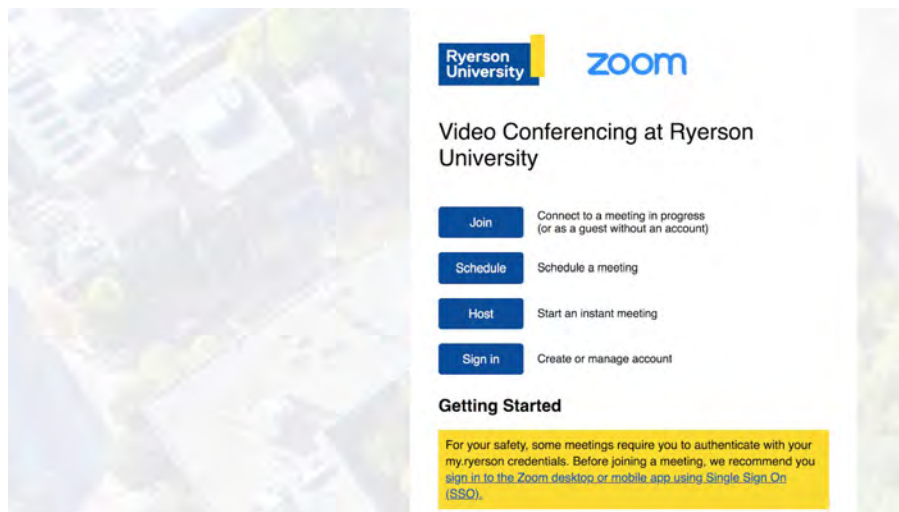
The Academic Success Centre's Virtual Tutoring Program now utilizes Zoom to facilitate virtual tutoring. Zoom is used for teleconferencing, telecommuting, distance education and many other areas. The platform is generally intuitive for student learning.

What do tutees need to know how to do?

- Create a Ryerson Zoom Account
- Download the Desktop Client for an optimal user experience with the platform
- Use chat and participant features, such as raise hand, turn on audio to ask questions, move slower, etc.

Guidelines for Students (Tutees)

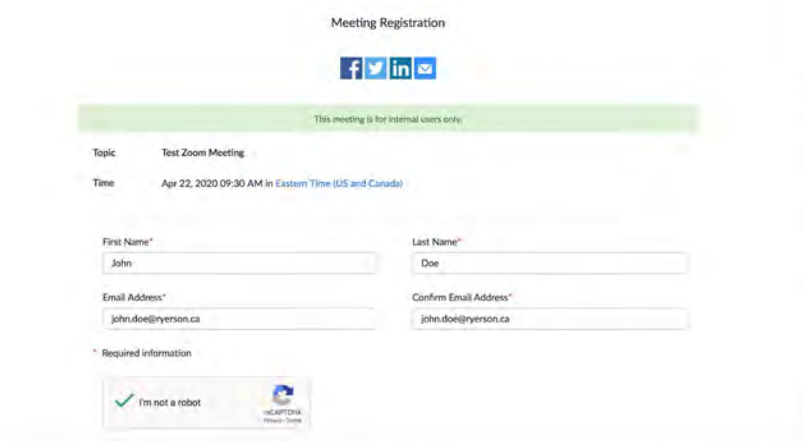
Start by creating an account through the [Ryerson Zoom domain](#). Signing in to your Ryerson account for Zoom promotes the security and authenticity of visitors by requiring Ryerson University credentials through Single Sign On (SSO).



Students will be redirected to the Ryerson login page to verify their Ryerson identity.

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After receiving a zoom meeting link to their email, students will be directed to the Meeting Registration page where they are prompted to enter their name and Ryerson email.



The screenshot shows a 'Meeting Registration' form. At the top, there are social media icons for Facebook, Twitter, LinkedIn, and Email. Below that, a green banner states 'This meeting is for internal users only.' The form displays the following information: Topic: Test Zoom Meeting; Time: Apr 22, 2020 09:30 AM in Eastern Time (US and Canada). The registration fields include: First Name* (John), Last Name* (Doe), Email Address* (john.doe@ryerson.ca), and Confirm Email Address* (john.doe@ryerson.ca). At the bottom, there is a 'Required information' section with a 'I'm not a robot' checkbox and a CAPTCHA icon.

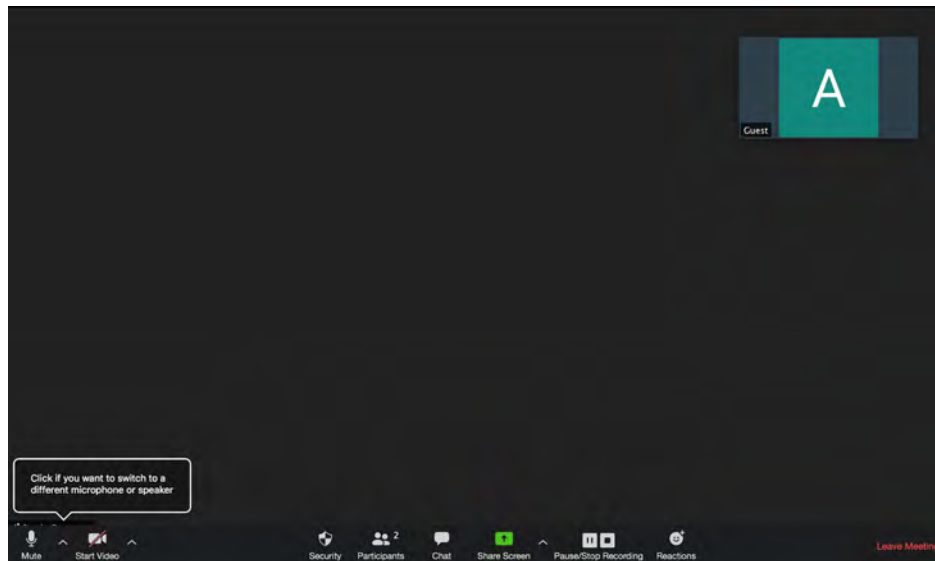
IMPORTANT NOTE: Students are required to register for the virtual tutoring Zoom session with their correct name and Ryerson email address.

Once a student signs in and joins the Zoom tutoring session, they will be placed into a waiting room until the host/tutor verifies they are registered for the session and adds them to the Zoom meeting.



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Students are automatically muted upon entry. To minimize feedback and prevent disruptions, we ask that students leave their microphone on mute unless they have a question and/or want to participate in discussion.



The different symbols in the “Participants” tab enhances the student experience by allowing students to ask questions and respond to tutor’s questions.

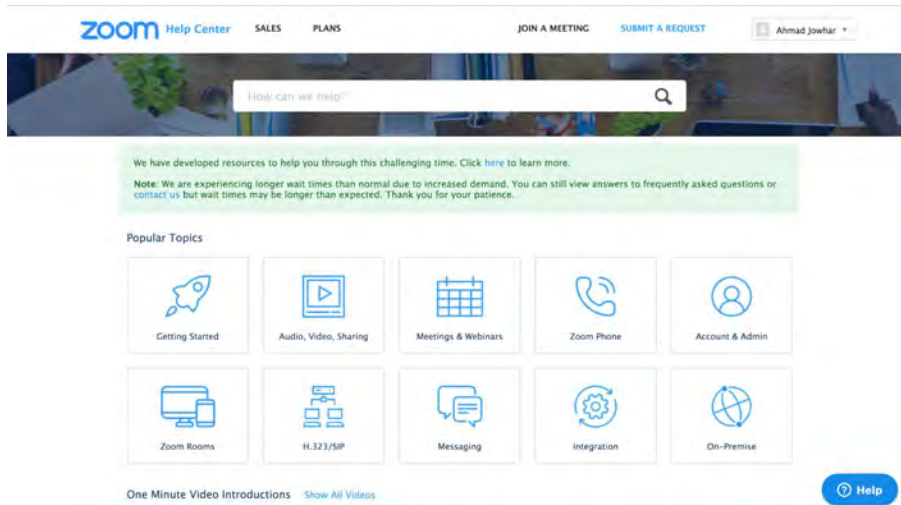


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Resources to Assist New Users

There are various online resource materials provided by Zoom to assist users with their experience, such as Live Trainings, Video Tutorials, Knowledge Base documents.

- The knowledge base resources are a great resource for more information on the platform. This includes training videos and documents for all types of information (Audio & Video, Mobile compatibility, Account support).



Below are two knowledge base links which will assist tutees with their Zoom experience.

- [Getting started on Windows and Mac](#)
- [Quick start guide on how to utilize the Zoom Desktop App](#)

Zoom Features

Available Zoom features depend on the Zoom platform the users use. The options are: desktop client, mobile application, and web client. We recommend downloading the Zoom application.

Zoom Web Client

The Zoom Web Client enables hosts and participants to join a meeting without downloading any plugins or software. Some of the features with the zoom web client includes:

- Sharing video and screen
- Joining meeting through computer or phone audio
- Meeting controls (Host)

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- Viewing shared video and screen
- Closed Captioning

The [Zoom Web Client web page](#) provides further details on the web client platform.

Desktop Client and Mobile Application

Both of these versions have similar features.

- Features that are available in the Desktop Client, but **not** in Mobile Application:
 - Local Recording
 - In-meeting controls for host

Further information can be found in the [Zoom help center](#).