



Virtual Class Protocol

Video and Audio

First, let's talk about your video and audio.

- Unless your appearance or background is very inappropriate or distracting, **turn ON your video**. Video is crucial in building trust and engagement in virtual communications. Don't skip this step just because you don't love the way your hair looks today.
- **Test your video and audio** before your meeting at zoom.us/test.
- **Look at the camera.** This takes a bit of getting used to since you want to look at the other participants faces (and, let's be honest, your own face), but try to look at the camera when you're talking. This tactic will mimic the in-person feeling of eye contact. It's important to gauge reactions by looking at the screen, but alternating that with looking at the camera makes the audience feel like you're really talking to them.
- When possible, try to **use a good quality camera and headset** instead of your computer's built-in ones. Zoom works just fine with the built-ins, but the quality is even sharper with higher quality hardware.
- **Adjust your camera** if it is too low or high. Only your barber wants to stare at the top of your head. Your camera should be at eye level.
- If you can, connect to the internet via an ethernet cable. Zoom works well on wireless all the way down to 3G, but the quality is best on a solid wired internet connection, so wire in when you can. Otherwise, just make sure you have serviceable Wi-Fi.

Meeting Etiquette

There are some general rules of courtesy for virtual (and in person) business meetings.

- If you can, hold off on eating full meals during your meeting. Imagine how unappealing it would be to watch someone up close slurping a plate of spaghetti

on a big screen. If you can, chow down when your meeting is over.

- Even though it's tempting, try not to multitask too much. And if you're going to, at least mute yourself.
- You don't have to be overly prepared for a meeting you're not hosting, but try to be on time, having glanced at the agenda.
- Refrain from private behaviour – i.e. scratching your armpits, picking your nose. We can see you!

Consider Your Environment

Your surroundings say a lot about you. Let's make sure that they say the right things.

- Dirty clothes in a pile, an unmade bed, and so forth give the impression that you're not a professional to be trusted with serious work. **Clean up and have a simple background** (a plain wall, a potted plant, or a bookshelf works perfectly). Zoom also provides **virtual backgrounds** to help you disguise even the most recklessly cluttered environments.
- Lights, camera, action! Note, the first item here is LIGHTS. **Position yourself so that most of the light is coming from in front of you** (behind your monitor), instead of behind you. If you have a window behind you, shut the blinds. Otherwise, you will be backlit.
- Barking dogs and slamming doors are not just annoying in person, they are also annoying via Zoom! **Find a quiet space to meet, shut the door, and mute yourself as necessary.**