

# Zoom Tutoring Guide

This is an addition to the Tutoring Manual (located on the CETL tutoring webpage) and is a resource to support you as you offer sessions online.

Contact [tutoring@rochester.edu](mailto:tutoring@rochester.edu) for more support

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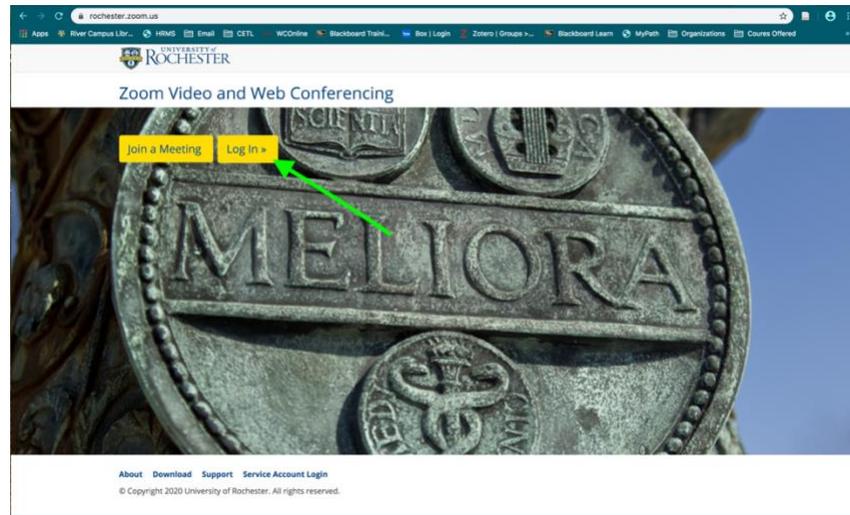
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# Online Tutoring through Zoom

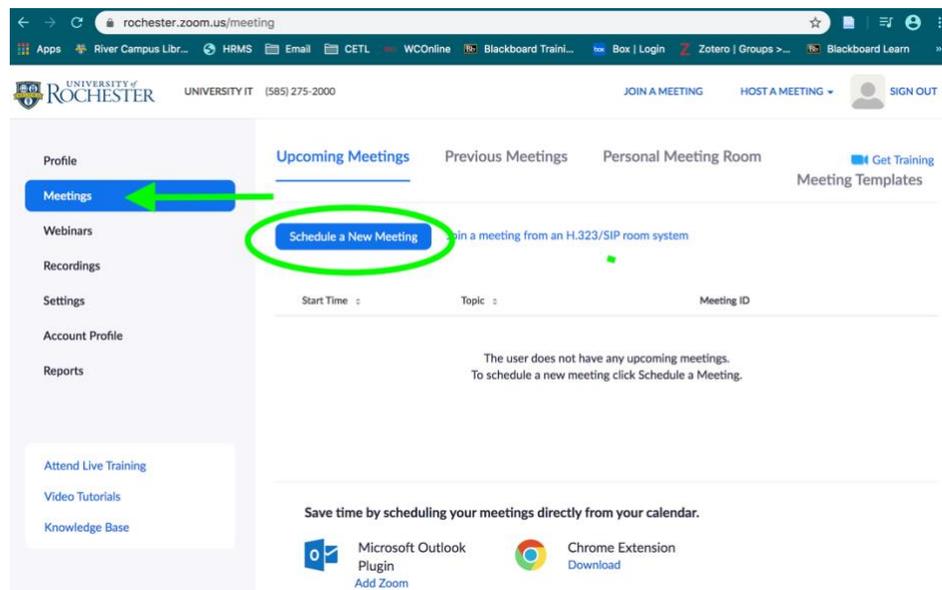
FaceTime and other video platforms are not permitted, as they are not linked with your NetID information. Please read the below instructions below. All sessions must take place on UR Zoom.

## I. Setting up the Appointment on Zoom (do this at least 12 hours prior to appointment)

1. Check WC Online daily- when you notice a new appointment, set up a Zoom meeting ahead of time by going to <https://rochester.zoom.us/>



2. Once you're logged in, you should see this profile page. Click on 'Meetings' on the left-hand menu and click on 'Schedule a New Meeting'

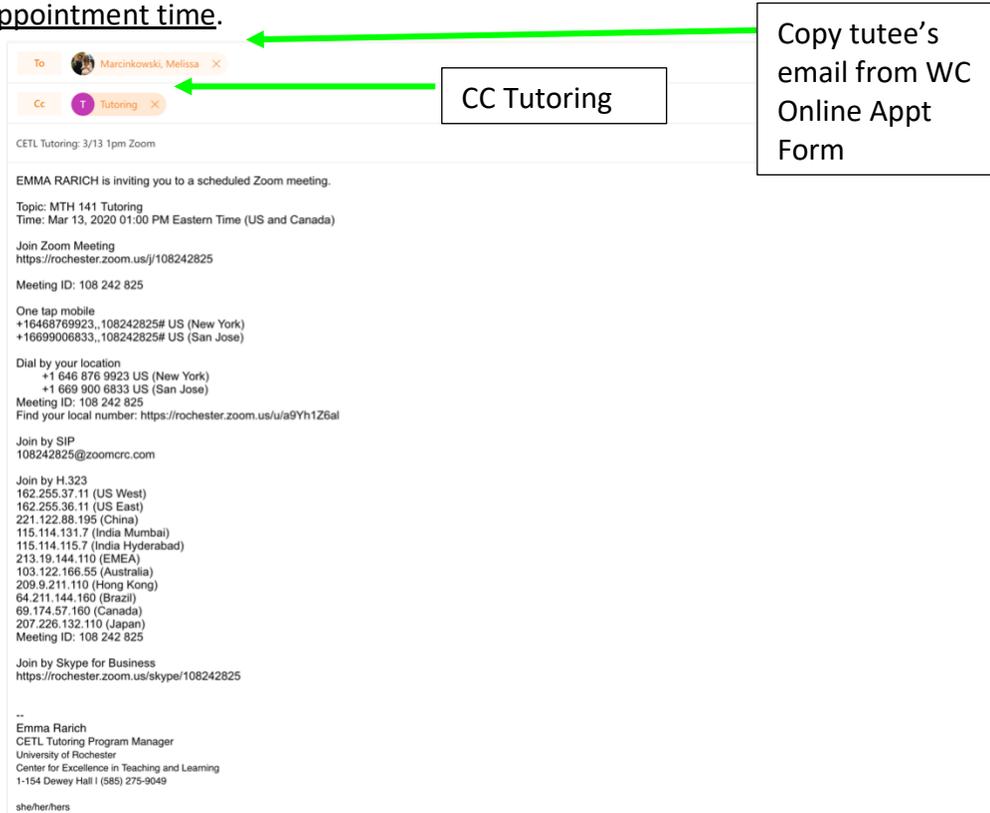


- Fill out the form. **Topic** should include '[course] Tutoring' (ex. MTH 141 Tutoring).
  - When** should match the day/time that the tutee booked on WC Online.
  - Duration** should remain 1hr
  - Time Zone** should be Eastern Standard Time (matching WC Online).

- Video** should be turned on for host and participant. Video can be turned off at the time of the meeting if the tutee/tutor prefer. Everything else can remain on the default settings. Doublecheck the date/time with WC Online and click 'Save'.

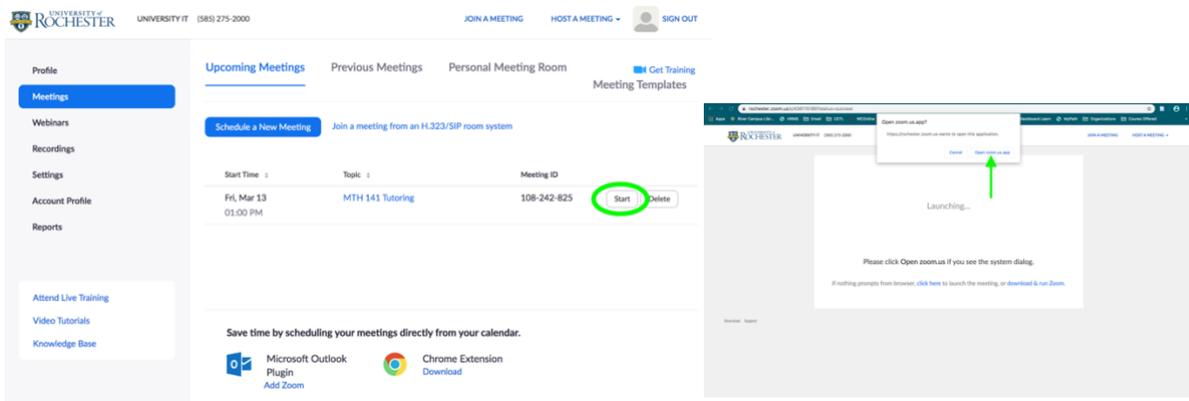
- Now you need to invite the tutee. Click on 'Copy the Invitation'. A form will pop up and you can select 'Copy Meeting Invitation' to quickly copy the entire form.

- Get the tutee's email from WC Online (on appt form). Paste the form into an email to the student and subject the email '**CETL Tutoring: [appt date, time, and subject] Zoom**'. CC [tutoring@rochester.edu](mailto:tutoring@rochester.edu) to the email. Send the email at least 12 hours before the scheduled appointment time.

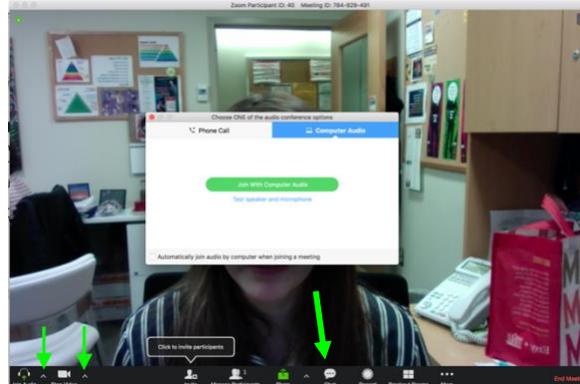


## II. Launching the Session on Zoom (Do this on the day/time of appointment)

- On the day/time of the appointment, log into Zoom and select 'Meetings' as you did in steps 1 and 2. The appointment will be listed. Click 'Start'. This will open another page where you will launch the Zoom meeting.



2. Once Zoom launches you have joined the meeting and can wait for the tutee. Make sure your audio works by clicking 'Test Speaker Microphone and Audio'. You can access more audio and video options at the bottom left of the screen. There is also a **chat box** where you can message the student if you are having technical difficulties. You'll need to make sure audio works for both of you so that you can have a Socratic session. Use the first few minutes of the session to make sure you can hear each other.



3. If your tutee is not there after 10 minutes, you can invite them using the invite button on the bottom menu panel or find/reply to the email you originally sent. If the tutee does not show up after 15 minutes, the appointment will count as a no-show. You will indicate this on WC Online on the appointment form and log the time into your HRMS as you normally would.
4. After you hold your session with your tutee, be sure to complete a WC Online Client Report Form as you normally would to sum up the session. Indicate that the session was on Zoom in the appointment location.

# Zoom Tutoring: Best Practices

## Create engaging sessions

- Take time to do a tech check:
  - Tutor and tutee should both have their camera on and be able to see each other if their wifi access allows it
  - Tutor and tutee must both have audio/mics on
- Sessions must be Socratic
  - Ask the tutee questions
  - Have the tutee explain concepts in their own words
  - Have tutee use the whiteboard feature or a document camera (see how to create one in tutorial below) to work through problems with you and on their own
  - Use other screensharing features such as the annotation tool for tutor and tutee to draw on diagrams and codes

## Use the Zoom Tools:

- Screen sharing allows tutors hosting a session to display whatever is on their screen to the tutee. Annotation tools allows both participants draw and highlight what's on screen, which can be immensely helpful when discussing visual materials, such as mockups, formulas, and so forth.
- To annotate while viewing someone else's shared screen, select **View Option** from the top of the Zoom window, and then choose **Annotate**. A toolbar appears with all your options for annotating, including text, draw, arrow, and so forth. The presenter can use the save button on the toolbar to capture the complete image with annotations as a screenshot. You can also disable tutee annotation altogether
  - Tutor Idea: Consider uploading some images of diagrams to annotate with tutees or Googling for useful diagrams to use. Make sure your tutee is engaged and annotating- you can both annotate at the same time
- See the tutorial on using the **Zoom Whiteboard** and how to **set up your own document camera using a phone/tablet** at the end of the guide

## Have a plan

- Create a plan of what the tutee would like to go over in the session- perhaps write out a checklist in the chat box or on the whiteboard to stay on track
- Be mindful of time and encourage the tutee to sign up for another session with you for the following week
  - Have the tutee set a goal and check in with them in the next session (you can out this in the client report form so you can return to it easily)
- Suggest other resources and tools you believe the tutee would find helpful

## Build connection

- Take time to check in with the tutee in the beginning
  - Ask how they are doing- this might be one of their only live interactions with the UR community that day
- Offer to schedule another appointment with them next week

## Adhere to Academic Honesty Policy

- The academic honesty policy still stands as it did with in-person tutoring
  - Do not do homework in your sessions: use it as a starting point and do practice problems and discuss concepts outside of the homework
  - Do not complete any work for tutees
  - Do not share your past assignments or notes without permission from your professor and the tutee's professor
    - You can use your notes for yourself to help you tutor/recall information
- Email the CETL tutoring team and/or the academic liaison ([honestyliasion@ur.rochester.edu](mailto:honestyliasion@ur.rochester.edu)) with any questions you or your tutees have
  - We are not members of the board and can handle your questions confidentially and offer advice
- Check out information of UR's Academic honesty page:  
<https://www.rochester.edu/college/honesty/students/ta-tutors-employees.html>

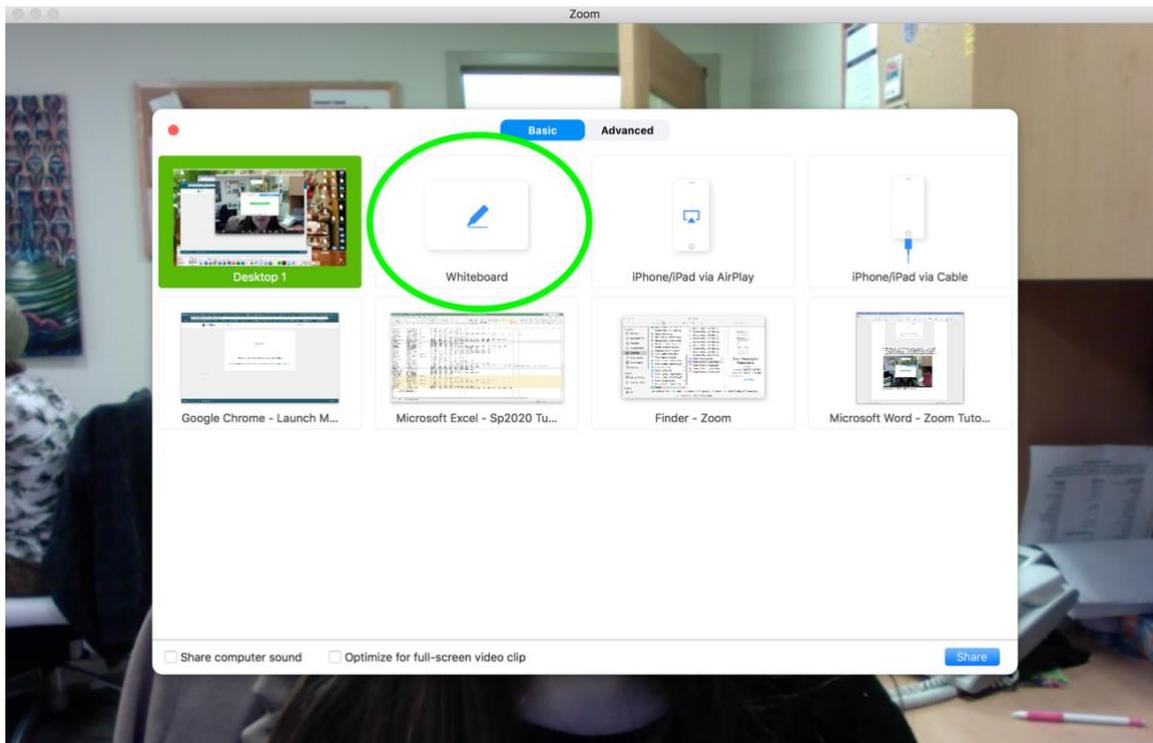
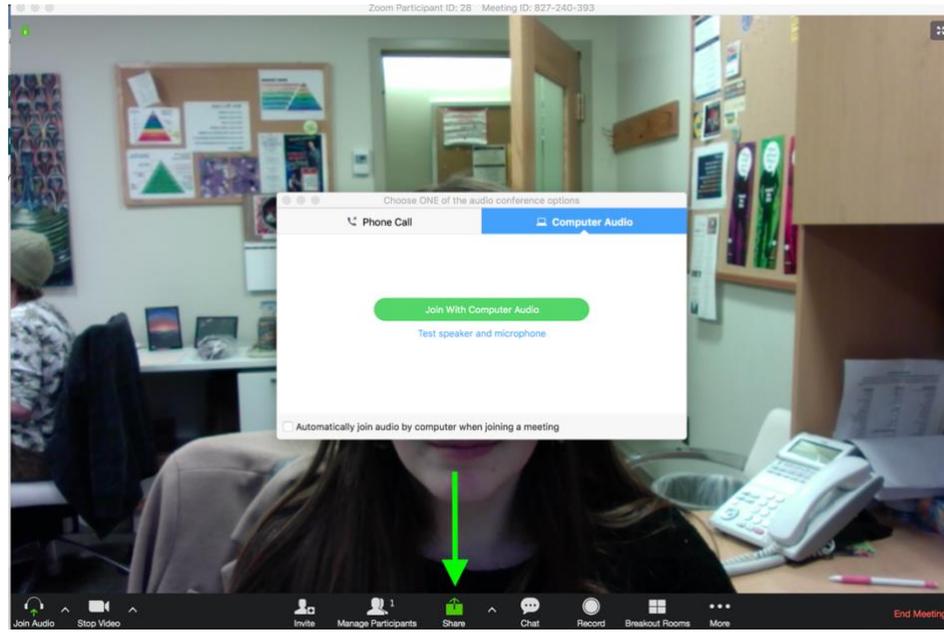
## Stay on top of your tasks

- Send the Zoom invite to the tutee prior to the session with CETL tutoring and the DATE/TIME/COURSE in the subject to make your email easy to find
- Complete client report forms after every session and be sure they are all done after each tutoring day
- Enter all hours into HRMS by the end of the day so you do not forget
- Keep in touch with the CETL Tutoring Team if you have any questions or concerns. Touch base with your tutor mentors too!

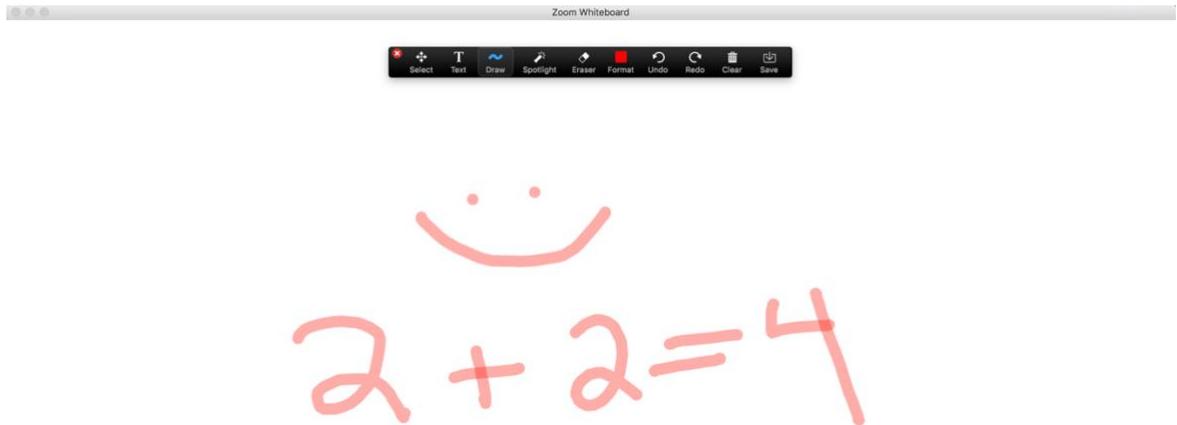
# Tutorials

## How to use the whiteboard

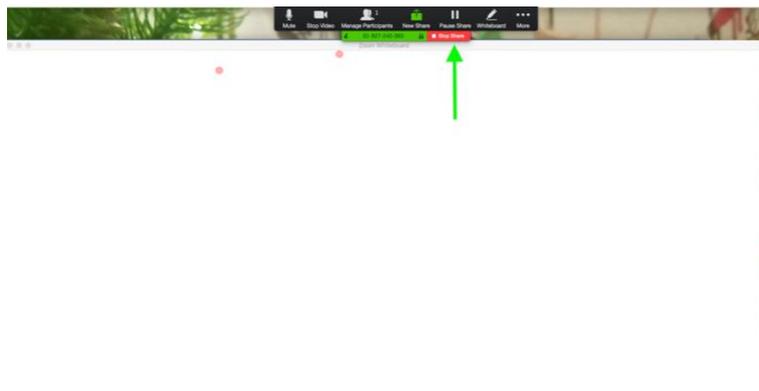
1. Click 'Share' on the bottom menu panel and select whiteboard



2. Use the tools to draw, erase, type, and save if needed. Clear will clear the board



3. Pause/stop sharing using the top menu bar. If the menu bar disappears, hover over the top of the screen. It will come back 😊. You can also access the chat box here but clicking 'More'.



## Set up a document camera with your smartphone or tablet

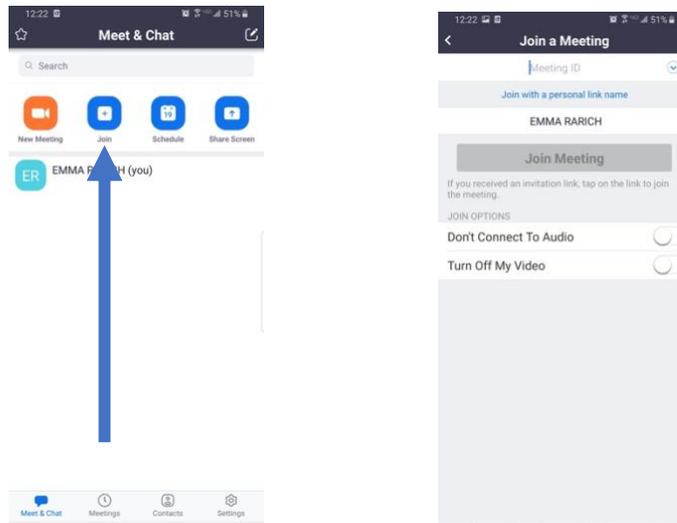
In a Zoom meeting you can simultaneously share your iPhone/iPad by connecting the secondary handheld device to the same WiFi network as your computer. You can then select 'Share Screen' on the bottom menu bar in a Zoom meeting room on your computer to share the view of the secondary device.

**If you wish to connect an Android phone/tablet or if you would rather connect your iPhone/iPad using the Zoom app, see the instructions below 😊**

1. Download the Zoom app onto your phone/tablet. It's free! **Log in with your UR email and password**



2. Enter the meeting on your computer using the meeting link emailed by the tutor or the meeting ID. The meeting ID is located in the email sent to you by your tutor
3. Open the Zoom app on your phone/tablet and enter the meeting using the meeting ID (meeting ID will also be on the top of the zoom meeting running on your desktop).



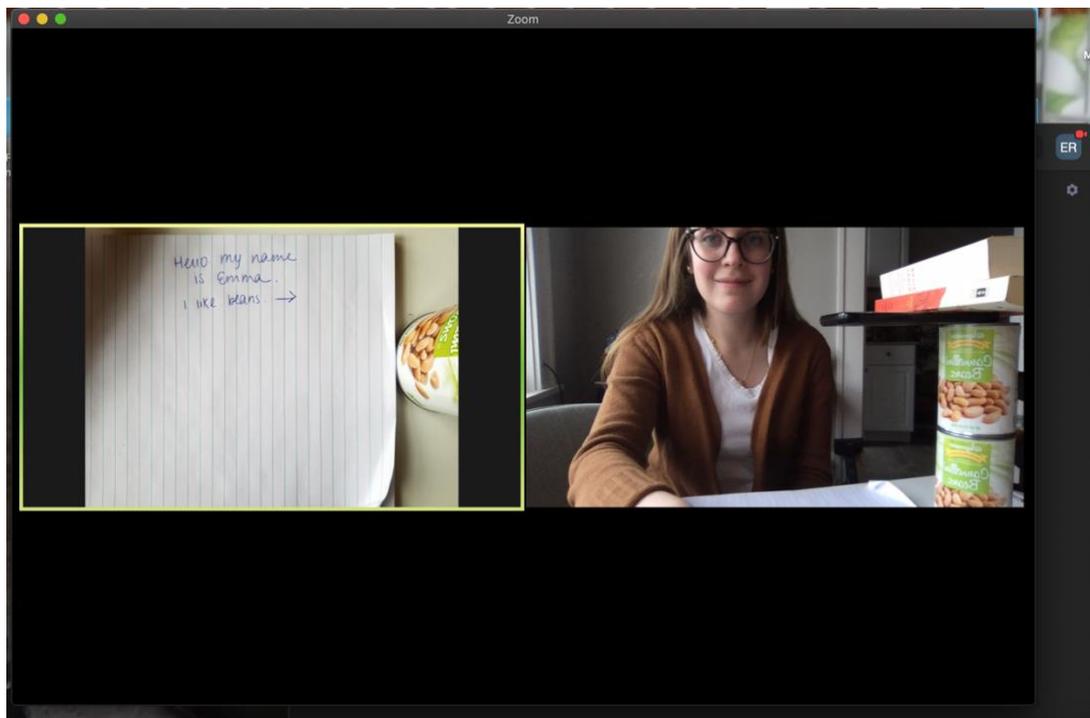
4. Turn off your mic and sound on your phone/tablet.

5. Now the crafty part. You will need:

- 2 soup cans
- Book(s) OR 1 additional soup can
- A pen/pencil
- A sheet of paper/notebook



Stack the 2 cans and place phone on top. Make sure the camera is pointing down. Place a third can (keep in mind these can be heavy) OR a couple books on top of the phone to weigh it down while you adjust the camera. You may need to experiment how to orient the camera.



6. When the call is over, just make sure you have left the meeting on both of your devices.