

Yale School of Management

Tips for Making the Most of the Virtual Classroom

As part of Yale University's response to COVID-19, all SOM courses have been moved online. Class sessions will take place live via Zoom. Zoom links for each course can be found on the appropriate course site in Canvas.

Whenever possible, synchronous attendance is expected of all students in the live sessions of all the courses in which they are enrolled. Students who cannot attend a class session live should let their instructor or TA know in advance. Recordings of class sessions will be posted on Canvas for students who are unable to connect live.

Virtual Classroom Basics

For the best Zoom experience, whenever possible you should:

- Find a quiet, distraction free space to connect
- Make sure your internet connection is stable, and strong enough for streaming video
- Have a working webcam, microphone, and speakers – headphones with a built in microphone are even better

Each class will have a Session Coordinator, usually a member of the SOM staff who has volunteered for this role and who will work with the professor to facilitate class discussion. To help them support the best possible virtual instruction experience, please:

- Look for them to introduce themselves and give reminders at the beginning of class sessions
- Display your first and last name when possible to ensure the session coordinator can identify you
- Notify your session coordinator via Zoom Chat if you have any technical problems or need to call in
- Use Zoom's raise hand feature to ask a question, make a comment, or otherwise participate in class. The session coordinator will call on students in order.

Virtual Classroom Experience

To help create the best possible Virtual Classroom experience for your fellow students and instructors, please be mindful by:

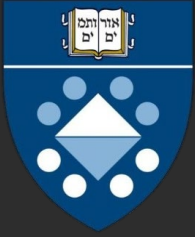
- Treating the virtual classroom just like the physical classroom, with the same classroom norms – be prepared, punctual, engaged, and avoid creating distraction
- Being aware of your audio and video status in Zoom, muting and unmuting as necessary, and keeping video on when possible – but be aware of what's on your video, the image stability, framing, background, and in frame activity

Further maximize your learning experience by reviewing the best practices for online learning provided by Yale's Poorvu Center:

- <https://academiccontinuity.yale.edu/guiding-principles-students>

Information Technology & Media Services

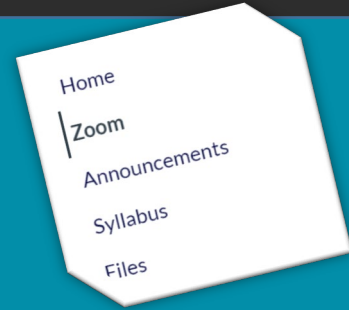
Our IT and Media Services teams are hard at work to ensure Academic Continuity begins and continues to run smoothly for our community. Students who have any technology issues or questions should contact somit@yale.edu to open a Help Desk Ticket as usual. Please be patient in waiting for assistance, as these teams continue to diligently create the best possible learning environment for our community.



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Virtual Classroom Helpful Tips

Whenever possible, make sure you have a stable internet connection that is strong enough for streaming video, and connect from a quiet, distraction free space.



Links to connect can be found under the 'Zoom' field on the course on Canvas.



Use the raise hand feature in Zoom to participate in class. Make sure to unmute to begin speaking.



Use a video connection when you can, but be mindful of muting.

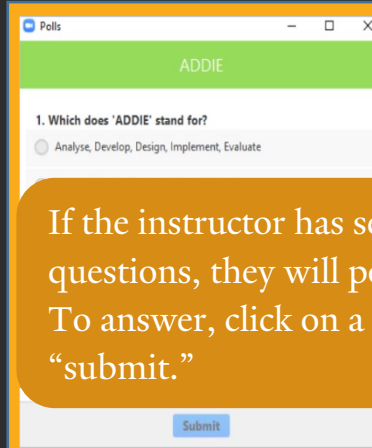


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Useful Zoom Features



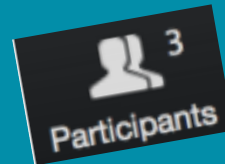
Click Chat to open the chat window and communicate with the session coordinator.



If the instructor has set up polling questions, they will pop up on your screen. To answer, click on a response and click “submit.”



Virtual breakout rooms may be used for group work during class. This sends all participants to individual video calls and then back to the main room.



If you click on Participants, you can see who is currently in the meeting. The participants list also gives you the option to raise your hand or rename yourself.