

ZOOM GUIDELINES FOR MY CMMI CLASSES

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My Zoom Cheat Sheet will help you with essential functions

THE BASICS

Be sure your organization allows you to use Zoom.

A few don't, because of security requirements. Most Zoom security issues, though, are the result of the meeting organizer not taking adequate precautions. I'll be doing several things to make sure our class is secure – using a *waiting room* to verify students as I let them in, etc. Even if you're not allowed to download Zoom to your computer, don't despair! (There's no crying in CMMI!) I bet your organization will allow you

to use the browser version. (Stick to the download, though, for the best experience.)

Verify that your computer and network meet Zoom requirements. For class, you must be running the *computer* version of Zoom, not the *phone* version. Please compare your system against the [Zoom requirements](#). Also, consider running an internet speed test to see if you're likely to suffer latency or blockiness. (Nobody wants to see your blockiness!) *I've done all I can on my end to contribute to a great experience; the rest is up to you.*

Test that you're literally able to run Zoom. Be risk-averse. Give Zoom a test run several days before class. [This link](#) allows you to ensure your video, microphone, and speakers work properly. It'll also give you a chance to play around with some of the controls. What's more fun than that!?

Use the downloaded version of Zoom (rather than the web-based version) if you'd like full functionality and optimal look-and-feel. If you don't already have Zoom on your machine, check out the [Zoom Download Center](#).

For best results, create a Zoom account. Okay, you don't actually *need* one to run Zoom or to take my class. But if you do set up an account, you'll be able to do nifty things like upload a profile photo to use as your stand-in during class breaks -- instead of a live video feed of your lonely, empty chair.

Learn more about Zoom. Wanna know more? Check out the plethora of [resources](#) the folks at Zoom have made available to help you get started. Or learn as I did -- host a virtual *game night* with friends! (Remember "friends"?)

PLEASE SHARE...

Your cell phone number? Mine is 571.232.0146. Sharing our cell numbers will help us get in touch in the event of a disconnection.

Your level of Zoom experience? Letting me know will give me insight into the level of mentoring you might need.

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YOUR HOME NETWORK

Find your best wi-fi signal. Make sure you're getting a robust wi-fi signal where your computer will be for class. Experiment with different locations. (How to do this will depend upon your OS. On my Mac, I option-click my wi-fi symbol and look at the RSSI number.) Don't be that guy who drops out because of wi-fi issues! Here's [more guidance](#).

Consider connecting directly to your router. For even better results, avoid wi-fi altogether and instead use an ethernet cable to physically connect to your router. (That's how I roll for class!)

Limit other data-intensive network uses on class days. Please make sure people sharing your network minimize streaming music or videos, online gaming, etc.



BE A ZOOM POWER USER!

Ponder a second computer or monitor. Another screen would be useful for pulling up class materials and/or the online Model Viewer while you watch the slideshow on your main screen. Or, use a big screen if you have one. If this isn't possible, I strongly urge you to *print selected course materials in advance*. (I'll provide specific guidance on that in a separate note.)

Snag headphones and an external microphone. I hear everyone more clearly when I wear my headphones, and my voice becomes a shining beacon of CMMI goodness when I use my mic. Sure, you likely you won't buy these things just for class, but they're good investments if virtual events are a habit you just can't seem to quit.

Get geeky about latency and packet loss. If you really, truly want to go full-on tech-nerd, find out how good your videoconferencing will likely be by [testing your internet connection](#) for:

- Latency (< 300 msec to avoid noticeable lip synch issues)
- Latency jitter (< 20 msec to reduce blockiness/jerkiness)
- Packet loss (< 0.1% to reduce blockiness/jerkiness and audio drop-outs)



LIGHTS! CAMERA! ACTION!

Look your best!

- **Clothing.** Wear pants! (In case you unexpectedly stand.) Avoid strong patterns. (May distract.) Make sure it's clear that you're wearing clothing. (Tube top? Not ideal.)
- **Background.** Avoid window backdrops. (Harsh.) Be sure the background is distraction-free. Consider a virtual background... or ten. (Upload in advance.)
- **Lighting.** Be sure the light is on your face.
- **Elevation.** Avoid that we-are-looking-up-your-nose look: elevate your laptop so that the webcam is at eye level.
- **Tech.** Consider Zoom's *touch up my appearance* feature. (But shhhh... it's my beauty secret!)



Just before class:

- **Signal.** Position yourself near that strong wi-fi signal you found in advance.
- **Bandwidth.** Remind other network users not to run data-intensive applications.
- **Communications protocol.** Establish some way of communicating with family members during class. Text? Paper? Smoke signals?
- **Pen-and-paper.** Have a pen and pad of paper available for note-taking.
- **Class materials.** Grab the course materials that you (hopefully) printed in advance: either the *CMMI Quick Reference Guide* or *Model At-A-Glance*, plus the class exercises (or the entire course binder). Plus the *Zoom Cheat Sheet*, if needed.
- **Apps.** Close unneeded applications and tabs before starting class.
- **CMMI.** Log into your CMMI Institute account and connect to the Model Viewer.
- **Meeting.** Log into the Zoom meeting, using the ID and password from the invite.

During class:

- Keep your live video feed on, except for breaks and lunch.
- ***I will sometimes call on people randomly, to ensure they're paying attention.***
- We'll be using Zoom *breakout rooms* for group exercises.
- Our connection may not always be perfect. Expect occasional blockiness or lag.
- Limit visual disruptions caused by family members or pets. Especially cute ones.
- Don't take calls on your cell in full view of class.
- If you're clearly nodding off, you could receive a private message or phone call.
- Don't send messages via private chat that would be embarrassing if revealed.
- Don't create an awkward scenario by forgetting you're being seen and heard by the group. (Biology noises... carrying your laptop to the bathroom... watching non-CMMI-compliant or otherwise inappropriate content in your browser.)
- Please limit drug use before and during class to coffee, tea, and other substances your mom would approve.

"HOUSTON, WE HAVE A PROBLEM"

STUDENT VANISHED! PROTOCOL

If you (a student) have apparently lost connection during class:

1. **Be patient.** If the duration is limited (i.e., 30 seconds or so), you may not need to do anything. When your wi-fi / internet connection returns, you will automatically re-enter the meeting.
2. **Text instructor** (and/or assigned techie). Let them know what's happening. Realize that any instructor response will be limited.
3. **Internet issues?** Determine if you have internet and/or wi-fi issues. If your issues are fixable (e.g., by rebooting router), please try to do so.
4. **Rejoin the meeting**, when you can. Use the same steps you did to join that morning. Contact the instructor after class about making up lost time.
5. **Can't rejoin?** If the time missed was substantial, you will likely not be able to make it up – at least not within the timeframe of the current class. Connect with the instructor after class to discuss next steps.

INSTRUCTOR VANISHED! PROTOCOL

If I (the instructor) have apparently lost connection during class:

1. **Look for a frozen instructor face!** The telltale sign of a lost connection seems to be the video feed freezing.
2. **Be patient.** I will be rejoined automatically if the duration of my signal loss is limited.
3. **Don't overwhelm me with texts.** I will realize I've been disconnected; assume I'm working on the problem.
4. **Please keep the meeting up for at least 30 minutes.** During this time I will be trying to get back in, or simply waiting for my internet / power to work again.
5. **After 30 minutes, await instructions.** I will email or text you regarding the resumption of the meeting.

