

Virtual Course Student Guide

UNBC Continuing Studies utilizes Zoom for our virtual classes. Zoom is a video/audio web-conferencing and collaboration tool that enables you to learn in real time. Through Zoom, you can participate in virtual classes, interact by voice or text chats, participate in group discussions, and take part in instant polls, all with the intent to support your learning experience. To protect course intellectual property Zoom sessions are not recorded, so active participation in the class is required. **Students that do not participate in the class session or the breakout rooms may be identified as absent for that session.**

What do I need to use Zoom?

- **Zoom application** – Prior to your first class, you will need to install the Zoom application. This can be done on your computer or phone. On your computer you can also join via web browser. To download the Zoom app ahead of time, go to: zoom.us/download
- **Audio/visual equipment** – Zoom uses a microphone and a webcam. We recommend an external microphone or headphones with a microphone for best audio quality.
- **Internet connection** – To use Zoom you must ensure you have a strong/consistent internet connection.

Class conduct for Zoom Sessions

- **Camera** – To create an engaging classroom environment we encourage all students to keep their cameras on. Feel free to use image backgrounds to create a neutral space. For more information on how to change your virtual background click here: <https://support.zoom.us/hc/en-us/articles/210707503-Changing-your-Virtual-Background-image>
- **Microphone** – Keep your microphone muted when you are not talking, this reduces the background noise during the session.
- **Asking questions** – Use the raise hand feature or the chat section to ask questions.
- **Class attendance** – Class attendance and participation is a requirement for receiving your Certificate/successfully completing Zoom hosted courses. Ensure you attend all of the sessions for the full length of the session, since attendance will be taken periodically through the class.

How do I use Zoom?

- **Starting your Zoom session**
 - In your course confirmation, a direct link to the session can be found. Click that link to access your class. If you haven't yet downloaded Zoom, follow the prompts to install the Application.
 - Join the session a few minutes early to test your connection, microphone and camera.
 - Close unnecessary background programs for a better connection.
 - To customize your name, click on the participants icon, hover over your name, click More and select rename. Ensure your name matches the name you registered with for Attendance tracking.
 - Keep your camera on, and microphone muted unless you're talking.
- **Participating during Zoom**
 - Participate in group discussions by clicking the **Microphone Icon** to unmute yourself.
 - Chat by text with everyone in the room by clicking the **Chat Icon**.
 - Give reactions such as raise your hand, thumbs up, applause by clicking on the **Reactions Icon**.
 - Complete **Polls** in real-time by selecting your answers and submitting.
 - Participate in group work and case studies by sharing your screen, or open whiteboard by clicking **Share Screen Icon**.
 - Files may be shared in the chat section; to access a file, click on the file and select download.

- **Participating in Breakout Rooms**

- The instructor may schedule breakout rooms; if they do, you will be prompted to join a breakout room, and click **Join**.
- Once you have joined, work with your group to address the given question, case study or assignment.
- If you need help, click **Ask for Help** to let the instructor know.
- To rejoin the main session, click **Leave Breakout Room**.
- The instructor may join the breakout room at any time, and you will be able to return to the main session immediately or after a short countdown.

Troubleshooting Zoom

- **What if I lose my Zoom connection?**

- If you temporarily lose internet connection, or your Zoom window closes, access the link again and rejoin. You may see a screen saying waiting for the host to start the meeting again.
- If your Zoom session still won't load try restarting your computer and reopening the application. If this does not work, try opening the application on your mobile device.
- If you are unable to join due to internet connectivity issues, use the call-in information that is part of the Zoom link and join over a phone network.
- If you are still unable to join, please notify Continuing Studies at cstudies@unbc.ca or call our main office at 250-960-5980.

- **What if my instructor loses his/her Zoom connection?**

- If your instructor loses connectivity, wait for them to rejoin the meeting.
- Normally the instructor should be able to get the Zoom session started within a few minutes. If there will be any substantial delay you will receive an email either from the instructor or cstudies@unbc.ca explaining the situation and next steps.

Desire2Learn (D2L)

Some of our virtual courses utilize D2L, Continuing Studies Learning Management System, to host our course materials, assignments and exams. Not all courses will utilize D2L, and they may not use all features of D2L.

How do I use D2L

- **Accessing D2L**

- If you are in a course that utilizes D2L, you will receive an email with your login email and password generally 5 days before the course starts. If you have not received this email, contact cssupport@unbc.ca.
- To login go to <https://unbc.desire2learn.com/d2l/login>, enter in the username and password provided to you in the email.
- Select the course you are registered in the “My Courses” section.

- **Utilizing D2L**

- **Announcements:** Class information such as Zoom links, schedules etc. can be found in the announcements section. We encourage you to set up instant notifications; instructions are found in the announcements tab.
- **Course Materials:** To access course materials click the **Content** tab; sort through course material in the **Table of Contents** on the left-hand side.
- **Assignments:** Access assignments and case studies through the **Assignments Tab**.
- **Quizzes:** Select the **Quizzes Tab** to access any course quizzes. Students have 48hrs from the last day of class to complete the quiz. Students are allocated 2 hours to complete the quiz once it is started.
- **Discussion:** Post questions to the instructor or class in the **Discussions Tab**.

For questions about this document or your course contact Continuing Studies at cstudies@unbc.ca or 250-960-5980.