Learning with Zoom: A Student Guide

What is Zoom?

Zoom is CLC's easy-to-use video conferencing platform that provides interactive collaboration tools and telephone conferencing to use for communication and coursework.

Learning in Zoom you can:

- Learn with your classmates simultaneously
- Watch your instructor's screen and share your screen with the class
- Annotate and mark on the screen
- Diagram and draw on a whiteboard
- Break into groups for discussions or projects
- Chat with the whole class or individuals to share questions or learning resources
- Meet online with your instructor during office hours

[Frequently Asked Questions & Tutorials about Zoom](#)

How do I join a class in Zoom?

You will be prompted to join class via Zoom through your instructor. Your instructor will communicate with you either through Blackboard, email, or other previously identified communication methods.

What equipment do I need to get started?

At the most basic level, all you need to use Zoom is a telephone, even a landline. However, if you have access to a computer or mobile device you can use the full capabilities of Zoom.

The following equipment will enhance your experience but is **not** necessary:

1. **Web camera (Turn it on!)**
   A camera will increase your connection with your instructor and your peers by allowing you to see each other face-to-face. If you do not have access to a web camera, you will still be able to participate in the other features of the Zoom class.
2. **Headset with a microphone**
   This will let you hear and be heard more clearly. This does not need to be fancy equipment, it can be the same as the headphones you might use with your phone.
3. **Charger**
   Charging your device during class will ensure that you do not have an unexpected power outage interrupting your learning.

Check your audio and video before class starts

Here are the top three problems that make up the majority of Zoom issues and how you can address them before they happen:

- I can't see.
  - [Testing Your Video](#)
- I can't hear.
  - [Testing Your Audio](#)
- There's background noise or feedback.
  - [Solutions for Audio Echo](#)

If you're still experiencing trouble, contact Help Desk:

Call us at 847-543-HELP or 847-543-4357
Students should select Option 2 and be prepared to answer identity verification questions such as the following: courses taken in previous terms, student ID number, grades, etc.

[Chat with Us (Students only)](#)

When contacting support, please be prepared to provide:

- The full name of this course (ABC 123: Long Name)
- A summary description of the problem
- Detailed, step-by-step instructions to reproduce the problem

What are we going to do in class?

Start class off right with some basic Zoom etiquette:

- turn on your camera
- look at the camera in order to make eye contact when you're talking
- mute your microphone when you aren't contributing

During class, you might engage with your instructor and other students using some of these Zoom tools:

- [Using annotation tools on a shared screen or whiteboard](#)
- [Participating in Breakout Rooms](#)
- [Participate in a Poll](#)
- [Chat with your Instructor and Classmates](#)

How can I use Zoom outside of class?

You don't have to wait for class to start to use Zoom.

You can use Zoom to:

- Reach out to your instructor for an office hour or meeting - your instructor will provide details on the best way to do this
- Meet with classmates about a project
- Ask questions
- Have discussions