



## Residential Conference Virtual Etiquette Expectations and Guidelines

**Objective:** The RC virtual learning experience should simulate our in-person conference experiences and engagement. Below are expectations and guidelines to maximize the experience for the community. Please carefully review and adhere accordingly.

### I. ZOOM ETIQUETTE EXPECTATIONS

- **Attendee Name:** Register for events with the name you are registered at Saybrook. Use this name for your camera appearance as well.
  - a. Faculty will be recording attendance. This will be tracked via zoom and it includes time of logging on and off. Students are also encouraged to keep a record of what they attended for themselves as well.
  - b. If using someone else's equipment, be sure to change the camera name to yours. Here is a YouTube tutorial.  
[How to Rename Yourself in a Zoom Meeting](#)
  - c. Please include your preferred pronouns when updating your camera name.
- **Selecting an Event:** Carefully review the schedule to see what are required events that you must attend. It is clearly stated on the overall university and departmental schedules. Outside the required events, you are welcome to attend any other session that is not marked as closed. This too is noted in the university schedule.
  - To balance offering choices and maximize learning, you are expected to commit to an event within the first 15 minutes of the start time. It is extremely disruptive when attendees are popping in and out throughout the duration of the event. Also, you cannot receive credit for attendance. **Remember, enter all events on mute.**
- **Entering the Event:** To ensure optimal engagement, please join each activity on mute. Remain on mute unless you are speaking. Zoom picks up background noise quite easily and it becomes difficult to hear the speaker.
- **Courses with Required RC Component:** You are expected to be on camera for the duration of the course RC requirement unless instructed differently by the faculty.
- **Recording:** The zoom events will not be recorded unless otherwise noted by the faculty. If the event is being recorded, everyone will be informed and need to agree. As with our in-person

learning events, students and/or presenters may share pertinent information that is only meant for those in attendance.

- **Screenshots:** Consent is also required for taking screen shots. Please do not take such shots without securing permission. If you want to opt out of a screenshot, you can turn off your camera.

## II. ZOOM GUIDELINES

<b>Online / Zoom Live Session Etiquette</b>		
<p><b>Presentation</b> Check your surroundings. Dress appropriately.</p> 	<p><b>Be On Time</b> Be prepared: paper and something to write with &amp; check your tech is working</p> 	<p><b>Mute Yourself</b> Be sure to mute your microphone when joining class.</p> 
<p><b>Headphones</b> Use headphones if you have them (the kind with a microphone built in).</p> 	<p><b>Participation</b> Stay focused. Pay attention. Be an active participant.</p> 	<p><b>Chat Responsibly</b> Ask/Post only class related questions and comments.</p> 

1. Test your equipment and tech skills beforehand; practice promotes progress!
  - a. There are several YouTube tutorials; here are a few. If you find some that you like, feel free to let us know.  
[Joining a Zoom Meeting for the First Time—A Cozy Step-by-Step Guide](#)  
[HOW TO USE ZOOM - How to Host/Attend a Meeting \[for Beginners\]](#)
  - b. See the **Tips to Avoid Computer or Internet Issues During Video Conferences** document that is posted at the end of this document.
2. Arrange to attend without interruptions. This may include yet not limited to:
  - a. Turning off ringers
  - b. Clearing your schedule, including work, family, social, and other expectations.
  - c. Maximizing being stable and not in transition. *We want you to be safe and able to fully engage in the learning experience.*
  - d. Ensuring that your workspace and camera view are free of pets, family members, and other potential distractions.

**Note:** As a gentle reminder, like with any graduate classroom experience, the RC learning experience is not appropriate for children.. Subsequently, children's presence

may inadvertently compromise a fellow student's ability to share freely; thus, adversely impacting the experience for others.

3. Dress for comfort to promote optimal learning and be camera ready. Avoid embarrassing moments.
  - a. Headshot or top body view if you opt for bottoms not intended for public viewing 😊
4. Set up your space to enhance your learning experience.
  - a. Comfortable seating for the duration
  - b. It may be good to stand occasionally (ergonomics). If on camera, be mindful of your full body presentation (avoid embarrassing moments).
  - c. Be aware of your surroundings or background in terms of what would be visible.
5. Consider your own self-care. For activities more than 2 hours in length, there will be short breaks.
  - a. You might consider having refreshments handy, particularly water.
  - b. If you need to step away, be sure to turn off your camera and place a short message in the chat room when you leave and return. Remember, unlike in-person, we cannot see you step away, as you want to avoid being called upon if not present. 😊

### III. Guidelines for Quality Group Engagement

Summarized by Terri Goslin-Jones, PhD

*Note:* I learned ROPES from the American Youth foundation and used it with the National Conference of Community and Justice for workshops in Building an Inclusive Community. Ropes is intended as an offering for safe and healthy group boundaries.

#### **R: Respect, Responsibility**

Note: Respect for each other, offer feedback compassionately and diplomatically, take responsibility for self and for your learning needs.

#### **O: Open, oops/ouch**

Note: open to ideas and sharing, ouch – there may be times when something hurts, and this can be shared for deeper understanding.

#### **P: Participate, pass**

Note: Participate with your full attention (let go of multi-tasking). Camera on; muted sound until you speak. There are times when you choose or need to “pass”. You may be thinking and feeling deeply, or life may become chaotic around you. You may also pass on speaking because you are making space for others to speak.

#### **E: Escuchar, empathy, energy**

Note: Escuchar is about listening with the ear of your heart. You bring your unique energy and are invited to share this in an authentic and heartfelt ways within the community.

**S: Sensitive to differences, sense of humor, said here, stays here**

Note: We each contribute to our culture of offering a sensitive and compassionate environment; being sensitive and learning from each other.

***Thank you to the CP Department for their creation of the original Virtual Etiquette Expectation and Guidelines document.***



## Tips to Avoid Computer or Internet Issues During Video Conferences

Video conferences require a great deal of computing power and internet bandwidth. Thus, technical problems frequently occur when students, faculty, and staff attempt to hold and record video conferences using Zoom, or similar software. To help avoid these common technical issues, take the steps below prior to starting a videoconference:

**STEP 1:** Know how much internet bandwidth (speed) you SHOULD be getting. This information should be available by contacting your internet service provider (ISP). If your ISP informs you that your best possible bandwidth is lower than 5 Mbit/s download and 3 Mbit/s upload, you may not have sufficient internet speed to conduct video conferences from your home. In this case, look into services provided by your local public library. Many libraries have reservable, private meeting rooms and fairly fast wi-fi connections. It is NOT advisable to attempt video conferences from cafes or similar public businesses. These places are usually not sufficiently private, and wi-fi connections are often unreliable.

**STEP 2:** If your home internet speed should be adequate, take the following actions **before the video session** to maximize your chance of having a successful video conference:

- Use a computer with as much RAM and processing power as possible (Older computers can be problematic).
- Use a wired connection (rather than wi-fi) if possible.
- Re-start your computer **immediately prior** to the video conference.
- Close ALL other windows and applications on your computer.
- Ask others in your home who are using the internet (especially for bandwidth-hogging activities like gaming or watching online video) to not engage in these activities during your video conference.
- Check the internet speed you are actually getting at the time by doing a speedtest. A good site to test your internet speed is <http://www.speedtest.net/>.
- If your internet speed is slower than it should be, try re-starting your router by unplugging it for 30 seconds, then plugging it in again. This step often restores maximum internet speed. If your speed still is not adequate for what it should be, contact your ISP.
- Consider dialing in for your audio connection, rather than using computer audio. You can still click the web link to see the presenter's screen, etc., but use phone audio, which takes up no internet bandwidth.

If you have any technical questions about attending video conferences, feel free to contact:

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