TOOLS

Straight from the source: Zoom instructions and how-to videos by Zoom.

As we mentioned in the presentation, virtual meetings software like Zoom can increase our efficiency and range of tools to employ in our conversation groups. The tools can be a little finicky, so we recommend trying them out a few times before you go live. It's also important to note that some of the tools will need to be activated in your Zoom settings, so check out the instructions for each.

· In Meeting Chat: https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat
Chat provides a quick way to communicate publicly to all participants or privately to individuals. If chatting privately, be sure to switch back to communicate with everybody. This takes a little getting used to.

· Sharing Your Screen: https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-
This is an invaluable tool that allows you to easily share video, audio, images, websites, etc. with your group. Cue up a bunch of things to have ready to go or look stuff up on the fly. Pro-tip: clear your browser history to avoid any unintentionally embarrassing moments.

· Breakout Rooms: https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms
Have a large group? Enlist some volunteers to act as co-facilitators and expand or contract as necessary. We have found that a maximum of 6 learners to each facilitator is a perfect ratio that enables everyone to get plenty of practice in a 60-90 minute session.

· Feedback Emoji: https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-During-Meetings
The options here are pretty limited, but they're a great way to enable participants to communicate visually while on mute.

· Virtual Background: https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background
Stuck in a drab gray office or notice your unmade bed is visible in the background? Drop in a virtual background and whisk yourself away to the perfect locale. We've found these to be great conversation starters, too!

· Sharing a Whiteboard: https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard
A valuable tool that allows you to draw, type, etc. on a virtual white board that you can make visible to everyone in the group. Actually, it's better than the real thing!

· Shared Annotation: https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-
Take your white board to the next level by allowing others in the group to share it. It's a great way to brainstorm or develop ideas visually.

· Audio Transcription: https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings-

Need a text account of your meeting? Automatically transcribe your meeting as you record it. This is a huge time-saver. Sure, you'll have to go through and edit it but you won't have to type the whole thing.

· Polling for meetings: https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings

Security We've all heard the stories about meetings getting "Zoom bombed" by rogue attendees, so it's important to implement some system to vet attendees and quickly expel them from the group if necessary.

> **Password** Passwords can create another barrier of confusion for participants that are unfamiliar with how Zoom works, so keep that in mind when setting up your meeting. Passwords do insure that only people who have received the password can enter the meeting.

> **Waiting Room** As the name implies, you can set your meeting to place attendees in a virtual waiting room when they arrive. Hosts can then admit participants one by one or in a group to the meeting. For smaller groups this is a great way to confirm that everyone in your group is supposed to be there. With Waiting Room active, hosts can also quickly move a problem participant out of the meeting.

> One disadvantage of Waiting Room is that it's difficult to manage admitting attendees once the meeting starts. This is especially true if you're sharing your screen. Therefore, remember to check your attendance list throughout the meeting to let in any stragglers.

> **Registration** If your library has a system available for patrons to register remotely, it's a great way to get a sense of how many learners/tutors will attend and, for security reasons, whom to expect. It's also a great way to track those who have expressed interest in attending so you can follow up with them when the next meeting is scheduled.

Resources:
1. One of our tutors at Santa Barbara Public Library has designed an ESL Conversation Group workshop for volunteers interested in facilitating. You can check it out here:

https://docs.google.com/presentation/d/1qSRre9JyIAOgmTxPqtTppSz8ZzEepLZHqGyIBqpubo8/edit?usp=sharing

2. In a pinch for a topic for your conversation group later today? Eastside Literacy has compiled some and great ideas and lesson plans available for free here:

http://www.eastsideliteracy.org/tutorsupport/ESL/ESLTalkTimeTopics.htm