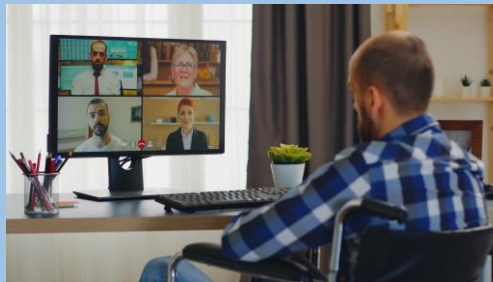


Zoom Skills 2



Show slide to the learner

Say to the learner:

Today, we're going to learn some more basic Zoom functions, so we can participate effectively in online meetings.

Today, we'll focus on (Parts you intend to cover).

Lesson Objectives-Part One

Basic Zoom Functions

- A. Turn Mic On/Off
- B. Turn Off Video and Mic
- C. Raise Your Hand

Instructions for the Tutor:

These are the skills the learner will master at the end of the lesson.

Total Video length: 8:04 mins

- **Part One A: Turn Mic On/Off: 0:00-2:11 mins**
[2:11 mins]
- **Part One B: Turn Off Video and Mic 2:12 – 4:15 min** [2:03 mins]
- **Part One C: Raise Your Hand: 4:16- 8:04/end**
[3:20 mins]

Say to the learner:

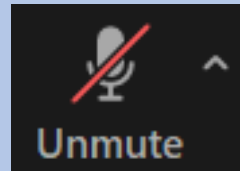
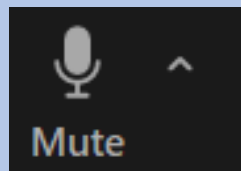
In Part One, we're going to learn some basic Zoom functions so we can participate effectively in the meeting.

We are going to do the following:

- *Turn your mic on/off*
- *Turn off your video and mic*
- *Use the "Raise Hand" icon*

*We'll watch a video to learn/review this.
We can watch the video several times. So, don't worry if you don't catch everything the first time.*

Lesson- Part One A



Part One A: **Turn Mic On/Off** : 0:00 – 2:11 [2:11 mins]

Say to the Learner:

Now, let's watch a video on how to turn your mic on and off while in a Zoom meeting. We can watch the video several times. So, don't worry if you don't catch everything the first time.

Instructions for the Tutor:

- Click on the PLAY icon to open the video lesson.
 - Play the video segment several times to the end.
 - Then ask comprehension check questions to check understanding. [See next slide for comprehension check questions.]
 - Then have learner do Practice Part One A.
-
- Click on the PLAY icon in the slide to open the video lesson.
 - Use this link to the YouTube video if the link in the slide doesn't work:
https://youtu.be/LfXgZ_d87Gg
-
- For remote tutoring, when you share screen to play the video, make sure you have shared the audio.

- Play the lesson a bit and check the learner can hear it ok before playing the whole video.

Check Understanding



Instructions for the Tutor:

After watching this segment of the video lesson, check understanding (review and elicit) before moving on to the next part.

Check understanding - ask the learner as you watch the video or as you demonstrate on your computer.

Ask these comprehension check questions or others to check understanding:

[Turn Mic On/Off]

Say to the learner:

- *Where is the mic icon? **Answer:** In the bottom left corner.*
- *There's a red line across the mic icon. Is the mic on or off? **Answer:** Off.*
- *There's no line across the mic icon. Is the mic on or off? **Answer:** On.*

Or

- *(Point to the mic icon) Is this the mic icon? **Answer:** Yes, it is.*
- *(Point to the video icon) Is this the mic icon? **Answer:** No, it isn't.*

Instructions for the Tutor:

Then ask the learner: *Do you want to watch the video again?*

If the learner is struggling, stop the session.

Say to the learner:

Let's do more work on X before we do this.

Instructions to the Tutor:

For example, learner may not know how to click on the Zoom icons etc.

If so, go to the Digital Literacy Curriculum Resource (DLCR) and use the relevant module before using this video review lesson.

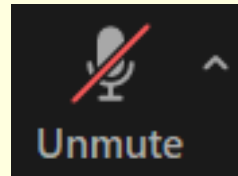
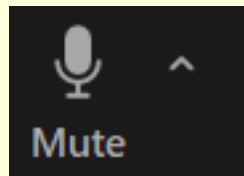
Teach the skills and have the learner practice.

For example, use Module 8 Zoom on Computer, or Module 1 Mouse and Navigating, depending on learner needs.

Tip: Do the Needs Assessment to determine needs; use the Needs Assessment tools in the DLCR for this.

Practice Part One A

Turn Mic On/Off



PRACTICE-Part One A

Lesson Focus: Turn Mic On/Off

Instructions for the Tutor:

PREPARATION

- Send a Zoom meeting invitation to the learner before the practice.
- Both tutor and learner sign in to Zoom meeting before the practice.
- Please be aware that there will be audio feedback if both tutor and learner join with audio on.
- Keep each other muted before practicing, and if possible, move away from each other before unmuting the mic and speaking, in order to minimize audio feedback. This will not be a problem if tutoring remotely.

Say to the Learner:

Now we're going to practice what we just saw in the video: how to turn your mic on and off.

Turn your mic on/off

1) When you want to speak in a meeting, you have to make sure your mic is

on.

2) Find your mic icon. Is there a line across it?

- Yes? Click on it to unmute your mic. 'Unmute' means 'turn on'. You can speak now.

OR

- No? Your mic is already turned on. You can speak and the other people in the meeting can hear you.

3) You have finished speaking. You want to turn off your mic. Click on the mic icon. There is now a line across it. You are muted now.

4) You want to ask the host a question. Turn on your mic.

5) You finished asking your question. Turn off your mic.

REPEAT THE PRACTICE

- Repeat the above at least three times.

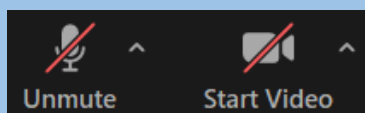
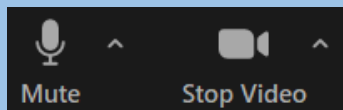
Say to the Learner:

Let's practice again.

CHECK THE LEARNER'S SKILLS:

- Have the learner show you they can do the skill at least three times without support.

Lesson- Part One B



Part One B: **Turn Off Video and Mic**: 2:12 – 4:15 min [2:03 mins]

Say to the Learner:

Sometimes we need to take a break during a Zoom meeting. It's important to turn off your mic and video.

Now, let's watch a video on how to turn your mic and video on and off when you want to take a break in a Zoom meeting.

We can watch the video several times. So, don't worry if you don't catch everything the first time.

Instructions for the Tutor:

- Click on the PLAY icon to open the video lesson.
- Play the video segment several times to the end.
- Then ask comprehension check questions to check understanding. [See next slide for comprehension check questions.]
- Then have learner do Practice Part One B.

•Click on the PLAY icon in the slide to open the video lesson.

•Use this link to the YouTube video if the link in the slide doesn't work:

https://youtu.be/LfXgZ_d87Gg

- For remote tutoring, when you share screen to play the video, make sure you have shared the audio.
- Play the lesson a bit and check the learner can hear it ok before playing the whole video.

Check Understanding



Instructions for the Tutor:

After watching this segment of the video lesson, check understanding (review and elicit) before moving on to the next part.

Check understanding - ask the learner as you watch the video or as you demonstrate on your computer.

Ask these comprehension check questions or others to check understanding:

[Turn Off Video and Mic]

Say to the learner:

- *Where is the video icon? **Answer:** In the bottom left corner, to the right of the mic icon.*

Or

- *(Point to the mic icon) Is this the Video icon? **Answer:** No, it isn't.*
- *(Point to the video icon) Is this the Video icon? **Answer:** Yes, it is.*
- *When the video is off, what does the video icon look like? **Answer:** There's a red line across the icon.*
- *When the video is on, is there a red line across the icon? **Answer:** No*

Instructions for the Tutor:

Then ask the learner: *Do you want to watch the video again?*

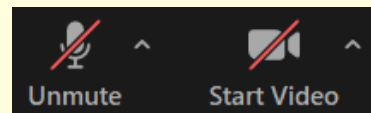
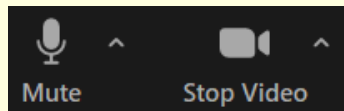
If the learner is struggling, stop the session.

Say to the learner:

Let's do more work on X before we do this.

Practice Part One B

Turn Off Video and Mic



PRACTICE-Part One B

Lesson Focus: Turn Off Video and Mic

Instructions for the Tutor:

PREPARATION

- Send a Zoom meeting invitation to the learner before the practice.
- Both tutor and learner sign in to Zoom meeting before the practice.
- Please be aware that there will be audio feedback if both tutor and learner join with audio on.
- Keep each other muted before practicing, and if possible, move away from each other before unmuting the mic and speaking, in order to minimize audio feedback. This will not be a problem if tutoring remotely.

Say to the Learner:

Now we're going to practice what we just saw in the video: turn off your video and mic when you want to take a break.

Turn your video on/off

1) Find your video icon. There is no line across it. Can other people in the

meeting see you? **Answer:** Yes, your video is on.

- 2) You want to turn off your video. What do you do? **Answer:** Click on the video icon.
- 3) You want to take a break quietly. What should you do? **Answer:** Turn off both the video and mic.
- 4) Turn off your video and mic. Show me.
- 5) Turn on your video only. Show me.
- 6) Turn on your video and mic. Show me.
- 7) Turn off your video and mic again. Show me.

REPEAT THE PRACTICE

- Repeat the above at least three times.
Say to the Learner: *Let's practice some more.*

CHECK THE LEARNER'S SKILLS:

- Have the learner show you they can do the skill at least three times without support.

Lesson- Part One C



 **Raise Hand**

Part One C: **Raise Your Hand**

Video length: 4:16- 8:04/end **[3:20 mins]**

Say to the Learner:

You're in a Zoom meeting. Someone is speaking. You want to ask a question. You need to raise your hand in Zoom first.

How? Yes, we can raise our physical hand.

However, sometimes the host will not see you when there are many participants in the meeting. It's good to use the "Raise Hand" icon.

When we use the "Raise Hand" icon, your video will appear at the top – so the host can see you easily.

Let's watch a video on how to use the raise hand icon in a Zoom meeting.

We can watch the video several times. So, don't worry if you don't catch everything the first time.

Instructions for the Tutor:

- Click on the PLAY icon to open the video lesson.
- Play the video segment several times to the end.

- Then ask comprehension check questions to check understanding. [See next slide for comprehension check questions.]
- Then have learner do Practice Part One C.

•Click on the PLAY icon in the slide to open the video lesson.

•Use this link to the YouTube video if the link in the slide doesn't work:

https://youtu.be/LfXgZ_d87Gg

- For remote tutoring, when you share screen to play the video, make sure you have shared the audio.
- Play the lesson a bit and check the learner can hear it ok before playing the whole video.

Check Understanding



Instructions for the Tutor:

After watching this segment of the video lesson, check understanding (review and elicit) before moving on to the next part.

Check understanding - ask the learner as you watch the video or as you demonstrate on your computer.

Ask these comprehension check questions or others to check understanding:

[Raise Your Hand]

Say to the learner:

- *Why do we need to raise our hands before we speak in a meeting?*
Answer: *It's not polite if we just speak without raising our hand.*
- *Where is the Raise Hand icon?* **Answer:** *It's under the "Reactions" icon, to the left of the red "Leave" icon, at the bottom of the Zoom screen.*
- *How do we Raise Hand in Zoom? Show me.* **Answer:** *Click on the "Reactions" icon, then click on "Raise Hand".*
- *Do we speak immediately after we clicked on the Raise Hand icon?*

Answer: No, we should wait for the host to tell us it's ok to speak.

- You have finished speaking. How do you lower your hand in Zoom? Show me. **Answer:** Click on the "Reactions" icon, then click on "Lower Hand".

Instructions for the Tutor:

Then ask the learner: *Do you want to watch the video again?*

If the learner is struggling, stop the session.

Say to the learner:

Let's do more work on X before we do this.

Practice Part One C

Raise Your Hand



Raise Hand

PRACTICE-Part One C

Lesson Focus: Raise Your Hand

Instructions for the Tutor:

PREPARATION

- Send a Zoom meeting invitation to the learner before the practice.
- Make sure both learner and tutor are in the Zoom meeting.
- Turn off both your mics so there's no audio feedback.

Say to the Learner:

Now we're going to practice what we just saw in the video: how to use the "Raise Hand" icon in Zoom.

Raise your hand

- 1) *When you want to speak in a meeting, you should raise your hand first. Find the "Raise Hand" icon.*
- 2) *Go to the "Reactions" icon, click on "Raise Hand".*
- 3) *Turn on your mic when the host tells you it's ok for you to speak.*

Lower your hand

- 1) *You finished speaking. Turn off your mic.*
- 2) *Go to "Reactions" icon, click on Lower Hand.*

REPEAT THE PRACTICE

- Repeat the above at least three times.

Say to the Learner: *Let's practice again!*

CHECK THE LEARNER'S SKILLS:

- Have the learner show you they can do the skill at least three times without support.

Lesson Objectives-Part Two

Basic Zoom Functions: Chat

- A. Send a Message to Everyone
- B. Send a Message to Just One Person

Instructions for the Tutor:

These are the skills the learner will master at the end of the lesson.

Total Video length: 6:03 mins

- **Part Two A: Send a Message to Everyone: 0:00-2:58 mins
[2:58 mins]**
- **Part Two B: Send a Message to Just One Person: 2:58- 6:03/end
[3:05 mins]**

Say to the learner:

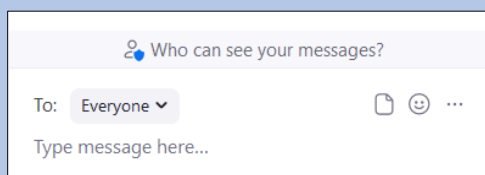
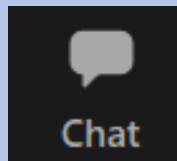
In Part Two, we're going to learn how to use "Chat" so we can send and receive messages from each other in the meeting.

We are going to do the following:

- *Send a message to everyone using "Chat"*
- *Send a message to just one person using "Chat"*

*We'll watch a video to learn/review this.
We can watch the video several times. So, don't worry if you don't catch everything the first time.*

Lesson - Part Two A



Part Two A: Send a "Chat" Message to Everyone : 0:00-2:58 mins [2:58 mins]

Say to the Learner:

In "Chat", you can read messages. And you can write messages. Sometimes we want to do this in a Zoom meeting.

Let's watch a video on how to use "Chat" to send a message to everyone in a Zoom meeting.

We can watch the video several times. So, don't worry if you don't catch everything the first time.

Instructions for the Tutor:

- Click on the PLAY icon to open the video lesson.
- Play the video segment several times to the end.
- Then ask comprehension check questions to check understanding. [See next slide for comprehension check questions.]
- Then have learner do Practice Part Two A.

- Click on the PLAY icon in the slide to open the video lesson.
- Use this link to the YouTube video if the link in the slide doesn't work:

<https://youtu.be/oCtHBdk0j3E>

- For remote tutoring, when you share screen to play the video, make sure you have shared the audio.
- Play the lesson a bit and check the learner can hear it ok before playing the whole video.

Check Understanding



Instructions for the Tutor:

After watching this segment of the video lesson, check understanding (review and elicit) before moving on to the next part.

Check understanding - ask the learner as you watch the video or as you demonstrate on your computer.

Ask these comprehension check questions or others to check understanding:

[Send a "Chat" Message to Everyone]

Say to the learner:

- *Where is the "Chat" icon? Show me. **Answer:** Between the Participants and Share Screen icons.*
- *How do we open the "Chat" function? **Answer:** Click on the "Chat" icon.*
- *What is the colour of your message? **Answer:** It is blue.*
- *What is the colour of other people's messages? **Answer:** Grey.*
- *Where do you type your message? Show me. **Answer:** In the box at the bottom of the "Chat" side bar..*

- How do you send your message after you finish typing? **Answer:** Press “Enter” on the keyboard.
- When you send a message to everyone, who can see your message? **Answer:** Everyone in the Zoom meeting.

Instructions for the Tutor:

Then ask the learner: *Do you want to watch the video again?*

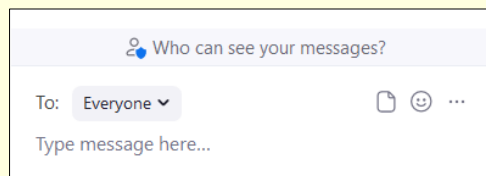
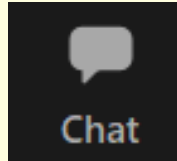
If the learner is struggling, stop the session.

Say to the learner:

Let's do more work on X before we do this.

Practice Part Two A

Send a Message to Everyone



PRACTICE-Part Two A

Lesson Focus: Send a Message to Everyone

Instructions for the Tutor:

PREPARATION

- Send a Zoom meeting invitation to the learner before the lesson.
- Make sure both learner and tutor are in a Zoom meeting.
- Turn off both your mics so there's no audio feedback.
- If there is only one learner, make sure to sign in from another device using a different name, so that the meeting has more participants. You may have to reply from your other device for the demonstration.

Say to the Learner:

Now we're going to practice what we just saw in the video: how to **Send a Message to Everyone** in the Zoom meeting.

Send a message to everyone

- 1) You want to send a message to everyone. Find the "Chat" icon. Click on it to open the "Chat" function.

- 2) Click in the box that says "Type message here". Type your message: Good morning (afternoon)! How is everyone?
- 3) Press Enter on your keyboard to send your message.
- 4) Your sent message is blue. You've sent a message to everyone in the Zoom meeting!

Reply to your message

- 1) You received a reply. It's grey: Great! It says, "How about you?"
- 2) Reply to the message. Type a reply. Maybe "I'm great too. Thank you." (or another reply)
- 3) Press Enter on your keyboard to send the message.

REPEAT THE PRACTICE

- Repeat the above at least three times.

Say to the Learner:

- 1) Write a message to everyone in "Chat": Tomorrow's meeting is postponed to 3pm.
- 2) Send the message.
- 3) Wait for a reply: "Thanks for the reminder." (to be written by the tutor)
- 4) Reply to the message: "You're welcome."

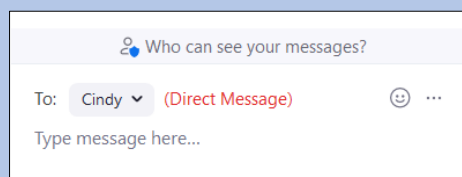
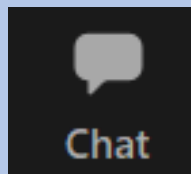
- 5) Write another message to everyone in "Chat": "Please remember to do the Satisfaction Survey before 6pm today."
- 6) Send the message.
- 7) Wait for a reply: "Ok, thanks for reminding us." (to be written by the tutor)
- 8) Reply to the message: "You're welcome."

- 9) Write a message to everyone in "Chat": "There's no meeting next week."
- 10) Send the message.
- 11) Wait for a reply: "Great! I'm so happy." (to be written by the tutor)
- 12) Reply to the message: "Me too!"

CHECK THE LEARNER'S SKILLS:

- Have the learner show you they can do the skill at least three times without support.

Lesson - Part Two B



Part Two B: Send a "Chat" Message to Just One Person: 03:00-06:03(end) [3 mins]

Say to the Learner:

Sometimes during a Zoom meeting, you want to send a private message to just one person using "Chat".

In "Chat", you can do that.

Let's watch a video on how to use "Chat" to send a message to only one person in a Zoom meeting.

We can watch the video several times. So, don't worry if you don't catch everything the first time.

Instructions for the Tutor:

- Click on the PLAY icon to open the video lesson.
- Play the video segment several times to the end.
- Then ask comprehension check questions to check understanding. [See

next slide for comprehension check questions.]

- Then have learner do Practice Part Two B.
- Click on the PLAY icon in the slide to open the video lesson.
- Use this link to the YouTube video if the link in the slide doesn't work:
<https://youtu.be/oCtHBdk0j3E>
- For remote tutoring, when you share screen to play the video, make sure you have shared the audio.
- Play the lesson a bit and check the learner can hear it ok before playing the whole video.

Check Understanding



Instructions for the Tutor:

After watching this segment of the video lesson, check understanding (review and elicit) before moving on to the next part.

Check understanding - ask the learner as you watch the video or as you demonstrate on your computer.

Ask these comprehension check questions or others to check understanding:

[Send a "Chat" Message to Just One Person; Close "Chat"]

Say to the learner:

- What does the chevron look like? **Answer:** It looks like the letter 'v'.
- Where is the chevron? Show me.
- To send a direct message to only one person, what do you do? Show me.
Answer: Click on the chevron next to "Everyone". Then, click on the name of the person you want to send the message to.
- There are red words beside the person's name. What are they? **Answer:** Direct Message. This means the message will only be sent to the person

you chose.

- How do you close "Chat"? Show me. **Answer:** Click on the chevron next to "Chat". Click "Close".

Instructions for the Tutor:

Then ask the learner: *Do you want to watch the video again?*

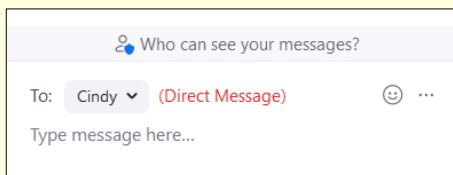
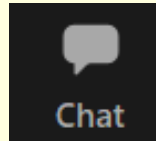
If the learner is struggling, stop the session.

Say to the learner:

Let's do more work on X before we do this.

Practice Part Two B

Send a Message to Just One Person Close Chat



PRACTICE-Part Two B

Lesson Focus: Send a Message to Just One Person

Instructions for the Tutor:

PREPARATION

- Send a Zoom meeting invitation to the learner before the lesson.
- Make sure both learner and tutor are in a Zoom meeting.
- Turn off both your mics so there's no audio feedback.
- If there is only one learner, make sure to sign in from other devices using a different name, so that the meeting has at least 3 participants. You may have to reply from your other device for the demonstration.

Say to the Learner:

Now we're going to practice what we just saw in the video: how to send a message to **only one person** in the Zoom meeting.

Send a message to just one person

- 1) You want to send a message to me, your tutor only. Find the "Chat" icon. Click on it to open the "Chat" function.

- 2) Click on the chevron next to "Everyone". Find your tutor's name. Click on it.
- 3) Now click in the box that says "Type message here".
- 4) Type your message: "Tutor's name, can I leave 30 minutes early today?"
- 5) Press Enter on your keyboard to send your message.
- 6) Do you see your sent message ?
- 7) What colour is your sent message ? **Answer:** blue.
- 8) You've sent a direct message to your tutor. Only your tutor can see your message.

Reply to your message

- 1) You received a reply. It's grey: "Can I know why you need to leave early?"
(Tutor needs to send this)
- 2) Check that the recipient is still your tutor. Reply to the message: "I have a doctor's appointment at 5.30pm. "
- 3) Press Enter on your keyboard to send the message.
- 4) You received a reply: "Ok. No problem."
- 5) Send a message to your tutor: "Thank you."
- 6) You want to go back to the meeting. Close "Chat".

REPEAT THE PRACTICE

- Repeat the above at least three times.

Say to the Learner:

- 1) Open "Chat".
- 2) Write a message to another participant (co-worker X) in "Chat": "Can you cover my shift from 4.30 to 5pm next Friday? I have a doctor's appointment."
- 3) Send the message.
- 4) Wait for a reply: "Sure!"
- 5) Reply to the message: "Thank you."
- 6) Close "Chat".
- 7) Open "Chat".
- 8) Write a message to co-worker Y in "Chat": "Would you like to go for a walk after work on Saturday?"
- 9) Send the message.
- 10) Wait for a reply: "Sure, what time and where?"
- 11) Check that the recipient is still the same co-worker. Reply to the message: "Let's meet at the staff parking lot at 1pm."
- 12) Close "Chat".
- 13) Open "Chat".
- 14) Write a message to the tutor again in "Chat": "Thanks for everything. I need

to go now.”

15) Send the message.

16) Wait for a reply: “Sure. See you next week.” (to be written by the tutor)

17) Reply to the message: “Thanks! See you!”

18) Close “Chat”.

CHECK THE LEARNER’S SKILLS:

- Have the learner show you they can do the skill at least three times without support.

Extra Practice



Instructions for the Tutor

Preparation

- Make sure both learner and tutor are in a Zoom meeting.
- Turn off both your mics so there's no audio feedback.
- If there is only one learner, make sure to sign in from other devices using a different name, so that the meeting has at least 3 participants. You may have to reply from your other devices for the demonstration.

Extra Practice

Say to the learner:

Let's practice some more !

- 1) You are in a Zoom meeting and listening to the host. Make sure your video is on and your mic is off.
- 2) You want to ask a question. Use the "Raise Hand" icon.
- 3) The host asks you to speak. Turn on the Mic.
- 4) You finished speaking. Turn off the Mic.
- 5) Send a chat to everyone in the meeting: "

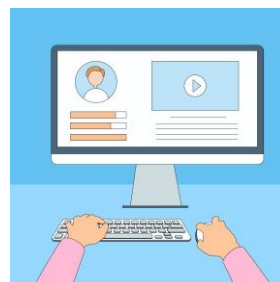
- 6) *I need to step away for a moment."*
- 7) *You need to go to the washroom. Turn off your Video and Mic.*
- 8) *You're back. Turn on your Video only.*
- 9) *Send a chat to everyone in the meeting: "Hi everybody."*
- 10) *Send a chat to your tutor only: "I'll be 30 minutes late on Friday."*
- 11) *Close "Chat". Go back to the meeting.*

Instructions for the Tutor:

- Have the learner repeat this activity and practice as many times as they need (at least three times.)
- Check the Learner's skills. Has the learner shown you they can do the skills at least three times without support?

Practice Between Sessions

- What did you learn/practice today?
- When are you going to practice?
- Practice Plan



INSTRUCTIONS FOR THE TUTOR:

In-person tutoring and Remote Tutoring:

- Make sure the learner knows how to access the video lesson(s) you just used so they can practice between tutoring sessions.
- If relevant, make sure the support person at home knows how to access the video(s) too.

Option One

- Email the video link to the learner, and if relevant the at-home support person. They can use the link in the email to access the video lesson(s).

Option Two

- 1. Put a link to the specific video lesson(s) you did on the learner's desktop so they can access the video easily.

How:

- a. Open the website address for the lesson in the browser.
- b. In the address bar, click to highlight the lesson address.
- c. Drag the address (link) onto the desktop. It will make an icon on the desktop.

- d. Find the icon on the desktop and check that the link works.
- e. Show the learner where it is. Tell them to just click to access it for practice.

Remote Tutoring Only:

You can do Strategy Two by using **Request Remote Control** in Zoom during the tutoring session.

Refer to the following for the steps on how to do that:

- **Tutor Checklist-During Remote Tutoring Sessions**
- **Learner Instructions: Let Tutor have Remote Control of your Computer During a Zoom Session**
- **IMPORTANT:** Keep in mind the following:
 - Before using **Remote Control**, be sure to get permission from your organization first.
 - It is crucial that the learner understands what it means, and gives you informed consent.
 - It is somewhat invasive and must be done respectfully and honouring the confidentiality of the learner.
 - Don't use the Request Remote Control feature first! It should be a last resort.
 - First, try your best to teach the learner and the support person how to do things using Share screen and demonstrating.
 - Use it if other ways do not work and the learner really needs to learn digital skills.
 - You may want to record the Zoom tutoring session in case of any possible accusations afterwards.

SAY TO THE LEARNER:

- *You did well today.*
- *So, what did you learn and practice today? →*
Today, we learned and practiced how to: [only mention the parts you covered]
 - 1) *Turn your mic on/off*
 - 2) *Turn off your video and mic when you want to take a break*
 - 3) *Use the "Raise Hand" icon*
 - 4) *Use "Chat" to send a message to everyone*
 - 5) *Use "Chat" to send a private message to just one person*
 - 6) *Close "Chat".*

- *It's really important to review and practice as much as you can! Please do that before our next tutoring session.*
- *Watch the video again, as many times as you need.*
- *I've emailed you the link. Let/s make sure you can open it.*

(OR)

- *We've put the link on your desktop. Here it is. Just click on it to watch the video.*

Let's make sure it works ok.

[Practice Plan]

Say to the learner:

- *Practice at least three more times before our next session.*
- *Here is what to practice:*
[For example: I will send you three Zoom links by email with the date and time to join the meetings.
OR
Your support person will send you three Zoom links by email with the date and time to join the meetings.

- *I will email you this Practice Plan. Please reply to the email so I know you got it and have what you need to do the practice.*

[Get learner to confirm they will practice and tell you when. Get specific.]

- *When are you going to do the practice? How many times? etc.*

Instructions for the Tutor:

Email three example Zoom invitations to the learner, and if you are not able to meet them in between sessions, the Support Person should email the invitations to the learner and practice with the learner.

Example Email Zoom Invitations

Subject: Quick Meeting

Hi all,

Let's meet for a quick meeting on time and date.

Insert Zoom meeting link here.

See you!

-Tutor's name

Practice Plan:

- 1) *Your mic and video are on. Turn off your mic only.*
- 2) *You want to ask a question. Use the "Raise Hand" icon.*
- 3) *Turn on your mic to ask the question.*
- 4) *You finished asking your question. Turn off your mic.*
- 5) *Send a chat to everyone in the meeting: Hi everybody.*
- 6) *Send a chat to your tutor only: I'll be late for 30 minutes on Friday.*
- 7) *Close "Chat". Go back to the meeting.*

Confirm Next Session and Support



Instructions for the Tutor:

- Confirm the next tutoring session.
- Clarify any support in-between sessions if you are offering that.
If offering support outside the session time, put boundaries, be clear about when and how you are giving support.

Say to the Learner.

e.g. Great work today! etc.

Let's meet again on X date at X time. Does that work for you?

Wonderful.

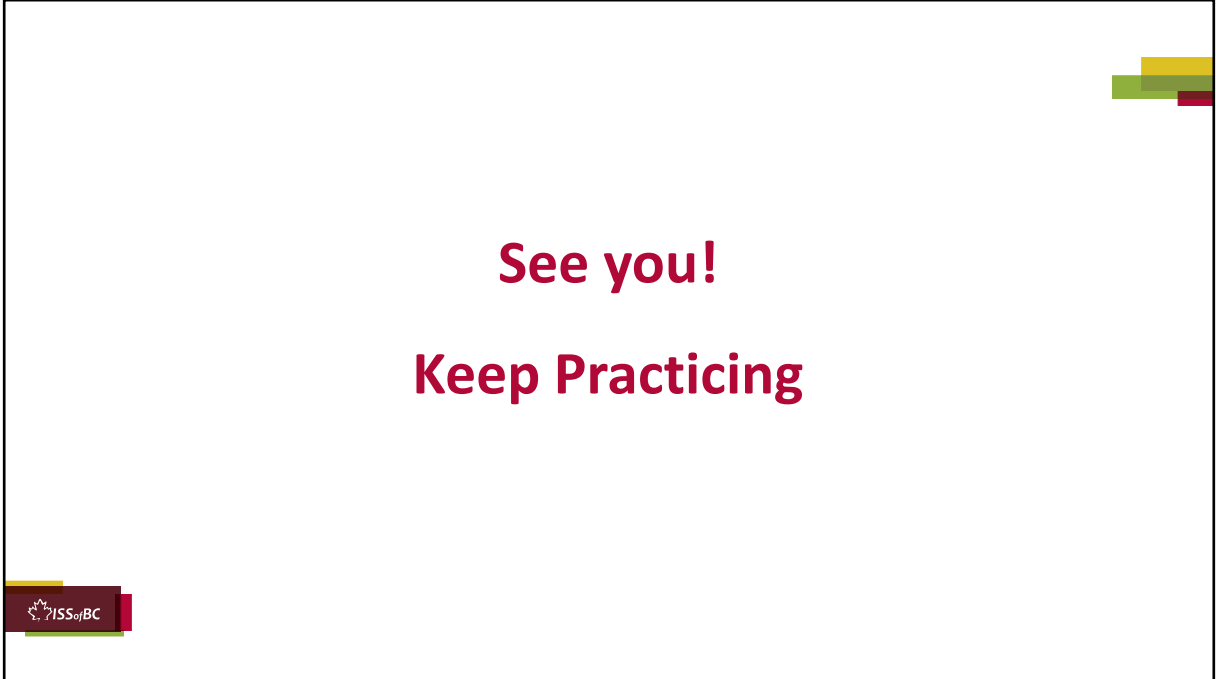
[If offering support before next session:]

If you need support before our next session, please

[For remote support:]

I will send you the Zoom link the day before the tutoring session.

etc.



Say to the Learner.

*Bye and see you on X date at X time.
Keep practicing!*