

VIRTUAL DROP-IN HOURS

A HOW-TO GUIDE

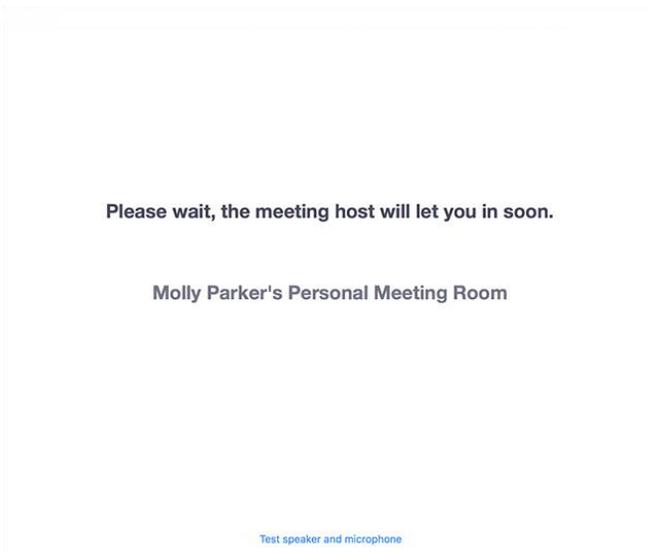
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ZOOM SETTINGS

In your Zoom settings, make sure these options are turned **ON**.

- File Sharing
- Waiting Room
 - The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom account or are not signed in. Participants will see the following screen when joining a meeting with Waiting Room enabled:



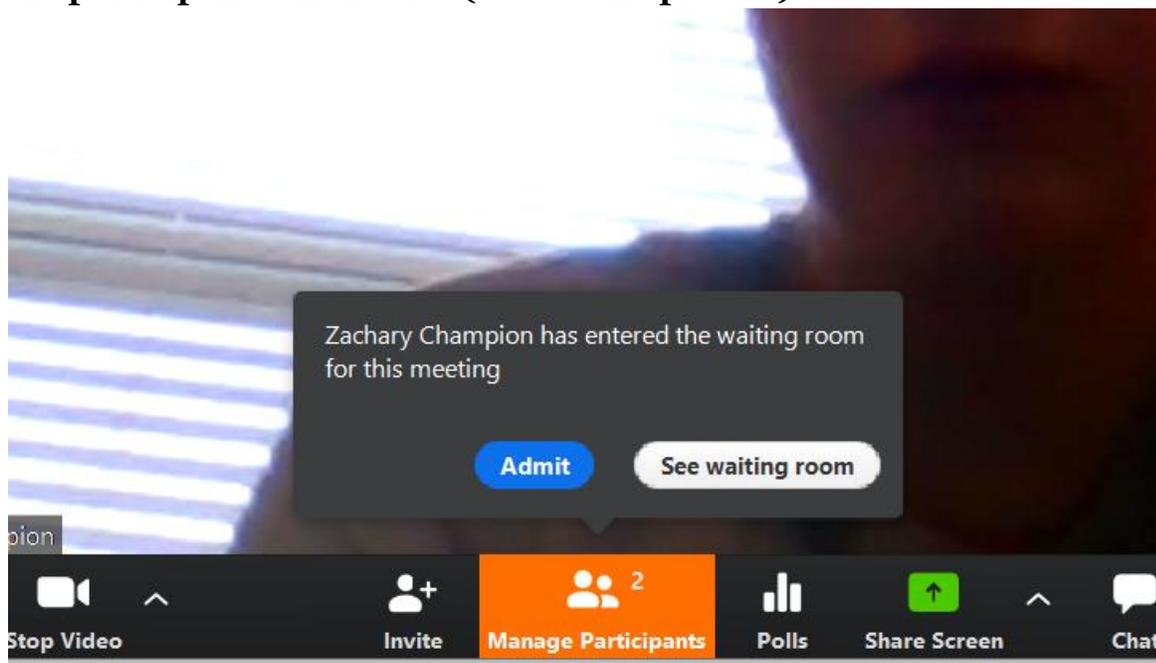
- You can also customize the waiting room screen with your own logo, title and description.
- For advisors hosting individual office hours (i.e. not coordinated office-wide), using the waiting room feature yourself allows you to “meet” with students on a first-come, first-served basis.

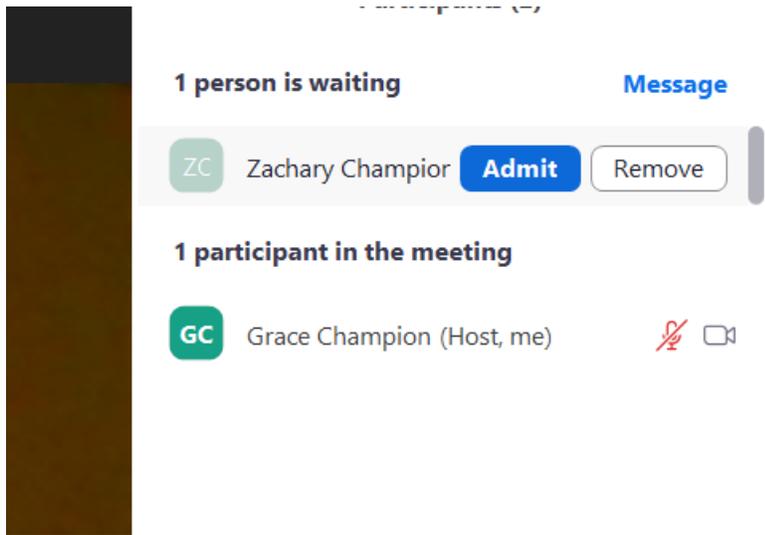
- Breakout Rooms
 - Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.
 - Using breakout rooms is a good option for coordinated, office-wide drop-in hours where students need to be split up and assigned to an advisor based on major or some other factor.

LOGISTICS

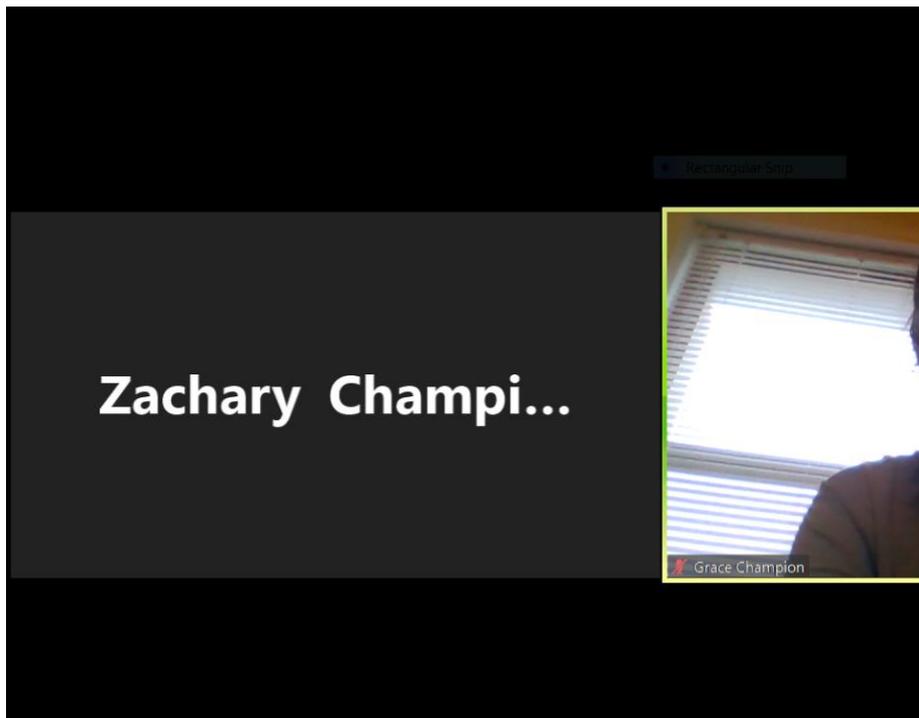
Drop-In host information is bolded

1. Log in to Zoom. **It is best for the host to get there first, but the first to log in is the meeting Host.**
FYI- you can make it so that students will not be able to access this link outside of the hours you have selected, so a student should never beat you there.
2. **When a student arrives between the hours you have specified, they will enter the waiting room. The image below is what the host will see. The host will “Admit” the student into the room. It may be easiest to select “Manage Participants” to see the participants on the side (see second picture).**

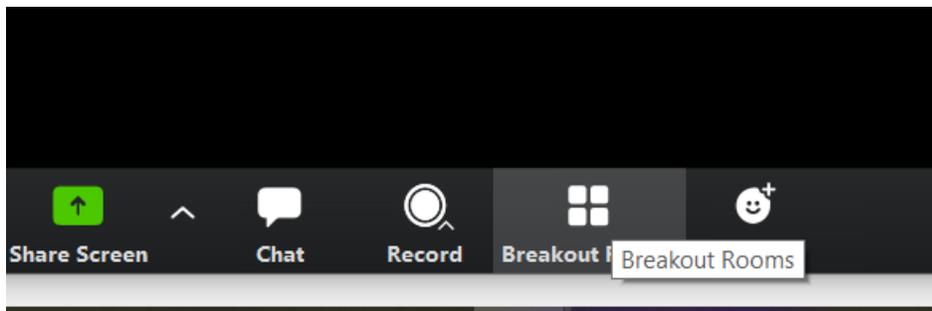




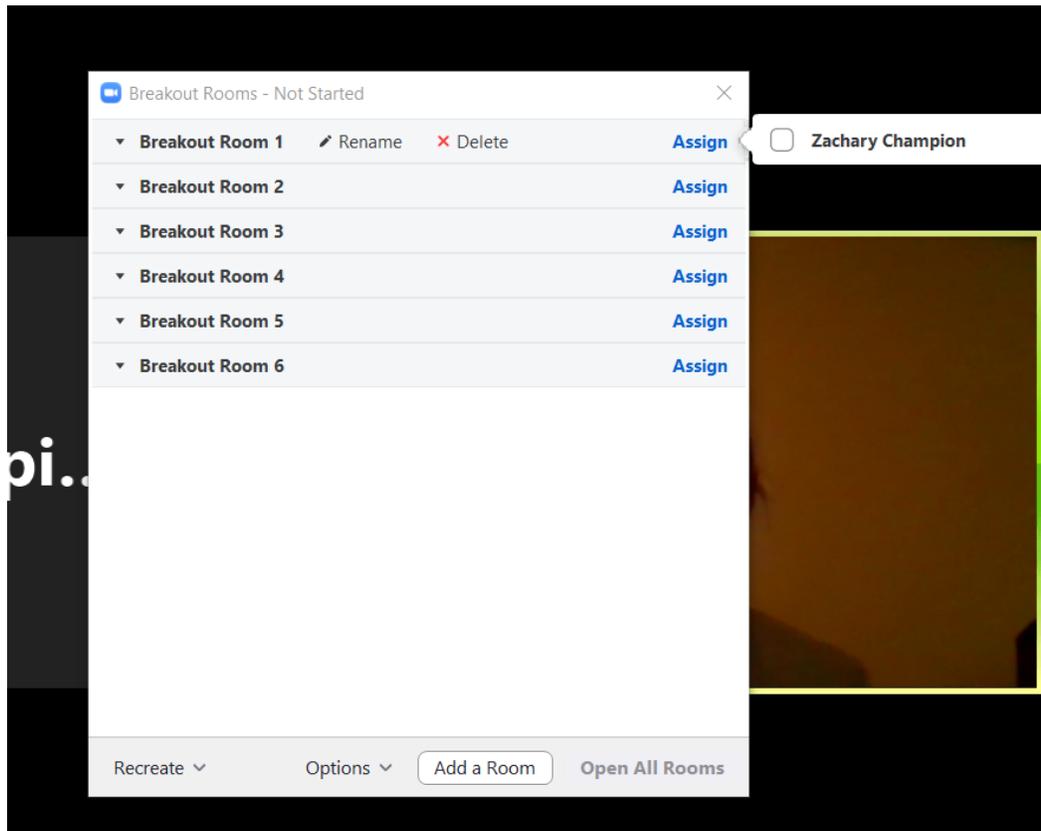
3. Afterwards, the student will show up in the main meeting room. If they do not have their video up (which is fine, they don't have to) it will appear like this. **The host will welcome the student.**



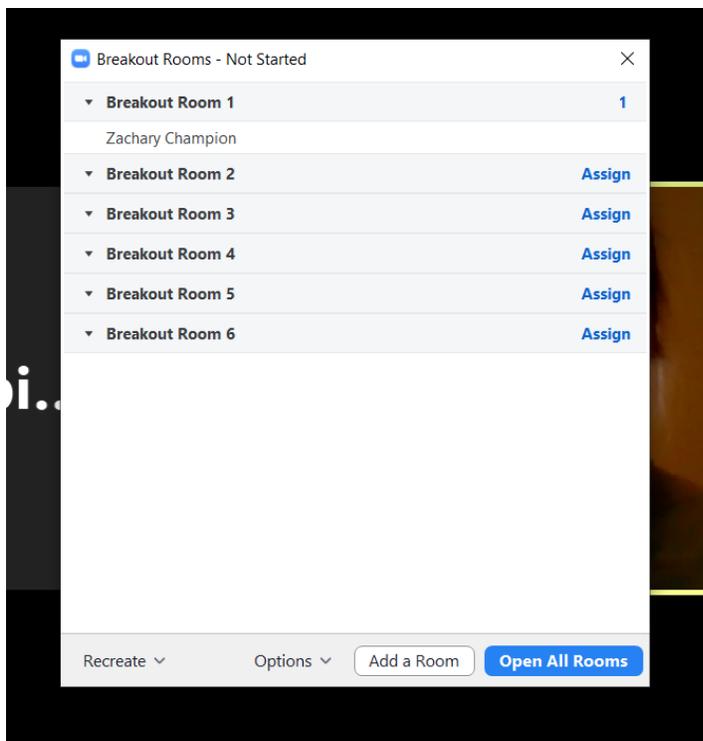
4. **It is the responsibility of the host to place participants in the breakout rooms.**



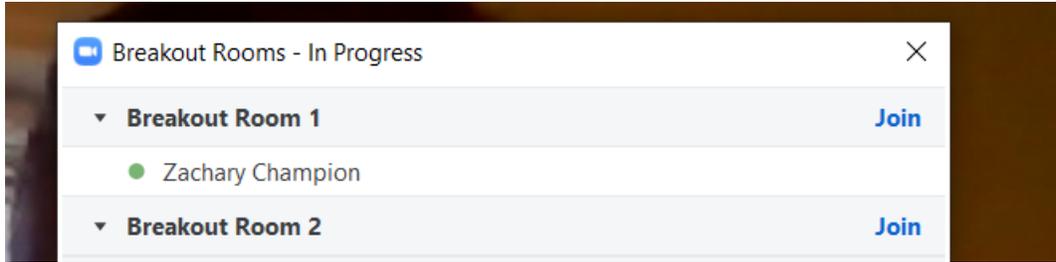
5. The host may re-name the Breakout Rooms if they would like. The host will then assign each breakout room leader a room and place students in the rooms as needed.



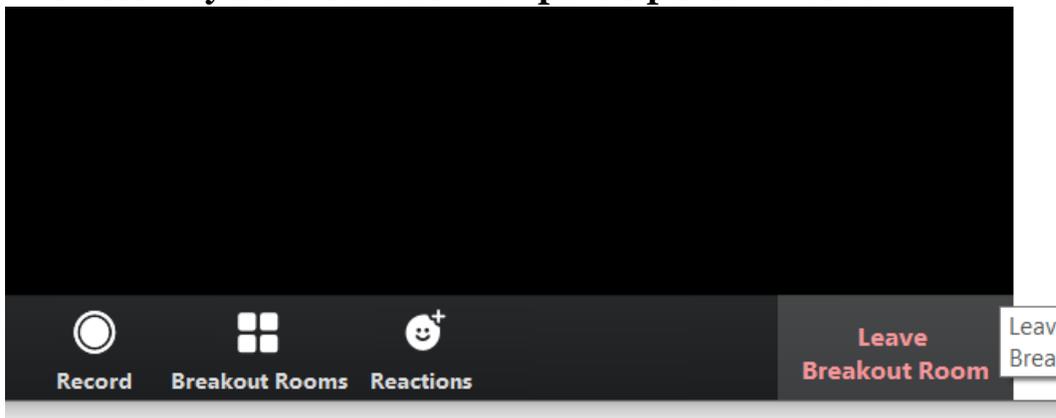
6. To launch the breakout rooms, press "Open All Rooms"



7. **The host may join any Breakout Room if they would like to once they have placed a participant in the breakout room.**

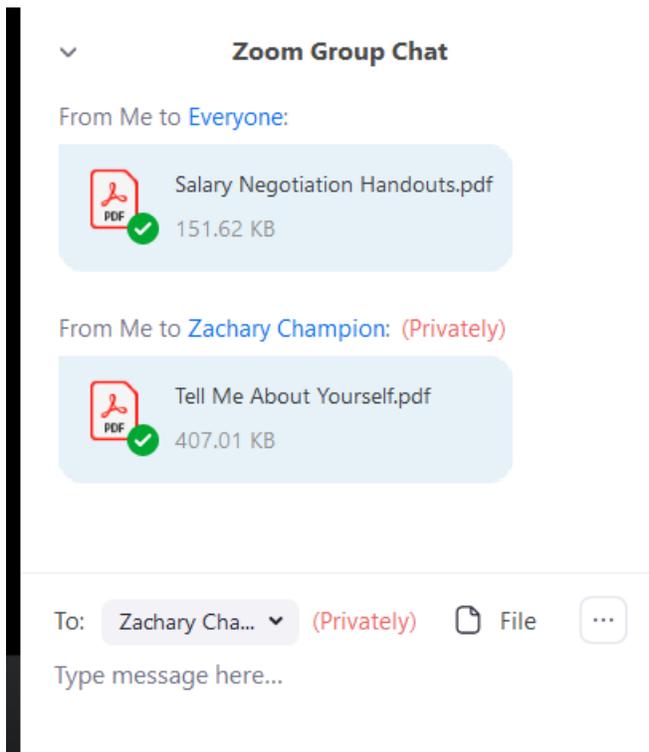


8. To come back to the main room, select “Leave Breakout Room”
The host may also “call back” all participants if needed.

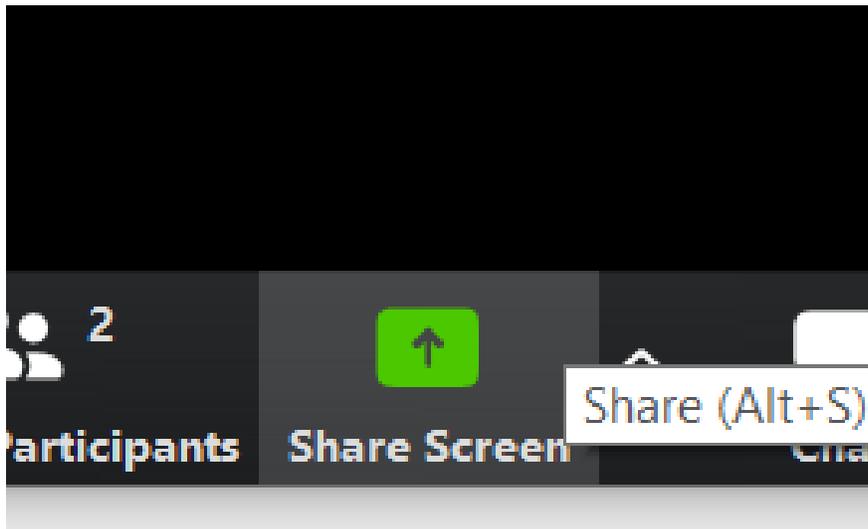


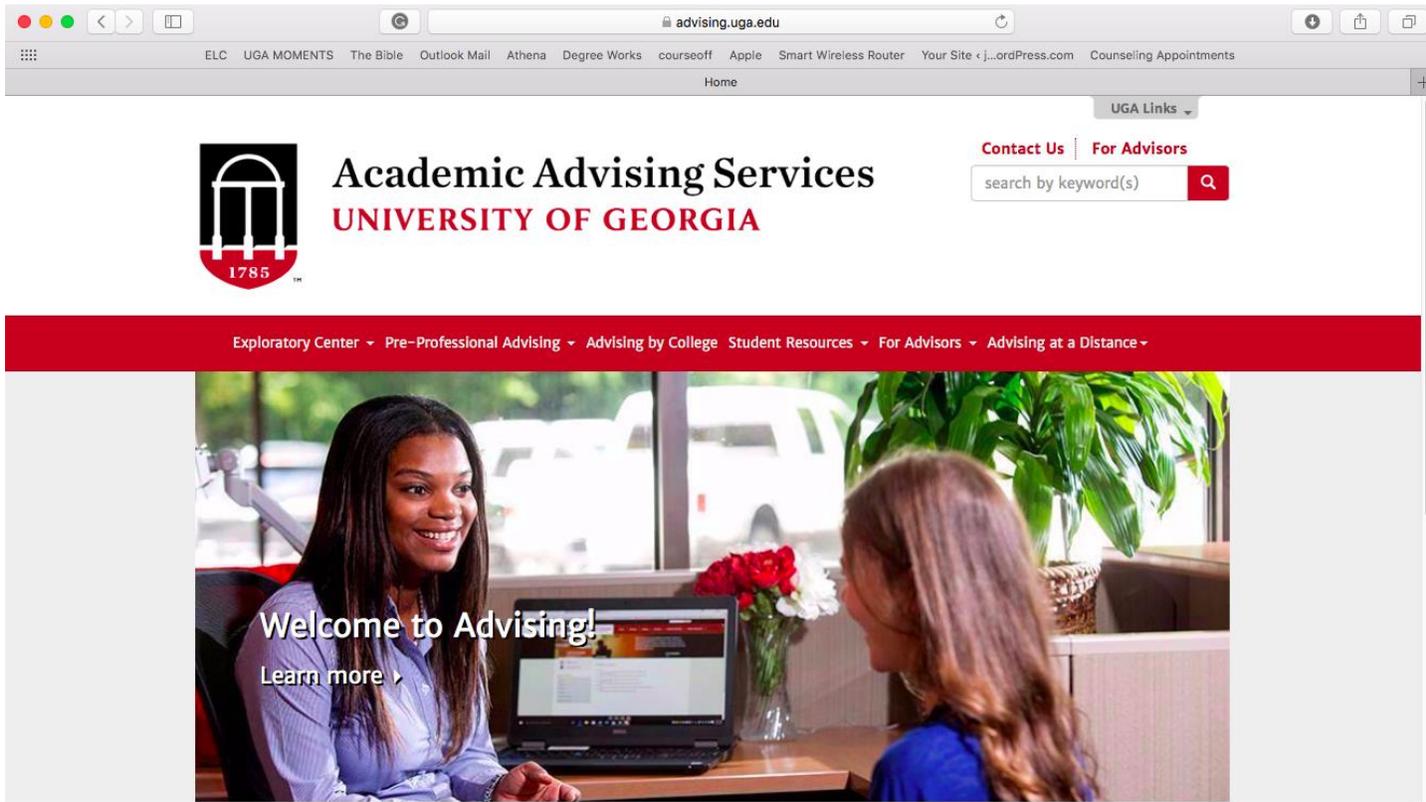
ZOOM FUNCTIONS

Chat/File Send: You can send someone a file by opening up the Chat function. Note the difference between sending something to everyone vs sending it to a specific student. Your breakout room chats will be private.

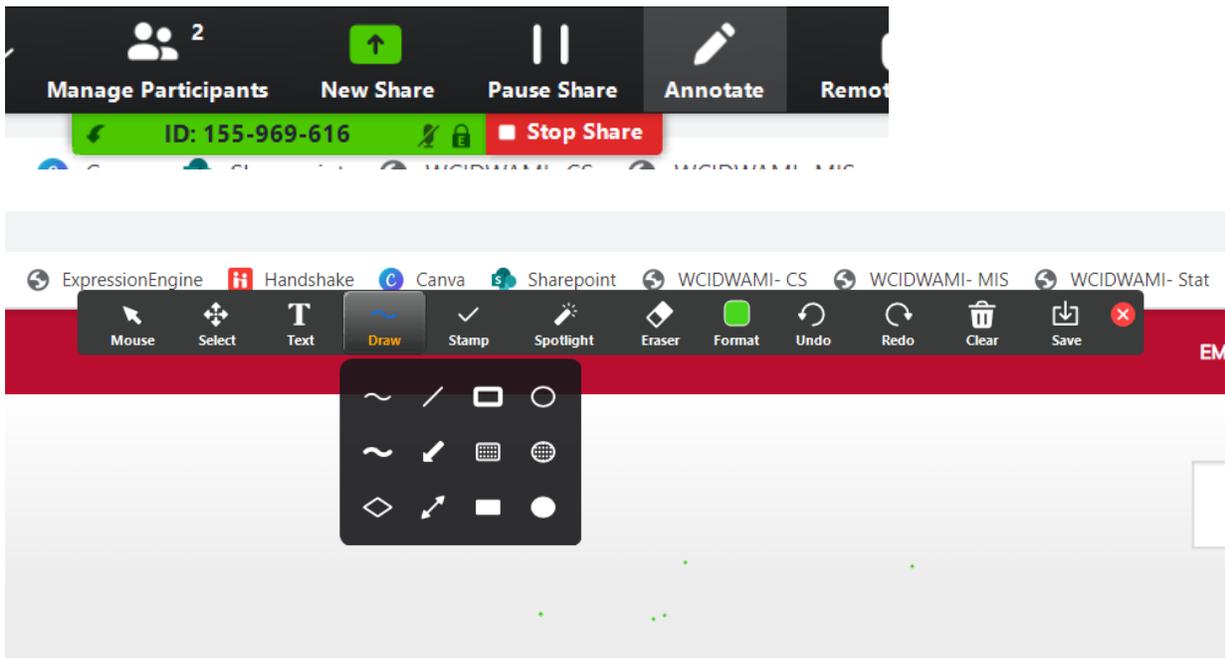


Screen Share: You can share your screen with the student to show them something online or look at their DegreeWorks audit together.





Annotate: When screen-sharing, note that you can draw on the screen for both of you to see. Note that the drawings are attached to their location on the screen, not the document, so you will want to delete them before continuing on. There are a lot of different features here, like stamps and arrows.





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SUGGESTED HOST WELCOME WHILE STUDENTS ARE IN WAITING ROOM:
“Hello! Welcome to [event or meeting name]. I’m ____ and I’m [job title]. In order to maintain everyone’s safety and wellbeing, the [*Office of Academic Advising has moved Drop-In Hours*] to Zoom. In just a moment, I will place you with a [name of advisor/the leader of the breakout room] in a breakout room who can help you. It looks like ____ is now available. You’ll have about [notify of a time restraint if there is one: 15 mins? 30 mins?]. If you need more time than that, you’re welcome to exit out of the system and come back in. We just want to make sure everyone gets a chance to get help if there are others waiting. Sound good? Great! Have a good meeting!” **Puts them in a room**

Doing this one-by-one is suggested.
Admit, Welcome, Assign Room. Admit, Welcome, Assign Room.