

ZOOM COURSE GUIDELINES

Replaces previous version (Posted 10/2020 in effect to 4/15/2021)

State and Local School Chairmen will continue to follow the current procedures in the Schools Handbook. These guidelines are not intended to replace existing procedures. When conducting a school using Zoom, follow the guidelines outlined below in addition to the duties and procedures in the Schools Handbook and on the State and Local Chairman Checklists.

SCHOOLS REQUIREMENTS WHEN USING ZOOM

- a. Courses using Zoom are managed and organized according to the Rules set forth in the NGC ES, GS, LDS Schools Handbook (August 2020, SEE UPDATES TO HANDBOOK ON NGC WEBSITE, SCHOOLS RESOURCES PAGE).
- b. School Chairmen, Technical Administrators, Instructors, Proctors, Accrediting Chairman and participants must have equipment / devices that meet Zoom system requirements—antivirus protection; with current version/update zoom.us/download this is critical to not be dropped off to have to rejoin. Version: Zoom 5.4 plus
- c. Technical Administrators, Instructors and Proctors are in addition to the maximum, if any, limit of participants established by the State and/or Local School Chairman.
- d. The Local School Committee must include at the beginning of the planning process a Zoom Technical Administrator who has the skills to oversee an online session, including controlling noise, entry and screen sharing, confirming decisions with the NGC Accrediting Chairman.
- e. Review with Accrediting Chairman any required topic which might be challenging using the Zoom format.
- f. Accrediting Chairman shall attend orientations and courses as an auditor when possible.
- g. Pre-recorded tours* (See Page 4) that are streamed on YouTube via Zoom are permitted as they relate to class material, to be shown by the instructor, who is required to be available for questions.

TEACHING AND TESTING WITH ZOOM:

- a. Instructors and participants must be able to communicate with audio, video, chat, polling, share screen and the ability to view files and streaming content.
- b. NGC ES, GS and LDS approved courses must comply with the required Schools Handbook ten hours of instruction. Course scheduling should allow fifteen minutes for interactive questions at the end of each instructor's presentation and appropriate break periods.
- c. Procedures to electronically administer the Exam must be defined following the Handbook requirements.

LOCAL COMMITTEE DUTIES

Local School Chairman

- a. After registering course (Form 1, Registration) with NGC, finalizes the course schedule with breaks, hours of instruction ensuring Host scheduling is available and accessible for the course prior to submitting application (Form 2) to ACCREDITING CHAIRMAN for FINAL course approval **3 MONTHS BEFORE COURSE STARTS.**
-

- b. Includes in a brochure for a Zoom Course the required equipment and operating systems in addition to the Registration form and request that Students email an Application for Consultant Accreditation (Form 6) and Consultants email a Refresher Application (Form 7) before the course orientation and course starts. (See sample in Zoom Course Kit on NGC Website)
- c. Obtains required Instructor Contract (Form 4) and Zoom Instructor Contract Addendum. (See Zoom Course Kit on NGC Website)
- d. Requires Instructors have screenshare experience on Zoom for interactive class instruction.
- e. Requires Instructors as part of their contractual agreement to provide a student outline, multiple choice exam questions with answers and a digital copy of content being presented (i.e., PowerPoint, videos, links to streaming content (i.e., YouTube) to the Technical Administrator(s) **6 weeks** prior to the scheduled Course date.
- f. Requires Instructor to be present in order to answer questions during the class if a video is presented
- g. Provides School Course Schedule and Registration list (in Excel (suggested) with contact information including Student Name, Contact Number and E-mail address). Emails to Proctor(s), Accrediting Chairman and Zoom Technical Administrator 7 to 10 days before Course date to conduct Course Orientation Session and Tech Check. Verify the participants who have been granted an exception of attending an orientation and tech check session. Obtain from Instructor backup copies of presentation materials and sends to Zoom Tech Administrator.
- h. Creates a contact list including the course agenda:
 - Introductions:
 - i. Local Chairman (Title, Contact information)
 - ii. Proctor (Title, Contact information)
 - iii. Technical Administrator (Contact information)
 - iv. Instructors (Contact information)
 - v. Agenda Slide (with links to content)
 - vi. Reminders for Evaluation and Exam completion
 - Note: May create a PowerPoint slide deck (See sample in Zoom Course Kit on NGC Website)
- i. Requests and identifies support of two or more Proctors plus an alternate for the course depending on the number enrolled 15:1 ratio recommended.
- j. Verifies with Proctors who will review and direct questions from the Chat Window feature to the Instructors.
- k. Reminds Students/Consultants to use Chat for sign-in attendance verification and asking questions.
- l. Explains how participant's questions will be directed to Instructors
- m. Explains procedure for Course Review and administering the Exam.
- n. Administers the exam electronically (Word doc., Google etc.) to Students.
- o. Explains the procedure for completing the Course Content and Instructor's Evaluation (Form 11) and optional electronic Zoom Evaluation Form. (Form in Zoom Course Kit on NGC Website)

- p. Reviews Evaluation Forms from Students and Consultants and complies a Course Summary using information from the Evaluation Form (Form 11) and optional Zoom Evaluation Form to be emailed to State School Chairman, Accrediting Chairman and NGC School Chairman.

Technical Administrator/ Host Administrator:

- a. Must have experience in operating Zoom.
- b. Communicates by email the Zoom Date, Time Zone, Meeting ID, password, and direct link to all participants.
- c. Schedules event and sets up:
 - 1. Participant authorization for recording
 - 2. Recording to Cloud or Personal System
 - 3. Saving Chat
 - 4. Setting up Zoom Registration, Polling, Recording Format, Co-Host
- d. Ensures that the ZOOM host account will record and store recording either in the cloud or their hard drive. Recorded session will be replayed only to provide instruction for a student who missed a session or needs to retake an exam of their registered course.
- e. Confirms that Instructor has agreed to their presentation being recorded.
- f. Host ensures that recordings and Chat transcripts are activated.
- g. Recordings will be deleted four months after course completion.
- h. Verifies that Instructors agree to test run on Zoom and conduct this 3-7 days before event to ensure:
 - 1. Equipment / Devices connecting to Zoom; with current version/update zoom.us/download this is critical to not be dropped off to have to rejoin. Version Zoom 5.4 plus
 - 2. Instructor demonstrates ability to use Zoom Interface controls to communicate by turning on/off audio, video and sharescreen to launch their content.
 - 3. Visual check of proper lighting and background of Instructor (not looking like they are sitting in a dark space).
 - 4. Audio check of their equipment on sound quality free from crackling, drops, etc.
- i. Conducts pre-Test Orientation with Participants at least 3-7 days prior to the scheduled Course to familiarize students and refreshing consultants with Zoom:
 - 1. Equipment / Devices connecting to Zoom with current version/update
 - 2. Zoom Interface controls to communicate to the Technical Administrator, Host Administrator, Local Chairman, Proctor(s) and Accrediting Chairman
 - i. Participant List
 - ii. Audio/Video
 - iii. Chat window
 - iv. Polling if intended for testing
 - v. Share Screen
 - 3. Identifies new Zoom participants have completed the Orientation and share with local School Chairman and Proctor(s)
- j. Coordinates with Local Chairman to get copies of the PowerPoint visual aids prior to conducting test run at least 1 week in advance of class day.
- k. Assists Instructors with entering the Course prior to their Introduction.

- l. Starts Classes as scheduled. Require all participants to login and connect Have early check-in 30 minutes prior to Course start time, no later than 20 minutes.
- m. Manages Student microphones and video (i.e., set to “off” during the class) providing voice cue to Students
- n. Turns on Video Cameras and Audio during breaks.
- o. Instructs participants to Rename themselves as registered name in Participants List (Name, City and State)
- p. Reminds Students/Consultants to use Chat for sign-in attendance verification and asking questions to Proctor(s)
- q. Monitors Chat window during the course as it relates to Technical support
- r. Monitors Screen Sharing
- s. Communicates to Proctors during Session in Chat window anyone who has dropped
- t. Manages blocked microphones and video during the presentation.
- u. Saves the Chat transcripts to the Cloud or Local computer
- v. Provides recording and Chat transcripts to Local Course Chairman within 24 hours

Proctor(s):

- a. Is a Consultant in Good Standing in the appropriate School.
- b. Obtains Student Registration list from Registrar or Local Chairman.
- c. Receives from Local Chairman, prior to course, information as to which proctor is to lead in monitoring presentation(s) for relevancy to exam questions and who will be reviewing with instructor at conclusion of presentation.
- d. Monitors Chat window during the Class as it relates to absences, and questions for the Instructor.

Students/Refreshing Consultants:

- a. Must have a desktop or laptop computer, tablet, iPad with audio and video capability. Smartphones are NOT permitted unless it is for “HotSpot” connectivity.
- b. Emails to Course Registrar if a Student an Application for Accreditation (Form 6); if a Consultant a Refresher Application (Form 7) before the course starts.
- c. Completes an Orientation session, optional if attended one NGC School Zoom Course and mastered Screenshare, Chat, Video, Audio, and Participant List.

*Permissions to stream content via Zoom including content providers (i.e., YouTube, insert streaming services available.) NOTE: If courses are recorded all streaming content including presentations on Microsoft PowerPoint must contain permissions for use rights including photos contained within the presentations as to not disrupt intellectual property rights. Advise at the beginning of recordings permissions granted are for personal educational reference only and not to be modified, distributed, or disseminated in any form. (Participant statement in registration agreeing to not duplicate, reproduce, or distribute).

ZOOM BETA ADVISORY GROUP: MARCH, 2021

Barbara Hadsell, Coordinator

Laura Grainger

Janet Hickman

Cherie Lejeune

Pat Rupiper

SCHOOLS POLICIES COMMITTEE: APRIL, 2021

Judy Newman, NGC Schools Policies Committee Chairman
& NGC Environmental School Chairman

Greg Pokorski, NGC Landscape Design School Chairman

Barbara Hadsell, NGC Gardening School Chairman