



FAQs for ASPSA Zoom Tutoring - For students

Am I required to attend a session if I have no work to do?

Yes, the same rules as face-to-face sessions apply. Have some non-graded assignment/work ready before the session begins.

My instructor changed my assignments/assessments/due dates! What do I do?

If there is a change in the syllabus because of remote teaching, notify your counselor. The counselor will communicate with the tutor coordinator if sessions need to be added or deleted. As usual, you should not be reaching out to tutors directly.

Can I request/cancel an online tutoring session?

To request a session: communicate with your counselor if you feel an online tutoring session is needed that you are not scheduled for. Please be aware that in this period of time where tutorial sessions are occurring remotely, we ask for flexibility as ASPSA will be operating with a reduced number of tutors willing and able to work online. Your counselor is the best resource for determining what sessions are most essential for your success.

To cancel a session: follow the usual procedure established for your team if a session needs to be cancelled. As with regular face-to-face sessions, all contact and scheduling occur through ASPSATutoring@unc.edu

Will I get an infraction if I do not log in to an online tutoring session?

The same rules for face-to-face tutoring apply for online appointments. Virtual attendance at online tutoring sessions will be tracked.

Tutoring online?! I can't learn like this?! Help!

This is a big learning curve for students and staff. Be patient, ask questions, and let us know how we can help you be most successful. If you are experiencing frustration with online learning, please reach out to your counselor to discuss any options that may increase your comfort level and success.

How will my tutor know if am struggling?

Speak up and make your struggles known just like you would during a face-to-face session. You can also use Zoom's private chat function to send a message to the tutor in real time. Zoom includes features that allow you to "raise your hand" and speak with your tutor just like you could if the session was happening in person.

To give feedback on different devices, see the instructions below:

Windows/Mac users:

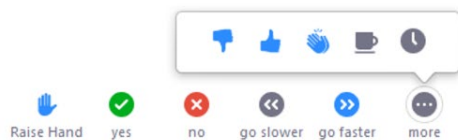
Providing Nonverbal Feedback During Meetings (Students)

To provide nonverbal feedback to the host of the meeting:

1. Join a Zoom meeting as a participant.
2. Click the **Participants** button.

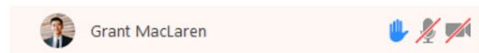


3. Click one of the icons to provide feedback to the host. Click the icon again to remove it.
Note: You can only have one icon active at a time.



- Raise Hand / Lower Hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the more button:
 - agree
 - disagree
 - clap
 - need a break
 - away

The icon will appear next to your name in the participants list.



iPhone/Android users:

Providing Nonverbal Feedback During Meetings (Attendees)

To provide nonverbal feedback to the host of the meeting:

1. Join a Zoom meeting as a participant.
2. Click **More**.



3. Click one of the icons to provide feedback to the host. Click the icon again to remove it.

Note: You can only have one icon active at a time.

- raise hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the **more** button:
 - agree
 - disagree
 - clap
 - need a break
 - away

The icon will appear next to your name in the participants list.

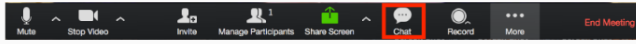


To send a private chat message to your tutor during a session on Windows/Mac devices:

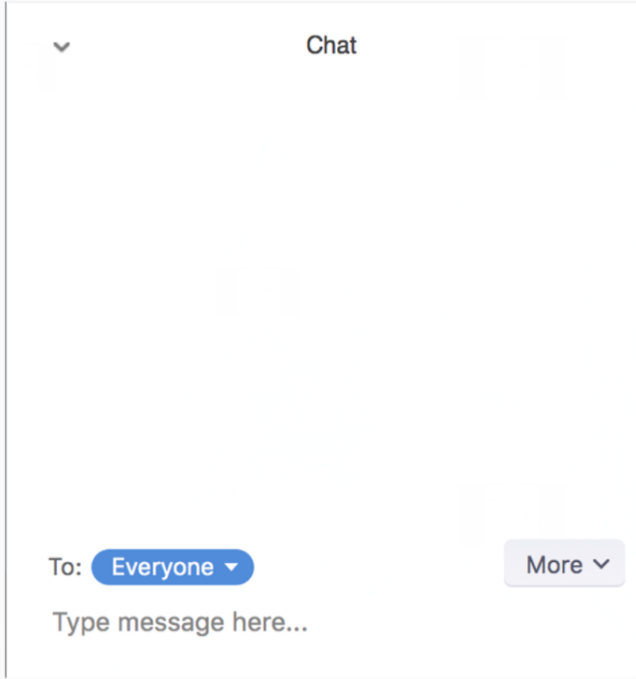
Accessing the Chat in Meeting from a Desktop Device

Video Only or While Viewing a Screen Share

1. While in a meeting, click **Chat** in the meeting controls.



2. This will open the chat on the right. You can type a message into the chat box or click on the drop down next to **To:** if you want to send a message to a specific person.



To send a private chat message to your tutor during a session on iPhone/Android:

Accessing the Chat in a Webinar from a Mobile Device

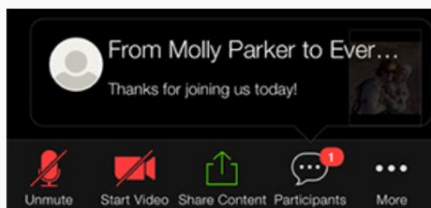
1. While in a meeting, tap the screen to make the screen to make the controls appear.
2. Click on **Participants**.



3. At the bottom of the participants list, click on **Chat**.



4. You can type your chat message and click **Send** or if you want to change who it is being sent to, click the arrow next to Send to: and choose a different person or group of people.
5. Incoming chats will be displayed at the bottom of your screen and you can click on **Participants** then **Chat** to view them.



If you would like to view a short Zoom video tutorial that describes how to share your screen during the session it is linked here:

https://www.youtube.com/embed/9wsWpnqE6Hw?rel=0&autoplay=1&cc_load_policy=1

How will I know if I have a session?

You will receive a link to the Zoom session via email from the ASPSATutoring.unc.edu address. Tutors will not be sending invites to sessions separately.

What can I do to prepare for a successful Zoom meeting?

We recommend that you check out the free, short tutorial videos posted at Zoom.unc.edu (look to the left of your profile page when signing in) before your first session.

Under the Zoom Meetings and Webinars heading, try viewing the “Join a meeting” video linked here:

https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1

Under the Audio, Video, and Sharing heading, try viewing the “Joining and configuring audio and video” linked here:

https://www.youtube.com/embed/HqncX7RE0wM?rel=0&autoplay=1&cc_load_policy=1

Or call the Zoom dial-in phone number provided for the United States:

- **Business, Education or API** plan subscribers will report support tickets to Zoom by:
 1. Online submission via [submit a request](#).
 2. Chat live with our support team by visiting your account and selecting help in the lower right hand corner [here](#).
 3. Phone dial-in
 - US: +1.888.799.9666 ext 2

Please note that support tickets submitted online to Zoom are unlikely to be addressed in time for you to participate in your session. Online chat or phone dial-in is likely to be the fastest fix for Zoom issues in real time.

What if I can't connect through the link to join the meeting?

If you click the link sent to you via email and you have difficulty joining the meeting, look down the list of phone numbers listed to “dial in” to a meeting using your phone. There are toll-free numbers listed that will work from all over the United States. Keep the email open so you can follow the prompts to enter the meeting ID number (9 digits). A participant number is not necessary to join the meeting via telephone. You may hear a prompt to speak your name so the tutor can know you are waiting to join the meeting via phone. The tutor will see your phone number on their screen, but they have the ability to change it to your name when they approve you to join the conversation.

Dialing in via phone is not ideal, as you cannot “see” the video feed but to avoid being marked absent from a session it is important to make every attempt to join in real time.

On your computer, if you need additional assistance with technical troubleshooting, please initiate a support chat by pressing the “help” button on the right bottom corner of your screen that looks like this:

