



DIGITAL OFFICE HOURS with 2+ LEADERS in ZOOM and SECONDARY DEVICES

Requirements

- Zoom (webcam, microphone, internet connectivity)
- Secondary device connected to Zoom for all session leaders

Structure

- Main room
 - hosted by session leader/TA with host controls
 - has as many students as come through before they're sent to breakout rooms
 - some students may have questions answered if the host is not otherwise occupied
- Breakout rooms with a TA present and dedicated to answering questions
 - students with more in-depth questions can get the attention of a TA
 - around 6 students at a time (we'll refine that number as we gain experience).
- Breakout rooms for working in a shared space
 - room purpose possibilities: discussion oriented or quiet work
 - designed for students who want to share a space to work with other students
 - students can call out for help from the host.
 - around 10 students at one time per room

Responsibilities of host TA, in main Zoom room

- ask incoming students their question topic
- create list of questions to isolate common topics
- send students to breakout rooms based on availability of space and their topic
- communicate with other TAs via a chat window on a secondary device connected to the Zoom session.
- field questions from students in the main meeting room if they are not otherwise engaged
- jump their main account to a room that asked for help. In order to make sure incoming students know someone will be with them shortly, they should leave an "I will return" message in the main room while they are away while paying attention to new arrivals.

Responsibilities of cohost TAs, each one in a separate breakout room

- answer student questions, up to 6 students at a time
- communicate with the host TA via the chat function on their secondary device
- inform the host TA when people should or need to leave their room
- cohosts should return to the main room when they have no students, to share a space with the host TA.

Suggestion:

- One person in a room can set up their screen up for others to doodle on if there is a sustained period without talking. This will give us all practice using the tools of Zoom, and encourages humor and social bonding. The screen should be disabled if any individual student asks for it to be disabled.