

OLLI at NC State - Zoom Classes and Lectures

Frequently Asked Questions

1. Question: How do I sign up for a Zoom class or lecture?

Answer: You will register for an OLLI Zoom class or lecture using the online registration system which you access from the OLLI website ncsu.edu/olli, or from your Reporter Brickyard account.

2. Question: How will I know how to get set up in Zoom for the first time?

Answer: You can read [this document](#) that is available on our website

There is also a very helpful section on the Zoom website for new users <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-asked-questions>

If you still have questions after doing that, call 919-515-5782 for assistance.

3. Question: I do not have a microphone and do not want to turn the camera on. May I listen to a zoom class without participating?

Answer: We understand that some people choose not to turn on their camera and that is their choice. So yes you can listen to a Zoom class but you can also participate by using the *Chat* feature of Zoom. You will type your comments or questions in the chat box and the instructor will address it at an appropriate time during the session. We hope that in time, when you see the smiling faces of your classmates, you might decide you want to join them on screen. It certainly makes for a better experience for the instructors and we want to do all we can to keep them happy! They volunteer their time, and we would not have the excellent program we have without their involvement.

4. Question: I am not sure if I have the right equipment to do online classes. What do I need?

Answer: It is possible to access Zoom using a telephone, either a landline or a smartphone. However, using a computer or tablet will allow you to use the full capabilities of Zoom and for that you will need an internet connection.

The following equipment will enhance your experience of Zoom:

- **A camera** built into your device or a separate web camera – this will allow you to see the instructor and your classmates for a more interactive experience. If you do not have a camera you will still be able to see the instructor and the rest of the group, they just won't be able to see you.
- **A microphone**, again either built into your device or attached. A headset with a microphone will let you hear and be heard more clearly.

- **A charger** connected to your device during class will ensure you do not have an unexpected power loss to interrupt your learning.

5. Question: When will I receive the links for my classes?

Answer: The link will be sent out 2-3 days before the start of your first session. We do it that way to minimize the chance of people losing the email with the link. You can also access the link from your Reporter Brickyard account.

6. Question: I lost the link for my multi-week course, what are my options?

Answer: Please save the email containing your link. If you register for a multi-week class you will use the same link for each session. We encourage adding the link to an online calendar such as Google calendar, or you may wish to create a folder in your email system specifically for Zoom links to avoid having to search back through your inbox. We will not be sending out a reminder on the day because of the volume of offerings. You can also access the link from your Reporter Brickyard account.

Log into your Brickyard account and the list of your Zoom classes will appear in your dashboard. Click on the button to access the class and it will take you to the Zoom meeting.

If you still are not able to find the link call 919-515-5782 for assistance.

7. Question: Do I use the same link and password to access all of my Zoom classes and lectures?

Answer: No, each class series or lecture has its own unique link and password that will be sent to you 2-3 days before the start date. The emails will contain the name of the class or lecture for which the link is valid.

8. Question: Is there an online site that I can learn about Zoom?

Answer: We are glad you asked that and yes there is! The folks at Zoom have you covered. Click on this link for written instructions and training videos on a range of topics: <https://support.zoom.us/hc/en-us/categories/200101697>

9. Question: Do you record the classes and lectures? That would be convenient for me.

Answer: OLLI Zoom courses will not be recorded. We may be remote, but we want to encourage you to think of your Zoom experience as a Virtual Classroom. To make that work best, we want members to participate live. We also will not be recording classes because of storage limits, privacy, fair use, and copyright issues. We need to control class content for these reasons and need to make sure that the course isn't shared

beyond the enrolled participants. It's also not fair to fellow members to share content with others who have not paid for the course/lectures.

10. Question: I am concerned about security issues posed by using Zoom. How can you reassure me about that?

Answer: Zoom has kept up with security, and issues regular updates. If you are prompted to update Zoom before an OLLI class, it is important that you follow the prompts to update your computer or smart device, it should take less than a minute. OLLI is using an NC State license to set up all of our classes, which adds an additional layer of security. We also do not publish the Zoom links and passwords for our classes and lectures. When you get the invitation and link, understand that it is intended for you only, the enrolled participant in the OLLI class for which you have registered.

We hope you find the answer to your question here, but if not please contact OLLI at 919-515-5782