

Preparing for Your Training Session in a Zoom Environment

In order to ensure your online learning experience is the best it can be, please review the following guidelines to help you prepare for your upcoming training program with CMHA Ottawa.

YOUR ZOOM DETAILS

Please note that you will only receive your Zoom Link 5 business days prior to your training session, so we recommend you block the time and dates out in your calendar until the official meeting/training invitation with Zoom details is sent out.

We also HIGHLY recommend that you ACCEPT the meeting/training invitation once you have received it, in order to ensure the information and details are located in your calendar and are easy to retrieve the day of training. Please **review** the PDF documents on Zoom etiquette and troubleshooting that will be included in your official meeting/training invitation.

PRIOR TO YOUR TRAINING SESSION

- If you have not downloaded the Zoom client, please do so at least a week before your training session to ensure you have all the software required to join the virtual class.
 - <https://zoom.us/download>
 - If you have previously downloaded the Zoom client, make sure the software version is up to date

- Test your equipment in advance to ensure your video and audio is working – we will ask that all participants turn on their cameras during the training session.
- Be sure your computer device and headsets are fully charged or plugged in.
- Review course materials or assessments before the start of the class if materials have been sent to you. Some programs will have “pre-course” assignments which will be discussed during your live session.

DURING YOUR TRAINING SESSION

- Instead of using a Wi-Fi connection, if possible, use a wired connection directly into your modem or router.
- Close out any unnecessary applications, browser windows, and turn off any unnecessary devices that may be taxing your bandwidth.
- Set your phone to airplane mode or remove it from the space to prevent distractions.
- Find a quiet place to take the class where you can minimize interruptions and distractions. Ensure your video is turned on.
- Ensure you have all the materials you need open on screen or printed in advance. Your course materials will be sent to you no later than the day before your session.
- Make training a priority by focusing in the class. Resist the urge to multi-task!
- Take advantage of the breaks in class; use those moments to refresh and relax.
- You will retain more information by actively participating - so get engaged! Answer questions, participate in chat and discussions and complete all the exercises and labs. You'll get as much out of the training as you put in. The more you actively participate, the more you'll comprehend and use back on the job.

AFTER YOUR TRAINING SESSION

- An online **post course program feedback** survey will be emailed to you at the end of your program. You will have 9 days to submit your feedback, that will in turn help us to continue improving our programs.
- If your program typically hands out course **completion certificates**, we will be sending you a copy electronically after the course. Please allow us a week to process all course completions and the creation of all certificates.