Recommendations from University Management, adapted to the needs of the School of Business.

ZOOM NETIQUETTE

Although electronic communication does not replace personal contact, it does enable us to exchange information with each other when it is impossible to meet face-to-face.

The recommendations for ZOOM netiquette rules are based on a survey of instructors and students on online teaching conducted during the previous summer semester.

RECOMMENDATIONS FOR SUCCESSFUL ONLINE MEETINGS WITH ZOOM

Preparation

If you would like to participate in a Zoom online meeting, we ask that you check some aspects beforehand:

1. **Workspace:** find a workspace that is as quiet as possible and turn off all potential sources of interference and noise (smartphone to silent, radio off, etc.)
2. **Internet connection:** Before participating, make sure no downloads or streams are putting additional strain on your internet connection. If necessary, ask family members or roommates to stop any activities for the duration of your Zoom online meeting. If possible, connect your device with a LAN cable instead of the wi-fi network for a more stable connection.
3. **Camera & microphone:** Test your camera and microphone ahead of time. You will find all the information you need to check the video and audio functions in a test meeting here. If you want to improve your video and audio quality, use an external webcam or headset.
4. **Outfit:** Please choose appropriate attire. A casual outfit that you would wear at the university is of course perfectly acceptable.

Display name & profile picture

When you install the Zoom app/desktop application or join your first meeting using an invitation link, you will be asked for a name. Please choose your real name (first and last name) here. This is the only way to ensure you can be identified in the online meetings.

You are also free to store a profile picture on Zoom when you create a Zoom account. Ideally, you should use a picture that you would also use on career portals such as LinkedIn or Xing.

Activate camera & microphone

We kindly ask you to activate your camera if possible. A significant disadvantage of virtual meetings is the lack of personal contact. If all participants in an online meeting activate their cameras, you can at least see the gestures and facial expressions of the others. Zoom also offers you the possibility to use a virtual background so that no one can see your personal surroundings. You can find all information about virtual backgrounds here. You should mute your microphone until you are ready to make a contribution.

If connectivity problems arise for all participants during the meeting, it may be because too many video streams are active at the same time. In this case, please deactivate your camera and only activate it when you are speaking. This way instructors can at least see the people who are speaking.

Nonverbal feedback

Zoom gives you the opportunity to give feedback without having to use a camera or microphone. In the Zoom desktop application, you will find this toolbar in the participant window. If you do not see this window by default, click on the **Participants** button at the bottom of the screen. Please use this feedback option for feedback and please understand if, for example, the instructors do not react immediately to the feedback. During the presentation it is not easy to have your eye on all windows at all times.
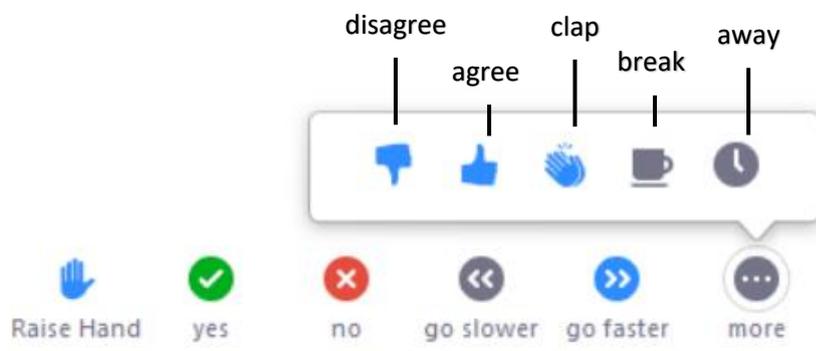
Recording meetings

As a participant, you do not have the right to record the meeting via Zoom or other screen recorders. Any violation of this provision is a violation of personal rights and copyright law.

If instructors record online meetings to make the session available to all students afterwards, you will be informed about the recording at the beginning. A pop-up will then appear on the Zoom interface with a corresponding notification. If you do not want to be recorded, you can inform your instructors about this or leave the online meeting and watch the recording at a later time.

Protecting personal data

We are committed to protecting your personal information. This is why all instructors are only permitted to store the video files of the recordings on the Panopto video server, whose servers are operated securely. Instructors may include these recordings in an OpenOLAT course or distribute the link for the recording to the class. However, these recordings may not be uploaded to other platforms such as YouTube without your explicit consent.

Technical issues & dropped connections

If you are experiencing technical difficulties (such as audio issues or a frozen image), then first use the Zoom Text Chat to ask if your fellow students are experiencing these problems, without disturbing the class. If this is the case, please report this to the instructors in the same way. If the problems only affect you, please make sure that your internet connection is not otherwise busy (with downloads or other streaming services, for instance). In many cases, leaving and rejoining the online meeting will also help. To reduce the load on your internet connection, you can also stop the video image. Uploading a profile picture in this case helps you to accommodate your lecturers. Put yourself in their shoes: It is difficult and uncomfortable for lecturers to just look into a black box and talk.

Zoom tutorials

To familiarize yourself with the basics of Zoom, you can watch the Zoom Basic Course on LinkedIn Learning (in German). You can find information on how to login to LinkedIn Learning here.

Support

We wish you an interesting and successful semester full of inspiring classes. If any problems arise,

please take advantage of the wide range of support we have made available:

https://www.hs-mainz.de/en/academics/services/interdisciplinary/media-and-teaching/students/

https://www.hs-mainz.de/interne-seiten/hochschule/zik/faqs-fuer-studierende/ (login necessary, in German)