How to Utilize Virtual Office Hours

As your class moves online due to COVID-19, you may want to set up Virtual Office Hours to address questions and concerns about course requirements and assignments. Consider the following elements:

- *Availability:* Determine the best time to hold virtual office hours based on your availability. Keep student availability in mind as well.
- *Technology:* The Center for Innovation in Teaching and Learning suggests the use of Zoom Video Conferencing. Refer to the CITL webpage for instructions on the use of Zoom.
- *Scheduling:* Determine how you want students to schedule a virtual meeting with you. Be sure to provide clear instruction for students.
    - Have student call/email and request a day/time, then set up Zoom meeting for that individual student
    - Ask all students to schedule individual meetings, share meeting info with students and have them join at their assigned time.
    - Share virtual office hours and meeting id and allow students to join anytime during that time frame. This allows multiple students to join at once.
- *Communication:* Share all details of virtual office hours by updating syllabus, creating a D2L announcement, and/or sending email within the D2L course platform.

How to Set Up Virtual Office Hours in Zoom

1. Login to ZOOM either via TECH EXPRESS or the desktop app

2. Go to SCHEDULE / SCHEDULE A MEETING

3. Copy the Meeting Link

4. Post this link to students via iLearn Announcement of iLearn email

5. Just before the scheduled meeting time, login to ZOOM

6. Go to MEETINGS/ My MEETINGS

7. START the meeting

For more information on using ZOOM for virtual office hours or course lecture, visit the Center for Innovation in Teaching and Learning website ([Supported Instructional Technology](#)) for assistance.

Other items to consider:

- Specify the time zone for virtual office hours.
- Give clear instructions and expectations for virtual office hours.
- Be available and present during the virtual office hours.
- Avoid overscheduling during virtual office hours.
- Set up a Discussion Topic for Frequently Asked Questions (FAQs) to provide help outside of virtual office hours.