



Zoom User Guide – Kardan University

What is Zoom?

Kardan University uses Zoom, an effective video conferencing platform that provides high definition, interactive collaboration tools, and teleconferencing to use for communication and collaboration purposes in conducting online education sessions.

Through learning in Zoom you can:

- Learn along with your classmates simultaneously
- Watch your instructor's screen
- Raise your hand for sharing your ideas and questions
- Break into groups for discussions or projects
- Chat with the whole class or individuals to share questions or learning resources

How do I join a class on Zoom?

Your professor will send you a link or meeting ID about a particular meeting (class). By tapping the link, it will directly take you to the meeting. In addition, the lecturers use the WhatsApp application to share the meeting ID with the students. Watch the tutorial on how to join a Zoom Meeting in the link: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

For those students who would like to have a summary of the guidelines in Dari, the following video, prepared by Economics Department Academic Administrator, Mr. Qais Mohammadi, is a great resource:

<https://youtu.be/zX-cVwKrjew>

What equipment do I need to get started with Zoom?

To use the full capabilities of Zoom effectively, you will need to have access to a computer or mobile device with a relatively good internet connection.

The following equipment will enhance your experience but is not necessary:

1. **A laptop** – that fully supports Zoom Meeting Application while attending a meeting and interacting with your instructor and your peers. If your camera is not working for some reason, you will still be able to participate in the other features of the Zoom class.
2. **Headset with a microphone** – will let you hear and be heard more clearly. This does not need to be fancy equipment, it can be the same as the headphones you might use with your phone.
3. **Charger** – Charging your device during class will ensure that you do not have an unexpected power outage interrupting your learning.

Check your audio and video before the class starts

Here are the top three problems that make up the majority of Zoom issues and how you can address them before they happen:

- I can't see
- I can't hear
- There's background noise or feedback

If you are experiencing the above issues, your respective Program Officer/ Lecturer is available to assist you to resolve the issue before or during the class. You may reach them through the link: kardan.edu.af/OnlineEducation/Contact-Details.aspx

When contacting support, please provide the full name of the course and a summary description of the problem.

What are we going to do in Zoom Meeting?

Start your class right with some basic Zoom etiquette:

- Turn off your camera and do not share your screen unless allowed by the faculty member
- Mute your microphone when you aren't contributing

During class, you might engage with your instructor and other students using some of these Zoom tools:

- Using annotation tools on a shared screen or whiteboard
- Participating in Breakout Rooms
- chat with your instructor and classmates

For further information about getting ready for class with Zoom, you can watch the tutorial in the link:

https://www.youtube.com/watch?time_continue=35&v=Oss2yufceC8&feature=emb_logo

How can I use Zoom outside of class?

You can use Zoom outside of class for the following purposes;

- Reach out to your instructor for an office hour or meeting
- Meet with classmates about a project
- Ask questions
- Have discussions

Does the Management monitor the Zoom live sessions?

The management track and monitor the live class environment on an hourly basis to ensure that the essential Netiquette (net + etiquette) regulations are applied.

How to Participate in an Online Class?

To ensure a smooth transition to online teaching, kindly ensure that you comply with the following:

1. Contact your respective Program Officer in case you have any difficulty in accessing your Kardan University LMS account.
2. In addition to the above, ensure that your valid/current phone number and email address are recorded in the Kardan University database. Please contact your program officer kardan.edu.af/OnlineEducation/Contact-Details.aspx and request modification in your phone number or e-mail ID.

3. Download Zoom Meeting Application into your laptops and prefer mobile phones from <<https://zoom.us/support/download>>. Learn how to join a meeting on Zoom by visiting <<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>> you will receive a meeting ID number or URL from your professors through which you get access.
4. Faculty members will upload the PowerPoint slides accompanied by an explanation in audio format as well as a textbook chapter and reference material one day before the class. In the scheduled class, they will be available through Zoom and conduct a live class and respond to your questions.

During the online session, students will have to remain present, participate, and ask questions so that their marks for attendance and participation are given. They will have to work on the quizzes and assignments that faculty members assign to them so that they get marks for such activities. We have developed an online discussion forum in your accounts where the instructor creates a discussion on weekly basis and you can participate in the discussion by sharing your views.

5. We understand that this is the first experience in Afghanistan, but remember that other universities in the world have adopted the same method. We need to work together and make this a success and a better experience for others to follow.

Learning Remotely at Kardan University

Amid the spread of COVID-19 pandemic, all graduate and undergraduate classes are delivered online. The decision to switch to remote teaching, learning is designed to reduce the number of interactions on campus, protect our community and experience online teaching for the first time in Afghanistan.

In addition to the FAQ page <<https://kardan.edu.af/OnlineEducation/Faqs.aspx>> the following resources may be helpful as you transition to online learning.

1. Digitally Accessing Materials, Classes and Study Tools
2. Interacting in the Digital Class Room
3. Recordings
4. Troubleshooting Zoom
5. Online learning Practices
6. Health and Wellbeing

1. Digitally Accessing Materials, Classes and Study Tools

- Set up your Zoom account
- Test your computer video and audio before class starts
- View system requirements to make sure that you have the appropriate hardware and software
- If you are having trouble with connectivity, you may contact your Program Officer/Professor beforehand
- When you are not speaking, be sure to mute your microphone
- To join via tablet or smartphone, download the Zoom app
- You will need the meeting ID to join the class session

2. Interacting in the Digital Class Room

- You can present as a participant. Your faculty will provide the guidance needed to participate. The host (faculty member) controls the technical aspects of Zoom including the audio, video, and screenshare permission to the students.

3. Recordings

- You do not need to request a recording of the session. Teachers will be recording each class session in Zoom and will share the links in LMS portal under weekly educational material.

4. Troubleshooting Zoom

Here are common Zoom problems tips:

- I can't see.
 - <https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->
- I can't hear.
 - <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
- There's background noise or feedback.
 - <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>
- A student is lagging in the video view.
 - Have the student switch to audio-only and close down any other unnecessary applications and open windows.
- A student joined using a Zoom mobile app for IOS or Android but is having trouble with audio.
 - Find solutions for here <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>
- My connection is slow or isn't working very well.
 - If possible, try to connect hardwire rather than wirelessly.

5. Online Learning Practices

Whether you're attending live-streamed classes remotely or watching recordings, it will be useful to make a schedule for yourself and stick to it. You won't have the daily rhythm of campus life, so use calendaring tools or other means to keep track of everything.

6. Health and Wellbeing

The health and wellbeing of our students are of paramount importance for us. By closing the university and class-based interactions, we seek to avoid the spread of potential transmission and reduce our collective risk. We understand the fact that COVID-19 is an incredibly stressful time for everyone.

Stay Safe and Study Well!