



Zoom FAQ For Students and Faculty

For Students

Q: How do I access my remote class?

A: Your instructor will email you zoom meeting IDs, links, and passwords.

Q: I haven't heard from my instructor regarding class. What do I do?

A: Email kyle@newartcenter.org and I will do my very best to get back to you in a timely manner.

Q: Zoom won't let me join my meeting unless I am an authenticated user. What do I do?

A: This is a security measure that some instructors are using for their zoom lessons. This means you must make a zoom account in order to access your class.

Q: My instructor cannot see me. What do I do?

A: Always check to make sure your video is on. For a computer and phone, this will be in the lower left portion of your zoom meeting.

Q: My instructor cannot hear me. What do I do?

A: When entering your class, make sure to allow Zoom to access your audio. If you have done that, check the microphone button in the bottom left portion of your meeting to make sure you aren't muted.

Q: I want to see the whole class at once, but I can only see the person speaking. What do I do?

A: For a computer, check to make sure you are in Gallery View mode. This button is in the top right corner of your zoom meeting screen. On a cell phone, you will only be able to see sets of four people at a time. To do this, swipe left or right on your phone screen to see other participants.

Q: I don't know what time my remote class meets. Where do I find out?

A: Check <https://newartcenter.org/updated-class-list/#zoom> for all relevant class time and date information.

For Faculty

Q: I want to schedule a zoom meeting for my class. How do I do this?

A: You can do this through the zoom website. Go to your account > meetings > schedule and then enter the relevant information. Always include a password and make the meeting a recurring meeting so that you can continue to use the same info every week. Send this information to your students.

Q: Where do I obtain my list of students?

A: Email kyle@newartcenter.org or marte@newartcenter.org Please let us know if there are any students on the list not attending or that are attending and aren't on the list.

Q: I want to be added to New Art's Zoom plan. How do I do this?

A: The studio coordinator should reach out to you asking if you would like to join the New Art plan. If you previously had decided not to be on the plan and want to join, email kyle@newartcenter.org and I will do by best to add you as soon as possible.

If you do not see your question listed, contact kyle@newartcenter.org