



Troubleshooting Zoom for Online Course Meetings during Spring 2020 Intensives

Dear Students,

We are aware that moving Intensives to an online format using Zoom may present new technological challenges for some of you. Jon Coffee will continue to be available through Friday, March 20 for test Zoom calls for anyone who wants to test out this technology: <https://calendly.com/jcoffee/zoom-test-call-with-jon-coffee>.

During your courses in the coming weeks, students who have connection issues with the Zoom link should try the following steps in order:

1. Try to Zoom in again with video (you may want to try using a different device if you have that option — switch from phone to computer or tablet, etc.).
2. Try to Zoom in with audio only.
3. Call in via regular telephone — each course has a call-in phone number that you should have received from your course instructor, as well as a link to the Zoom videoconference.
4. Reach out to Meadville staff for help. You can contact Faysha (fcrosbie@meadville.edu), me (ejimenez@meadville.edu), or Jon (jcoffee@meadville.edu).
5. If you're still not able to connect, contact faculty and let them know that you're not able to access the course, and they can give you access to the content you missed.

Some faculty may elect to record Zoom calls so that students who have connections views can watch them later. (Note: Some faculty may not agree to record courses that contain their intellectual property.) If faculty agree to record courses, they will check with students beforehand to see if all students agree to have the call recorded. Recordings will only be shared with the students taking the course this term. Recordings may not be available after the semester has ended.

If you have other questions about Zoom now or during the coming weeks, feel free to reach out to your instructor, to Faysha Crosbie at fcrosbie@meadville.edu, to me at ejimenez@meadville.edu or to Jon Coffee at jcoffee@meadville.edu.

Best,

Elena Maria Jimenez
Registrar

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Schedule a meeting with me: <https://calendly.com/elenajimenez-mlts>