

### Zoom Etiquette

The current COVID-19 pandemic has altered our current lifestyles and routines in ways that most people never considered was possible. One of these dramatic changes has been for academic and research institutions like LSUHSC to convert their activities from in-person to distance-learning formats. Therefore, we are providing the following tips to improve the experience of Zoom users, as well as assist in creating professional distance-learning environments that are rewarding and productive for all. Also, if several of you have previous experience with Zoom, please accept this information as an opportunity to expand your knowledge base.

1. Wear work-appropriate clothing.
2. Ensure your technology works correctly prior to the event.
3. Frame the camera correctly and check the lighting of image.
4. Be mindful of your background.
5. Be on time.
6. Turn on the video.
7. When you log on, mute yourself and keep on mute except when you are speaking.
8. Pay attention.
9. Behave professionally.
10. Close unneeded applications on your computer.
11. Mind your manners when speaking.
12. Use the “Chat” feature (bottom/center of your screen) judiciously.
13. Do not share any of the Zoom links with anyone who is not in the summer program.

*Let's discuss the tips from the above list.*

Rule 1. Wear work-appropriate clothing. This is very important. Even though you are working remotely, you are still officially at work. You want to impress your mentor, their staff, invited speakers, or potential future medical school or graduate school admissions committee members on your professionalism. No spaghetti straps, tank tops, etc.

Rule 2. Ensure that your technology works correctly prior to the conference. Log in about 15 minutes ahead. If there is a problem, you will have a few minutes to troubleshoot.

Rule 3. Frame the camera correctly. This pertains to both you and your surroundings. Zoom allows you to check what others will see before you join the meeting. How do you look? Is the camera pointing up your nostrils or at your left ear? What do you see in the background? Make sure you are not sitting on your bed, your background does not show embarrassing objects or people going in and out.

Rule 4. Be mindful of your background and aware of lighting. If you are sitting in front of a window, you may be completely darkened by the light coming in through the window. Also, your overhead light may need to be turned off or dimmed. Sitting in front of a blank wall is least distracting. If something is behind you, ensure it's appropriate and viewers won't be looking at it instead of focusing on the conversation/presentation.

Rule 5. Be on time. Hopefully you will have logged in ahead of time, so that you will be on time. Being on time applies to any job, including this one and demonstrates professionalism. If you have a scheduling conflict, contact Ms. Bruno and your mentor immediately.

Rule 6. Turn on the video. It's located on the bottom left, next to the audio. We need to know that you are present and part of the conversation or meeting.

Rule 7. Mute your audio when not speaking. Be sure to mute your mic (lower-left corner of your screen) as soon as you sign on and whenever you are *not* speaking. This is important and perhaps the most critical tip on this list to avoid background noise and distractions for others.

Rule 8. Pay attention. Yes, it's easy to be distracted while at home. How many of us have had to quiet barking dogs or parents coming in to ask questions while we are on zoom class? However, do your best to stay focused on the meeting and remain in the present moment, especially if you're online with your mentors.

Rule 9. Behave professionally. You are representing yourself and your school, and a good impression will be beneficial in the future. However, if rules are not adhered, you may be dismissed from the program, therefore, ruining your chances of acceptance into a degree program at LSU Health Sciences New Orleans, or obtaining letters of recommendation for future employment.

Rule 10. Close unnecessary files. Having few/no files and other programs open when using Zoom will optimize your Zoom functioning and help you have clear and consistent audio and visual streaming.

Rule 11. Mind your manners when speaking. Maintain professionalism when speaking. If you want to speak in a large group, physically raising your hand, or using the "raise hand" feature that is available at the bottom center of your screen. When you are done speaking, saying, "Thank you", "That's all", or "I'm done" helps indicate to others you have finished your comments.

Rule 12. Use the "Chat" feature (bottom/center of your screen) judiciously. Comments should focus on the matter at hand. Even when private messaging, make sure you say non-judgmental and stay on topic.

Rule 13. Do not share any of the Zoom links with anyone who is not in the summer program. We do not want any Zoom bombers. You and that person will get into trouble and you can be dismissed from the program.

**Although not present on the primary list, this is important:** Be forgiving of yourself and each other when mistakes are made. We are all working under unexpected circumstances. If you are new at research, it almost feels like walking into the middle of an ongoing conversation, so you are not expected to know everything immediately. The rest of the team will educate you. Feel free to ask questions and search references on-line. No one can be expected to be an expert immediately.

**GOOD LUCK!!!**