VSC Class Naming Convention
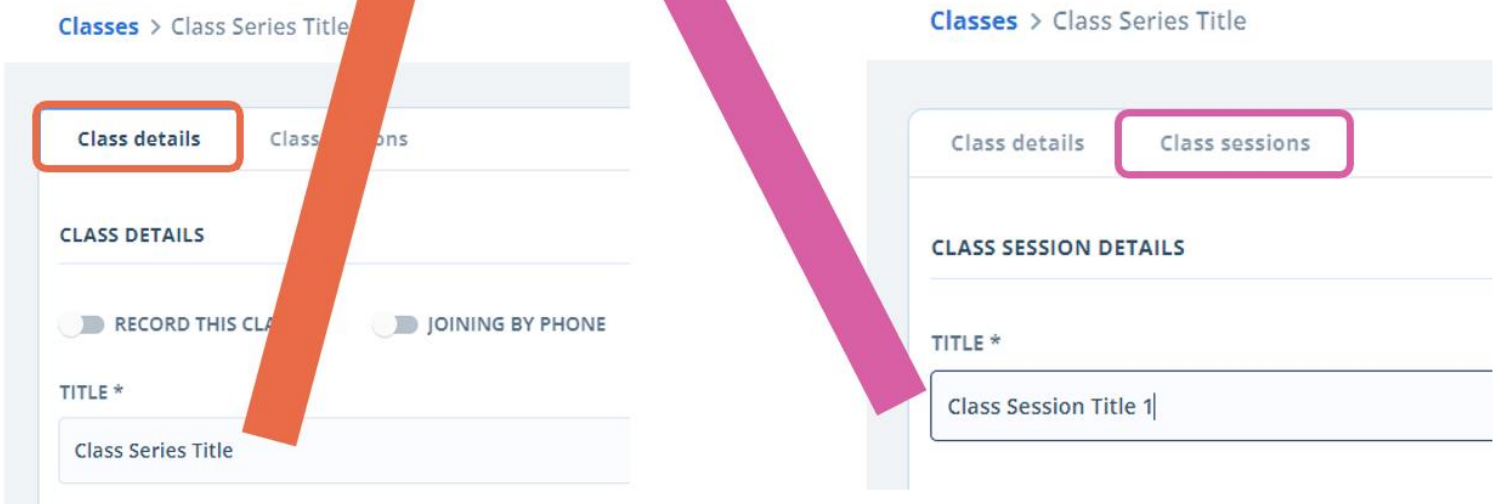
Class Series Title: Class Session Title

1. Create class series title on "Class details" page;
2. Create class session title on "Class sessions" page (if applicable)

Tips:

- do not include the facilitator name in the class title, make sure the class is created in the facilitators account
- Classes will automatically show the class series name: class session title (if the session title is available). You do not need to write the series title in the session title section.
- Class session title is not required for all classes. Use it when you have a different class session title. (i.e. Cooking Series: Learn how to make chicken soup)
- ***Adding class description and branding group logo can attract more attendees! Make sure you take advantage of the feature!***

Example:

VSC Class Management FAQs

1. The Facilitator needs to move the future class to another time.

- Go to Admin Panel - Click on "Class"- find the relevant class - Click on edit button ✏️

- Click on the <u>Class Sessions tab</u> - Find the relevant class session and edit - Update session time to the desired time and click save.

2. The facilitator is no longer available for a particular class session and it needs to be canceled.

- Go to Admin Panel - Click on "Class"- find the relevant class - Click on edit button ✏️

- Click on the <u>Class Sessions tab</u> - Find the class session you need to cancel – Click on cancel button ❌ under the Actions column.

3. The class is expiring soon, and I need to extend the class.

- Go to Admin Panel - Click on "Class"- find the relevant class - Click on edit button ✏️

- <u>Update recurrence pattern</u>: set "START DATE" to the First day of the next session, set End date to desired date or 50 repetitions in "END AFTER" Occurrences field, and click Save.
  Note: This will delete all future sessions which have not occurred and create new sessions in the future. End after Occurrences field sets the number of future sessions to be created and does not count past sessions.

4. Something is wrong with the class, and participants cannot join. What should I do?

- If it's not a class you administer, reach out to VSChelp@selfhelp.net
- Test it yourself and/or ask participants what is preventing them. If it says "Waiting Room", turn off the waiting room feature for the class". If it says "Error Code" or "passcode" follow the steps below to recreate the class.
- Go to Admin Panel - Click on "Class"- find the relevant class - Click on edit button ✏️

- Under "GROUP ASSIGNMENT", uncheck your group in the "SHARED WITH GROUPS" field.
- Go back to "Class" and create a new non-recurring class for that session.
- Report the issue to VSChelp@selfhelp.net.

5. I want to edit the time of class during the class - curtail it so it ends earlier.
- The Class time cannot be edited after it began. The class can be edited max 2 minutes before the start time.

6. I want to change the title of the class right before it begins.
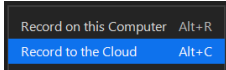- The class title can be changed max 2 minutes before the class start time.

7. I want to record the class during the class if I forget to set it at the creation of the class.
- Record class toggle on Create Class indicates to the user that the class will be recorded by displaying the record icon on today's schedule. With the current Zoom implementation, this does not automatically start the recording once the class starts. In any case, the host needs to click "Record" button [Record] in Zoom when class starts.

8. I want to advise the Program Coordinator that I want my class recorded (just clicking on "start recording" won't upload to the library).
- Record class toggle on "Create Class" indicates to the user that the class will be recorded by displaying the record icon on today's schedule. With the current Zoom implementation, this does not automatically start the recording once the class starts.

- When a facilitator correctly records the class "To the Cloud" [Record on this Computer Alt+R / Record to the Cloud Alt+C] the recording will be saved and displayed on the VSC shortly after.
- If a facilitator recorded "To the Device" notify VSChelp@selfhelp.net and provide the recording file, so that it's uploaded to the VSC manually through the database.
  Note: All recordings are for up to 12 months.

9. I want to add materials to class as a facilitator.
- A facilitator must send the materials/links to a group admin to upload to the class