

ZOOM POLICIES & PROCEDURES

(Revised September 2020)

Zoom Classroom Etiquette

Some elements of an in-person class experience are irreplaceable. In light of the current public health crisis, many universities are publishing recommendations to optimize the remote learning experience. In contrast to other educational experiences, however, psychoanalytic learning via Zoom presents some unique challenges given the vulnerability and confidentiality of discussing clinical material. In particular, it is especially important to be able to see all participants at all times and to see the environment one is speaking into. It is also important to have the consistent, focused attention of the group in order to deepen the discussion. We recognized that some of the following guidelines may differ from those recommended by other graduate educational institutions. Nevertheless, we feel that these elements are essential in promoting a safe and constructive group process in psychoanalytic training.

We ask that all students and instructors please respect the following guidelines:

1. Please arrange a quiet, private space that allows you to participate in class with a level of professionalism commensurate with an in-person experience.
2. Given the vulnerability and confidentiality involved in discussing clinical material, it is essential that all group members be able to see other participants as well as the environment in which one is speaking. Please participate with your video screen ON at all times. If unusual circumstances prevent you from doing this for a given class, please contact your instructors to let them know. If there are extenuating circumstances that interfere with your participation over the longer term, please contact one of us to discuss your situation.
3. Please keep your environment free from distraction, this includes people and animals.
4. Please turn OFF all incoming texts, emails or other non-class related windows on your browser to allow you to attend fully and respectfully to other group members.
5. If you need to take a brief break for any reason, please excuse yourself and let the group know you will be returning soon. If this feels too disruptive to the group process, please message the instructors (using Zoom message system) to let them know your plans.
6. If you need to eat, or move around, or do other things that make noise, please MUTE your audio for that time as the microphone tends to amplify ambient noises in a way that is disruptive to the group. (Audio can be muted using icons in lower left of screen).
7. Please use the GALLERY view on Zoom (rather than the SPEAKER view) which can be adjusted using icons in the upper-right of the screen. The gallery view allows one to see all participants simultaneously, which invites a greater awareness of the group, and the group process.
8. Please consider using the Zoom function that removes your own image from the screen, as seeing oneself while talking can be unnaturally distracting.
9. Instructors: Please begin your course by discussing with the group how you wish to invite and encourage group participation, and what protocol you would prefer. For larger groups in particular, many instructors find it useful to ask students to raise their hands if they wish to speak, and to call on people by name in that order. This can minimize confusion over whose turn it is to speak and can promote greater focus on listening to one another.
10. Students: Please consider adjusting your style of participation to engage as fully as possible with the group discussion, both in terms of making contributions as well as active listening. The Zoom format can potentiate a more passive stance which often requires some deliberate attention to overcome. So far, the accumulated feedback has shown that the most positive experiences have occurred when the group as whole takes greater responsibility for actively moving the discussion forward.