Virtual Zoo FAQs

What animals will we meet during our program?

Animals will vary by program, and may change depending on theme of the program. We have education Ambassador Animals from a variety of taxa, including mammals, reptiles, amphibians and invertebrates, with most programs receiving a visit from 2-4 animals. Ambassador Animals depend upon the program chosen and animal availability. Specific requests may be made, but ultimately the Zoo has final choice on which animals will be used.

Expectations and Etiquette for Virtual Programs.

For Students:
- Remember that the teacher, your classmates and sometimes the zoo educator or zoo keepers can see and hear you as if they were standing right next to you! So please respect those around you and raising your hand if you want to speak.
- Wait to be called on by your teacher or by the zoo educator. It gets difficult to understand everyone when more than 1 person is talking.
- When you do speak, turn towards the microphone (your computer) and speak clearly. If you cannot, type or ask someone near you to help type in your comments

For Teachers:
- The Zoo asks for teachers to be the host of the program and provide the Zoo with a custom virtual r video conference platform link such as Zoom, WebEx, Go To Meeting, etc.
  - If you do not have access to a video conference platform account, please let the Zoo know and we will set up a WebEx meeting for your program.
- Classroom management is the teacher's responsibility during the majority of the program.
  - Ask to test out your platform with a zoo educator before the start of your program time if you need practice.
- Plan to take an active role in this lesson.
  - Call upon students to share observations, ask and answer questions!
- Don't hesitate to ask for technological support. We are all learning this together, so don't be afraid to ask for help.

Please contact the Education Department at
education@brandywinezoo.org **or call**
(302) 571-7480 ext 209

Virtual Zoo Best Practices

Best Practices

Plan to use a device that has both a camera and microphone. This allows the best possible virtual experience for your group. The newer the device, the better.

Practice using your platform with a co-host in advance
- Have you tested your audio and video?
  - Practice sharing your screen.
- Review your host controls and meeting settings & make Brandywine Zoo a co-host.
  - Plan to make the Brandywine Zoo's educator(s) a co-host using the email address Education@BrandywineZoo.org. We will join your meeting link around 10 minutes before the planned start time to get set up for the program.
  - We will have 1-2 staff for your program. The second staff member will be working "behind-the-scenes" and will answer chat questions or help switch camera views. This will give them permissions to mute/unmute students.
  - We ask that all students will be muted upon entry and must be asked to unmute by the host before asking a question. We ask that the co-hos/teacher assist with fielding questions from both the chat as well as students on screen.

Identify which chat options to allow participants to use. At minimum, set up chat to allow students to message the hosts.
- Will participants only be able to send chat messages to the Zoo? We may be able to have a second staff member available to answer questions in the chat for older students.
- Will participants be able to send messages to everyone in the group, publicly?
- Will participants be able to send messages to other participants, privately?

Please log in early! Enter the meeting at least a few minutes before the program start time so that we can work out any connectivity issues and discuss final specifics before beginning the event. If you are having connectivity issues, please call our main education line at(302) 571-7850 or the Education Department Google Voice (302) 468-7471.

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