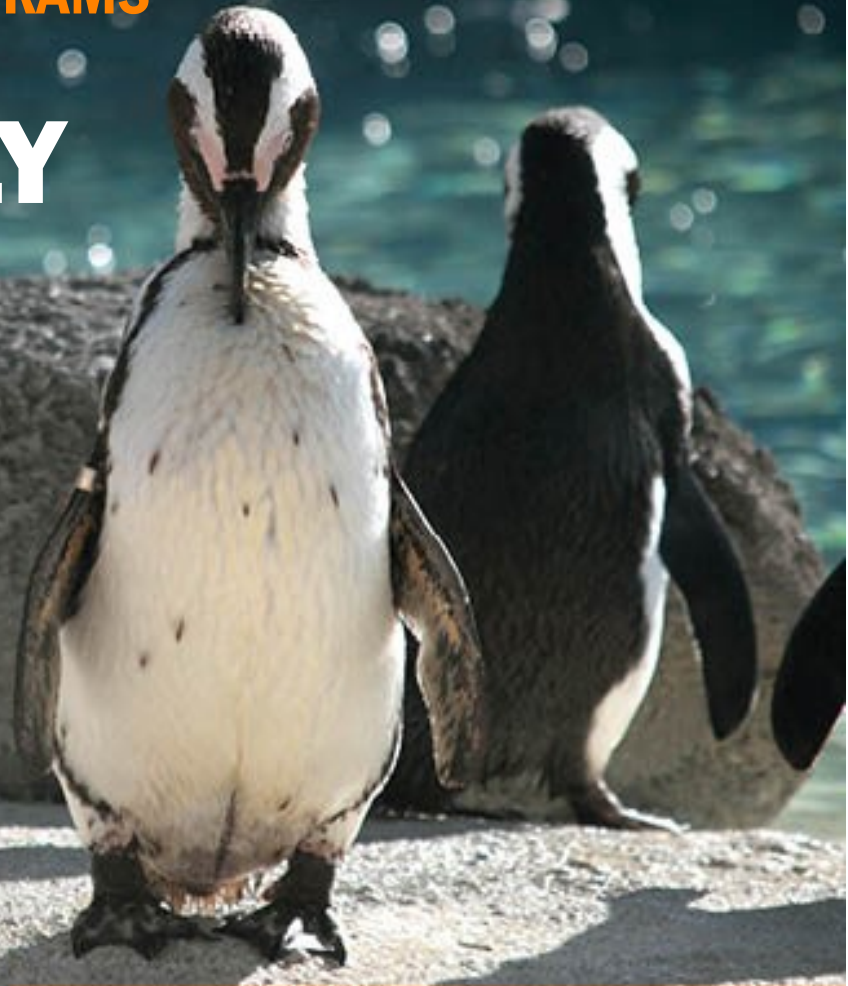


## VIRTUAL ZOOMOBILE PROGRAMS

# FREQUENTLY ASKED QUESTIONS

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### What are Virtual ZOOMobiles? Who are they intended for?

The Zoo's Virtual ZOOMobile Programs are each 30-minute, live presentations designed for groups.

We welcome any group to join us, including schools, preschools, day care centers, scout groups, senior centers, families, libraries, or even as a special treat for the folks in the office!

### How much does a Virtual ZOOMobile Program cost?

No matter which option you choose, registration for each Virtual ZOOMobile Program is \$175.

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### What kinds of animals will we meet during a Virtual ZOOMobile Program?

The Zoo houses many species of Animal Ambassadors, including reptiles, birds, small mammals, amphibians, and invertebrates. We carefully choose Animal Ambassadors for each presentation to support the designated topic, to make the experience fun and educational for your group, and to ensure the best welfare for each animal.

Note that we are unable to fulfill requests for specific animals.

Visit [www.marylandzoo.org/animals/meet-our-animals/](http://www.marylandzoo.org/animals/meet-our-animals/), select "Animals by Habitat," followed by "Animal Ambassadors" for examples of the species you could meet during a Virtual ZOOMobile Program.

# VIRTUAL ZOOMOBILE FAQs

## What can I expect during the virtual experience?

During registration through the Zoo's website, you will be given the option to choose between different types of Virtual ZOOMobile Programs, both for school and non-school audiences. Each program includes meeting three of the Zoo's Animal Ambassadors, which will be chosen by Zoo staff to support the program topic.

**Preschool-age – Big Book of Animal Tails:** This program includes a fun and silly, interactive reading of "The Big Book of Animal Tails" and learning about the special ways animals can use their tails.

**Preschool-age – Sensory Safari:** This program includes a fun and silly, interactive activity all about animals and the five senses. Children will learn how animals use their senses to explore.

**Elementary-age – Habitat Happenings:** This program explores animal habitats. During the presentation, children will discover the unique ways some animals survive in their habitats.

**Elementary-age – Creature Cuisines:** This program explores animal diets and the differences between animals that eat plants and meat.

**Middle/High – Saving Species:** This program explores the Zoo's conservation work with a wide range of species. During the program, your group will meet some of the Zoo's endangered Animal Ambassadors, learn their stories and the ways the Zoo is working to help.

**Adults – Fur, Feathers, and Scales:** This program explores the variety of life on Earth. Your group will discover what makes different types of animals unique.

**Adults – Saving Species:** This program explores the Zoo's conservation work with a wide range of species. During the program, your group will meet some of the Zoo's endangered Animal Ambassadors, learn their stories and the ways the Zoo is working to help.



## What if my group is not with a school?

Although Virtual ZOOMobile Programs are educational in nature, they are fun and engaging for all audiences! We welcome scouts, families, businesses, or any other groups to join in the fun!

For the best experience, we recommend selecting the program option that fits the general age-range of your group.

# VIRTUAL ZOOMOBILE FAQs

## How many devices can log in for a Virtual ZOOMobile?

We recommend keeping your group small or dividing your group into multiple sessions for the best experience. The smaller the group, the more opportunity for us to engage in discussions and answer questions about the animals.

In general, we recommend no more than 25 devices, but we welcome groups with up to 150 devices. If your group is large, please understand that we will not be able to take questions from everyone. No matter what, we will do our best to make the program interactive and fun for everyone!

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## How do Virtual ZOOMobile Programs work? What platform will we use?

The Zoo typically hosts virtual programming using Zoom, but we know that not all groups are able to use one of these platforms. During registration, you can choose between three platform options: Zoom (the Zoo hosts), Google Meet (you host), or Microsoft Teams (you host). If you are planning to host the meeting, you will need to be prepared to invite the Virtual ZOOMobile Presenters as participants to your established virtual meeting space.

Ideally, all participants will have access to a camera and microphone (or the ability to use a chat feature) to ask their questions and interact with our educators, but we know that may not be possible for everyone. No matter your circumstances, we will be flexible and do our best to ensure the experience is engaging for everyone!

Virtual ZOOMobile Programs can also work well for those with a group that is together, meeting in-person. To give your group a high quality experience, you will need a computer, internet connection, projector, screen, speakers, and ideally, a camera and microphone so your group can ask questions and interact with their Virtual ZOOMobile Presenters.



Unsure which virtual option is best for your group?

Email us at

[Education@marylandzoo.org](mailto:Education@marylandzoo.org),

or call 443-552-5300 for assistance!

(Because we are away frequently away from our desks, contacting us by email will generally allow for a quicker response.)

# VIRTUAL ZOOMOBILE FAQs

## Is a Virtual ZOOMobile Program safe/secure?

The Maryland Zoo is dedicated to ensuring that all virtual programs remain safe for participants.

All Virtual ZOOMobile Programs are hosted for one group/ organization/school at a time. We never mix groups into a single session. When you register for a program, that date and time will be closed so no other groups are able to reserve the same time slot.

Education staff will communicate with registrants only through official Maryland Zoo channels. Most communication from Education staff will take place through email from [education@marylandzoo.org](mailto:education@marylandzoo.org).

When we host a Virtual ZOOMobile Program via Zoom, we employ a number of measures to ensure the security of the virtual space for your group.

**Participant verification:** Nobody can join the virtual meeting before the hosting Educator. All participants enter a waiting room. We then admit you first (please make sure you add your name so we can find you easily to admit you). We then admit the participants and ask that you let us know if anyone does not belong.

**Meeting settings:** All participants will enter the meeting muted, and we will then unmute for participants to talk to each other and Zoo Educators. Participants will not be able to chat privately with each other, record the session, share their screen, or share images in the chat. We will not allow virtual backgrounds.

**Managing inappropriate behavior:** Zoo Educators can and will mute and turn off the video of participants, or remove participants from the meeting, if they are saying or sharing inappropriate things.

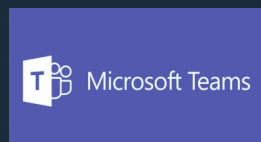
If you are hosting the meeting space for the session, it is your responsibility to manage the meeting settings and other security measures we employ when we host programs via Zoom.



## Meeting Platform Options:



(preferred)



# VIRTUAL ZOOMOBILE FAQs

## How do I register for a Virtual ZOOMobile?

Registration for these programs is required at least 72 hours in advance of the program time through our website. Visit [www.marylandzoo.org/learn/virtual-zoomobile/](http://www.marylandzoo.org/learn/virtual-zoomobile/) to view the open dates and register. Payment is due at the time of registration via credit card.

During the registration process, you will first need to select your preferred date and start time. If you are with a school in Maryland, add “1” to the quantity field for “MD school group”. All other groups should add a “1” in the quantity field for “Non-school group”. After selecting an available date/time, you will be asked to answer a series of questions designed to provide us with more information so we can tailor the selected program to your group. We will need to know the approximate number of children and/or adults you anticipate attending the program. You will also be asked to choose the topic for your Virtual ZOOMobile Program.

## What happens after I have registered for a Virtual ZOOMobile Program?

Once your group is registered for a specific timeslot, you will receive an automatic email reply with your order number and confirmation of the details of your order.

About a week before your presentation, you will receive an email from us with more logistical information for your Virtual ZOOMobile Program, including the Zoom meeting link (if applicable). If you indicated at the time of booking that you would like to host the program, we will ask you to provide the link and any passcodes or other pertinent information required for us to access the meeting space.

On the day of your program, you and your participants will be able to enter the virtual meeting’s waiting room up to 15 minutes before the scheduled start time. If you are hosting the program, we ask that you allow us access approximately 15 minutes prior to the start time so we can make sure everything is working.



Virtual ZOOMobile Programs are available Tuesdays to Saturdays. Program times are dependent on the day of the week and staff availability.

Be sure to check out our website for the most up-to-date information, to view the open dates and times, and to register: [www.marylandzoo.org/learn/virtual-zoomobile/](http://www.marylandzoo.org/learn/virtual-zoomobile/)

# VIRTUAL ZOOMOBILE FAQs

## What do I need to provide for a Virtual ZOOMobile Program?

If the members of your group are joining the Virtual ZOOMobile Program separately (i.e., from their own devices at home), it will be your responsibility to provide them with the date, time, link, and passcode (if applicable) for the presentation. We also ask that you assist in managing the chat feature (if activated), microphones, technical issues participants may encounter, etc., as much as possible to ensure a high quality experience for all the participants.

If your group is together in one location, you will need a computer, internet connection, speakers, projector/screen or a large monitor. We also recommend using a camera and microphone to allow your group a higher degree of interaction with us during the program.

## How do I change the date of my Virtual ZOOMobile Program or cancel my reservation?

If you need to change your reserved date or cancel your reservation, please let us know at least 14 days in advance. Cancellations made within 14 days of your program date will not be refunded.



Still have questions?

Email us at

[Education@marylandzoo.org](mailto:Education@marylandzoo.org)  
(strongly preferred), or call  
443-552-5300.