Zoom

Description

Zoom is a web conferencing tool that allows you to deliver lectures and host meetings online in real-time. Zoom is available on desktop and mobile devices. Instructors and students can interact with each other by sharing their audio, video or screens, as well as send messages through the Chat feature. Instructors can also split up the students into smaller groups for collaboration (using breakout rooms).

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Getting Started

Activate your uOttawa Zoom account

Instructors and TAs:

- Go to https://uottawa-ca.zoom.us/ and log in using your uOttawa email.
- TAs can also create a Zoom account using their uOttawa employee email.

Adding Zoom to Brightspace

Zoom allows you to deliver real-time lectures to large courses. Please refer to this guide from the TLSS to help you get started.

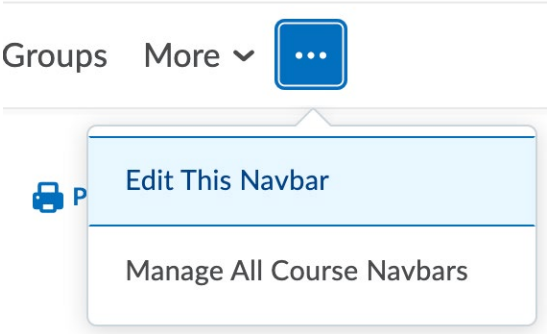
Requirements

- You need to have a uOttawa Zoom account. If you do not have an account yet, activate your account at https://uottawa-ca.zoom.us/.

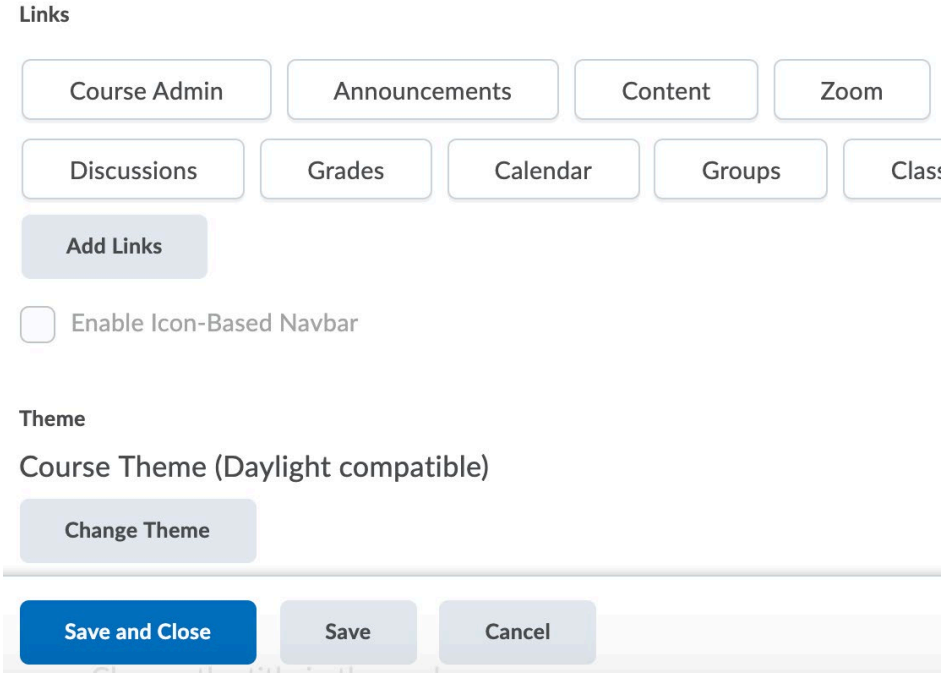
Adding Zoom to the Course Navigation

By default, Zoom should be available in the course navigation. If not available, you can customize the navigation bar.

- Enter your Brightspace course. Hover over the navigation bar on top of the page and click on the grey three dots button that appears on the right-hand side**.**
- In the drop-down menu, click Edit This Navbar.



- Click **Add Links** and locate Zoom at the bottom of the list of tools. Check it and Save.
- Click **Save and Close**.

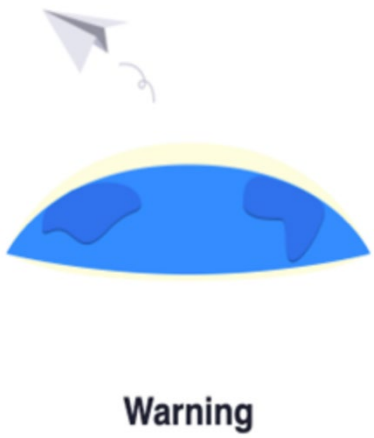


- Click the **Save** button.

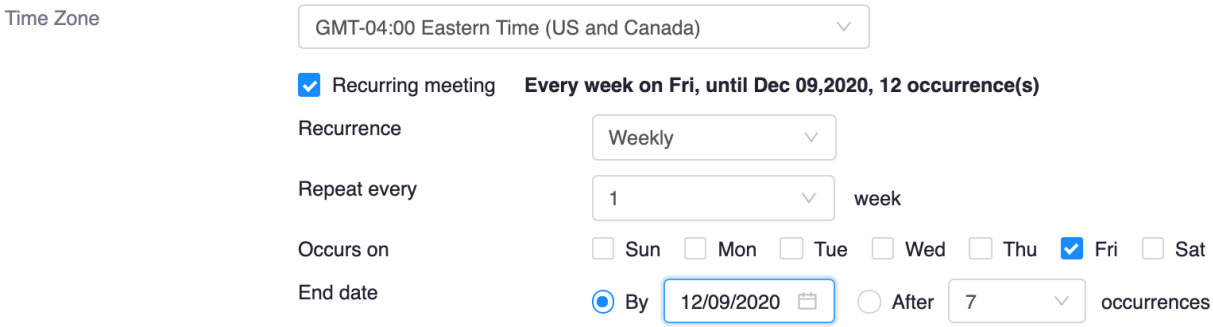
Scheduling a Meeting

- Click on the **Zoom** link from the top navigation bar.

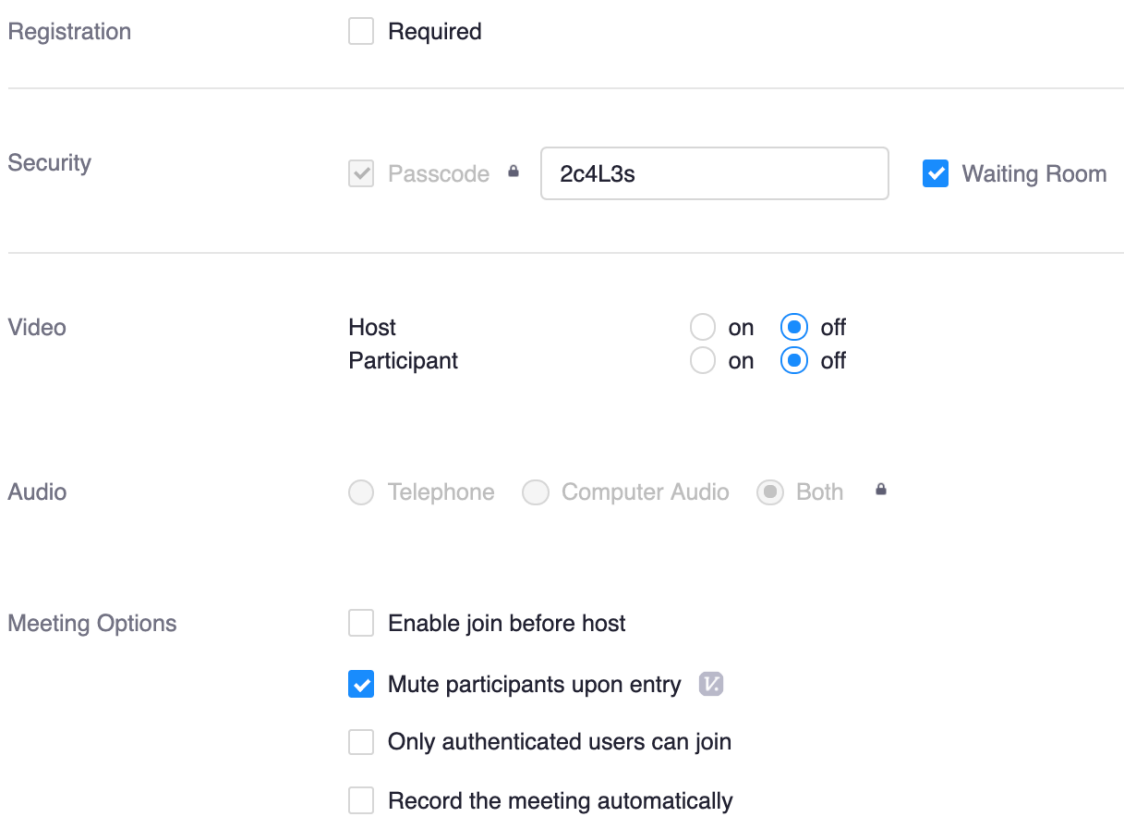
NOTE: If you see a Warning message with an error code (as shown below), you will need to activate your uOttawa Zoom account first at https://uottawa-ca.zoom.us/.



- Click on the **Schedule a New Meeting** button.
- Enter in the topic, date/time, and adjust any other settings that you wish. You can create recurring sessions as well if you are teaching every week at the day and time. Zoom will then generate a series of sessions with the same meeting ID and passcode.



- A passcode is automatically generated, and the Waiting Room enabled, which means you will need to admit individual students or admit all when they join the session. The Host and Co-host can let students in. This feature allows you to see when students are joining a session late, which can be useful for attendance purposes.



NOTE: Keep the following meeting options unchecked:

- **Use Personal Meeting ID (PMI)**: this is a persistent session link which allows anyone to join at any time, which is not recommended for courses.
- **Registration required (Only authenticated users can join)**: this requires participants to log into their Zoom account before joining the meeting, which most students will not have.

Note: You can require students to create a Zoom account if you want to create pre-assigned breakout rooms.

- Click **Save**.

Starting a Meeting

- Click on the **Zoom** link from the course navigation menu on Brightspace.
- You will see a list of the scheduled Zoom meetings. Click on the **Start** button beside the meeting you want to launch.

If you have multiple Instructors/TAs in the same course, they will be able to schedule meetings as well if they log in to Brightspace with their employee account and have

activated their uOttawa Zoom account. A **Start** button will appear beside the meetings you create and a **Join** button will appear beside the meetings created by others. Students will see a **Join** button beside all meetings.

NOTE: If you scheduled meetings through the Zoom desktop application or the web portal (https://zoom.us/ > **Meetings**), those meetings will appear under **All My Zoom Meetings/Recordings.** However, these meetings will not be visible to students. Only meetings scheduled through Brightspace (located under **Course Meetings/Recordings**) will be visible to students when they click on the Zoom link from the course navigation menu.

You can import the meetings by clicking on the three dots located on the right > **Import Meeting**. You will have to enter in the **Meeting ID**, which can be found under your meeting settings.

How will students join a Zoom meeting?

Students can join the meetings by clicking on the Zoom link from the course navigation menu. Click on the **Join** button beside the meeting.

Students can choose how they would like to join the meeting:

- Zoom desktop application (click **Open zoom.us**): the student's name displayed in Brightspace will be the name that appears in Zoom.
- Web browser (click **join from your browser**): the student will be asked to enter a name themselves.

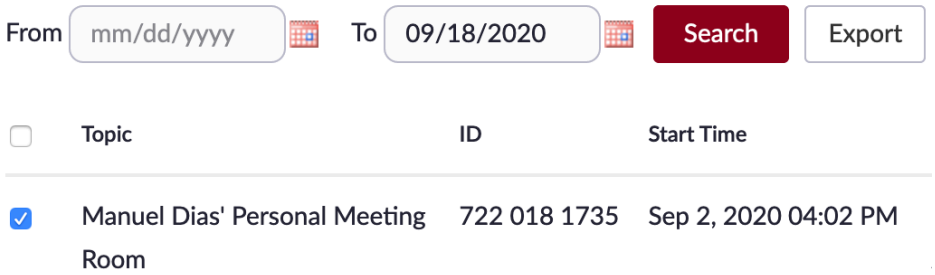
Recording a Meeting

- Click on **Zoom** from the course navigation.
- Click on the **Start** button beside the meeting you want to start.
- When you are in Zoom, click on the **Record** button in the meeting controls and choose if you want to **Record on this Computer** (local recording) or **Record to the Cloud** (cloud recording).

Publishing a Recording

For **Local Recordings**, you will need to download the recording from Zoom and then upload to MS Stream to be able to share it with students on Brightspace with a URL or video embed.

- Log into your Zoom account in the web portal at https://uottawa-ca.zoom.us/.
- Go to https://uottawa-ca.zoom.us/recording > click on **Local Recordings**.
- Select the recording you want to download and click on the **Export** button. The file will be downloaded to your computer.



- You can then upload the video file into MS Stream and share the video URL with students or embed the video in Brightspace. Follow the steps below to upload the video to Brightspace.
    - Log in to MS Stream using your uOttawa credentials at https://web.microsoftstream.com/
    - Click **+ Create** and in the drop-down menu, select **Upload video**:
    - You can upload multiple videos at the same time. There are several options for uploading videos. Depending on where you start your uploads from, different default permissions will be set on the videos, but you can always change them afterwards. More details on how to upload a video.

For **Cloud Recordings**, you will need to publish the recording on Brightspace:

- Click on **Zoom** from the course navigation.
- Click on the **Cloud Recordings** tab.
- Beside the recording you want to publish, toggle the **Publish** button to **ON**, as shown in the image below. When the button is blue, that indicates that the recording has been published and is visible to students.

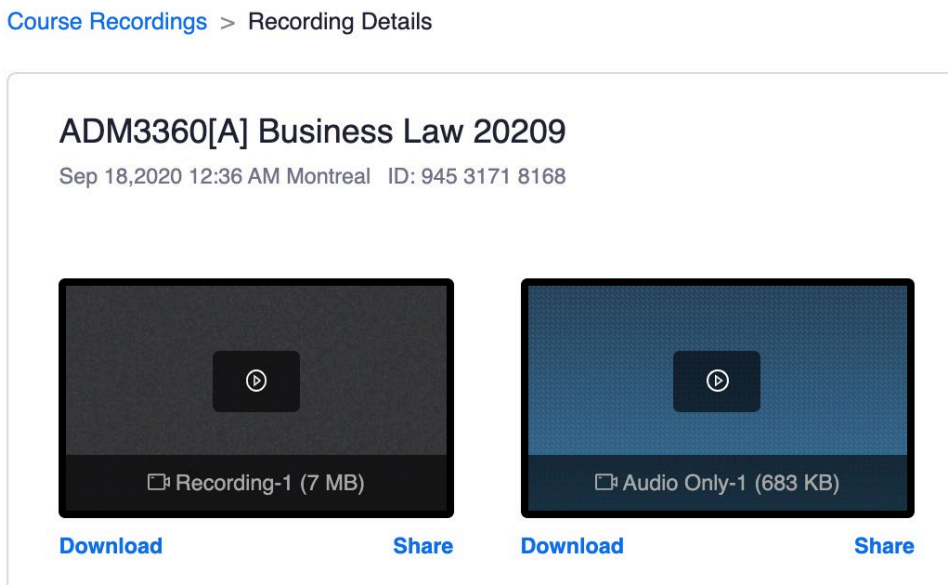
By default, students have the ability to download the recording. You can disable download by logging into your Zoom account in the web portal, click on **Recordings**. Look for your

recording, click on **Share**, and toggle the option **Viewers can download** to OFF.

Accessing a Recording

After you published your cloud recording, students can access them in Brightspace. By default, no passcode is required, but you can enable this feature in your account settings under the Recordings tab. Please note that the passcode required to access cloud recordings is not the same as the passcode used to enter the Zoom meeting. A unique random passcode is created for each recording.

- Click on the **Zoom** from the course navigation.
- Click on the **Cloud Recordings** tab and select the recording you want to view.
- Click on the **play button** in the center of the video thumbnail. It will open the video in a new browser tab.



- Students can also download the recording to their computer, if enabled by the instructor.

Creating Breakout Rooms

Until now, you've been able to assign students manually or automatically to breakout rooms during a synchronous session. You can now use **self-select breakout rooms** or **pre-assigned breakout rooms**.

Self-select Breakout Rooms (requires version 5.3.0)

Students can join breakout rooms by themselves. Only the Host can set up self-select breakout rooms. Participants joining through the web browser cannot self-select breakout rooms, they must use the desktop Zoom application.

Prerequisites

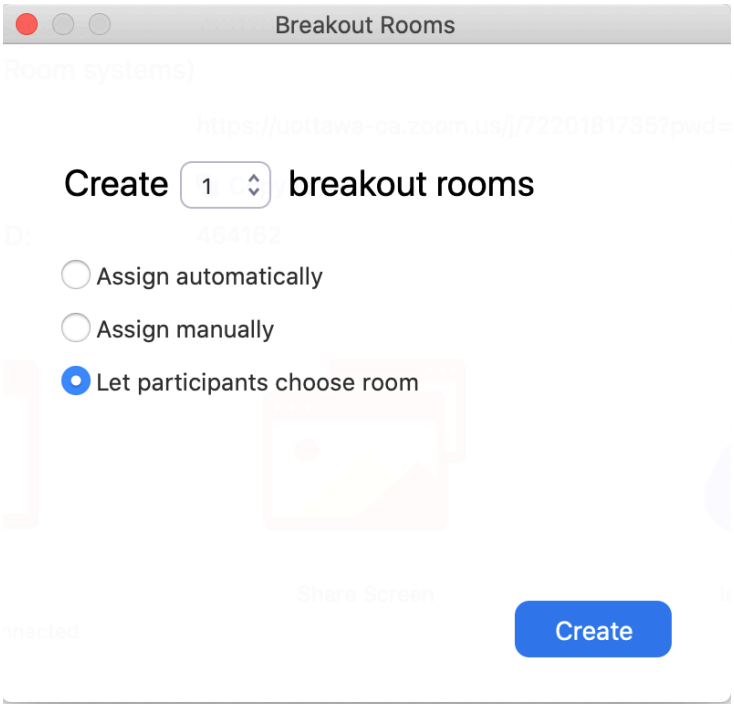
Both the Host and students must have the version 5.3.0 of the desktop Zoom application installed. Students are not required to have a Zoom account.

- Before joining a meeting, the Host and students must download the latest version of the Zoom desktop application from http://zoom.us/download.
- Make sure to have the version 5.3.0 list in the download centre. If you see version 5.2.2, log out of your Zoom account.
- Click **Download** and install the desktop application.

Allowing students to self-select Breakout Rooms

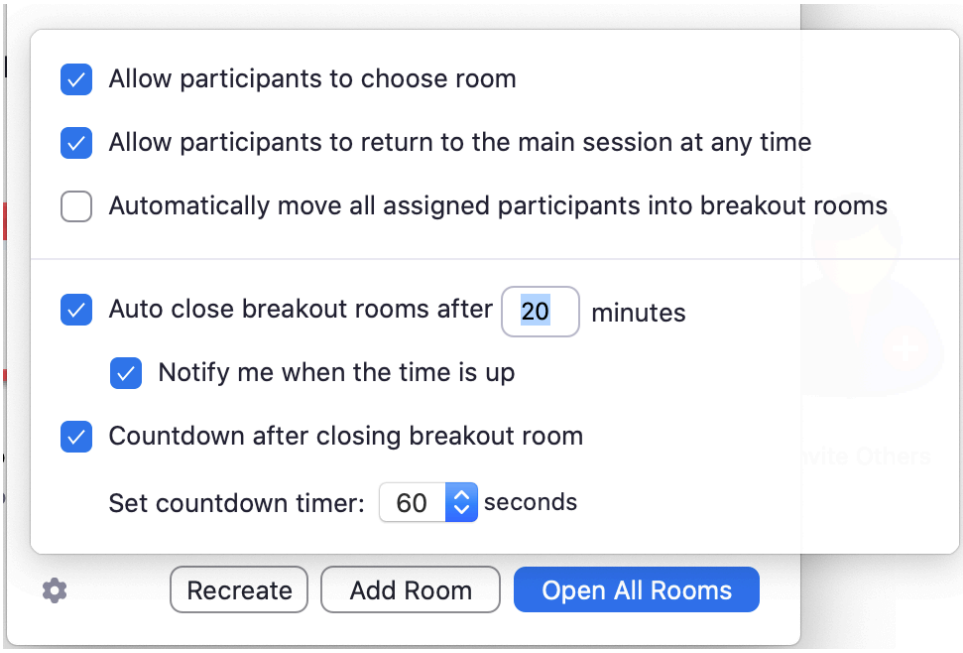
Start a Zoom session:

- Click **Breakout Rooms** from the bottom menu.
- Indicate the number of breakout rooms you'd like to create.
- Select **Let participants choose room**, and click **Create**.

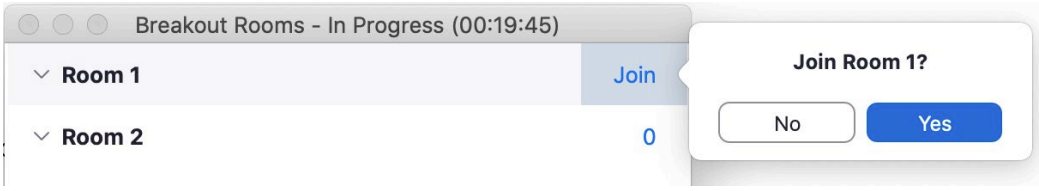


- Review the **Options** (click the wheel icon at the bottom left-hand side of the pop-up window) to ensure the settings are set up properly.

- Click **Open All Rooms** when ready.



- After you have opened all breakout rooms, a **Join a breakout room** option will appear on top of the Breakout Room option. The **Breakout Rooms** option will also appear for the students.



- Hover over the number beside the room (e.g. Room 1 > 0).
- Click **Join** and then **Yes** to join the room. You will then be redirected to the breakout room you chose to join.
- To join another breakout room, click on the **Breakout Rooms** option and select **Choose Breakout Room**.

Pre-assigned Breakout Rooms (requires Zoom accounts)

Students are pre-assigned to breakout rooms by the instructor ahead of time using a CSV file.

Prerequisites

Students are required to have Zoom accounts using their uOttawa email at https://uottawa-ca.zoom.us/ and must share their username and email with the instructor.

Pre-assigning students to Breakout Rooms using a CSV file

- Sign in to the Zoom web portal at https://uottawa-ca.zoom.us/
- Click **Meetings** and **schedule a meeting** or edit an existing meeting.
- Click **download** to download a sample CSV file you can fill out.
- Open the CSV file with Microsoft Excel.

Note: You can specify internal or external Zoom users.

- Fill in the **Pre-assign Room Name** column with the breakout room name, and the **Email Address** column with the assigned students' email address (preferably uOttawa email).
- Save the file.
- Drag and drop the file in the web portal.

Note: Zoom will verify that the email address has a Zoom account. If one student does not have a Zoom account, you will get an error message. Make sure all your students have a Zoom account.

Securing a Meeting

Zoom offers a variety of options, but some features such as the annotations or the chat can be poorly used by students. Here are a series of steps you can take to prevent issues with your Zoom sessions in response or anticipation of inappropriate behaviours. Consult the best practices for securing your Zoom meetings.

Establishing a Code of Conduct

You may have established a code of conduct in your syllabus already. If not, the Sample Guidelines for Classroom Discussion Agreements (PDF) from Brown University can help establish ground rules with your students. We would also suggest reminding students right at the beginning of a synchronous session that inappropriate behaviours, comments in the chat will not be tolerated and students who do will be exposed to sanctions. You could also add this code of conduct in your Brightspace course as well as a submodule in a course introduction module.

Allowing Authenticated Users

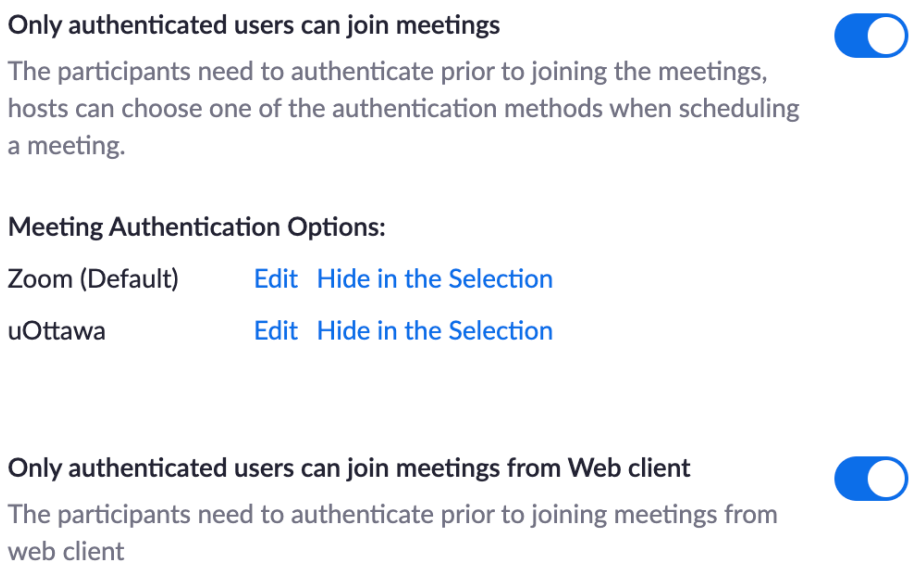
When scheduling a session, you can allow authenticated users to join a Zoom session, which means students will need to create a Zoom account at https://uottawa-ca.zoom.us/ using their uOttawa email address.

You can then customize the authenticated users options from your account settings. Log into your Zoom account at https://uottawa-ca.zoom.us/.

Under **Settings**:

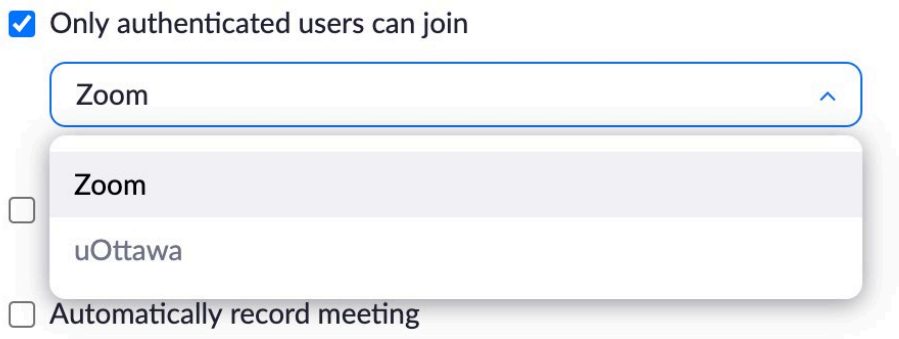
- Enable **Only authenticated users can join meetings** (blue button).

- Enable **Only authenticated users can join meetings from Web client** (blue button), for students joining a Zoom session through their web browser.



Under **Meetings**, select **Schedule a new meeting** or edit an existing meeting. In the meeting options:

- Check the option **Only authenticated users can join**, and in the drop-down menu, select **Zoom** (to limit to users with a Zoom account) or a uOttawa (for users with a Zoom account with a uOttawa email).



Using a Passcode

By default, a passcode is generated every time you schedule a Zoom session, and we recommend that you schedule a session (or recurring sessions) for your classes. Please, do not use your personal meeting ID room for your class and only for personal meetings with your colleagues.

Turning on the waiting room

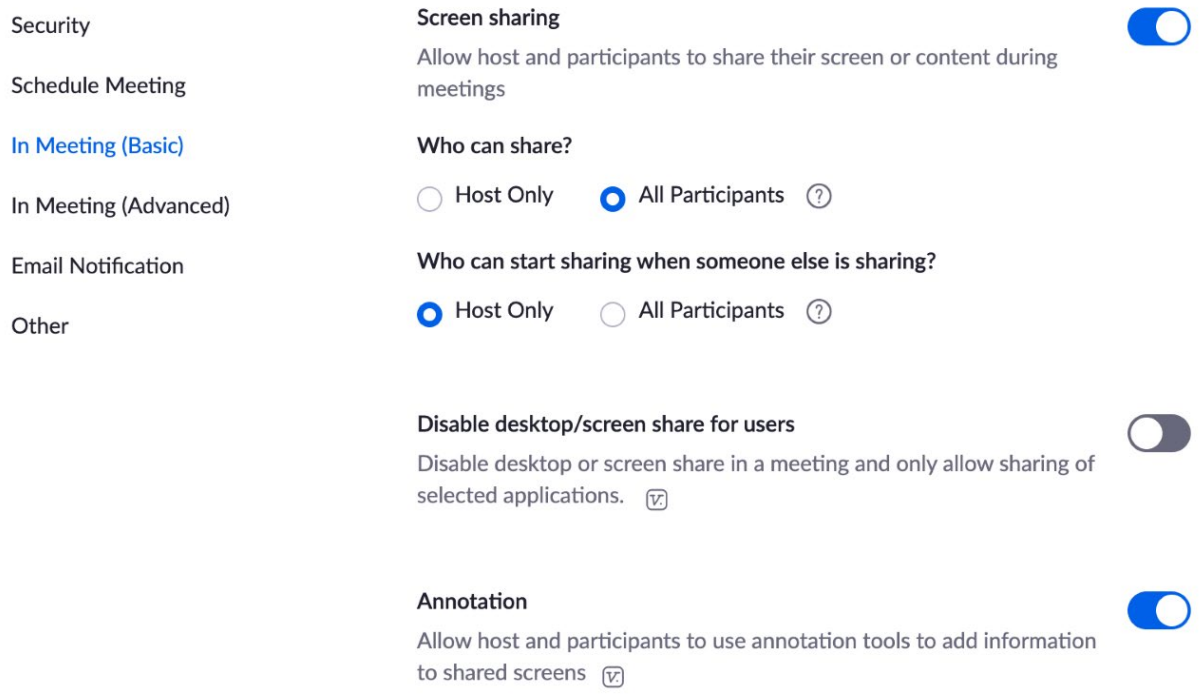
The waiting room allows you to welcome participants as they join the session. You can accept them one by one or all if several students join the session at the same time.

Deactivating the annotations

Annotations can be used by you and the participants to annotate the screen being shared. This feature is activated by default.

- To turn it off, log in to your Zoom account: https://uottawa-ca.zoom.us/
- On the left hand-side menu, click on **Settings**:
- When you scroll down the page, when you get to the **In Meeting (Basic)** section, you can **disable the annotation feature** (see below). Which means, when you share your screen, students will not be able to annotate it.

Note: do not turn this feature off if you are planning to use it in your class, it is an effective way to engage learners in a collaborative task.



Removing a participant

If inappropriate behaviours continue, you may decide to remove a participant from a session.

- Click **Participants**, and hover over a student name;

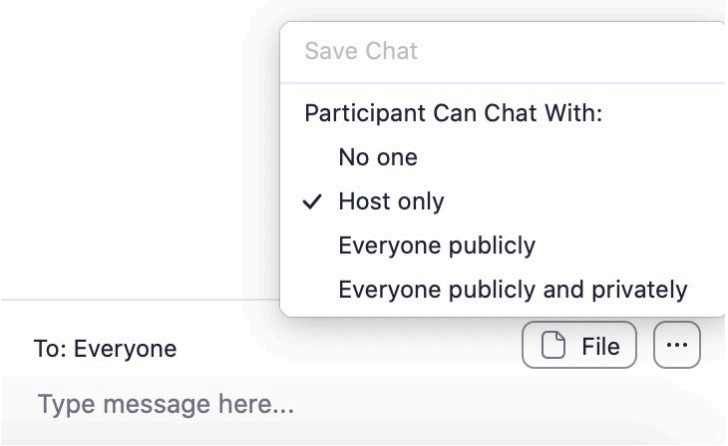
- Click **"More"** and **"Remove"**): https://sites.udel.edu/ats/conferencing/zoom/remove-participant/.

Note that you and your TA (if co-host) can "remove" a participant from a session.

Limiting the Chat

You can limit the chat to allow students to post messages only available to the host.

- When you start a session, click on chat.
- On the right-hand side, click the three-dot button and select **Host only** so that participants can only chat with you.
- The host and co-host will be able to post messages available to everyone.



You could also turn off the chat in case students post inappropriate messages, **but that would remove all indirect communicate channel with the participants**; or you could disable the **private chat,** the ability for students to chat with each other.

participant.

Using Zoom for Exam Invigilation

Zoom can be set-up for the purpose of invigilating online exams in real-time. There are specific settings that should be enabled/disabled for the Zoom meeting if it is used for invigilation purposes as opposed to an online lecture.

Communication to Students

The following note should be included in your Exam Invigilation Instructions to students:

Exam Invigilation Instructions
This is an invigilated exam. You must turn on your camera and leave it on throughout the examination. You will be asked to hold up your student card for identification purposes, and an invigilator may also ask you to share your screen at any point during the exam.

Your privacy is important to us. The camera feed will not be recorded. If you have any questions about how your privacy is protected while using Zoom, please consult with your instructor.

Roles & Permissions in Zoom

- **Host** – dedicate one person to be the host who will be responsible for the following:
    - Set-up the Zoom meeting
    - Admit participants from the waiting room
    - Create and start breakout rooms
    - Oversee and manage the session during the exam

Important: Only **one person** can be assigned as the host per meeting. Only the host can create and assign participants to breakout rooms.

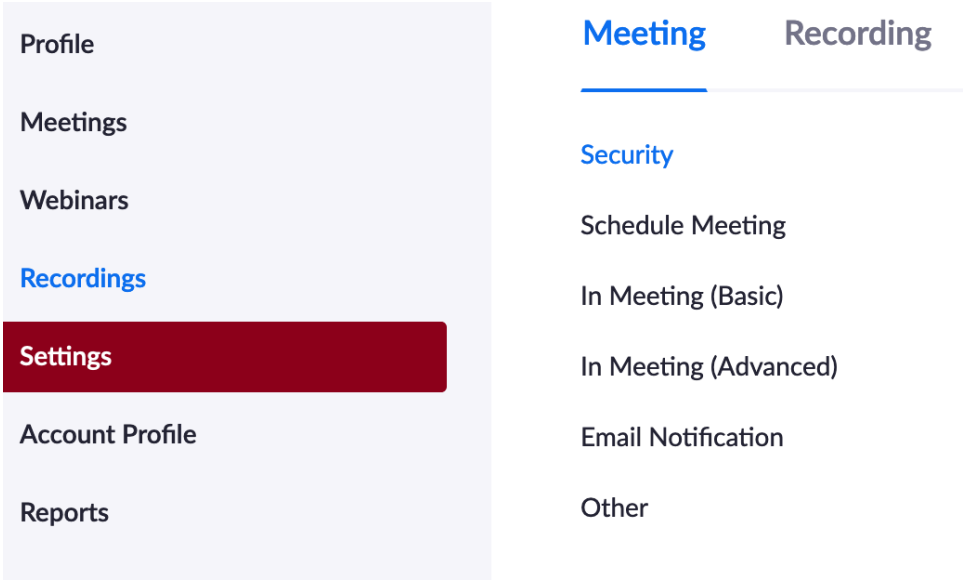
- **Co-host:** TAs/Invigilators/Instructors will stay in the breakout rooms and invigilate the students.
- **Participants** – Students stay in the waiting room until they are admitted and assigned to a breakout room by the host.

Note: waiting room and breakout rooms can be enabled/disabled, depending on how you want your exam to be invigilated.

Step 1: Host checks Zoom settings & meeting capacity

Zoom Settings

You should review the default Zoom meeting settings set for your account. There are a couple settings that we recommend disabling/enabling for exam invigilation purposes. To access your Zoom Settings, log into Zoom at: https://zoom.us/signin. Click on **Settings** from the left-hand menu.



Under the <u>MEETING</u> tab:

- **Private chat**: <u>disable</u> this option so participants cannot send a private message to another participant. Private messages are not visible to the host or co-host.
- **Always show meeting control toolbar**: <u>enable</u> this option so you always have access to the controls on the toolbar.
- **Remote control**: <u>disable</u> this option to prevent participants from controlling each other's computer
- **Virtual background**: <u>disable</u> this option so participants cannot hide what is in their background when taking the exam (e.g. another person in the room, notes on the wall)
- **Show a "Join from your browser" link**: <u>enable</u> this option so participants who have difficulties downloading/installing the Zoom application can still join the meeting from their browser. Joining via the Zoom application is recommended, but if the participant is unable to, they can join via the browser. It is recommended to use Chrome if joining through an Internet browser. **Note:** there are some limitations with joining from the browser, see here.

Under the <u>TELEPHONE</u> tab:

- **Mask phone number in the participant list**: enable this option so the phone numbers of the participants who join by dialing into the meeting do not appear to all other participants.

Zoom Profile

Check your Zoom profile to see what is the maximum meeting capacity you can hold in your meetings. To access your Zoom Profile, log into Zoom at: https://uottawa-ca.zoom.us/. Click on **Profile** from the left-hand menu. Scroll down until you see **Capacity**. If you need to be able to host larger meetings, please contact uottawa IT service desk.

Step 2: Host sets up the Zoom meeting and adds to Brightspace

- Log into Zoom at: https://uottawa-ca.zoom.us/
- Under **Meetings**, click on **Schedule a Meeting.**
- Fill in all the meeting information. All the settings should be kept as default except for the following:
    - **Topic**: enter a name for your meeting
    - **When**: specify the date of the exam and the start time **(set the start time to be at least 30 minutes before the exam start time to account for set-up and identity checks, more details below)**
    - **Duration**: indicate how long the exam will be
    - **Meeting Password**: check this option and require students to enter a password before joining the meeting for added security
    - **Meeting Options**: check the following options:
        - **Mute participants upon entry**: participants' audio will be turned off by default
        - **Enable waiting room:** participants will be put in a "waiting room" until the host admits them

Tip: this option can be enabled as a way to take attendance of who "attended" the exam. It also gives the host more control. The host will also know if anyone is late since the student will be in the waiting room, and the host can decide whether to admit them.

Your meeting is now set up. Copy the **Join URL**. This is the URL that you will share with your teaching team and students in order for them to join the session (along with the meeting password).

Post the link in your **Brightspace** course by creating a **Module** and an **External URL**.

Important: Make sure the Module and the Link on Brightspace are published before the final exam. Anyone who has access to this link will be able to join the session, so we recommend publishing this link and sharing the meeting password closer to the exam start time. Students should be notified in advance of where they should go to access the link.

Step 3: Teaching Team Joins Meeting (~20 minutes before exam)

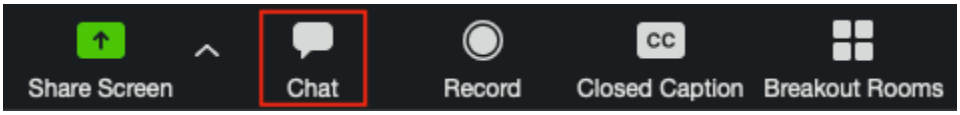
There are certain settings that can only be done within the meeting, so it is recommended that the teaching team joins approx. 20 minutes before the exam start time.

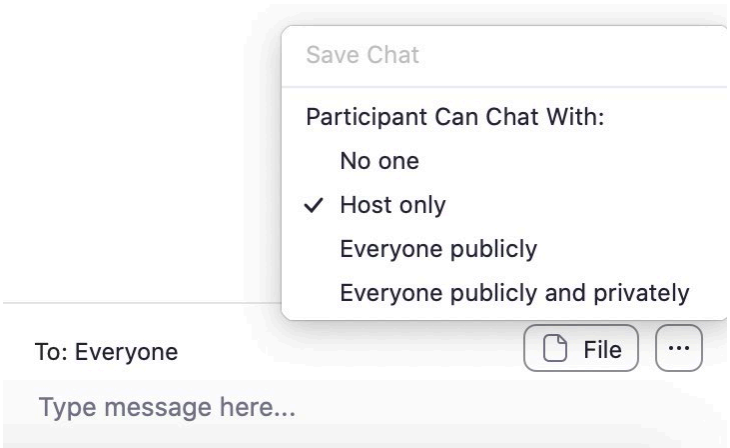
3.1. Start the meeting and disable chat

The host will need to log into Zoom and start the meeting first.
If this is your first-time using Zoom, you should download the Zoom desktop application. If you already have the application installed, click on **Open zoom.us** when prompted to.

Important: it is recommended that you use the Zoom desktop application instead of joining using the browser as the browser does not provide you with all the features.

The host should disable the ability for participants to message everyone in the main room. Click on **Chat** from the bottom of the meeting screen and a chat window will appear on the right.





Click on the three dots beside **To: Everyone** and check "**Host only**".

Tip: keeping the setting as host only allows students to still be able to message the host/co-hosts privately in the main room if they have questions or experience any issues.

Important: the chat functionality in the **breakout rooms** is different from the main room

- Students still have the ability to send a message that is visible to **everyone** in the breakout room (this cannot be disabled).
- If the private chat option is disabled at the Zoom Meeting settings level (see Part 1), this will prevent students from privately messaging other students in the same breakout room during the exam (highly recommended). Private messages are not visible to the host/co-host.
- **Students can only private message the Host/Co-host in the breakout room if they joined the meeting through a browser. If the student joined using the Zoom desktop application, they won't be able to message the Host/Co-host privately.**
- You may want to provide students with an alternative way for to contact the Instructor/TA (e.g. email, Brightspace discussion) outside of Zoom.

3.2. Make teaching team co-hosts

- The teaching team (Instructors/TAs/Invigilators) will join the meeting by going to the **Join URL** provided by the host.
- After everyone joins, the Host needs to change everyone to "Co-hosts" (they join as "participants" by default).
    - In the participant list, hover over the **name** > click on **More** > choose **Make Co-Host**. Repeat this for everyone in the teaching team. (You can have up to 50 co-hosts).

Step 4: Students join meeting (~15 minutes before exam)

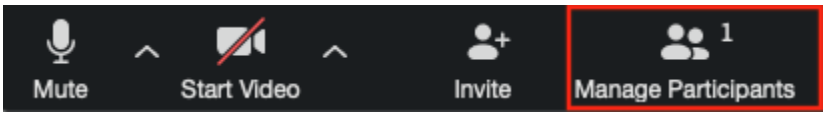
Students should join the meeting at least 15 minutes before the exam so the Host can assign them to breakout rooms.

- Students log into Brightspace and click on the link to the meeting.

- Students will be directed to Zoom to connect to the meeting and be asked to enter their name. Ask students to use their **surname and their preferred first name** that they have on file with uOttawa when joining the meeting.
- Students may choose to use a pseudonym for the Zoom invigilation session. Ideally, students who wish to use a pseudonym should register it with their instructor prior to the exam. If pre-registration is not logistically possible, Instructors/TAs will need to keep track of pseudonyms when they check the student ID cards.
- If the "waiting room" feature is used, they will stay in the "waiting room" until the host/co-host(s) admits them. The student will see the following message when they are in the waiting room. This message can be customized by following the instructions here.

Tip: change the message to something that is tailored to your course (e.g. exam instructions and guidelines or things that you want to remind students about). **This is a good place to include the message at the top of this page under "Communication to Students".**

The host/co-host will click on **Manage Participants** at the bottom of the meeting screen to see a list of participants in the main room as well as the people in the waiting room.



Students will appear in the order they join, with the first one on the list being the first to join. The host or co-hosts can click on **Admit** to admit the students individually or **Admit all** to admit everyone at once.

Tip: If you are using the waiting room to take attendance, you should decide with your teaching team who is/are the one responsible for admitting the students and taking attendance. Both the host and the co-host(s) can admit students.

Identity Check 2: Match the students' names in the waiting room with your class list.

Updating Zoom

Zoom version 5.3 is now available. Instructors, teaching assistants and students can download it from the Zoom Download Center: https://zoom.us/download

This new version includes new features, such as the ability for students to self-enrol to breakout rooms, without depending on the Host to assign them to a breakout room randomly or manually. To make an effective us of this feature, we recommend that you set the groups on Brightspace, so that students know to which group they belong. During a Zoom session, give an extra 2-3 minutes to students to join their breakout room.

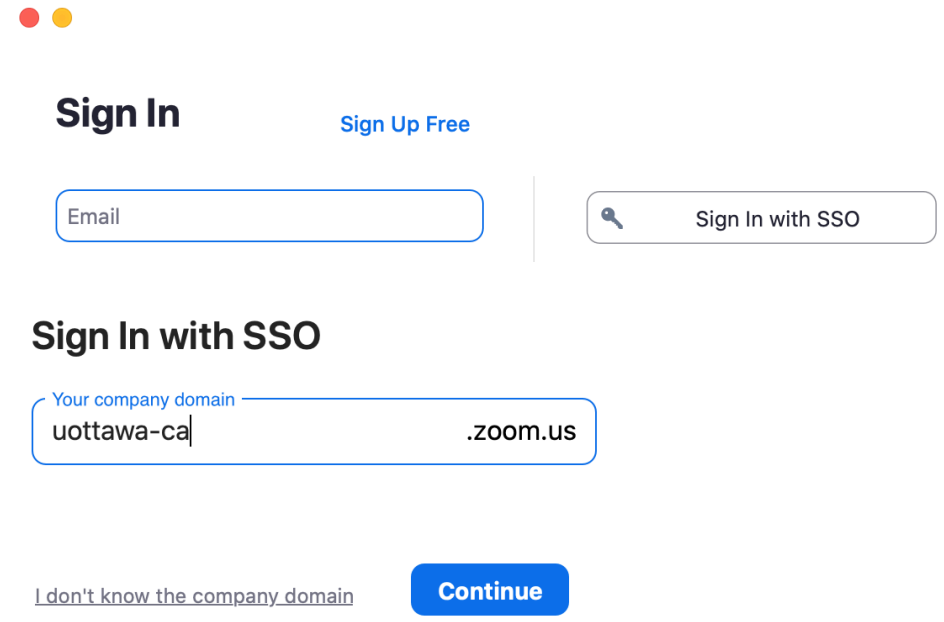
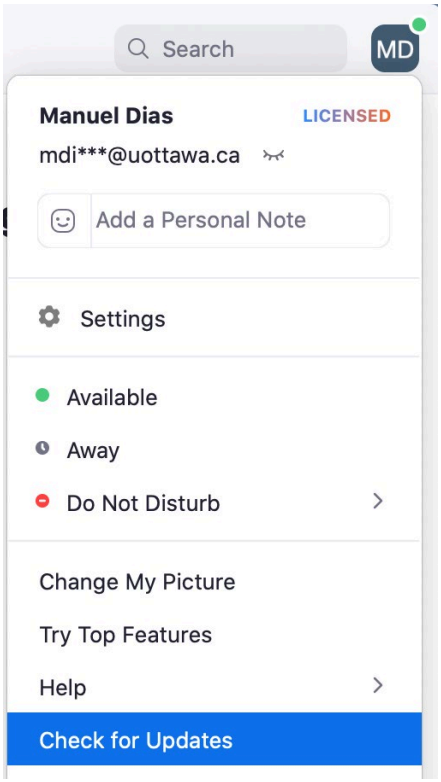
Tip: This will only work if all the students have updated their Zoom app to version 5.3.

Note: You do not need to create **pre-assigned breakout rooms** that require students to create a Zoom account. With this new version, students can choose to join a breakout room by themselves.

How to update Zoom?

Make sure to update the Zoom app regularly.

- Open the Zoom app, log in to your uOttawa account Sign in with SSO. Enter your company email, uottawa-ca and click Continue. You will be redirected to the uOttawa sign in portal.



Click on your initials on the top right-hand side corner of the Zoom app, and select Check for Updates in the drop-down menu.