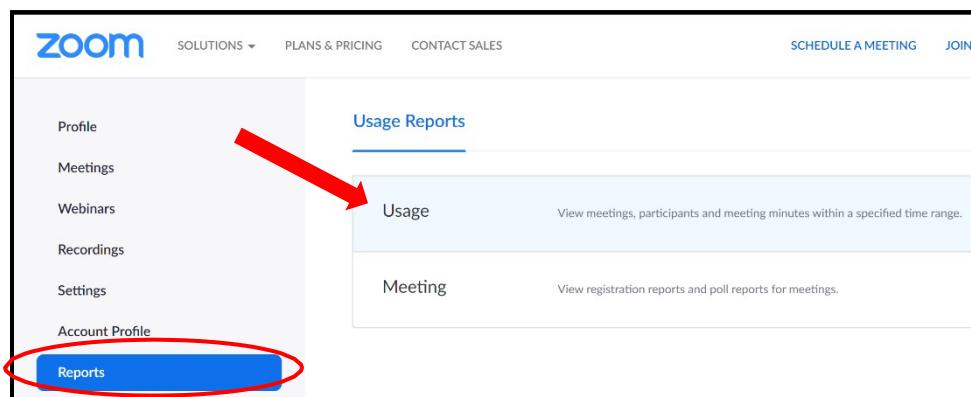


Best Practices for Zoom

In the new landscape of remote instruction, Zoom has been offered as one way for us to continue to deliver synchronous instruction. This document provides best practices for Zoom.

General

- **Do not post Zoom links on public websites:** Only post the meeting invitation in D2L, where students have to use their GHC authentication to access.
- **Attendance Lists:** Zoom automatically generates a list of the students who attend each meeting. You can use this to take attendance for classes held on Zoom.
 - You can access the attendance lists [here](#) or by navigating to highlands.zoom.us and clicking on “Reports” and then “Usage.”



- In the page that opens, scroll to the right and locate the “Participants” column. Click on the hyperlink on the number of participants.

The screenshot shows the Zoom 'Usage Reports' page. At the top, there are filters for 'From: 07/28/2020' and 'To: 07/29/2020', and a 'Search' button. Below the filters, there is a note: 'Maximum report duration: 1 Month' and 'The report displays information for meetings that ended at least 30 minutes ago.' There is an 'Export as CSV File' link and a 'Toggle columns' dropdown. The main content is a table with the following columns: User Name, User Email, Department, Group, Has Zoom Rooms?, Creation Time, Start Time, End Time, Duration (Minutes), Participants, and Source. The first row of data is for Rachel Rupprecht, with 3 participants, and the number '3' is circled in red.

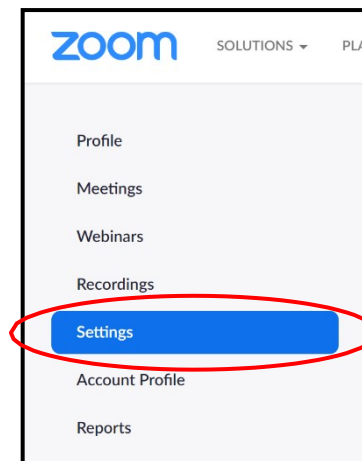
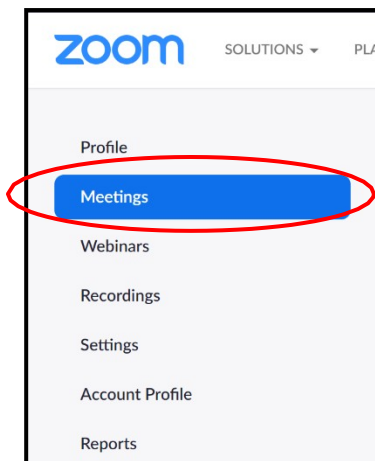
User Name	User Email	Department	Group	Has Zoom Rooms?	Creation Time	Start Time	End Time	Duration (Minutes)	Participants	Source
Rachel Rupprecht	rruppre@highlands.edu			No	07/23/2020 05:29:48 PM	07/28/2020 02:59:13 PM	07/28/2020 03:37:42 PM	39	3	Zoom

- The hyperlink will open a dialog box that lists the name, email, join and leave time, and duration of time in the meeting for each participant. (The participants' names and emails have been redacted from the image below.)

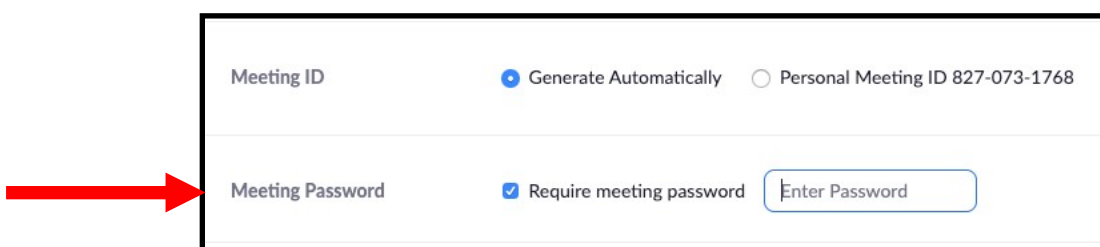
Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
		07/28/2020 02:59:13 PM	07/28/2020 03:22:01 PM	23
		07/28/2020 03:00:39 PM	07/28/2020 03:37:41 PM	38
		07/28/2020 03:22:21 PM	07/28/2020 03:37:40 PM	16

Meeting Security

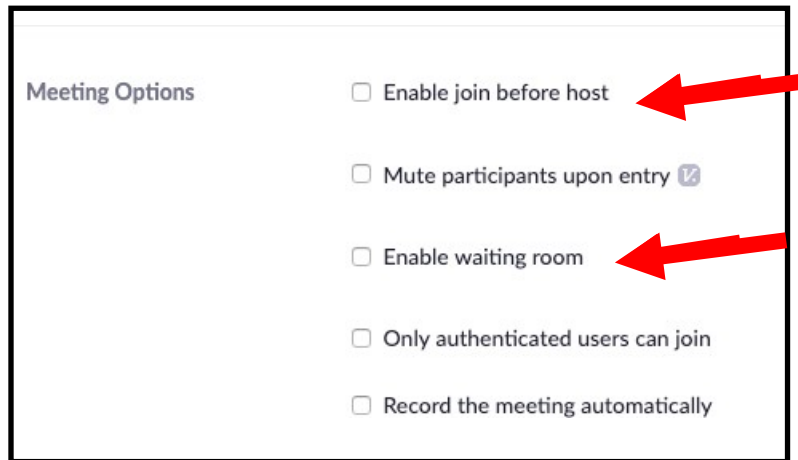
- You can edit meeting security settings when [creating a meeting](#), [after a meeting has been created but before it begins](#), or [while in a meeting](#). To access meeting security settings, navigate to highlands.zoom.us and click on “Meetings” or “Settings,” as seen below.



- **Meeting Password:** When setting up a meeting, instructors have the option to enable password protection. Students will need to enter the password in order to access the meeting, but the instructor (the host) will not be asked to enter the password. Check the “Require meeting password” box to require participants to enter a password in order to join your meeting. You can customize the password by typing over the automatically generated password. See image below.
 - For additional security, delete the password from the invitation and email it separately to students.

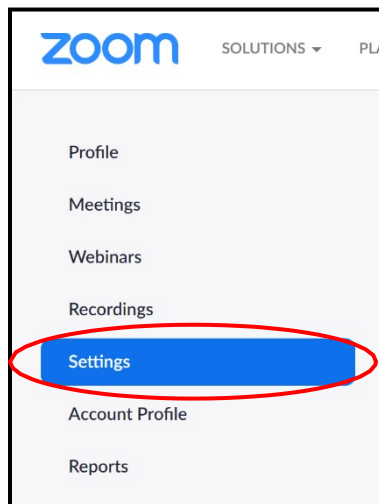


- **Enable Join before Host:** Allow others (students) to enter the meeting before you, so they can test their technology.
- **Enable Waiting Room.** By choosing this option, students will have to be let into the Zoom room by you one at a time. This high-security option enables you to screen participants as they enter, to ensure that only those who should be in the meeting join it. Note that if you enable the waiting room, students will not be able to enter the meeting before you.

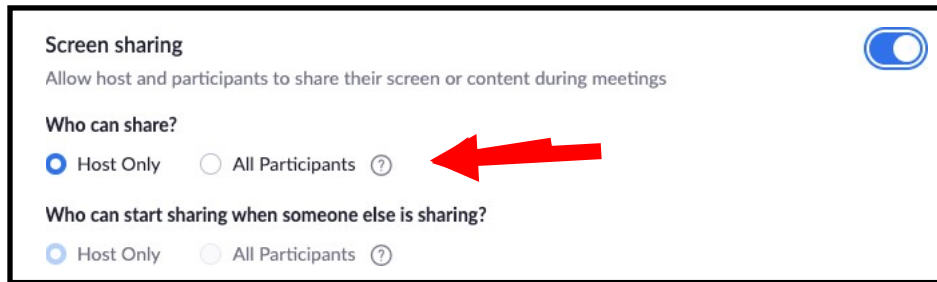


Screen Sharing

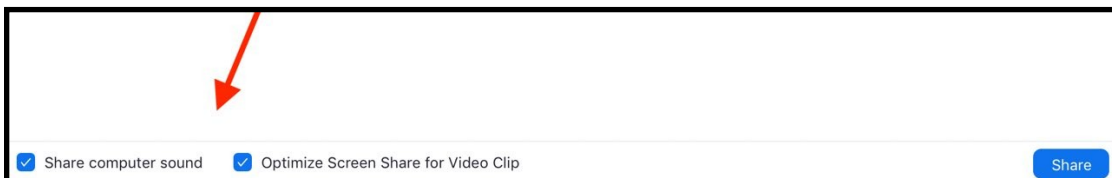
- You can edit screensharing settings by navigating to highlands.zoom.us and clicking on "Settings" (as shown below).



- **Reduce Screen Share:** If students do not need to share their screen with anyone in the class, then it is best to restrict screensharing only to the host. In Settings, scroll down to “In Meeting (Basic),” scroll to Screen Sharing and choose Host Only.

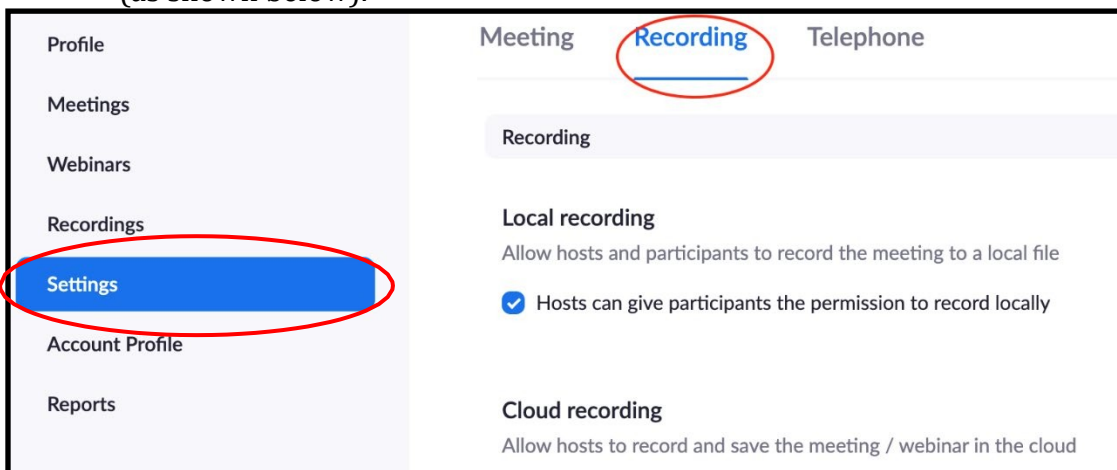


- **Sharing Screen During a Meeting**
 - o It is advised to practice sharing the screen before conducting a meeting/class.
 - o When sharing a screen in Zoom through the **browser**, the host’s (instructor) screen changes. The tool bar moves locations. Some of the teaching tools are on tool bar and in the “more” area, and become pop-out windows.
 - o On some mobile devices (tablets and mobile phones), tools are on the device in different places and the host has to toggle between screens to find the teaching tools.
 - o **Video Sharing.** When sharing videos, be sure to check the boxes on the share screen at the bottom that says “Share computer sound” (so all can hear the audio) and “Optimize Screen Share for Video Clip.” (see image below)

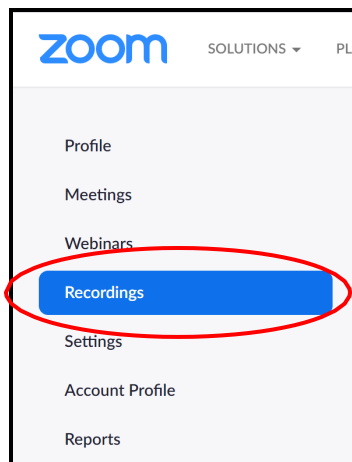


Recordings

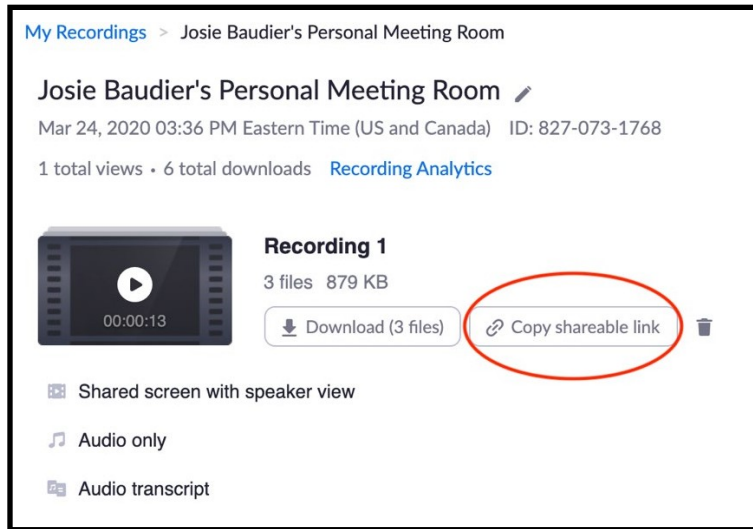
- **Recording Settings**
 - o Go to highlands.zoom.us and click on “Settings” and then the “Recording” tab (as shown below).



- You have the option to enable Local (i.e., on your computer) and/or Cloud (i.e., on Zoom’s server) recordings of meetings. It is advisable to choose **Record in the Cloud**, because doing so generates a link to the recording that you can easily share in D2L and enables you to generate a written transcript of your meeting (see below).
- Under Cloud Recording:
 - *Check “Audio Transcript”* to automatically generate a transcript of the audio of your meeting. This is a best practice because such a transcript may be needed (now or in the future) to make your class accessible to all learners.
 - *Uncheck “Save chat messages from the meeting/webinar”* to increase students’ privacy.
 - *Uncheck “Display participants’ names in the recording”* to increase students’ privacy. Note that doing so will *not* remove participants’ names from the attendance list available for each meeting. Participants’ names will still be listed in the attendance list even if you uncheck “Display participants’ names in the recording.”
- **Locating Recordings**
 - Zoom will automatically email you a link to your cloud recording as soon as it is available. Processing time varies with the length of the recording and the busyness of Zoom’s servers, but they are usually available within an hour.
 - You can also [access recordings of your meetings](#) at any time. Another way to access your meeting recordings is by visiting highlands.zoom.us and clicking on Recordings in the left side menu.

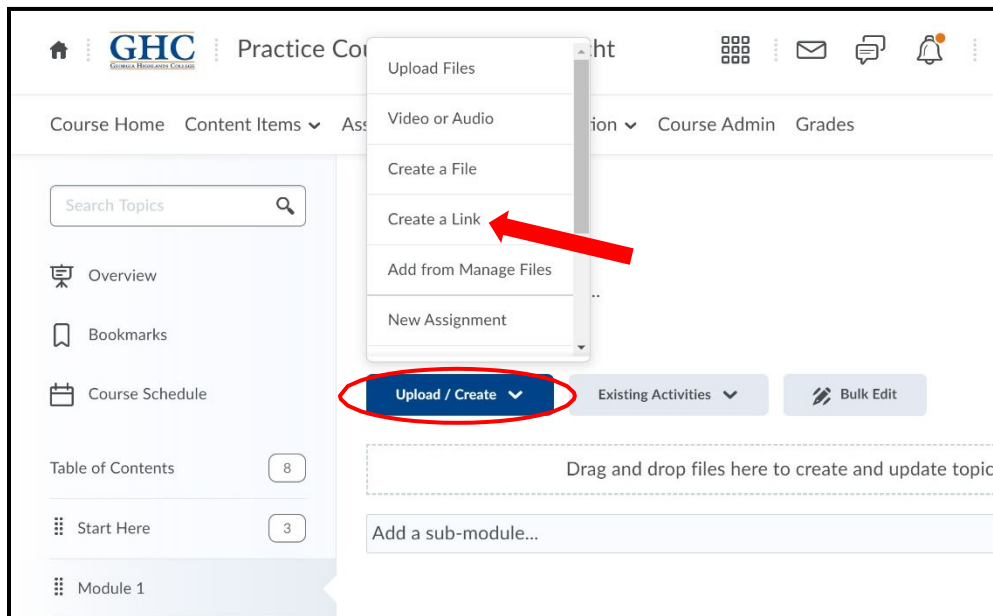


- You will find each recording listed by topic. Click on the topic name, then click “copy shareable link” (see image below).

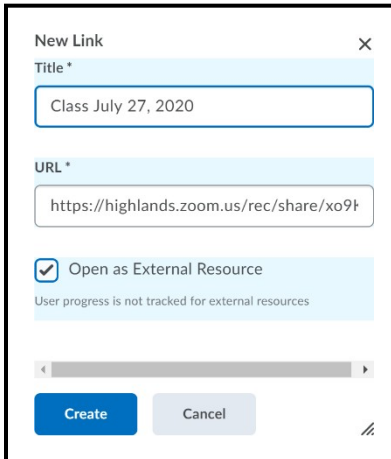


- **Pasting the shareable link into D2L**

- In D2L, navigate to the Content Page. Then click on “Upload/Create” and select “Create a Link” from the menu that appears, as shown in the image below.



- In the dialog box that appears when you click “Create a Link,” enter the title (e.g. the Zoom meeting date) and the URL (paste the shareable Zoom recording link). It is a best practice to select “Open as an External Resource.” This will allow students to view the video in their browser outside of D2L, which helpful with mobile devices.



New Link

Title *

Class July 27, 2020

URL *

https://highlands.zoom.us/rec/share/xo9t

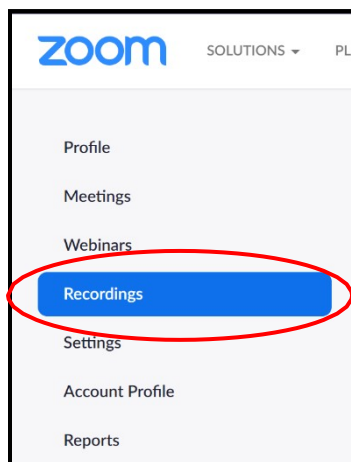
Open as External Resource

User progress is not tracked for external resources

Create Cancel

- **Sharing Recordings**

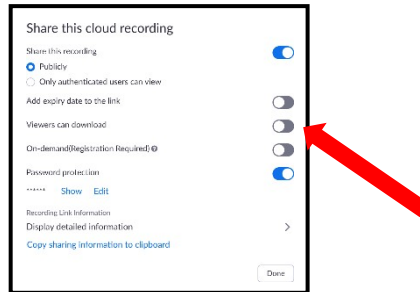
- Students’ Personally Identifiable Information (PII) in class recordings is protected under federal law by FERPA. PII includes names, images, video recordings, and voice recordings. [FERPA permits](#) sharing educational records only with individuals who have a legitimate educational interest. You may not share recordings with students outside of the recorded class, members of the public, or other GHC employees unless they have a legitimate need to view them.
- It is a [best practice](#) is to disable viewers from downloading cloud recordings. This can be done by in [Recordings](#) or by visiting highlands.zoom.us and clicking on Recordings in the left side menu.



- Once there, click on “Share” (as seen below).



- In the dialog box that appears, uncheck “Viewers can Download.”



Additional Considerations

- **Use video** as one way to connect to your students. However, students may not want to turn on their video.
- Ask all **students to mute** their mics during presentations. They can raise their virtual hand if they have a question or type in the chat window.

For additional information on security features, consult this [Zoom blog post on Zoom Security](#).