Zoom

Student Handbook

Werklund School of Education

Fall 2020

Version 4.3
This update to the Zoom Instructors Handbook coincides with the update of Zoom to version 5.3.1.

What is Zoom?
Zoom (https://ucalgary.zoom.us) is a video conferencing platform that allows users to connect with one another from computers and mobile devices. It is an enterprise video platform used throughout University of Calgary and it is available to instructors, staff and students. It has been integrated into D2L for the scheduling of synchronous video sessions for instruction and it can be accessed via your UCID username and password.

The University of Calgary is using an enterprise-wide version of Zoom, which allows members of the university community to participate in, schedule and host videoconferences and meetings online. All the participants in a Zoom session use the same access (e.g., URL) to enter their meeting room. Also, Zoom has been integrated into D2L and is in each active course shell under the Communications tab.

Zoom can be used for synchronous sessions for courses, graduate exams, (e.g., candidacy and final), meetings with research teams and students, etc. Whenever a meeting is scheduled, a URL is created to share with the participants.

Resources
The following videos have been created by Werklund School of Education as tutorials to help demonstrate features and functions of Zoom. Please note that these videos were made prior to the recent update. They demonstrate the features available but will not look exactly like the current features available.

Zoom Toolbar - https://ucalgary.yuja.com/V/Video?v=54910&node361046&a=1325632658
Breakout rooms - https://vimeo.com/338899748
Guidelines for Exam Neutral Chair - https://vimeo.com/338899619
Student screen sharing for presentations - https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1
Preassigning Participants to Zoom Breakout Rooms - https://ucalgary.yuja.com/V/Video?v=145274&node=714710&a=826717625&autoplay=1

There are further training videos provided by Zoom as well.

Activating Zoom
Download and installation only happens the first time you join a Zoom meeting with a specific device—computer or mobile device.

• When activating your account visit https://ucalgary.zoom.us and click on Sign In. (Clicking the Host or Join buttons on the sign-in page may not ensure full access to the features that you require.)
• This will generate an email to your ucalgary.ca email. Open that email and follow the directions to launch your new account or, if you have another account, merge it into the licensed University of Calgary account.

![Zoom video conferencing interface](image)

• If there are issues with this activating your account, please contact tandl@ucalgary.ca for guidance.

• If you have attempted to access the Zoom module in your D2L accounts and your Zoom module is inactive or unavailable please log in at https://zoom.ucalgary.ca first. This will activate Zoom and link it to your D2L.

**On Your Profile Page**

• You may wish to customize your profile by adding a photo that would appear as your avatar when you have your video off.

• Another feature you can customize is to make your Personal Meeting ID the default Meeting ID for instant meetings. This will allow the same URL to be used for these meetings rather than creating a new ID for each instant meeting you host. It can be shared with regular meeting participants to facilitate a quick launch of a meeting.

**Other Considerations When Setting Up**

• If you wish to use Zoom on your **smart devices**, Sign In via Single Sign On (SSO). **Add “ucalgary” in the company domain field** and then log in with your UCID username and password.

• Zoom can also be linked to your email, whether Outlook, Gmail or another platform. This will help synch Zoom events into your calendar.

• The Zoom app is available for all smart devices. Download it from your respective app store for free. After installing the app, please review your device settings to ensure the Zoom app has access to your microphone and camera.

• Please note that for the best use of Zoom as a participant and especially as a host, log in to your account at https://ucalgary.zoom.us or through D2L before joining a session and then inputting the meeting ID number rather than simply clicking on the link.
Log-in for a meeting

• Joining via the D2L Zoom page for your course may be the easiest way into a synchronous Zoom session. After signing into D2L, Zoom can be found either in the Toolbar for the course or under the Communications tab. Within the Zoom module in D2L, there is a schedule of meetings for the course. Click on Start or Join for your scheduled session no passcode would be required.

• If joining through Zoom, sign in at https://ucalgary.zoom.us page, click Join a Meeting and input the 9- to 11-digit meeting ID to join a meeting. You may be required to use a password to join the session.

• It is recommended that you use a camera and suitable audio devices for best quality video and audio
  o Cameras and audio may be built into your laptop computer or smart device.
  o With Desktop computers, peripheral video and audio equipment may be required.
    ■ To get the best audio results, you may need to use a headset with an external microphone, such as the ones that would be used with a smart phone.

Key Things to Remember:

• **Video:** You may be broadcasting to fellow participants as soon as you are connected to the meeting. You may wish to leave video off until you are settled in and ready to participate.
  o **Note:** Mac users may need to manually adjust privacy settings to allow the built-in camera to work.
  o It may be common practice in larger groups for the host/instructor to leave video off to limit distractions and minimize use of bandwidth during the Zoom session.
  o You also have the option of using a virtual background while in Zoom. This allows you to put a picture behind you. Click the ^ button to the right of the Start Video icon in the toolbar. The pop-up menu will include the “Choose Virtual Background” option which will give you three default backdrops or the option of selecting a photo from your computer to use.

• **Audio:** It is recommended that you connect via computer or smart device, not by telephone. The telephone would likely involve costs that would not be supported by the institution. If you need to use the phone dial a number provided by Zoom and then be prompted to input the meeting ID and then your participant ID if that is required. (There is a 587-exchange phone number for Alberta-based participants to use.)

Hosting meetings

If you wish to host a meeting to collaborate with colleagues, you can schedule a meeting under your account and send the URL to those you want to join or you can click on **Host**
a Meeting on your Zoom profile page to launch an Instant meeting. If you have not set your Personal Meeting ID as the default for instant meetings, a new Meeting ID will be generated for you to share with participants. You will have to share this with participants after the meeting has been launched.

**Tools in Zoom**

The meeting controls are along the bottom of the Zoom window. They will appear when the cursor is moved over them. When the screen is shared for a presentation – whether by the instructor, other participants or yourself – controls move to the top of the screen and appear only when the cursor hovers over that area.

The host (instructor) has exclusive features for managing participants, recording the meeting, polling participants, starting **breakout rooms**, and ending the meeting.

Participants/students will see similar controls for video, their microphone and chat.

![Host Toolbar with additional controls for Security, Polling and Breakout Rooms.](image)

The host/instructor has controls for:

- Audio
- Video
- Managing security
- Managing participants,
- Screen share
- Polling
- Chat
- Breakout rooms
- Recording the meeting
- Ending the meeting

As participants join the session, each will have a tile that represents them. If their video is off, their name or avatar appears. You can alter the view between Speaker View and Gallery View by clicking a View button that appears in the top right corner of the Zoom window. In Gallery View, you can drag and drop the participant video feeds to place them in the order you want.

While screen sharing, the participant feeds take up a separate window that can be minimized, modified to a single tile of the speaker, two feeds or a larger collection of the participants, which would appear in either a strip or a larger grid that can expand.

Participants/students will see similar controls for video, audio, sharing and chat. When a
screen is being shared, students will have the opportunity to annotate on the shared screen as well.

**Control Panel/Toolbar**

**Audio/Mute** – By clicking the **microphone icon**, you can mute and unmute yourself. When the microphone is live, it will flicker in green to indicate audio levels of your input. The small chevron button next to the microphone icon will allow you to select and test the microphone and speaker for your session. This is valuable when you are using Zoom to allow remote students to join a face-to-face session, which would benefit from the use of peripheral microphones and speakers to allow remote participants to better interact with the large group in the classroom.

**Video** – By clicking on the **video camera icon**, you can turn your camera on or off. If a participant’s video is off, the user’s name or avatar would appear while their video is off. If video is turned on, the participant’s camera image would appear with a name at the bottom of the screen. This video thumbnail would also show non-verbal communication by that participant and emoticons associated with their Reactions toolbar.

**Security** – this feature gives you the option to modify permissions to chat, share screen and enable the waiting room so you can screen participants before they join your session. Locking the meeting prevents people from leaving or joining the meeting at any time. You may want to modify these to increase or relax security in the session.

**Manage Participants** – This will open a window that lists all participants and allows you to:

- **Mute/unmute** participants
- **Turn off** participants’ video or invite them to turn it on
- **Chat** with individual participants privately
- **Make participants** **host** or **co-host** of the meeting
- **Remove** participants. Note that when using this, they will not be able to return to the meeting.
- Identify and respond to participants who have **raised hands**.
- **Put a participant in the waiting room**
- **Give permission to record** the session. **WSE Guideline:** Instructors should not give
participants this privilege out of consideration of FOIP policies.

• Monitor participant responses via non-verbal communications.

Chat – The chat icon opens a text dialogue box.

• At the top of this chat window, the ongoing text chat will be displayed
• At the bottom of the window, you will see the following:
  o To
    ▪ “Everyone”
    ▪ Individuals – done by selecting their names from a drop down menu
  o File – this allows documents to be sent through the chat window
  o … (three dots) – this allows you to save the chat transcript and to modify permissions for the chat
  o Type message here...
    ▪ Enter your chat text in this space.

• If the chat window is not open, the chat icon in the toolbar will illuminate and generate a message count for unanswered messages that you have accumulated.

All participants have the option of saving the chat from a Zoom session. The transcript, along with other artifacts saved from Zoom sessions, (whiteboards, video recordings, screen grabs, etc.) would appear in your Documents folder of your computer in a Zoom sub-folder. The folder will be identified by the date, time, title and meeting ID for the session in the following format “YYYY-MM-DD hh.mm.ss Meeting Title Meeting ID#”.

Screen Share – This will allow you to choose from a screen or open document on your computer to share with the class.

During a Zoom session, participants can share:
  o An open file from your computer, i.e. PowerPoint
  o An open program from your computer
  o An Internet browser
  o A Zoom whiteboard.
- Content from an iPad or iPhone. (Android devices are not supported at this time.)
- If you wish to share audio and video during your screen share click on the “share computer audio” and “Optimize Screen Share for Video Clip” features.
- A document **does not have to be uploaded** to Zoom for sharing.
- A student can present or share their document **but** you may have to modify screen sharing privileges to allow this. Click on the ^ button next to “Screen Sharing” and then click on “Advanced Sharing Options...” if you have not modified this on your profile page.
- While sharing, the toolbar will move to the **top of the screen**. Also, it will add features to allow you to annotate the shared document or take remote control of the shared computer.
- While sharing, the speaker video will go into picture-in-picture mode. Participants will see the shared screen, as well as video of the speaker.

![Top of screen toolbar with annotation toolbar available during screen share.](image)

When **screen sharing**, additional features for annotating the document on the screen, saving screen grabs and giving remote control to another participant in the meeting will become available.

If you plan to allow students to share screens, you can modify screen share privileges to allow **All Participant**. You, however, should be the only person with the option to interrupt participants’ screen sharing.

![Options to set screen share permissions for participants.](image)

**Screen Sharing Options:**

**Screen 1/Desktop:** Sharing your desktop will provide a simple “what you see is what
they get” presentation. If you are going to be sharing a variety of documents throughout the presentation and opening hyperlinks to move from PowerPoint to Internet and back again, this allows you to proceed without interrupting your self to stop and restart shares as you move from program to program. However, you need to be conscious about covering your desktop to avoid sharing personal or sensitive materials. With this being the view of the entire screen, you will need to devote all of the screen to it, which may make it challenging to monitor Chat and Participants at the same time.

**Document:** Sharing the document you wish to share can allow you to use less of your screen space to show that document to your audience. This would allow you, if you know, for example, your PowerPoint well enough, to view the Chat and Participants windows on the same screen. When you are sharing a document, you will see a green frame around the document you are sharing.

**Advanced Option – Portion of Screen:** This allows you to draw a frame around the portion of the screen that you wish to share. This would allow you to emphasize something in more detail, but there are risks with reduced resolution. Also it is quite easy to drag other objects and documents through that portion of screen.

**Advanced Option – Slides as virtual background:** This requires you to open your PowerPoint or other slides into Zoom and using them as a background while a smaller video of you is superimposed on the slide. This is still in the Beta stage and further testing is required before recommending this.

![Basic screen share options](image)

**Basic screen share options with checkboxes for sharing computer sound and optimizing for video.**

**Polling:** This feature allows you to create multiple choice questions to use in class. It is recommended that you create your poll questions in advance of the session. The poll questions can be created synchronously, if necessary. A recent update to this feature has
been the option to make the poll anonymous. This was previously the default option but it is now possible to show the respondents to each of the options in the poll.

- When the poll is prepared, the host/instructor will select the Launch Poll button and the participants/students will have the opportunity to respond to the poll.
- The participants/students will see the poll question and responses on their screen.
- After the poll is completed, the host/instructor can share the results or relaunch the poll.
- The instructor can stop the poll by selecting End Poll.

The host/instructor can share the results of the poll by selecting Share Results.

Record – Meetings/class sessions can be recorded by the host.

Local Recording:
- When you record locally, the video is saved in a Zoom sub-folder in your Documents folder.

WSE Guideline: Go into Zoom subfolder for the meeting the recording is in. The Zoom folder and subfolders for each meeting are in the Documents folder. If the video file has not been converted to an MP4 file, it will be titled “Double_click_to_convert.” The conversion will create four documents including one MP4, usually titled “zoom_0”.

Retitle this file. Our suggestion is to title with the date of the session, title of the course and other key information.

You will need to upload the mp4 file of the recording to D2L. If the video of the session is less than 1 GB, go to the Content area for your course and click New to get a drop down menu that includes Video and Audio and select Upload. Drag and drop the video into the field for the content and after it uploads to D2L, title the content. If your video is larger than 1GB, you can use the YuJa tab in the D2L shell to upload your video to YuJa and copy the link into D2L. Bear in mind that screen sharing and multiple video streams for participants will increase file size so limit video to only the participants who are sharing or speaking.

Breakout Rooms – Instructors may assign participants to breakout rooms or invite them to select their rooms.

- Hosts can form groups randomly, manually into preassigned groups or Invite participants to select their groups.
- When invited to choose your breakout group, the Breakout icon will appear in your toolbar.
  - Click the Breakout icon when it appears.
  - A list of the available rooms will appear. The numbers on the right edge of that window indicate the participants in each room. Click on the number and a pop
up window will ask you to confirm if you wish to join that room.

- If the instructor has assigned participants to the rooms, you will either be shifted directly into your room, or you will receive an invitation to join a room.

**Features in the breakout room include:**

- **Share** – Students can share their desktop, documents or the Zoom whiteboard just as they would in the main room.
  
  - Sharing accommodates small group discussion and allows recording of notes, saving of whiteboard and other artifacts from the break-out session, etc.
  
  - Participants/students can access their desktops to use any application they choose. This can be saved. When they return to the main room, and have share screen privileges, they can **Share Screen** to debrief to the rest of the group with the files they have collaborated on.
  
  - They can save the whiteboard content or share it from a folder.

- While in the breakout room, the **More** link gives participants/students access to:
  
  - Chat
  
  - Ask for Help
  
  - Disable Participant Annotation
  
  - Hide Video Panel
  
  - Audio Options
  
  - Video Settings
  
  - Leave Breakout Room.

- Participants/students can select **End Meeting** in the breakout session, which will return them to the main room. Or, the host/instructor can **Close All Rooms** to reconvene the groups in the main room. This will give participants 30 seconds to leave their break-outs before they are “forced” into the main room.

When the host/instructor wants each group to report back, the documents created in the breakout room and saved (Word, PowerPoint, Whiteboard etc.) can be shared.

**Screen View Options**

These icons appear in the top right corner of the Zoom feed when you hover the cursor in this area.

- **Gallery View or Speaker View** – Toggling this will change the view of the video feed(s) on your screen.
  
  - Gallery view will generate video “tiles” for participant across the top of the main screen.
  
  - Speaker view will give the video of participants tiled at the top and the person who is speaking will appear in the main screen.

- **Full Screen** – This will provide a full screen of the shared screen or the host video.
  
  - To exit, select **Exit Full Screen** in the top right corner, or select Escape on your keyboard.
Polling
If your instructor is using the polling feature, you will have an opportunity to respond to polling questions.
• The poll will appear on your screen. You will be prompted to answer the question. Your instructor will be able to see the results but responses are anonymous.
• The instructor can put a timer on the poll or stop it by selecting End Poll. The instructor can also relaunch the poll.
• Results of the poll can be shared with students in the meeting.

Technical Support
Program Support Level

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<td>DistHelp - Sean and Ross Email: <a href="mailto:disthelp@ucalgary.ca">disthelp@ucalgary.ca</a></td>
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