

Zoom for Instructors

Please note that the information provided in this document relates to all courses run through Arts and Science Online. For an on-campus course that is being run remotely, Instructors should refer to [ITServices](#) for more information regarding support for Zoom meetings.

 **As of January 1st 2021, Zoom licenses are available to all Queen's employees.**

Although it is possible to host your own meeting in Zoom, it is highly recommended that any course-related meetings be booked through Arts and Science Online. This will ensure that support is available if needed, that no restrictions are placed on the length of your meeting and your meeting is recorded to a central location.

Zoom Technical Support

ITS Zoom Tech Support*: your go-to for **technical difficulties**

- The Queen's IT Support Centre offers basic Zoom support for all faculty and students via [Online Chat](#) or by phone (613) 533-6666 (5am to 10pm Monday-Friday).
- Please note: there currently is no support available on weekends or outside of the IT Support Centre hours listed above.
- **If you or your students are having difficulty logging into a Zoom meeting, accessing the features of Zoom, or any other technical difficulty, please contact the IT Support Centre via [Online Chat](#) or by phone (613) 533-6666 (5am to 10pm Monday-Friday).**

ASO Zoom Tech Support: your go-to for **bookings, training and recordings**

- [Click here to access the Meeting Booking Form.](#)
- ASO provides optional training for teaching teams early in the term to ensure you're comfortable with the technology and able to utilize all the features of Zoom, including polling and breakout rooms.
- **If you have a question about your booking, setting up Zoom links in your course, or your Zoom recordings, please contact asozoom@queensu.ca (email monitored during ASO office hours: 8:30am - 4:30pm Monday-Friday)**

ASO Support Guidelines

| Type of Meeting | IT Support Centre | Level of ASO Support | Who Opens the Meeting ? | Who Provides Support during the Meeting? | Comment |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office Hours/ Drop-in Sessions/ QA Sessions | Support* available via Online Chat or by phone (613) 533-6666 (5am to 10pm Monday-Friday) | Email during ASO Office Hours (8:30am-4:30pm Monday-Friday) | Meeting Host | Meeting Host ASO Zoom team can provide training so support is not required | The Meeting Host is responsible for logging in and running their own session (e.g. office hours, individual meetings etc). |
| Sessions – no activities | Support* available via Online Chat or by phone (613) 533-6666 (5am to 10pm Monday-Friday) | Email during ASO Office Hours (8:30am-4:30pm Monday-Friday) | Meeting Host | Meeting Host ASO Zoom team can provide training so support is not required | Meetings that involve only common functionalities used in Zoom (e.g. simple screen sharing, chat functionality). These are commonly lectures, seminars, learning labs, TA tutorials, etc. |
| Sessions – with interactivity | Support* available via Online Chat or by phone (613) 533-6666 (5am to 10pm Monday-Friday) | Email during ASO Office Hours (8:30am-4:30pm Monday-Friday) | Meeting Host | ASO Zoom team can provide training so support is not required | This includes sessions requiring screen sharing (sound /video), polling activities, breakout rooms etc. |
| High stakes meetings | Support* available via Online Chat or by phone (613) 533-6666 (5am to 10pm Monday-Friday) | Email and in-person (if pre-arranged at time of booking) | Meeting Host | ASO Zoom team can provide training so support is not required In rare cases, ASO Zoom Support may be provided if pre-arranged at time of booking | Meetings/sessions that have grades associated (e.g., participation, or part of an activity/assignment). |

Please note the following 'Support' definitions:

- **Email Support:** Questions/issues are sent to asozoom@queensu.ca. Please note this email is monitored Monday-Friday 8:30am-4:30pm as well as when tech support is scheduled for sessions.
- **Meeting Host:** This is the user with a Zoom Pro account. In general, this would be the course instructor or TA.
- **ASO Zoom Support:** A member of our ASO team that will provide technical support for your meeting. Please note that ASO Zoom is only able to provide support for meetings that have been booked directly through the ASO Zoom account.
- **In-Person Support:** Meeting Hosts should be aware that it may not be possible to provide ASO Zoom in-person tech support for last minute requests.



Please Be Advised

Even for meetings that are not supported by the ASO Zoom Team, we are always here to help! ASO's office hours are 8:30am-4:30pm Monday-Friday, and a member of the ASO Zoom Team monitors emails to asozoom@queensu.ca during these hours. Please contact ASO Zoom Support directly at asozoom@queensu.ca if you have any questions we can help address.

For additional information on Zoom, please visit <https://www.queensu.ca/its/zoom>.

Getting Started with Zoom

Zoom is a conferencing tool adopted by ASO starting in the Summer 2018 semester. Zoom offers:

- An intuitive simple interface
- Platform and browser-independent; meetings can be joined via computers and mobile devices on wired and wireless connections
- Automatic cloud recording with transcript generation
- Features such as breakout rooms and polls

Additional Zoom Resources

If you would like to know more about using Zoom, please see [Zoom's Getting Started Resource](#). Additional training from Zoom can also be booked on their [Zoom Live Training](#) page.

- To activate your Zoom account, begin by visiting: <https://queensu.zoom.us>.
- When you reach the webpage, log in using your NetID@queensu.ca and password (remember to use your Queen's NetID and not a preferred email address if you have one).
- You should now be able to access your personal Zoom account.

ASO offers training on hosting and supporting your Zoom meetings. If you or your teaching team would like some help facilitating meetings with Zoom, please [book a training session](#) with our ASO Zoom Team and we'd be happy to answer any of your questions and walk you through using some of the more advanced features of Zoom.

Did you know...

- To further engage your students, you can include polls in your sessions. Including polls can increase student participation and allow for formative assessment of knowledge. See this [How to Use Zoom Polling](#) video for more info.
- You can create breakout rooms in your meeting. This can allow students to meet in smaller groups for more focused discussions. See this [How to Use Breakout Rooms in Zoom](#) video for a tutorial on breakout rooms.
- If you are interested in learning more about, or including these advanced features in your Zoom meetings, please [book a training session](#) with our ASO Zoom Team.

Instructor and TA Guidelines

Please review the best practices listed below in advance of your Zoom session(s) to help foster a positive and successful user experience for both the teaching team and your students. Following the procedures listed here will help ensure no further action is required prior to your meeting. If you find that you need further support, or require any changes to the scheduled meeting, please email asozoom@queensu.ca with your request as soon as possible.

Scheduling a Zoom Meeting:

- To book your meeting, please visit our [Zoom Meeting Booking Site](#) and fill out the form to create a booking.
- If you plan to have a member of your teaching team host a session, they will need to be added as an Alternative Host. Please indicate this in the [Zoom Meeting Request Form](#). If you have already submitted the form, please contact asozoom@queensu.ca to let us know that additional Alternative Hosts need to be added and include their Zoom account email address in the message.
- You will receive an email confirmation with a calendar invite once you've submitted your booking. You can forward this calendar invite to other members of the teaching team as required.
- The ASO Zoom Team will modify your booking with your session link and will post this link to your Zoom/Live Sessions page in your course in onQ.
- The ASO Zoom Team will confirm any tech support requests and allocate support personnel for your session if required.
- If you have any special requests, please add them in your [booking request](#) or email the ASO Zoom Team at asozoom@queensu.ca.

Accessing your Zoom Meeting:

- Prior to your meeting taking place, please visit <https://queensu.zoom.us> to make sure you have activated your Zoom account.
- To open your meeting, sign into your zoom account first at <https://queensu.zoom.us>.
- The link can be found in your calendar invite or in the Zoom section of your course in onQ.
- When you click on the Zoom meeting link, you will be prompted to open the meeting where you will be redirected to a webpage. If you have the Zoom desktop application it will automatically open, and you can begin your meeting.

Zoom Recordings & Settings

All ASO-booked Zoom meetings are set to record to the Queen's Streaming Server by default. If you would prefer that the meeting not be recorded, please indicate this when [booking your Zoom meeting](#).

Recording settings can be accessed from the tab at the top of the settings page

- Record active speaker with shared screen - this should be enabled by default. If the recording will be edited and shared, additional views can be checked off
- Check off Audio Transcript - this will produce automated captions when the meeting is done.
- Enable Automatic Recording to the Cloud - this will ensure recording starts when you open up the meeting



Please note that meeting recordings are automatically deleted after 90 days. For this reason it's recommended that any recordings shared in your class be downloaded, uploaded and uploaded to the Queen's Streaming Service.

Before Recording:

- Please ensure you are familiar with the platform being used, including how to enable security and privacy safeguards. See the [FAQs on Recordings Online Classes and Meetings](#) for details on privacy settings.
- Please double check that the settings prevent recording on the platform by anyone other than yourself (unless allowing individuals to record a local copy is desired).
- Please notify participants BEFORE beginning to record followed by a statement about recording the session after the recording has begun to document the announcement.
- Only consenting participants (e.g., students, guest speakers, TAs) who have elected to take part in the class, tutorial, or meeting should be captured in the recording.
- Please also be sure no personal, private, or copyrighted (e.g., pictures, artwork, etc.) artifacts are visible and subject to inadvertent recording.

Posting Recordings to onQ:

- If you have specified you'd like your recordings posted when [booking your Zoom meeting](#), ASO's Zoom Team will post the link to your recording to your Zoom Sessions page in onQ.
- Recordings will be posted within 24 hours of the meeting date. If your meeting falls on a Friday or weekend it will be posted on the following Monday.
- If for any reason you do not want a recording posted to onQ, please email asozoom@queensu.ca.
- Should your recording require editing before posting, please notify us at asozoom@queensu.ca as soon as possible. Editing of recordings may require longer turnaround time to post video links to onQ.

If you previously had a Zoom account some settings might have changed with the migration to the Queen's University Organization. The steps below outline the recommended setting changes for ASO meetings.



Any meetings booked through Arts and Science Online will have the appropriate settings enabled. These setting recommendations apply for meetings that are booked through an individual Zoom account.

All settings can be accessed by logging in to your [Zoom account's settings page](#)

- Private Chat - If ASO support will be assisting with your meeting this setting should be enabled as this will allow them to troubleshoot any issues without disrupting the main chat window

Advanced Zoom Features

The polling feature in Zoom allows you to create single choice or multiple-choice polling questions for your meetings. You will be able to launch the poll during your meeting and gather the responses from your attendees. You also can access a report of your polling results after the meeting. Polls can also be conducted anonymously.

If you have poll questions for you upcoming meeting you can include them on your meeting request form, or after the fact you can email your poll questions to asozoom@queensu.ca and the questions will be pre-loaded into your meeting and ready for you when you launch your meeting.

To use Polls in your Zoom meetings, follow these steps to set-up your polls.

1. Visit zoom.us and schedule a meeting, or select an upcoming meeting from your list.
2. From your meeting page, scroll to the bottom to find the **Poll** option. Click **Add** to begin creating a poll.
3. From the pop-up menu, enter the title and your first question. You have two additional options:
 - a. Enable anonymous responses: check the **Anonymous?** box to make the poll anonymous will keep the student's polling responses anonymous in the meeting and the reports.
 - b. **Single or Multiple Choice**: select whether you want the question to be single choice (students can only choose one answer) or multiple choice(students can choose multiple answers).
4. Type in the answers to your question and click the Save button at the bottom of the poll creation pop-up menu.
5. If you need to add another question, repeat steps 2-4 above.

NOTE: You can create a maximum of 25 polls for a single meeting.

1. Start the scheduled Zoom meeting.
2. Select the **Polling** option from the menu bar.
3. Select the poll that you would like to launch.
4. Click the **Launch Poll** button.
5. The participants in the meeting will now be prompted to answer the polling questions. You will be able to see the results live.
6. Once you would like to stop the poll, click **End Poll**.
7. If you would like to share the results to the participants in the meeting, click **Share Results**.

If ASO set up your Zoom booking, please reach out to asozoom@queensu.ca to request polling results.

If the meeting was set-up using your personal Zoom account, please follow these steps:

1. Sign in to your [Zoom.us](https://zoom.us) account.
2. Select **Reports**. If you are an account owner, admin, or a role with the **Usage Report** permission, you will need to select **Account Management**, then **Reports**.
3. In the **Usage Reports** tab, click **Meeting**. A list of upcoming and previous meetings will be generated. You can search by time range or by meeting ID.
4. Next to **Report Type**, select **Registration Report** or **Poll Report**.
5. In the drop-down menu below **Report Type**, select one of these options:
 - a. **Search by time range**: Select a time range then click **Search**.
 - b. OR **Search by meeting ID**: Enter the meeting ID and click **Search**.
6. Click **Generate** in the last column. You can also use the check boxes to select multiple meeting then click **Generate** at the top.

Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host or co-host can choose to split the participants of the meeting into these separate sessions automatically or manually. The host or co-host can switch between sessions at any time.

1. Start an instant or scheduled meeting.
2. Click **Breakout Rooms** from the bottom menu.
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms:
 - **Automatically**: Let Zoom split your participants up evenly into each of the rooms.
 - **Manually**: Choose which participants you would like in each room.
 - **Let participants choose room**: on their own.
4. Click **Create Breakout Rooms**.
5. Your rooms will be created, but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.
 1. After creating the breakout rooms, click **Options** (on Windows) or the gear icon (on macOS) to view additional breakout rooms options.
 2. Check any options that you would like to use for your breakout rooms.
 - **Allow participants to choose room**: Participants can select and enter rooms on their own once rooms are launched.
 - **Allow participants to return to the main session at any time**: If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host or co-host to end the breakout rooms.
 - **Automatically move all assigned participants into breakout rooms**: Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.
 - **Auto close breakout rooms after () minutes**: If this option is checked, the breakout rooms will automatically end after the configured time.
 - a. **Notify me when the time is up**: If this option is checked, the host and co-hosts will be notified when the breakout room time is up.
 - **Set Countdown timer**: If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.
 3. Follow the steps below to assign participants to rooms or click **Open All Rooms** to start the breakout rooms.

After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started. Hover over the participant or room for these options:

- **Move to** (participant): Select a room to move the participant to.
- **Exchange** (participant): Select a participant in another room to swap the selected participant with.
- **Delete Room**: Delete the selected room.
- **Recreate all Rooms**: Deletes existing breakout rooms and allows the host/co-host to create new ones.
- **Add a Room**: Add another breakout room.
- **Open All Rooms**: Start the rooms. All assigned participants will be moved to their respective rooms after confirming the prompt to join the breakout room. If allowing participants to choose their own room, they can open the list of rooms and choose which to join. The host, or co-host that launched the breakouts and the original host, will be left in the main meeting until manually joining one of the rooms. The participants (and the host/co-host when manually joining a room) will see the following message shown when joining the breakout room.

Your session links can be accessed from the Activities tab in onQ.

ASO-booked Zoom session recordings are automatically backed up to our ASO streaming server.

The host can set up a poll by selecting the poll option on the bottom menu while in a meeting. Please see **Using Polls in Zoom** under the **Advanced Zoom Features** section above.

Please log into Zoom using your NetID associated email address and password at <https://queensu.zoom.us> or via your Zoom desktop/mobile app before clicking on the link to your Zoom session in your onQ course.

Your recording will be posted to onQ usually within 24 hours. If your session takes place on a Friday or during the weekend, it will be posted the following work day.

ASO offers optional training to teaching teams so that support is usually not required. Please indicate if you'd like training on the [meeting booking form](#).

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To request your ASO Zoom session please use the [booking request form](#).