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 2022 Zoom meetings can be booked through onQ**

For the Winter 2022 term, Arts and Science Online will be piloting Zoom Integration with onQ. It will now possible to create, administrate and post recordings of Zoom meetings directly from onQ. This will allow meetings to be more accessible to the teaching team, students and support (if needed) as well as provide the team with more meeting flexibility.

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 Request 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.

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:

As of Winter 2022, instructors can either scheduled their own meetings from onQ or request that meetings be created by the ASO Zoom Team.

> ⊘ Please note that the ASO Zoom team will not have a record of any meetings created by an instructor in onQ. For meetings that might require the capturing of logs, regular posting of recordings, might require support or will be graded, it is recommended that the meetings still be created by the ASO Zoom Team.

Book a Zoom Meeting via onQ (e.g. for office hours, check-ins, un-graded tutorials, etc)

> ⓘ **If booking for the first time - one-time settings changes (highly recommended)**
>
> - Login to Zoom with your Queen's NetID and password.
> - View Recording Settings .
>   - Check off **Save closed caption as a VTT file** and choose **Save** below.
>   - Enable Automatic Recording to the Cloud . Setting will be saved automatically.
> - View Meeting Settings
>   - Enable **Mute all participants when they join a meeting .** Settings are saved automatically.

1. Navigate to you course's Zoom page and click on the Zoom Meetings link.
2. On the Zoom page, select **Schedule a New Meeting** in the upper-right of the screen.

> ⓘ When accessing the Zoom integration for the first time you will be asked to grant permission for your Zoom account to be integrated with onQ. Please grant the request to proceed.

3. Fill out the meeting details and ensure the following are checked off:
   - **Mute Participants upon** entry.
   - **Record the meeting automatically.**
4. Save the changes.
5. Repeat steps 1-4 for any additional meetings.

> ⊘ If you are unsure if your meeting was scheduled correctly, you can send an email to asozoom@queensu.ca and request that the meetings be reviewed.

Book a Zoom Meeting via ASO Zoom

1. To book your meeting, please visit our Zoom Meeting Request Form and fill out the information and submit it.
2. Once your meetings have been created, you will receive a confirmation message from the ASO Zoom Team
3. If you have any special requests, please add them in your Request Form or email the ASO Zoom Team at asozoom@queensu.ca.

> ⓘ Regardless of how the meeting has been created, it is important that it be tested to ensure the appropriate team member can access and host the meeting. If you are unable to access the meeting that was created, please email asozoom@queensu.ca

Accessing your Zoom Meeting:

- Visit your course's Zoom page and click on the Zoom Meeting's link. If prompted, choose **Open in a new Window**
- On the Zoom Page, select **Start** to the right of the associated meeting.

⊘ If you are unable to access your meeting, please email asozoom@queensu.ca during office hours (8:30 AM - 4:30 PM M-F) or contact the ITServices Support Center outside of office hours.

Zoom Recordings & Settings

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.

Record a Meeting

If **Record the meeting automatically** was selected when it was scheduled, recording should begin automatically when the meeting was opened. This is indicated by a recording icon in the upper-left of the screen.

If a recording icon is not present, click on the recording button on the bottom ribbon. If prompted, choose to record to the cloud as opposed to your local computer.

Post Recordings

1. Access the Zoom Meetings link from you course's Zoom Page and choose the **Cloud Recordings** tab
2. In the *Publish* column, click the slider for the associated meeting you would like to make available to students.

If needed, meeting recordings can be trimmed as follows:

   a. Login to Zoom and visit the Recording page
   b. Select your recorded meeting and choose the scissors icon to begin editing.
   c. Choose the beginning and ending of the edited recording by using the sliders on the seek bar. Choose **Save** when finished.

⚠ Please note that meeting recordings are automatically deleted after 90 days. If you posted a recording in your course it's recommended that the same recording be downloaded and uploaded to https://stream.queensu.ca/Dropbox /ZoomW22RecordingUpload (click **Sign in** if prompted). This will ensure students will have extended access to the recordings. Please email asozoom@queensu.ca once the recording has been uploaded.

When scheduled by ASO, all Zoom recordings are configured to record automatically unless otherwise specified.

- 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 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.

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.

Advanced Zoom Features

The instructions below are applicable to teaching teams who might need to edit meetings they didn't originally create. For example, an instructor might have created tutorial sessions, however, a TA might need to change a session due to a scheduling conflict and the instructor isn't available.

1. Login to Zoom with your Queen's NetID and password.
2. Visit the Settings, scroll to the bottom of the page, and choose **Edit** to the right of *Assign scheduling privilege to*
3. Choose **Add** and type in the name of the person who should have access to your meetings. Repeat for any additional users
4. Once the users have been added, choose **Save** to confirm the changes

Once they have been added, your teaching team members should now have the ability to edit meetings that have been added to your course.

⊘ Please note: allowing others to schedule meetings on your behalf will provide them with access to all of your meetings. Any meeting you schedule can be edited and joined by anyone who has been given this permission in your Zoom account. If there will be any meetings you do not wish these users to have access to it is recommended that they not be given scheduling privileges. If an existing meeting needs to be edited, a member of your teaching team can simply create a new meeting.

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 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.

You 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.

Yes, it can be requested via the meeting booking form.

To request your ASO Zoom session please use the meeting booking form.