THE UNIVERSITY OF BRITISH COLUMBIA

Instructor Guide to Zoom at UBC

What is Zoom?

Zoom is a **video/audio web-conferencing and collaboration tool** that lets you deliver real-time lectures in large courses with up to 500 simultaneous participants. During a lecture, Zoom allows you to: present using whiteboards, share screens and resources, interact by voice or text chats, break students into smaller groups, and use polling features. The sessions can be recorded to make them available after the real-time event.

In response to the Coronavirus (COVID-19), UBC is setting up institutional accounts for instructors to use that include more robust features than a free Zoom account.

What do I need to use Zoom?

You first need to request a UBC Zoom account by contacting the UBC IT Audio/Visual (A/V) Helpdesk. Then you can download the Zoom application to schedule and run lectures online.

REQUEST A UBC ZOOM ACCOUNT AND DOWNLOAD THE APPLICATION

1. Email the UBC IT A/V Helpdesk at **av.helpdesk@ubc.ca** with:
   - The course name
   - Your UBC email address
   - Your Faculty / School
   - Your department

2. Upon approval, you'll receive an email. Click **Activate Your Zoom Account** in this email.

3. You may be asked to verify your date of birth to confirm that you are at least 16 years of age. This is due to Zoom's security measures for educational licenses.

4. In the webpage that opens for activating, click **Sign Up With A Password**.
   - Zoom is not integrated with your UBC CWL in any way. Therefore, it is strongly advised to use a password different from your CWL.
   - If you have an existing Zoom account, you will be prompted to approve moving it into UBC's account. Contact the A/V Helpdesk if you have any concerns about doing so.

5. Fill in your first and last name, create a password, and click **Continue**.

6. You have finished creating your account. The Zoom application should automatically download for you to install. If it doesn't, you can download by going to https://zoom.us/download, and clicking **Download** under "Zoom Client for Meetings".

7. Open the **Zoom installer**, and follow the steps to install the Zoom application.

- You can also download the "Outlook Plugin" from the downloads page to integrate Zoom into your Outlook Calendar, allowing you to schedule meetings from there.

- Students do *not* need an account of their own to use Zoom, but they will be prompted to download the Zoom application when they join a lecture session.

How do I schedule real-time lectures with Zoom?

You can schedule lectures through the Zoom website (Option 1 below) or the Zoom application you downloaded (Option 2 below). The process of setting up sessions is slightly different between the two. You can access and adjust more default settings through the Zoom website, so the first option is recommended.

SCHEDULE A LECTURE SESSION

Option 1: Schedule Through the Zoom Website

1. Go to https://zoom.us/meeting and sign in to your Zoom account, if you are not signed in already.

2. Click **Schedule a New Meeting** at the top.

3. Enter in the topic, date, and adjust any other settings.
   - To increase security, you can:
     i. Click the **Require meeting password checkbox**, so that students must enter a password to join the session. Remember to distribute this with your meeting invite.
     ii. Make sure the "Enable join before host" option is *not* selected.
   - Require registration to create an attendee registration report after the meeting is over.

4. Click **Save**.

5. Invite your students to the scheduled session by clicking **Copy the invitation** in the "Invite Attendees" section of the session. This copies all details to your clipboard. **Paste** this into a message to send to students.

6. To protect student privacy, you must also **copy and paste** the following in the message you send to students:
   - Zoom is hosted on servers in the U.S., so your name and data about how you use the system will be stored on servers outside Canada. If you have privacy concerns about this data collection: a) don't create an account with Zoom and provide only your first name

or a nickname when you join a session, b) keep your camera off and microphone muted during sessions, and c) don't share any identifying information about yourself.

7. Options for securely sharing information with your class are detailed on the Discussions & Communications page of the Keep Teaching site.[1]
   ○ Don't share meetings through public channels, as this provides a way for anyone to attend.

Option 2: Schedule Through the Zoom Application

1. Open the **Zoom application** on your computer.
   ○ If you don't have Zoom, follow the steps above for creating an account.

2. If you are not already signed in, click **Sign In** and enter your Zoom account details.

3. Click the **Home icon** at the top.

4. Click the **Schedule button** on the screen.

5. Enter in the topic, date, and adjust any other settings.
   ○ To increase security, you can:
      i. Click the **Require meeting password checkbox**, so that students must enter a password to join the session. Remember to distribute this with your meeting invite.
      ii. Make sure the "Enable join before host" option is *not* selected.

6. Click **Schedule**. This will copy the meeting into your calendar.

7. Invite your students to the scheduled session by copying the details from the calendar invite or, within Zoom:
   ○ Click the **Meetings icon** at the top.
   ○ Click the **Copy Invitation button** next to the session. This copies all details to your clipboard. **Paste** this into a message to send to students.

8. To protect student privacy, you must also **copy and paste** the following in the message you send to students:
   ○ Zoom is hosted on servers in the U.S., so your name and data about how you use the system will be stored on servers outside Canada. If you have privacy concerns about this data collection: a) don't create an account with Zoom and provide only your first name or a nickname when you join a session, b) keep your camera off and microphone muted during sessions, and c) don't share any identifying information about yourself.

9. Options for securely sharing information with your class are detailed on the Discussions & Communications page of the Keep Teaching site.[1]

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[1] https://keepteaching.ubc.ca/discussions-communications/#announcements

- ○ Don't share meetings through public channels, as this provides a way for anyone to attend.

Tips

- Schedule online real-time lectures at the same day and time as you would normally hold class.

- Once you have scheduled a meeting, create single or multiple question polls for your session by scrolling to the bottom and clicking **Add**.

- To further protect your session from unwanted visitors:
  - ○ Avoid using your Personal Meeting ID (PMI) to host lectures.
  - ○ If hosting a virtual office, enable a waiting room in the settings, to only allow participants to enter when you invite them in.

How do I run real-time lectures with Zoom?

RUN A LECTURE SESSION

1. Zoom sessions do not require nor benefit from being connected to the Internet using a Virtual Private Network (VPN). Please **disconnect from VPN** to avoid issues.

2. Open the **Zoom application** on your computer and sign in, if you haven't already.
   - ○ If you don't have Zoom, follow the steps above for creating an account.

3. Click the **Meetings icon** at the top.
   - ○ If you don't see any sessions, follow the steps above for scheduling a session.

4. Click **Start** for the session. You will be prompted to join immediately or test your speaker and microphone first. When you are ready, click to join.

5. During the lecture, you can share your video and screen, record the session, manage session participants, monitor chat, and use breakout rooms with the menu options at the bottom of the screen.

6. If you are recording the session, let students know this at the beginning, so they are aware that any participation will be captured as well.

7. To end the session, click **End Meeting**. This ends the session for all participants.

Tips

Zoom offers several useful controls during sessions, including:

- *Video sharing:* Once in a meeting, you can turn your video on by clicking the **Start Video icon** on the bottom left of your screen. To turn it off, click the **Stop Video icon**.

- *Security*: Zoom has consolidated several security features in one place. You can access the features by clicking the **Security icon** on the bottom of your screen. You can lock the room so no new participants can join, turn screen sharing for participants on, and more.

- *Managing participants:* As the host of a class/meeting, you can manage participants in several ways including renaming them, muting their microphone, and stopping their shared video.

  - Be prepared to remove unwanted participants. Click the **Participants icon** at the bottom of your screen, hover over any unwanted participant's name, and click **Remove**. (This is also where you can control audio, video, and names.)

- *Chat in a meeting:* Meeting participants can ask questions via the meeting chat. Start by clicking the **Chat icon** on the bottom of your screen:

  - Once the chat panel opens up, you can view and respond to all public chats.
  - Use the 3 horizontal dots to choose whether you want to send messages to all meeting attendees or to respond privately.

- *Screen sharing:* Click the **Share Screen icon** at the bottom of your screen to share your desktop. If you'd like to share specific windows or applications, you can do so from the dialog box.

  - If you wish to play a video while screen-sharing, click the **Optimize Screen Sharing for Video Clip checkbox** on the pop-up screen that appears before sharing. This will share your screen at a better resolution and enable participants to hear your computer audio.

- *Breakout rooms:* You can assign students to breakout rooms to participate in smaller group discussions before rejoining the whole class in the main session. Click the **Breakout Rooms icon** at the bottom of your screen.

What are key considerations for using Zoom?

TECHNICAL BEST PRACTICES

- Find a private, quiet, well-lit room to avoid interruptions or distractions.

- Avoid having your camera pointed directly at a light source (e.g., window, lamp) or you will likely appear silhouetted. Instead, sit with the light shining on you directly or at an angle.

- Wear plain and neutral-coloured clothing. Clothes with strong detailing such as plaid shirts can create distortions in the video and remove visual detail from your face.

- Use an external microphone (i.e., one that you plug into your computer) to help improve the audio quality of your presentation. This could be headphones with a built-in microphone or a standalone microphone.

- When you schedule a lecture, pre-set your meeting to mute participants' microphones upon entry. This helps to avoid unintended background noise and static.

- Ask students to join the session a few minutes early to test their connection, microphone, and camera before the lecture begins. You can also direct attendees to perform a test connection prior to the meeting by visiting https://zoom.us/test.

- Use the virtual background feature (which replaces your background with an image) or make sure there is nothing behind you that will be distracting or revealing for students to see.

- If you experience lag time when presenting, try turning off your video, if you can.

- If possible, get someone (e.g., teaching assistant) to help monitor questions and handle technical troubleshooting with students during the lecture.

- Review the 3-minute recording tips video provided by UBC Studios[2].

PROMOTE STUDENT ENGAGEMENT IN LECTURES

- Look at the camera to create eye contact with your students. This helps foster a more personal connection while teaching over video.

- For your first class, set aside time to introduce your students to Zoom (you can share UBC's Zoom student guide[3] with them), ensuring that they're able to connect and understand their options for participation.

- Set and discuss your online etiquette and expectations of the students during lecture sessions, and periodically revisit these to make sure everyone keeps them in mind. This should include setting communication protocol, e.g., instructing students to raise their hand before asking questions and responding to questions using their microphones.

- Ask students to mute their microphones again after asking questions or responding to avoid interruptions, echoes, and background noise.

- Consider the bandwidth limitations some students have and try to rely less on high-bandwidth tools such as video and screen sharing.

- Share a document or slide at the beginning of each class that lays out an agenda or plan for the session. This gives students a clear idea of how the class will progress, what will be covered, and what online activities they should be prepared to engage in.

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[2] https://keepteaching.ubc.ca/lectures/#recording-tips
[3] https://keepteaching.ubc.ca/files/2020/04/zoom-student-guide.pdf

- Utilize the [whiteboard or annotating feature](#)[4] for shared documents. When sharing a whiteboard, document, screen, or image, invite collaboration on specific problems and/or have a student use annotation to highlight parts of work, e.g., grammar mistakes in a paper you're sharing.

- Use the [polling feature](#)[5] (similar to iClicker) to increase interactivity in the class by asking students their opinions or current comprehension of the topic you're covering.

- Pause regularly to promote responses from your class. A break allows students to utilize their available reactions, e.g., writing questions in chat or being unmuted to ask questions live. When sharing images, files, or video, also give your students a moment to open what you've shared.

- Divide the class into smaller groups for discussions on certain topics. You can use breakout rooms and either pre-assign or auto-assign students into groups for each room.

- Consider allowing students to take over screen control and present or share projects with the class. This allows students to show what they're working on, while practicing their presentation skills. It also allows students to hear from one another instead of just the instructors.

Where can I get more support with Zoom?

- You can see all Zoom support documentation in the [Zoom Help Center](#)[6].
  - In particular, you may find it useful to visit Zoom's [Teachers Educating on Zoom](#)[7] and the teacher's guide section in the [Educating through Zoom guide](#)[8].

- UBC IT A/V Helpdesk provides a [Zoom Orientation Guide](#)[9].

- You can reach out to support staff via the [Keep Teaching support page](#)[10]. They can help you or help with issues you're having with students accessing Zoom.

- You can also share UBC's [Zoom student guide](#)[11] with your students.

A Guide from UBC's Keep Teaching Website ([keepteaching.ubc.ca](#))

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[4]-https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard

[5] https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings

[6] https://support.zoom.us/hc/en-us

[7] https://zoom.us/docs/doc/Tips%20and%20Tricks%20for%20Teachers%20Educating%20on%20Zoom.pdf

[8] https://zoom.us/docs/doc/Comprehensive%20Guide%20to%20Educating%20Through%20Zoom.pdf

[9] https://keepteaching.ubc.ca/files/2020/04/zoom-av-orientation.pdf

[10] https://keepteaching.ubc.ca/support/

[11] https://keepteaching.ubc.ca/files/2020/04/zoom-student-guide.pdf