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Zoom Guide for Instructors

General Information on Zoom

This document is intended to guide you as you use Zoom for online office hours and online lectures. The content of this document focuses on the various specific settings we recommend that you enable for online office hours and lectures respectively. Academic Technology Services (ATS) recommends these specific settings based on our experience holding lectures and office hours in large online classes. Different settings may be appropriate depending on your course and your students.

"[Zoom Online Event Best Practices- A Zoom Success Guide](#)" is an excellent resource to guide you before, during, and after your Zoom meeting or webinar.

For more information, check out [Zoom's Help Center](#). Listed below are examples of some of the documentation available in the Zoom help center:
- [Managing Participants in a Meeting](#)
- [Saving In-Meeting Chat](#)
- [About Settings](#)
- [Attendee Attention Tracking](#)

For more information about using Zoom for educational purposes, check out the following:
- [Six Best Practices for Schools Using Zoom](#)

Academic Technology Services has also created an annotated bibliography on relevant research as well as practical guides on [Instructional Video](#).

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For general information on Zoom, check out "Zoom and ReadyTalk conferencing" and "Zoom Features vs. Adobe Connect Features" in the UC Davis IT Knowledge Base.

Click here for a short (one minute) video on scheduling meetings and scheduling webinars.
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Recommended "Meeting Settings" for Zoom

This short (one minute) video on scheduling meetings describes in more detail the different options for meeting settings in Zoom. ATS recommends the following meeting settings based on our experience with large online courses. These recommendations will change depending on the context of your course.

If you have a TA, you can designate them as Co-Host. You may want to designate a TA as your Co-Host so that they can watch the Chat for questions and help manage the session. For information on how to add and use a Co-Host, check out Zoom's documentation here.

The following settings will apply to both office hours and online lectures. To access these settings, go to https://zoom.us and click "**My Account**." Then click "**My Meeting Settings.**"

- Under the section **"In Meeting (Basic)**"
  - Consider whether or not you want your students to be able to send chat messages to all participants or just to you and your TA. If so, turn "**Chat**" off and turn "**Private Chat**" on so that students can send a message to you or your TA during the meeting. Note that this will also allow students to send a message to other students individually.
  - When you are sharing your screen you will only be able to annotate if you have clicked the "**Annotation**" box in the general "Meeting Settings" for your account. This cannot be changed during a meeting.
    - If you choose to annotate on a shared screen but students will not need to, you can prevent them from doing so once you have started sharing your screen. During the screen share click "**More"** in the screen sharing settings bar at the top of your screen and then click **"Disable Attendee Annotation"** in the drop-down list.

For more information about settings, check out Zoom's documentation "About Settings."
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Online Office Hours

If you are holding office hours online, you will want to allow students to have video and audio so that they can ask questions. If the number of students gets unwieldy, consider disabling audio and/or video for students and requiring them to submit their questions through the Chat. Below are some recommendations for settings to follow for office hours. For information on how to set up office hours as a recurring Zoom Meeting, see "On-Going Zoom Meeting."

Setting up office hours

1. Go to https://zoom.us/profile and click "**Schedule a Meeting.**"

   a. Click the box "**Recurring meeting**" if you want to schedule office hours for the same weekday and time throughout the quarter.
   b. Be sure to click the box in the video section to indicate "**on**" for both "**Host**" and "**Participan**t."
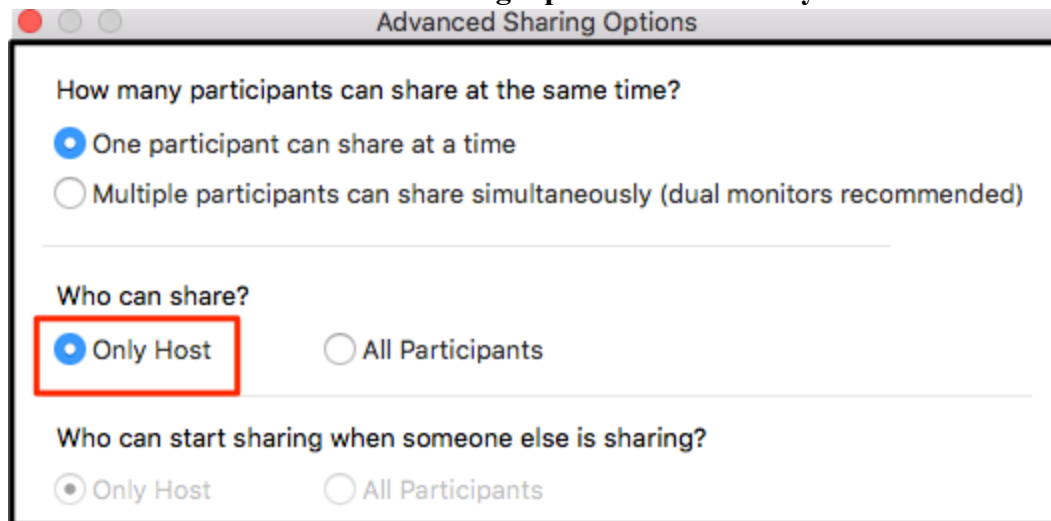   c. Click "**Save**" to schedule the meeting.

In office hours, before students arrive

If students will not need to share their screen with the group, follow the steps below.

1. Start the meeting before students arrive. Click **"^"** next to screen share.

2. Then click "**Advanced Sharing Options.**" Click "**Only Host**" can share.

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On-going Zoom Meeting

One way to run office hours through Zoom is to set up an on-going Zoom meeting that students and TAs can access at any time, even without the instructor/host there.

Schedule a meeting and click the "**Recurring meeting**" box. In the dropdown that shows up asking for how often you want it to occur, select "**no fixed time**." Then all the date and time options go away, and your meeting is available for anyone with the link to join at any time. You can just post the join link somewhere in Canvas, and students and TAs can use it any time, even without you there.

Two important settings to set for this recurring meeting:
- You will want to CHECK the "**enable join without host**" option.
- You will want to NOT check the "**use personal meeting ID**" option – this is not allowed for a recurring meeting.

To deter potential inappropriate student behavior, you can set up auto-recording. This has to be enabled in the general meeting settings, and then turned on for the recurring meeting itself. You will need to inform students that they are being recorded. Only the host of a meeting can stop the recording, so students and TAs will not be able to turn it off.
- To enable in overall meeting settings, select "**Meeting Settings**" from the left navigation menu. Click the "**Recording**" tab. Turn "**Automatic recording**" on, and select "**Record in the cloud**."
- Then when you create the recurring meeting itself, under "**Meeting Options**," check the box for "**Record the meeting automatically**," and select "**In the cloud**."

If you would like your TAs to be the "host" of a meeting that was created with your account but that you will not be attending, you can allow that by use of the "host key." Instructions on how to set it up (for the owner of the account) and how to use it to "claim host" (for the TA who wants to be the host) are [here](). As hosts, TAs can:
- Put students "on hold" (the call is not disconnected, but the student can't hear or talk until they are brought back in OFF hold) -
- you will have to turn on this setting in the "**Meeting Settings**." Turn the "**Allow host to put attendee on hold**" setting on.

A couple of other additional notes:

- If you HOST a different Zoom meeting (Meeting B), perhaps on a different topic with some other faculty or something, at some point during the quarter, your recurring meeting (Meeting A) will automatically close, kicking out any students who happen to be in the recurring meeting at that time. Once your Meeting B is over, students can re-enter Meeting A, with the same link; you do not need to reset anything.
- You can JOIN someone else's meeting (Meeting C, a meeting with a colleague at another location) without kicking students out of your Meeting A, as long as you are not the HOST of Meeting C.
- The TA will be able to use the whiteboard or share their screen.

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Online Lectures (<100 participants)

During online lectures, the following guidelines will help you manage student questions and share your screen. (If you have more than 100 students in your course and will be giving lectures to all of them at once, you will need more than the Pro license. See "Online Lectures (>100 attendees)".)

Setting up online lectures
1. Go to https://zoom.us/profile and click "**Schedule a Meeting.**"

  a. In the "Video" section of the meeting settings, turn "Participant" video "**ON.**" We recommend this so that you can see and interact with your students.
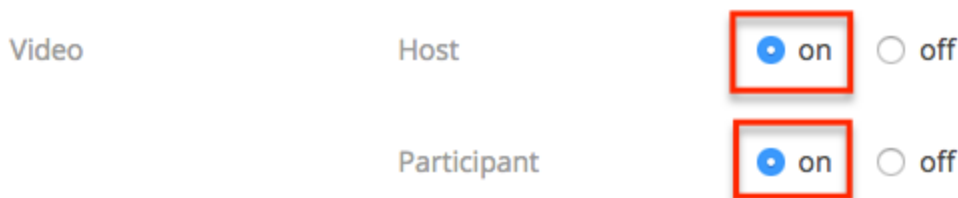
  b. In the "Meeting Options" section of the meeting settings, click "**Mute Participants upon entry**". We recommend this to minimize disruptions from background noise. During the lecture, tell students to ask questions via Chat. Make sure students know that you have turned off their audio so they don't think there is an issue with audio on their end.

  c. Click "**Save**" to schedule the meeting.

In lecture, before students arrive
1. Co-Host: You may want to designate a TA as your Co-Host so that they can watch the Chat for questions and help manage the session. For information on how to enable and use a Co-Host, check out Zoom's documentation here.

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2. Muting Participants
   a. If you set this up in your Meeting Settings (see above), participants will be muted upon entry, but they will be able to unmute themselves. If you want to prevent this, click "**Manage Participants**." Click "**Mute All.**" In the pop-up box, uncheck the box "**Allow participants unmute themselves**."
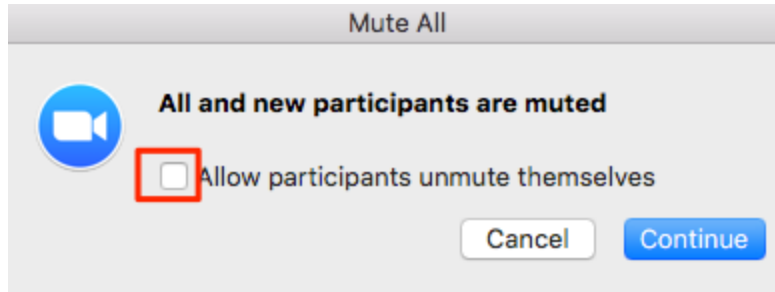
3. Screen Sharing: If students won't need to share their screens with the group, follow the steps below.
   a. Click "**^**" next to screen share.
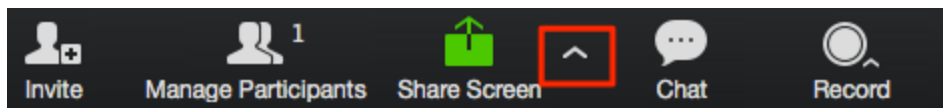
   b. Then click "**Advanced Sharing Options.**" Click "**Only Host**" can share.
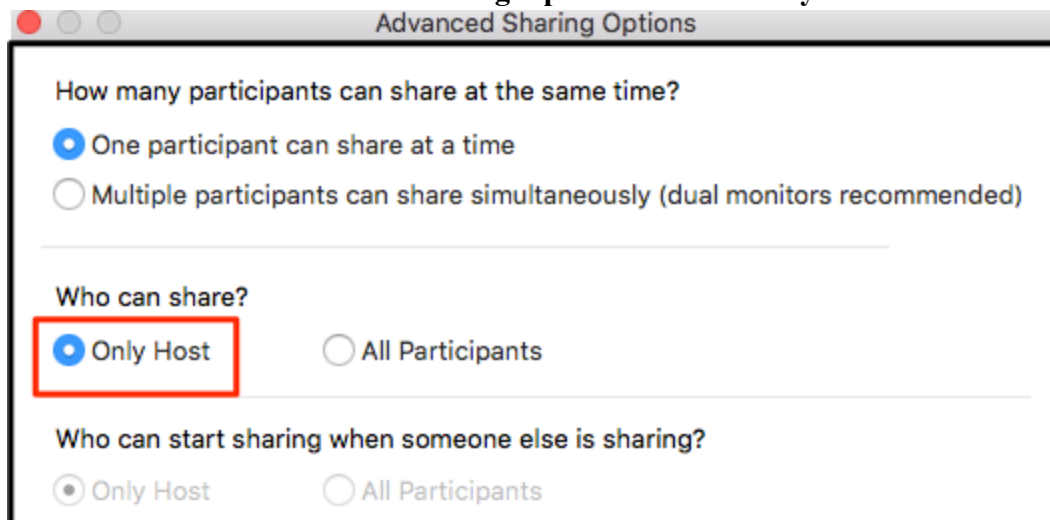
   c. When you are sharing your screen you will only be able to annotate if you have clicked the "**Annotation**" box in the general "Meeting Settings" for your account. This cannot be changed during a meeting. If you choose to annotate on a shared screen but students will not need to, you can prevent them from doing so once you have started sharing your screen. During the screen share click "**More**" in the screen sharing settings bar at the top of your screen and then click "**Disable Attendee Annotation**" in the drop-down list.

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Online lectures (>100 attendees)

If you have more than 100 students in your course and will be giving lectures to all of them at once, you will need more than the Pro license, since it has a maximum capacity of 100 participants. Contact your department to purchase a larger capacity license. (You may want to refer to "Additional Zoom Licensing Options Available" on the UC Davis Zoom agreement page.) The settings below will help you configure the "Webinar 500" license and may be slightly different for other large capacity licenses.

Setting up large online lectures
1. From https://zoom.us click "**My Account**" and then click "**Webinars**" and click "**Schedule a Webinar**."
2. Designating your TA as a Panelist will allow them to help monitor your online lecture. For information on what a panelist can do, check out Zoom documentation here. You can designate a panelist once the lecture has started, but if you decide to use a panelist you may want to keep their video off. This will need to be done when you schedule the webinar. To do so, in the "Video" section turn "Panelist" video "**off**" and be sure "Host" video is "**on**."
3. In the "Schedule Meeting" section of "Meeting Settings," click "**Mute Participants automatically.**" We recommend this to minimize disruptions from background noise. During the lecture, tell students to ask questions via Q&A. Make sure students know that you have turned off their audio so they don't think there is an issue with audio on their end.

In lecture, before students arrive
1. Muting Participants
   a. If you set this up in your Meeting Options (see above), participants will be muted upon entry, but they will be able to unmute themselves. To prevent this, click "**Manage Participants**." Click "**Mute All.**" In the pop-up box, uncheck the box "**Allow participants unmute themselves**."
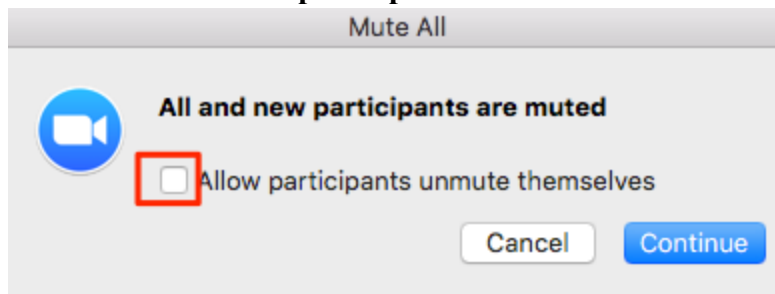
2. Co-Host: You may want to designate a TA as your Co-Host so that they can watch the Chat for questions and help manage the session.
   a. To name a co-host, click "**Participants**" and click "**Viewers.**"

b. Hover over the name of the participant you want to make a co-host and click "**Promote to Panelist**."
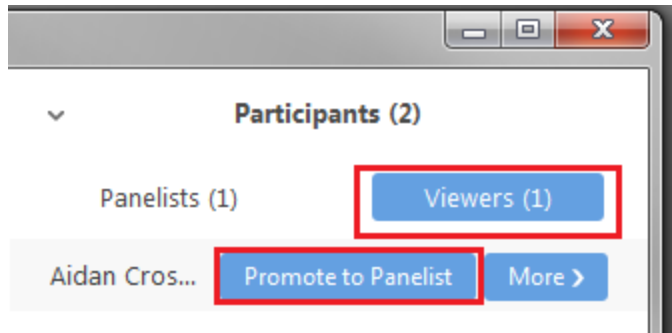
c. Then click "**Panelists**" and hover over the name of the panelist you want to make a co-host. Then click "**More**" and "**Make Co-Host**."

3. Q&A

a. Students can ask questions by clicking "Questions and Answers" at the top of their screen. Once they type in their question, they can chose to ask the question anonymously by clicking the box "**Send Anonymously**" before they click "**Send**."

b. You (and any co-Host) will then see a notification in your Control bar that you have received a question.

c. After clicking "**Q&A**" you or your Co-Host will have the opportunity to select either "Answer Live" or "Answer by Text." If you choose to "Answer Live," be sure to select "Done" after you have answered out loud so the question will move to the "Answered" tab.

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Recording

If you decide to record Zoom meetings or webinars, consider how you will share them with your students and how long you will allow the videos to be available for viewing. Careful consideration of how the recordings will be shared may help to prevent decreased student attendance at the actual meetings or webinars.

There are two ways to record videos. For information on how to record a video locally (the video will be saved on your computer), check out Zoom's help documentation here.

For information on how to record a video and save it on the Zoom Cloud, check out Zoom's help documentation here. (Note that Cloud recording is only available to paid subscribers whereas if you are using the free version of Zoom, you can only record locally.)

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Saving Chat and Q&A's

It may be helpful to save a record of the Chat in Zoom meetings or the Q&As in Zoom Webinars to keep track of frequently asked questions or to make sure that you answered all student questions. For information on how to save the Chat, check out Zoom's help documentation [here](). For information on how to record the Q&A, check out Zoom's help documentation [here]().

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