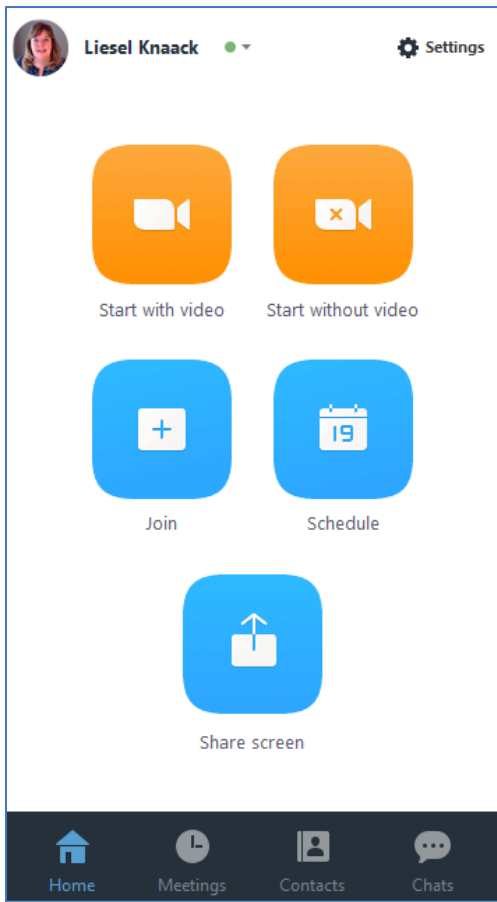


# Expectations and Processes for Using VIUOnline Rooms

Powered by Zoom



The Centre for Innovation and Excellence in Learning (CIEL) supports VIUOnline Rooms (powered by Zoom) primarily to support teaching and learning.

Zoom can also be used for administrative meetings and collaborations by employees for non-academic purposes, but support for such activity (requesting accounts, help with issues, training) comes after faculty and student needs have been met. CIEL's priority is always students and teaching faculty members.

**Note:** Participants who are invited to join a Zoom virtual class or meeting DO NOT need a Zoom account. Zoom Accounts are only required for people HOSTING / MODERATING or facilitating meetings and classes.

Zoom is relatively easy to use but there are some expectations (privacy related) and processes (running a class, meeting, managing technology) that we hope all users of VIUOnline Rooms will follow.

VIU rolled out a Zoom pilot program in January 2018 and fully launched Zoom as our institutional web conferencing tool in September 2018.

## Basic Accounts

At VIU, any employee can obtain a Basic Account through emailing [learnsupport@viu.ca](mailto:learnsupport@viu.ca) to host/moderate or facilitate a virtual class, meeting or gathering of people via web conferencing. A handout will be provided to assist employees in getting started, called Steps for Claiming your Zoom Account. It is the responsibility of the employee to ensure they have audio and video capabilities (headset, microphone / speakers and web cam) for successful usage.

A Basic VIUOnline Rooms/Zoom Account enables employees to create an unlimited number of meetings with no time limits in 1:1 situations (e.g., chatting with one other person). Users of Basic Accounts can also create an unlimited number of group meetings with a time limit of 40 minutes and up to 100 participants. Basic Account users can freely access online support from Zoom.

For most employees, a Basic account will be all they need. Many people appreciate keeping their meetings to 40 minutes or less and use the account mostly for individual interactions, meetings, calls and contact with others.

## Pro Accounts

Employees are upgraded to a Pro Account after demonstrating why a Basic Account isn't sufficient. Pro Accounts are purchased individually through our institutional license and are given out on a need-by-need basis to those who require functionality for teaching and learning or work duties beyond what a Basic Account provides.

Pro Accounts allow employees to create an unlimited number of meetings with no time limit in a 1:1 format (same as a Basic Account), as well unlimited meetings with no time limit in group situations up to 100 participants (Basic Accounts provide up to 40 minutes on group meetings/classes). Pro Accounts are prioritized to faculty teaching fully online, video conferencing or blended learning classes. Pro Accounts are also available to administrators who are hosting committees and meetings that routinely exceed 40 minutes. Pro Account users can freely access online support from Zoom.

If you are using a video conferencing room (at any of our campuses) for teaching or meetings (and you are the host/scheduler of the meeting/class) you will require a Pro Account for connecting the room system to the Zoom service (as of April 2018 because we use the Zoom App now to connect campuses). Connecting through the Zoom App provides a more robust connectivity experience.

Zoom only offers a per FTE costing model. VIU does not have an unlimited number of Pro Accounts. If an employee doesn't require a Pro Account anymore (due to no over 40 minute group calls) we can reuse that account for someone who does and reinstate the employee with a Basic Account.

## Complying with BC Privacy Laws

Zoom is a United States-based company that stores **three pieces** of information about your classes/meetings on a US server. To use VIUOnline Rooms (Zoom) at VIU and comply with BC privacy regulations (to have no personal identifiable information stored on US servers), you must adhere to the following regardless if you are hosting a class or a meeting:

1. If you are scheduling a VIUOnline call (creating a link to send to people to join your class or meeting) **do not** name it with any **identifying elements** of your course code or course name (e.g., ENGL 115, Social Work Class). Instead name your meetings/online classes in a more generic way (Thursday Class, Susie's Meeting). This prevents any identifiable connections between participants and course/meetings.
2. Ask all participants to log in with **only their first name, nickname or initials**. If they are using the Zoom desktop or mobile app they need to change their name in the account settings. This should happen for both students and non-students in all situations because personal identifiable information includes anything that is not public information or found on VIU's website. For those who do not have public details on the web, privacy must be respected – unless you have signed consent from everyone in your class or meeting.
3. Ask all participants to **not upload photographs** of their true self in the account area. Instead suggest they use an avatar, image or leave **blank** if they are not enabling video. This is a personal identifiable piece of information that should not be saved on a US server.

## Recording Classes and Meetings

VIUOnline Rooms has enabled the “local” recording option to save a recorded meeting or class to your computer (check your account settings → Recordings Location to ensure it is saving to a location you can easily locate e.g., desktop). Ensure that your recordings are **not defaulting** to a VIU **network location** (like your U drive). Once a recording is saved to your computer, it needs time to process and finalize and then you can upload it to VIUTube and give your participants the URL for future access (or for those not present to watch). VIUTube is hosted by UBC in Vancouver and complies with BC privacy laws. See Zoom Support Centre for a short video on how to do recordings.

**Note:** VIUOnline Rooms has the “cloud” recording feature disabled. This means you are not able to record a class or meeting and have it automatically saved and uploaded to a US server. Only local recordings allowed.

**Note:** Consider the need for recording a class or a meeting. Most times when meetings and classes are recorded the ‘viewing’ rate (as seen by you in VIUTube) is very low. Is recording worth your time?

## Support for VIUOnline Rooms (Zoom) vs. Video Conferencing

**VIU’s IT Department** supports all video conferencing **hardware** and **software**. If you are teaching a class in a video-conferencing enabled room, please connect with IT Help Desk for training and support. If you wish to discuss teaching pedagogies for video-conferencing situations, please contact the Centre for Innovation and Excellence in Learning ([learnsupport@viu.ca](mailto:learnsupport@viu.ca)) or check out our website.

The **Centre for Innovation and Excellence in Learning** supports all **web conferencing functionality**, accounts and software related to VIUOnline Rooms (Zoom). However, Zoom has an excellent support site (<https://support.zoom.us>) with step-by-step guides to the latest versions and tools. We encourage people to go there first. All VIU employees with a Basic or Pro Account can freely connect with the Zoom support email, live chat or phone to report issues, ask questions and solve problems 24/7. Be sure to mention you are using a VIU account.

## Audio Connectivity: Top Problem Participants Encounter with VIUOnline Rooms

When anyone joins or hosts a Zoom session, **accurately connecting to the audio input and outputs is often the most troublesome part.**

Computers do a lot of toggling between external speakers, headphones, internal speakers, and web cams often without us knowing it. Sometimes, Zoom doesn’t know which audio connections you are



wanting to use for the class or meeting, especially if you have more than one choice.

It is important to go through the set-up process for audio to ensure the speakers and microphone are connected and are working.

See Zoom Support site for more details. Recommend your participants practice audio and video connectivity prior to your class or virtual meeting.



## Tips for Planning an Online Class or a Virtual Meeting

1. Schedule your class/meeting to start without host present. In that way people can join earlier and be there on time for when you arrive. See Zoom Settings.
2. Prior to your class/meeting (a day before) do a tech check. Ensure you have a good headset (speakers and microphone) and, preferably, wired connectivity. If on wireless, turn off all your background applications that may be using additional bandwidth.
3. Email participants prior to the class or meeting with information about privacy components (e.g., log in with only first name, no photographs etc.) and audio/speaker tips. If they are using video, give them some tips on lighting (lots of bright light on face), location (in a spot that is private, free from loud or distracting noises) and set up of computer (able to see face – not ceiling). Ask participants to close other applications that might steal bandwidth from the session and result in poorer quality audio and video. Tell participants they have control over turning on video and muting audio and if they are going to leave the session or type on the computer. Schedule a practice connection session before your class or meeting to give participants time to connect.

## Tips for Facilitating an Online Class or Virtual Meeting

1. Before beginning the session, share a screen that has a welcome message and instructions. In this way participants will have something to look at, know they are in the correct location etc.
2. Before launching into the class or meeting, do an informal check of connectivity of all your participants. As they come online ask them to speak, check that they can hear you and others and know where the controls are for muting audio and turning off video.
3. Provide an agenda for participants to know what is going to happen and approximately with what time frames. This is especially important to do in a fully online class or virtual meeting, so people have an idea how the session will progress, when there will be time to ask questions, when you are taking a break or allowing participants to share their work.
4. Begin with introductions. Make a list of all participants and call out each person's name and ask them to say a few welcoming words. If they are having trouble turning on their microphone (after being muted), you, as moderator can turn it on for them. Ensure they turn off their microphone/mute after they have spoken. This will help set a standard of what people do when talking and how you will manage the class or meeting. It also allows you to hear the volume and voice of everyone to make any necessary adjustments.
5. Let your participants know how you'll be running the class/meeting. For example: Are you using the chat feature to have back-channel conversations? Will you have anyone checking the chat while the session is going on? Are you using the 'hand up' feature to let people speak? Are you or someone else watching for hands or indications people want to speak? Are you taking notes offline? Are you recording the session? Dedicate a small amount of time at the beginning of your session to deal with these 'housekeeping items' so your participants know how to respond.
6. Stop at various times throughout your class or meeting and let people ask any questions, catch up on any note taking or just take a break from listening.
7. Watch the time. End earlier than expected to allow for questions, wrap up and end the meeting on time. Click on "End Meeting for All" to close the meeting off.