Zoom

Student Handbook

Werklund School of Education

May 2021
This update to the Zoom Instructors Handbook coincides with the update of Zoom to version 5.6.4.

What is Zoom?
Zoom ([https://ucalgary.zoom.us](https://ucalgary.zoom.us)) is a video conferencing platform that allows users to connect with one another from computers and mobile devices. It is an enterprise video platform used throughout University of Calgary available to instructors, staff and students. It has been integrated into D2L for the scheduling of synchronous video sessions for instruction and it can be accessed via your UCID username and password.

The University of Calgary is using a version of Zoom which allows members of the university community to participate in, schedule and host videoconferences and meetings online. All the participants in a Zoom session use the same access (e.g., URL) to enter the meeting room. Also, Zoom has been integrated into D2L and is in each active course shell under the Communications tab.

Zoom can be used for synchronous sessions for courses, graduate exams, (e.g., candidacy and final), meetings with research teams and students, etc. Whenever a meeting is scheduled, a URL is created to share with the participants.

Resources
The following videos have been created by Werklund School of Education as tutorials to help demonstrate features and functions of Zoom. Please note that these videos were made prior to the recent update. They demonstrate the features available, but will not look exactly like the current features available.

**Zoom Toolbar** - [https://ucalgary.yuja.com/V/Video?v=54910&node=361046&a=1325632658](https://ucalgary.yuja.com/V/Video?v=54910&node=361046&a=1325632658)

**Breakout rooms** - [https://vimeo.com/338899748](https://vimeo.com/338899748)

**Guidelines for Exam Neutral Chair** - [https://vimeo.com/338899619](https://vimeo.com/338899619)

**Student screen sharing for presentations** - [https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1](https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1)

**Preassigning Participants to Zoom Breakout Rooms** - [https://ucalgary.yuja.com/V/Video?v=145274&node=714710&a=826717625&autoplay=1](https://ucalgary.yuja.com/V/Video?v=145274&node=714710&a=826717625&autoplay=1)

There are further training videos provided by Zoom as well.

Activating Zoom
Download and installation only happens the first time you join a Zoom meeting with a specific device—computer or mobile device.

- When activating your account visit [https://ucalgary.zoom.us](https://ucalgary.zoom.us) and click on Sign In. (Clicking the Host or Join buttons on the sign-in page may not ensure full access to the features that you require.)
• This will generate an email to your ucalgary.ca email. Open that email and follow the directions to launch your new account or, if you have another account, merge it into the licensed University of Calgary account.

• If there are issues with this activating your account, please contact tandl@ucalgary.ca for guidance.

• If you have attempted to access the Zoom module in your D2L accounts and your Zoom module is inactive or unavailable please log in at https://zoom.ucalgary.ca first. This will activate Zoom and link it to your D2L.

On Your Profile Page
• You may wish to customize your profile by adding a photo that would appear as your avatar when you have your video off.
• Another feature you can customize is to make your Personal Meeting ID the default Meeting ID for instant meetings. This will allow the same URL to be used for these meetings rather than creating a new ID for each instant meeting you host. It can be shared with regular meeting participants to facilitate a quick launch of a meeting.

Other Considerations When Setting Up
• If you wish to use Zoom on your smart devices, Sign In via Single Sign On (SSO). Add “ucalgary” in the company domain field and then log in with your UCID username and password.
• Zoom can also be linked to your email, whether Outlook, Gmail or another platform. This will help synch Zoom events into your calendar.
• The Zoom app is available for all smart devices. Download it from your respective app store for free. After installing the app, please review your device settings to ensure the Zoom app has access to your microphone and camera.
• Please note that for the best use of Zoom as a participant and especially as a host, log in to your account at https://ucalgary.zoom.us or through D2L before joining a session and then inputting the meeting ID number rather than simply clicking on the link. As a participant, logging in will ensure ease of assignment to breakout sessions when they occur.
Log-in for a meeting

- Joining via the D2L Zoom page for your course may be the easiest way into a synchronous Zoom session. After signing into D2L, Zoom can be found either in the Toolbar for the course or under the Communications tab. Within the Zoom module in D2L, there is a schedule of meetings for the course. If a passcode is required for the meeting, your instructor ought to provide it via email or in the D2L shell.
- If joining through Zoom, sign in at https://ucalgary.zoom.us page, click Join a Meeting and input the 9- to 11-digit meeting ID to join a meeting. If prompted, complete your log in with the passcode for the session.
- It is recommended that you use a camera and suitable audio devices for best quality video and audio
  - Cameras and audio built into your laptop computer or smart device will be sufficient in most instances but headphones with a built-in microphone are beneficial.
  - With desktop computers, peripheral video and audio equipment may be required.

Key Things to Remember:

- **Video**: You may be broadcasting to fellow participants as soon as you are connected to the meeting. You may wish to leave video off until you are settled in and ready to participate.
  - **Note**: Mac users may need to manually adjust privacy settings to allow the built-in camera to work.
  - It may be common practice in larger groups for the host/instructor to leave video off to limit distractions and minimize use of bandwidth during the Zoom session.
  - You also have the option of using a virtual background while in Zoom. This allows you to put a picture behind you to hide the environment you are in. Blurring the background is also an option. Click the ^ button to the right of the Start Video icon in the toolbar. The pop-up menu will include the “Choose Virtual Background” option which will give you three default backdrops, the option of blurring or let you select a photo from your computer to use.

- **Audio**: It is recommended that you connect via computer or smart device, not by telephone. The telephone would likely involve costs that would not be supported by the institution. If you need to use the phone, dial the number provided by Zoom and follow the prompts to input the meeting ID and then your participant ID if that is required. (There is a 587-exchange phone number for Alberta-based participants to use.)
Hosting meetings
If you wish to host a meeting to collaborate with colleagues, you can schedule it under your account and send the URL to those you want to join or you can click on Host a Meeting on your Zoom profile page to launch an Instant meeting. If you have not set your Personal Meeting ID as the default for instant meetings, a new Meeting ID will be generated for you to share with participants.

Tools in Zoom
The meeting controls are along the bottom of the Zoom window. They will appear when the cursor is moved over them. When the screen is shared for a presentation – whether by the instructor, other participants or yourself – controls move to the top of the screen and appear only when the cursor hovers over that area.

Participants/ students will see similar controls for video, their microphone and chat.

The host/instructor has controls for:

- Audio
- Video
- Managing security
- Managing participants,
- Screen share
- Polling
- Chat
- Breakout rooms
- Transcription
- Recording the meeting
- Ending the meeting

As participants join the session, each will have a tile that represents them. If their video is off, their name or avatar appears. You can alter the view between Speaker View and Gallery View by clicking a View button that appears in the top right corner of the Zoom window. In Gallery View, you can drag and drop the participant video feeds to place them in the order you want.

While screen sharing, the participant feed takes up a separate window that can be minimized, modified to a single tile of the speaker, two feeds or a larger collection of the participants, which would appear in either a strip or a larger window that can expand.
Participants/students will see similar controls for video, audio, sharing and chat. When a screen is being shared, students may have the opportunity to annotate on the shared screen as well, if the host allows it.

**Control Panel/Toolbar**

Audio/Mute – By clicking the microphone icon, you can mute and unmute yourself. When the microphone is live, it will flicker in green to indicate audio levels of your input. The small chevron button next to the microphone icon will allow you to select and test the microphone and speaker for your session.

Video – By clicking on the video camera icon, you can turn your camera on or off. If a participant’s video is off, the user’s name or avatar would appear while their video is off. This video thumbnail would still show non-verbal communication by that participant and emoticons associated with their Reactions toolbar.

Participants – This will open a window that lists all participants and allows you to:
- Chat with individual participants privately
- Identify participants who have raised hands or expressed other reactions

Chat – The chat icon opens a text dialogue box.
- At the top of this chat window, the ongoing text chat will be displayed
- At the bottom of the window, you will see the following:
  - To
    - “Everyone”
    - Individuals – done by selecting their names from a drop down menu
  - File – this allows documents to be sent through the chat window
  - … (three dots) – this allows you to save the chat transcript
  - Type message here…
    - Enter your chat text in this space.
- If your chat window is not open, the chat icon in the toolbar will illuminate and generate a message count for unread messages.

All participants have the option of saving the chat from a Zoom session. The transcript, along with other artifacts saved from Zoom sessions, (whiteboards, video recordings, screen grabs, etc.) would appear in your Documents folder of your computer in a Zoom
sub-folder. The folder will be identified by the date, time, title and meeting ID for the session in the following format “YYYY-MM-DD hh.mm.ss Meeting Title Meeting ID#”.

**Polling**
If your instructor is using the polling feature, you will have an opportunity to respond to polling questions.
- The poll will appear on your screen. You will be prompted to answer the question. Your instructor will be able to see the results but responses are anonymous.
- The instructor can put a timer on the poll or stop it by selecting **End Poll**. The instructor can also relaunch the poll.
- Results of the poll can be shared with students in the meeting.

**Screen Share** – This will allow you to choose from a screen or open document on your computer to share with the class.

During a Zoom session, participants can share:
- An open file from your computer, i.e. PowerPoint
- An open program from your computer
- An Internet browser
- A Zoom whiteboard.
- Content from an iPad or iPhone. (Android devices are not supported at this time.)
- If you wish to share audio and video during your screen share click on the “share computer audio” and “Optimize Screen Share for Video Clip” features.
- A document **does not have to be uploaded** to Zoom for sharing.
- While sharing, the toolbar will move to the **top of the screen**. Also, it will add features to allow you to annotate the shared document or take remote control of the shared computer.
- While sharing, the speaker video will go into picture-in-picture mode. Participants will see the shared screen, as well as video of the speaker.

Top of screen toolbar with annotation toolbar available during screen share.

When **screen sharing**, additional features for **annotating** the document on the screen, saving screen grabs and giving remote control to another participant in the meeting will become available.
Screen Sharing Options:

**Screen 1/Desktop:** Sharing your desktop will provide a simple “what you see is what they get” presentation. If you are going to be sharing a variety of documents throughout a presentation and opening hyperlinks to move from PowerPoint to Internet and back again, this allows you to proceed without interrupting yourself to stop and restart shares as you move among documents and programs. However, you need to be conscious about covering your desktop to avoid sharing personal or sensitive materials. With this being the view of the *entire* screen, you will need to devote all of the screen to it, which may make it challenging to monitor Chat and Participants at the same time.

**Document:** Sharing the document you wish to share can allow you to use less of your screen space to show that document to your audience. This would allow you, if you know, for example, your PowerPoint well enough, to view the Chat and Participants windows on the same screen. When you are sharing a document, you will see a green frame around the document you are sharing.

**Advanced Option – Portion of Screen:** This allows you to draw a frame around a portion of your screen that you wish to share. This would allow you to emphasize something in more detail, but there are risks with reduced resolution. If you are working with only one monitor, it allows you to view the chat and participant windows while sharing. One caution is that it is quite easy to drag other objects and documents through that portion of screen.

**Advanced Option – Slides as virtual background:** This requires you to open your PowerPoint or other slides into Zoom and using them as a background while a smaller video of you is superimposed on the slide. This is still in the Beta stage and further testing is required before recommending this.

Basic screen share options with checkboxes for sharing computer sound and optimizing for video.

**Record –** Meetings can be recorded by the host. If you wish to record, you would need the host’s permission and it is unlikely permission would be granted in most instances.
**Breakout Rooms** – Instructors may assign participants to breakout rooms or invite them to select their rooms.

- Hosts can form groups randomly, manually into preassigned groups or **Invite participants** to select their groups.
- When invited to choose your breakout group, the Breakout icon will appear in your toolbar.
  - Click the Breakout icon when it appears.
  - A list of the available rooms will appear. The numbers on the right edge of that window indicate the participants in each room. Click on the number and a pop up window will ask you to confirm if you wish to join that room.
- If the instructor has assigned participants to the rooms, you will either be shifted directly into your room, or you will receive an invitation to join a room.

**Features in the breakout room include:**

- **Share** – Students can share their desktop, documents or the Zoom whiteboard just as they would in the main room.
  - Sharing accommodates small group discussion and allows recording of notes, saving of whiteboard and other artifacts from the break-out session, etc.
  - Participants/students can access their desktops to use any application they choose. This can be saved. When they return to the main room, and have share screen privileges, they can **Share Screen** to debrief to the rest of the group with the files they have collaborated on.
  - They can save the whiteboard content or share it from a folder.
- While in the breakout room, the **More** link gives participants access to:
  - Chat
  - Ask for Help
  - Disable Participant Annotation
  - Hide Video Panel
  - Audio Options
  - Video Settings
  - Leave Breakout Room.
- Participants/students can select **End Meeting** in the breakout session, which will return them to the main room. Or, the host/instructor can **Close All Rooms** to reconvene the groups in the main room. This will give participants time to leave their break-outs before they are “forced” into the main room.

When the host/instructor wants each group to report back, the documents created in the breakout room and saved (Word, PowerPoint, Whiteboard etc.) can be shared.
Screen View Options
These icons appear in the top right corner of the Zoom feed when you hover the cursor in this area.

• **Gallery View or Speaker View** – Toggling this will change the view of the video feed(s) on your screen.
  - Gallery view will generate video “tiles” for participant across the top of the main screen.
  - Speaker view will give the video of participants tiled at the top and the person who is speaking will appear in the main screen.

• **Full Screen** – This will provide a full screen of the shared screen or the host video.
  - To exit, select *Exit Full Screen* in the top right corner, or select Escape on your keyboard.

Technical Support
Program Support Level

<table>
<thead>
<tr>
<th></th>
<th>UPE</th>
<th>GPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPE Online Help – Jane Janson</td>
<td>UPE Online Help – Jane Janson Email: <a href="mailto:jane.hanson2@ucalgary.ca">jane.hanson2@ucalgary.ca</a></td>
<td>DistHelp - Sean and Ross Email: <a href="mailto:disthelp@ucalgary.ca">disthelp@ucalgary.ca</a></td>
</tr>
</tbody>
</table>