

USING ZOOM IN SYNCHRONOUS ONLINE TEACHING

Q&A FROM THE WEBINAR – 8/6/2020

MASON ZOOM ACCESS

Q: How do we access the GMU Zoom rather than our own accounts?

A: The information and links on <https://its.gmu.edu/service/zoom/> should be able to help you access the institutional account.

Q: How do we link our Zoom account with the GMU Zoom account?

A: This link from ITS may be helpful: <https://its.gmu.edu/knowledge-base/what-should-i-do-if-i-have-an-existing-zoom-account-using-my-gmu-edu-email/>

Q: I already have a paid Zoom account for professional activities. I tried to join the Mason Zoom account, but it kept rejecting my login. Suggestions?

A: This link from ITS may be helpful: <https://its.gmu.edu/knowledge-base/what-should-i-do-if-i-have-an-existing-zoom-account-using-my-gmu-edu-email/>

Q: Do we have access to Zoom Webinar?

A: ITS is providing temporary Zoom Webinar licenses that can be requested for a certain timeframe if you would like to host a webinar.

Q: I have downloaded the most recent Zoom app from the Mason account but then when I open it I am told that I don't have the most recent version and need to contact "My administrator". Then I can only open in my browser and don't have full functionality, including the gallery view.

A: ITS should be able to help you with this - you can submit a support ticket or use this link with resources about Zoom: <https://its.gmu.edu/service/zoom/>

Q: Do students have access to GMU institutional zoom account?

A: Yes, students are granted a Basic Zoom account. This allows hosting of up to 100 participants for a maximum of 40 minutes per meeting. If you require more than a Basic account, you may request an upgraded account.

Q: Does the student need an account in order to access the class meeting?

A: No, they will be able to access the class meeting without a Zoom account.

Q: Where should we send students to get help with Zoom assuming faculty can't help?

A: ITS should be able to help students with this - they can submit a support ticket or use this link with resources about Zoom: <https://its.gmu.edu/service/zoom/>

Q: What do you do if your Mason Zoom access doesn't allow you to use chat or screen sharing?

A: GMU Zoom accounts should allow this so you may want to double check your settings and make sure these features are turned on or submit a support ticket to ITS for additional help.

Q: Can I easily have outside guest join the class Zoom session?

A: As long as you have your settings set to allow users outside of the organization, outside guests can join the meeting using the same Zoom link as the students.

DIFFERENT PLATFORMS

Q: Can you discuss Blackboard Collaborate Ultra vs Zoom in the synchronous portion of a class?

A: This question was answered live during the webinar.

Q: Why should one transition from Ultra to Zoom? I have been using Ultra. Any compelling reasons?

A: This question was answered live during the webinar.

Q: Which platform is more reliable Zoom or Collaborate Ultra?

A: This question was answered live during the webinar.

Q: Can you still use BB Collaborate Course Room if you want?

A: Bb Collaborate is still available as a tool to use for your courses.

Q: If webinar function is rarely used, then why aren't we sitting here in zoom together so we can see how it is used?

A: The reason we are using Webinar today is because of the high number of attendees for this session.

Q: If students do not have access to GMU zoom institutional account, is there any other virtual platform that we can suggest they use for virtual study groups outside of the class? I know a meeting using a free Zoom basic account only lasts for 40 mins per session, which can be distracting if students are in the middle of study groups.

A: This question was answered live during the webinar.

ZOOM AND BLACKBOARD

Q: I will be interested in tips for effective interfacing between Zoom and BB. My online course is in BB.

A: This question was answered live during the webinar.

Q: Now that zoom is integrated into BB, anything I should try to use Collaborate Ultra instead of Zoom, if I am more comfortable with Zoom?

A: Collaborate Ultra and Zoom will offer similar features when using for a synchronous class, so the decision is more based on your personal preference. Zoom has some features that are good for effective class engagement and interactions.

SETTING UP ZOOM MEETINGS

Q: Can the Zoom meeting reoccur twice a week? (M and W or T and TH)

A: Yes, you can set up Zoom meetings as reoccurring when you Schedule a Meeting.

Q: If we are setting up a recurring Zoom meeting for our class, do we select the checkbox that says, "Only authenticated users can join?"

A: This question was answered live during the webinar.

Q: What if we have combined sections to appear as a single course?

A: This question was answered live during the webinar.

Q: Can you pre-create polls, prior to the start of a synchronous class meeting?

A: Yes, you can pre-create polls if the class is a scheduled meeting in Zoom. Here is more information: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>

Q: Can you pre-assign different, intentional groups of students during a class meeting period?

A: You can schedule a reoccurring Zoom meeting and share the link with the students during that class meeting time. You can use Zoom breakout rooms to pre-assign different, intentional groups of students during a class meeting period.

Q: How do you send Zoom meeting invites to a list of email addresses that can be easily integrated into a calendar? I tried to create a Zoom meeting event on Office 365, but it looks like it requires the Zoom for Outlook add-in, for which unfortunately we are NOT allowed to install.

A: This question was answered live during the webinar.

Q: Can students initiate Zoom calls to meet in small groups outside of class?

A: Yes, students have access to a basic Zoom account, which they can use to meet with other students outside of class.

ZOOM FUNCTIONALITY

Q: Is there a side-by-side view for presenters (so one side is the presentation ppt and the other side is the camera stream of the presenter)?

A: No, the presenter appears in a small box above the presentation PowerPoint.

Q: Does Zoom have a waiting room function like WebEx?

A: Yes, Zoom does have a waiting room function - it is a setting for your meetings that you can decide to turn on.

Q: Under options for the waiting room, we have the choice:

- **Who should go in the waiting room? Everyone; Users not in your account; Users who are not in your account and not part of the allowed domains**



I would like anyone NOT using a GMU email or masonlive.gmu email to be routed through the waiting list to avoid Zoom bombing. I'd like both @masonlive and @gmu to be automatically routed into class, not just @gmu (I have had issues with this distinction in the past).

A: This link provides more information about setting up waiting rooms in Zoom:
https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room#h_57118d8b-1498-4c4c-a520-f8a5815930a7

Q: In addition to the option for the waiting room that are for all meetings, within an individual meeting options, you have these options:

- **Waiting room (toggle on/off) — if we have selected that only some students have to go to the waiting room, then does toggling on the waiting room means that JUST that restricted group will be in the waiting room?**
- **Only authenticated users can join — If we press the authenticated users, then students who are not with gmu address going to be excluded even from waiting room? Like we cannot approve them on a case by case basis?**

A: This link provides more information about setting up waiting rooms in Zoom:
https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room#h_57118d8b-1498-4c4c-a520-f8a5815930a7

Q: Where do you get CSV files for a class?

A: This question was answered live during the webinar.

Q: Thanks for this. Are you planning to offer any sessions for teaching asynchronously with Zoom as well?

A: The Stearns Center will be offering more webinars throughout the fall but topics have not yet been decided. Please visit the Stearns Center website to view all of the upcoming webinars:
<https://stearnscenter.gmu.edu/programs/trainings/>

Q: Can you log in two times (from two different devices) with the same name?

A: This question was answered live during the webinar.

Q: How do you sign in as a second user when you are already signed in?

A: This question was answered live during the webinar.

Q: Using polling, is there a way for the host to know who gave what answer? Like in a quiz format that you could also display aggregate data?

A: If registration was turned on and the poll was not anonymous, it will list the participants' names and email addresses. If registration was not on, the polling report will show the profile names of authenticated users in the same account. If the poll was anonymous, it will show "anonymous" for the participants' names and email addresses.



RECORDING

Q: For Zoom cloud recordings of a class session, do you recommend that we copy and save the entire recording file in Blackboard for students to view later?

A: Yes, it is very helpful for students to have access to the recording of class sessions after the class is over; so sharing in Blackboard is a great idea.

Q: Does the class recording record the chat messages? What about the participants?

A: There are cloud recording settings that you can manage in your account that determine what will be included in the recording. For more information, check out this link: <https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>

Q: Does the Zoom recording record the results of polls, the chat, etc.?

A: There are cloud recording settings that you can manage in your account that determine what will be included in the recording. For more information, check out this link: <https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>

Q: Does Zoom automatically record or is that an option you select when you set up the meeting?

A: You can select to record the meeting when you set it up in the meeting settings which will start the recording automatically when the meeting begins, or you can click “Record” when the meeting begins.

Q: It the recording automatically saved to MyMedia? Or only if you add the link to the BB menu?

A: The recording is automatically saved to MyMedia (once it is linked via Bb tool link) but you may need to share it with the correct course in order to share it with the class.

Q: Students have access to the Zoom session and can send it to someone else but does anyone else, e.g. The University, other faculty, etc. have access to the recording without it being shared by someone in the class?

A: This question was answered live during the webinar.

WHITE BOARD

Q: Can we use the whiteboard with the iPad to write on it?

A: Yes, you can use the white board with an iPad. Please visit this link for more information: <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>

Q: Can you draw on the white board using a Microsoft surface drawable screen?

A: Yes, you can use the white board with Surface. Please visit this link for more information: <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>

Q: Can you simultaneously share white board or iPad screen where you may be writing equations and another window on your computer?

A: This question was answered live during the webinar.

BREAKOUT ROOMS

Q: Can you turn on whiteboard in breakout groups?

A: This question was answered live during the webinar.

Q: Can students create a whiteboard in a breakout room that can then be shared with the whole class later?

A: This question was answered live during the webinar.

Q: Can we set up breakout rooms ahead of time or do we need to wait until students have joined?

A: As a meeting host, you can split your meeting participants into breakout rooms when scheduling the meeting. Please visit this link for more information: <https://support.zoom.us/hc/en-us/articles/360032752671-Pre-assigning-participants-to-breakout-rooms>

Q: If we are recording a class and we start breakout rooms, what shows on the recording?

A: If the meeting is being cloud recorded, it will only record the main room, regardless of what room the meeting host is in. If local recording is being used, it will record the room the participant who is recording is in. Multiple participants can record locally.

Q: Some said on the chat, “There is also a feature where the participants can ask for your help.... (I didn't know this but then someone sent for me to "visit" a room)” How would students do that?

A: Participants in breakout rooms can request that the meeting host join their meeting by clicking “Ask for Help.” You will be prompted to join the room where the request originated from. Click “Join Breakout Room” to join the room.

DOCUMENT CAMERAS

Q: Is there a benefit to using doc camera rather than whiteboard? Do these 2 things have different functions?

A: This question was answered live during the webinar.

Q: Any affordable but good doc cams you recommend?

A: This question was answered live during the webinar.

Q: Please provide a link to an example document camera that could be used for the demonstrated purpose that is available and less than 150\$. Is a document camera “scanner” the same thing?

A: This question was answered live during the webinar.

Q: Does the university offer any opportunities to borrow this type of equipment so that we aren't spending personal money on teaching supplies?

A: Not that we know of at this time. Please contact your department to find out if there are any such opportunities.

Q: Can you show a video in class on Zoom without a doc cam?

A: Yes, you can share videos using the screen share feature and playing the video through your computer.

Q: How do you log in as a second user on your smart phone to use it as a document camera?

A: This question was answered live during the webinar.

SYLLABUS STATEMENTS

Q: To be clear, are we (professors) allowed to INSIST that cameras are on? During assessments, for example...

A: This question was answered live during the webinar.

Q: Our syllabi will be finalized soon for some of us. When will statements be available?

A: Please visit the Stearns Center website for the most up-to-date information:

<https://stearnscenter.gmu.edu/knowledge-center/online-teaching/online-syllabus-checklist/>

<https://stearnscenter.gmu.edu/knowledge-center/designing-your-syllabus/>

Q: Will Stearns Center will distribute syllabus language for students to get a Zoom account?

A: ITS already has language on their website for students about Zoom accounts:

<https://its.gmu.edu/service/zoom/>

Q: It would be great if the system requirement wording for zoom for syllabus would be included in FAQ.

A: Please visit the Stearns Center website for the most up-to-date information:

<https://stearnscenter.gmu.edu/knowledge-center/online-teaching/online-syllabus-checklist/>

<https://stearnscenter.gmu.edu/knowledge-center/designing-your-syllabus/>

“We would like to state that the answers provided here and during the live webinar are based on the existing Zoom features, current ITS support, and available information that we have to the best of our knowledge. Like any other tools, Zoom gets updates in a timely manner which triggers the updates of our existing knowledge base. Keep an eye out for Zoom, ITS, and Stearns Centers updates.”