Student Guide to Zoom at UBC

What is Zoom?

Zoom is a video/audio web-conferencing and collaboration tool that lets you, your peers, and your instructor meet in real time. Zoom is an alternative to Collaborate Ultra at UBC because some instructors need a tool that can be used outside of Canvas and/or can accommodate higher numbers of participants and the ability to see more video feeds at once.

WHAT WILL I USE IT FOR?

Your instructor may use Zoom for:

- Lectures
- Office hours
- Group work
- Presentations
- Oral exams
- Proctored exams

The lecture sessions may be recorded by your instructor and made available after the real-time event.

Recording of exams is strictly prohibited.

WHAT YOU NEED TO KNOW ABOUT ZOOM

Zoom is hosted on servers in the U.S., so the name you use with Zoom and metadata about how you use the application will be stored on servers outside of Canada.

If you have privacy concerns about Zoom:

- Don’t create your own account with Zoom, as you can attend Zoom lectures without one.
- Provide only your first name or a nickname when you join a session.
- Join sessions only by clicking the Zoom links your instructors send.
- Keep your camera off and microphone muted, as much as you can.
- Try to avoid sharing any identifying information for yourself or other students (e.g., real names).

UBC has conducted its own privacy assessment to confirm Zoom does meet the university’s requirements for a teaching and learning tool. If you follow the recommended practice of using a fictitious name when you join a Zoom session, you will be using the tool anonymously from Zoom’s point of view.

UBC has also disabled cloud recording with Zoom (i.e., no recordings may be stored on Zoom’s servers), meaning if your instructors record a lecture session, it will only be stored on their local

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1 https://it.ubc.ca/news/ubc%E2%80%99s-response-zoom-privacy-concerns

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computer and wherever they securely upload it to share with you. Both of these uses are subject to UBC’s security requirements\textsuperscript{2} and FIPPA\textsuperscript{3}.

Note that instructor recording is only permitted during regular classes conducted through Zoom and must be disabled during proctored exams.

What do I need to use Zoom?

The Zoom application:

You do not need a Zoom account to attend lectures, but you will need to install the Zoom application. You can do this ahead of time or follow the prompts when you join your first Zoom session.

Audio/visual equipment:

Web-conferencing uses a microphone (for the best audio experience, use a headset with a microphone) and a webcam (though not required in all cases).

Tips

➢ Join sessions through the Zoom application or by clicking the link your instructor sends. Fees may apply when joining a session by calling in on a phone. Please check your plan first to avoid incurring long-distance or international charges.

How do I use Zoom?

Read on to find instructions and tips for installing Zoom, joining real-time sessions, participating during sessions, presenting, using groups, using breakout rooms, and taking exams.

INSTALL ZOOM

1. Go to zoom.us/download, and click Download under “Zoom Client for Meetings”.

2. Open the Zoom installer that downloads, and follow the steps to install the application.

JOIN REAL-TIME SESSIONS

The easiest way to join a Zoom session is by clicking the link from the invitation.

1. Open the email, calendar invite, or other communication with details for the session.

Tips

➢ Close down all background programs before you join the session for a better connection.

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\textsuperscript{2} \url{https://cio.ubc.ca/information-security/information-security-policy-standards-and-resources}

\textsuperscript{3} \url{https://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/access-to-information/about-fippa}

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2. Click the session link that starts with “ubc.zoom.us”.

3. If prompted for a password, copy and paste the password from the invitation.

4. If you haven’t yet downloaded Zoom, follow the prompts to install the application. If you have downloaded Zoom, allow your browser to access it.

PARTICIPATE DURING SESSIONS

What you can do during a lecture depends on your instructor’s settings. As a participant, the bottom bar of the Zoom application will display the ways of engaging. These may include:

- Sharing audio by clicking the Microphone icon.
- Sharing video by clicking the Video icon. Video will typically be disabled by default when you first join a meeting.
- Chatting by text with everyone in the room or with an individual by clicking the Chat icon.
- Sharing basic reactions (e.g., giving thumbs-up or applause) by clicking the Reactions icon.
- Sharing other non-verbal feedback by clicking the Participants icon and selecting from the options (e.g., raise your hand, answer yes or no, go slower, go faster, indicate that you are away).
- Annotating (marking on) a shared whiteboard or screen by clicking the Whiteboard icon or Annotate icon in the toolbar that appears at the top.

Tips

- If your Internet connectivity, time zone, or other remote issues make it hard to attend at the scheduled time, talk to your instructor ahead of time. You can figure out together how to best address these issues.
- Keep your microphone muted unless you’re talking, to reduce echoes and background noise from interfering with the class.
- If you share your video, make sure there is nothing behind you that will be distracting or revealing for others to see. You can also enable a virtual background (which replaces your background with an image or video) by clicking the up arrow next to the video icon.
- If you experience lag time when sharing your video, you may need to turn your video off.

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PRESENT YOUR WORK DURING SESSIONS

Instructors can temporarily make you the presenter for a session. To share your screen:

1. Click the **Share Screen icon** and select what you would like to share. Options include a blank whiteboard for group annotation or an application that’s open on your computer.
   - If you are sharing video, make sure to click the **Optimize Screen Sharing for Video Clip checkbox**. This will share your screen at a better resolution and enable participants to hear your computer audio.

2. Click **Share**.

3. When you are done, click the red **Stop Share button** at the top of the screen.

## Tips

- **You can pause sharing your screen at any time.** Click the Pause Share button at the top of the screen.
- **You can annotate (mark on) documents, presentations, or applications** that you share. Click the Annotate icon in the toolbar at the top of the screen.
- **Send a copy of your presentation to your instructor or a fellow student as a back-up plan.**

PARTICIPATE IN BREAKOUT ROOMS

Instructors can create breakout rooms for you in Zoom. In these rooms, you can share video, audio, slides, whiteboards, and screens with a smaller group of classmates.

1. The instructor will invite you to a breakout room. Click **Join**.

2. Once you have joined, you can access room-specific controls that are similar to what you can do in the main session.

3. If you need assistance in the breakout room, click **Ask For Help** to let your instructor know.

4. You can leave the breakout room at any time and return to the main session. Click **Leave Breakout Room**.

5. If your instructor ends the breakout room for you, you will be given the option to return to the main session immediately or in 60 seconds.

## Tips

- **Breakout rooms are versatile private spaces that may be used in other ways** such as virtual office hours, one-on-one meetings, or proctored exams.
TAKE EXAMS

Exams are typically proctored with a breakout room, and it is similar to attending an in-person exam. You will be in a “room” with other students, and an invigilator (likely your instructor or a teaching assistant) will be available to answer questions and make sure everyone is maintaining academic integrity.

1. **Join the session using your first and last name**
   that is on file with UBC, if you are comfortable doing so with Zoom. This helps your invigilator quickly check exam attendance.
   - If you are not comfortable using your real name, use only your first name or nickname when you join the session, but register the name you will use with your instructor in advance.

2. At the start of the exam, you may be asked to show your Student ID card to verify your identity. To protect your privacy, **cover the first four digits of your student number** when you show it on camera.
   - If you are uncomfortable doing this in a shared session with other students, ask the invigilator to create a separate breakout room where you can show your ID one-on-one.

3. You will need to keep your camera on throughout the exam, but please **keep your audio turned off** unless the instructor explicitly requests you turn it on. Be assured that instructors may not record your video or audio at any point.

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**Where can I get more support with Zoom?**

**TECHNICAL SUPPORT**

*If you have trouble accessing Zoom:*

- Contact the UBC IT Service Centre Help Desk: 604 822 2008 or fill out the [web form](https://web.it.ubc.ca/forms/isd/).

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**Learn more**

*For more how-to instructions, explore Zoom’s [help center documentation](https://zoom.us/hc/en-us).*

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A Guide from UBC’s Keep Teaching Website (keepteaching.ubc.ca)

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4 [https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk](https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk)
5 [https://web.it.ubc.ca/forms/isd/](https://web.it.ubc.ca/forms/isd/)
6 [https://support.zoom.us/hc/en-us](https://support.zoom.us/hc/en-us)

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