BELLEVUE UNIVERSITY

Zoom Faculty Training

VERSION 1

DESIGN & DEVELOPMENT

FACULTY TRAINING

Meagan Wright

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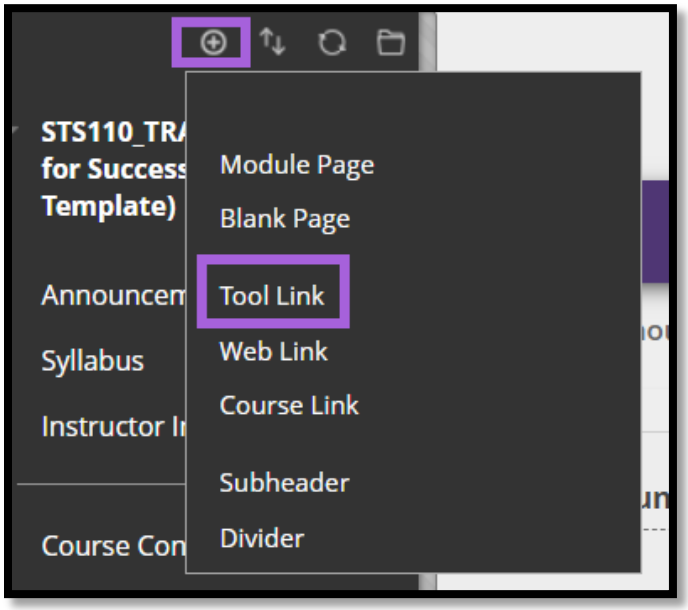
NOTES: Throughout this document the terms instructor, student, and class are used in place of the Zoom terms host, participant, and meeting.

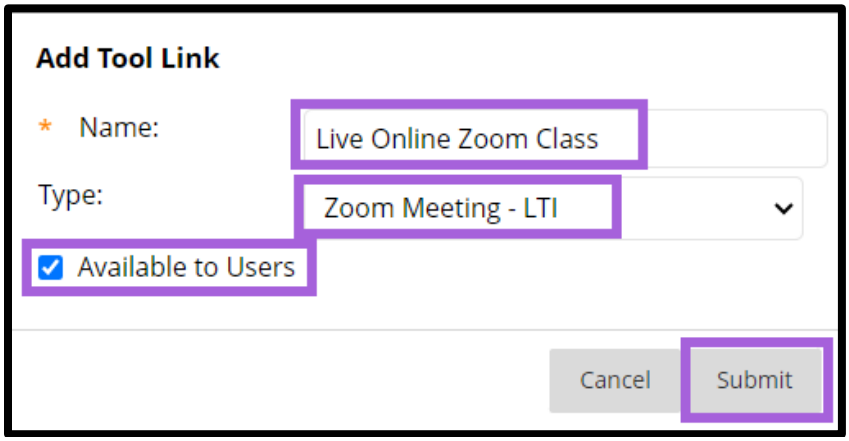
Setting up Zoom in your Blackboard Course

Blackboard Original

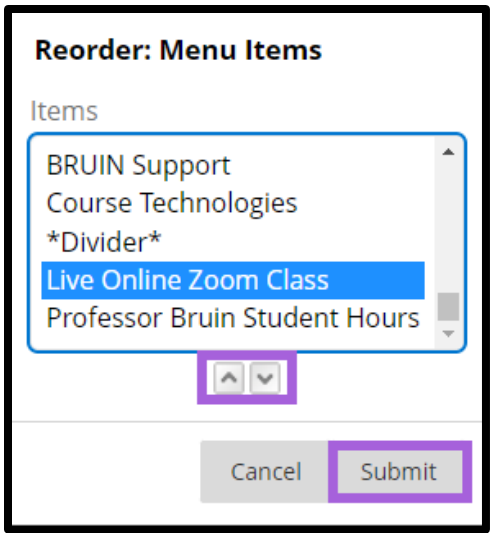
1. On the upper left navigation, select the **"plus" icon**, and then select **Tool Link**.



2. Type the **Name** as you would like it to appear on the left navigation (i.e. Live Online Zoom Class). In the Type drop down, select **Zoom meeting-LTI**. Check **Available to Users** and then click **Submit.**



3. The link will appear at the bottom of the left navigation. To reorder items on the left navigation, select the **up/down arrows** at the top of the left navigation. Select the item to reorder and then click the **up or down arrow** to move its location and **submit**.

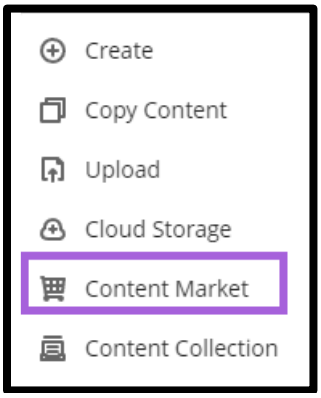


NOTES: A second zoom link can be created specifically for student hours (office hours).

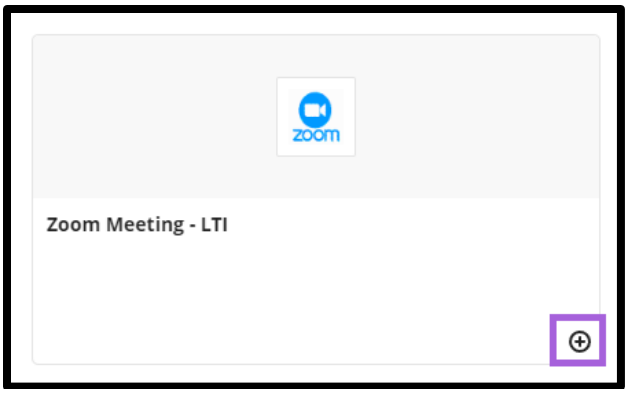
Blackboard Ultra

1. Under Course Content, select the **plus icon**.

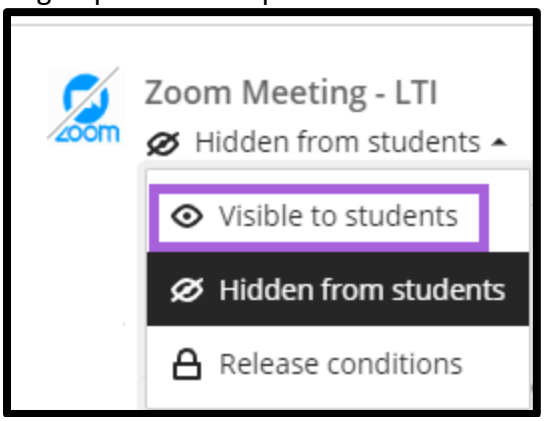
2. Click on **Content Market**.



3. A new window will appear, scroll down and select the **plus icon** on **Zoom Meeting-LTI.**



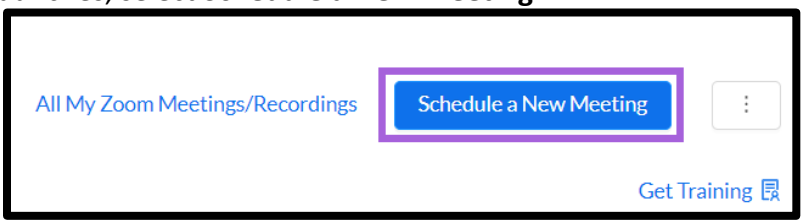
4. The Zoom Meeting Tool has now been added to your course content. Select to make it visible to students and drag to place it in a specific module or folder.



Creating and Using Zoom Meetings within Blackboard

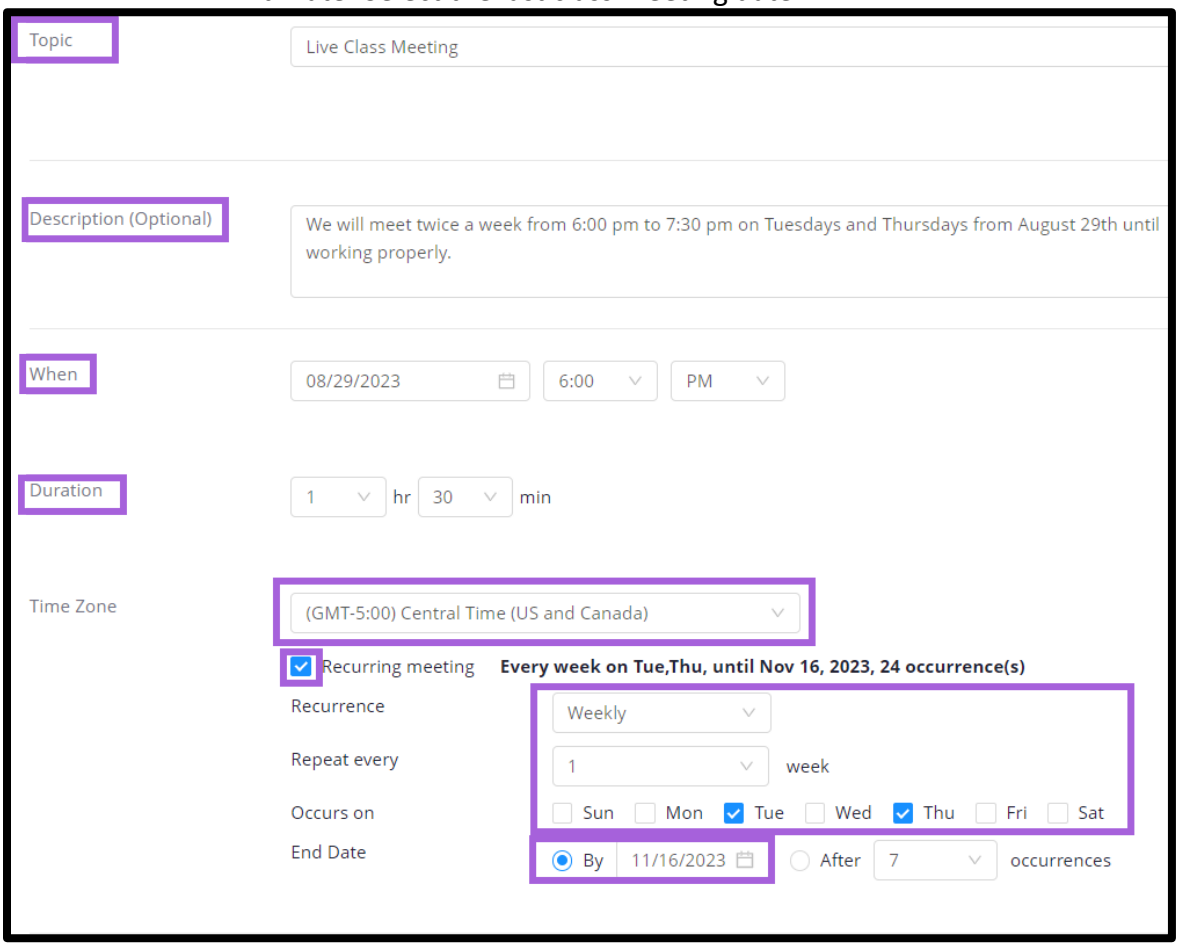
Blackboard Original & Ultra

1. Select the Zoom link from the left navigation in Blackboard Original or within the Course Content in Blackboard Ultra. If you do not have a Zoom link, follow the steps in "**Setting up Zoom in your Blackboard Course**."
2. After the LTI launches, select **Schedule a New Meeting**.



3. Fill out the meeting information.
    a. Topic- This is the title for the meeting.
    b. Description- This is optional. Consider including information on when the class meets, the start and end dates for the course, and any additional information.
    c. When- Select the first class date and time.
    d. Duration- The length of the class.
    e. Time Zone- Set to Central Time
    f. Reoccurring meeting- check this box

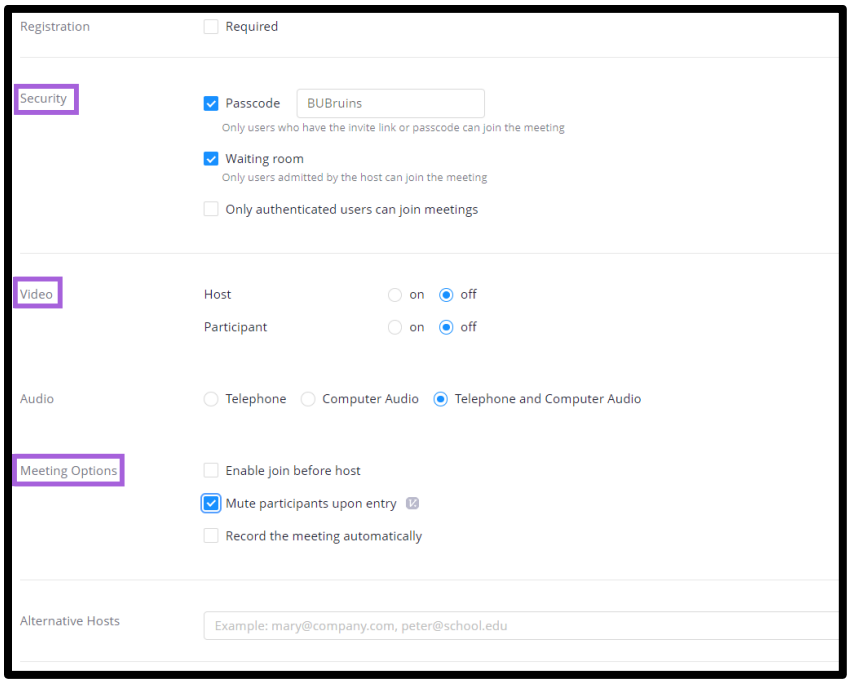
i. Recurrence- set to weekly
ii. Repeat Every- 1 week
iii. Occurs on- select the day(s) the class meets
iv. End Date- Select the last class meeting date



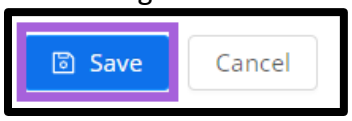
4. Select the additional Zoom meeting preferences.
    a. Security
        i. Passcode- This is optional. The passcode will be the same for all class meetings. It will enhance security but also adds an extra step for students to join the meeting. It is at the instructor's discretion if they would like to use a passcode. Be sure to communicate the passcode with students via email and within Blackboard.
        ii. Waiting room- The instructor will have to manually admit students to the class. This adds a level of security to the meeting but is an added task that the instructor has to perform. (NOTE: If students have an unstable internet connection, they may have to be admitted throughout the class period.)
        iii. Only authenticated users can join meetings- Do Not check this box. Students are not authenticated users and it would prevent them from joining the class.

b. Video- The default is to have the instructor and student video off.
c. Audio- Selecting Telephone and Computer Audio allows for increased accessibility to the meeting.
d. Meeting Options
    i. Enable join before host- This options will allow students to enter the meeting before the instructor. It is up to the instructor if they want this as an option.
    ii. Mute participants upon entry- It is recommended that this is enabled to prevent distraction if a student joins late.
    iii. Record the meeting automatically- This setting is not recommended due to FERPA guidelines (see **Zoom Recordings** for more information).

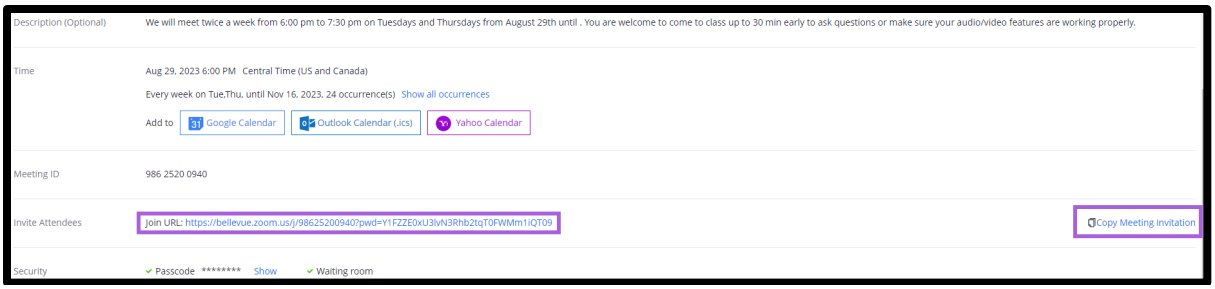
5. Alternative Hosts- If there is more than one instructor for the course, include the email of the additional instructor.



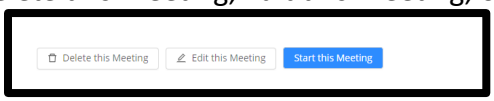
6. Select **Save** to generate your class meetings.



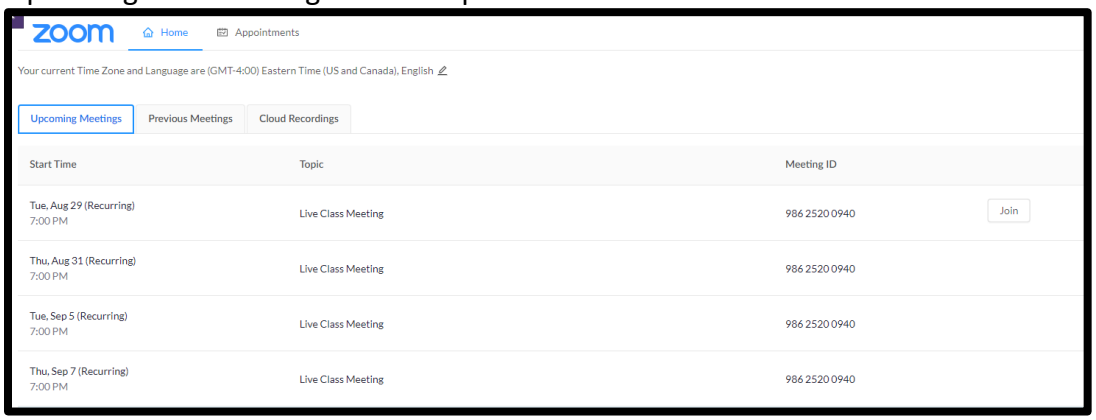
7. A unique meeting URL will be provided as well as "Copy Meeting Invitation" which can be provided to students. The same URL link is used for *all* class meetings.



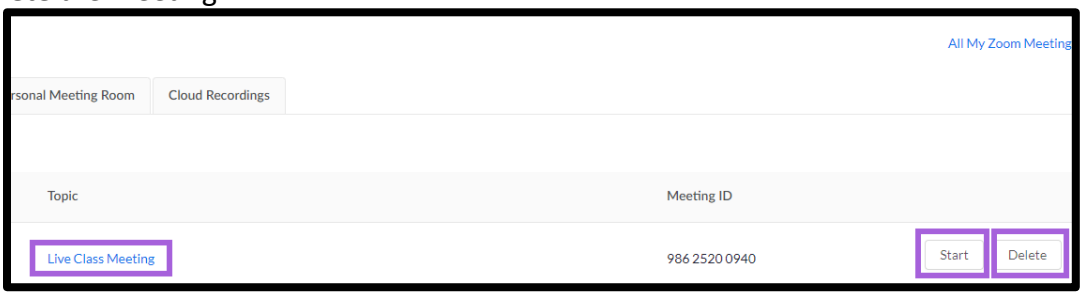
8. You have the option to Delete this Meeting, Edit this Meeting, or Start this Meeting.



9. When students select the Zoom link on the left navigation of their course, they can see all upcoming class meetings with an option to Join.



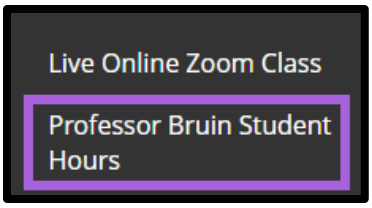
10. Instructors have the option to select the **Topic** (meeting name), **Start** the meeting, or **Delete** the meeting.



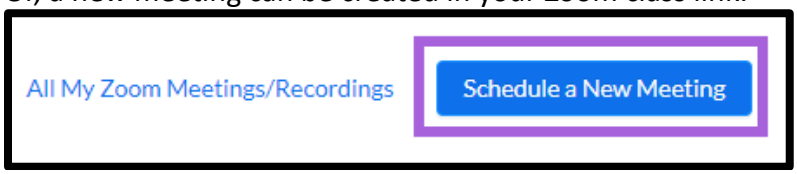
11. Selecting the Topic allows the instructor to make changes to the meeting preferences. The change will apply to all recurring meetings.

Setting up Office Hours using Zoom

1. Follow the steps, “Setting up Zoom in your Blackboard Course” and “Creating Zoom Meetings within Blackboard.”
    a. A new Zoom link on the left navigation in Blackboard Ultra can be created specifically for office hours.



b. Or, a new meeting can be created in your Zoom class link.



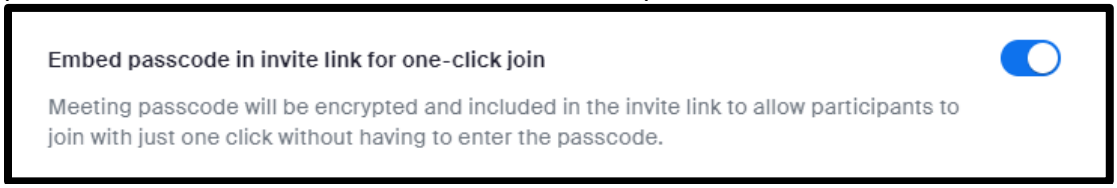
NOTES: Consider using the waiting room feature for student office hours. The instructor can meet one-on-one or in small groups using this feature.

Zoom Security Settings

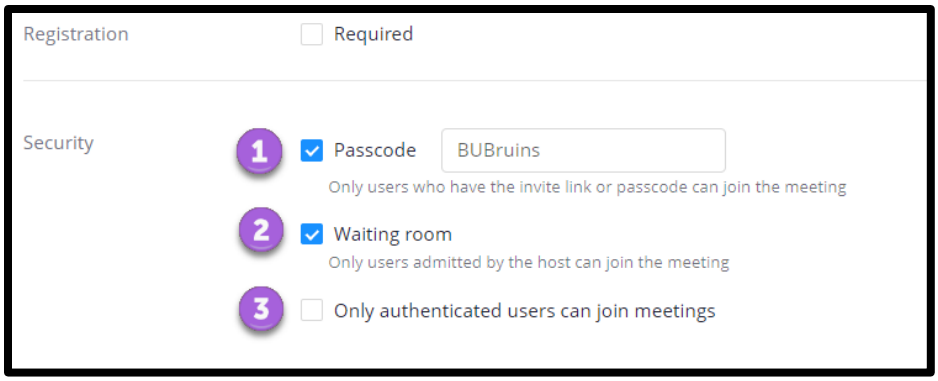
Meeting setup security

When setting up your zoom meeting, there are three security features to choose from. It is the instructor's choice which, if any security settings to use for their online classes.

1. **Passcode-** This code is required for entry into the meeting. It is the same code for all recurring meetings.
    a. You can customize the Passcode.
    b. Under security settings on the Zoom website, there is an option to embed passcode in invite link for one-click join. This bypasses the need for typing a passcode to enter. Instructors can decide which option to use.



2. **Waiting Room**- The instructor must admit students to the class in order to join.
    a. This feature allows the instructor to control who enters the class. The instructor can also place students back in the waiting room if needed.
    b. If a student leaves the meeting early, they will be placed back in the waiting room before entering.
3. **Only authenticated users can join meetings**- Only users with a specific domain are allowed into the meeting. This is **not recommended** when working with students since it would exclude students that may use alternate email addresses when setting up zoom.

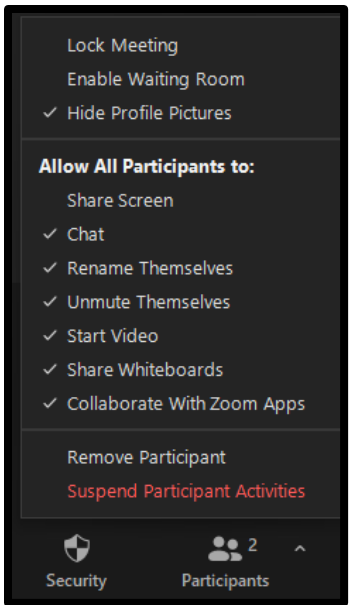


In-meeting security

During the class meeting, there is a security icon on the bottom control panel only available to the instructor (host & cohosts). The security icon allows for in-meeting security options.

1. Lock Meeting- This prevents anyone else from joining the meeting. If a student abruptly leaves the meeting due to an internet connectivity issue, the instructor will need to unlock the meeting to allow the student to rejoin.
2. Enable Waiting Room- If the meeting is not set up with a waiting room, it can be enabled after the meeting as begun for anyone who might arrive late.
3. Hide Profile Pictures- This option removes all student profile pictures and is useful if there is an offensive picture being displayed.
4. Allow Participants to- As the instructor (host), you have the options of deciding if students can:
    - Share screens
    - Chat
    - Rename Themselves
    - Unmute Themselves
    - Start Video
    - Share Whiteboards
    - Collaborate with Zoom Apps

    You quickly disable and enable features by clicking the item.
5. Remove Participant- This removes a student and they cannot rejoin the meeting.
6. Suspend Participant Activities- This locks the meeting and all students will be muted and video will be stopped. Profile pictures are hidden. Screen sharing and Zoom Apps are disabled.



For additional information on Zoom security features and how to report a student to Zoom, view Zoom Security Basics, Zoom video.

Web-based Zoom Settings

There are basic and advanced meeting settings available through the web-based Zoom site. These settings are not always available in the app or in Blackboard.

1. Begin by signing into Zoom. You will need to go through BU's web-authentication.
2. Select **Settings** and review each section to determine which items you would like to enable or not.

NOTES: Some of these settings will be discussed in Zoom guides. If you have a specific question about a Zoom setting, submit a service ticket for assistance.

Zoom Recordings

Recording live classes or Zoom Meetings with students can be a violation of FERPA and is not recommended if the recording will be shared with students. The following document provides an overview of FERPA Compliance for Zoom Recordings. Zoom Recordings can be used for:

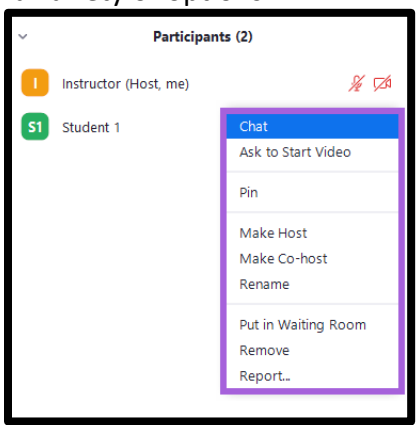
- Personal Instructor Use
- For a specific term-coded class as long as all students consent to being recorded (the video cannot be shown to students not enrolled in that specific class).
- If only the Instructor is on camera/speaking without using student names.

Zoom Recordings work well for instructor-created videos. View the following video on Recording a Video in Zoom.

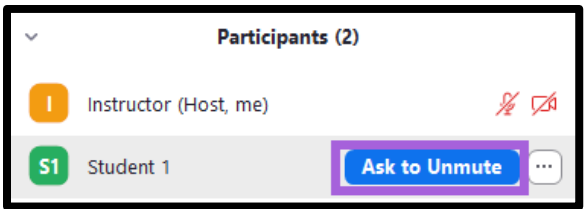
Zoom Participants Panel

As an instructor, the Participants Panel may be useful to monitor your students (participants). This panel will allow you to see if a student has raised their hand or used a reaction. It provides a quick way for you to mute the class or request a student to unmute. You can also invite others to join the class.

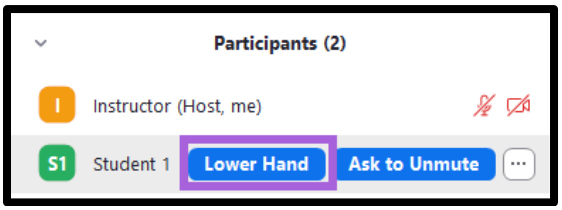
1. Select the **Participants Icon** from the Zoom meeting controls.
2. A Participants Panel will appear to the left of the screen. The **ellipses** (three dots) next to a student gives you a variety of options.



3. If a student is muted, you can **Ask to Unmute** or if a student is unmuted, you can **Mute** them.



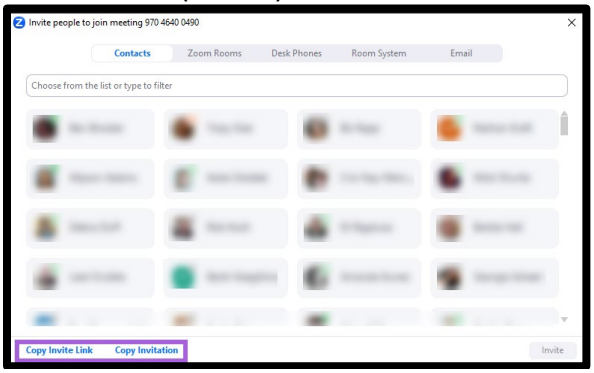
4. The Participant Panel allows you to see which student has raised their hand. Instructors can Lower Hand once they have addressed the student. (Note: The hand also appears in the upper left corner of the student's video.)



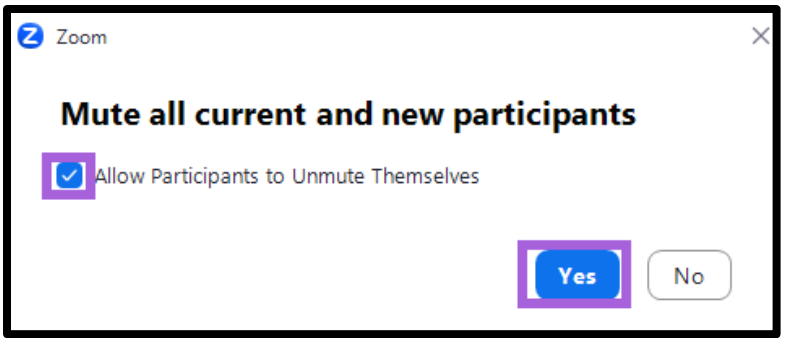
a. Reactions also appear next to the student.

5. At the bottom of the Participants Panel, you have the option to **Invite**, **Mute All**, or the **Ellipses** (three dots) for more options.

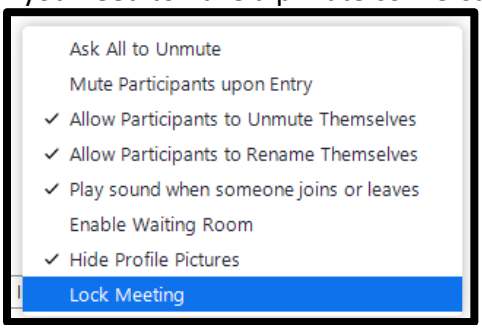
a. **Invite** allows you to select contacts, copy invite link, or copy the invitation. This is a great option if a student is having trouble accessing the meetings, copy the invite link and email (or text) the link.



b. **Mute All** will enable you to mute all students. Be sure to have the box checked to **Allow Participants to Unmute Themselves** so they can speak later in the meeting. (Note: It is not recommended to regularly Mute All since speaking and engaging is encouraged during class.)



c. The **Ellipses** (three dots) give additional options. The **Enable Waiting Room** would allow you to place a student in a waiting room such as during student hours (office hours) if you need to have a private conversation with a student.



Zoom Backgrounds

Zoom offers a variety of background options including blur, virtual backgrounds, video filters, and avatars.

1. Select the arrow next to the **Start/Stop Video** icon on the Zoom toolbar. Select one of the background options.

Blur My Background

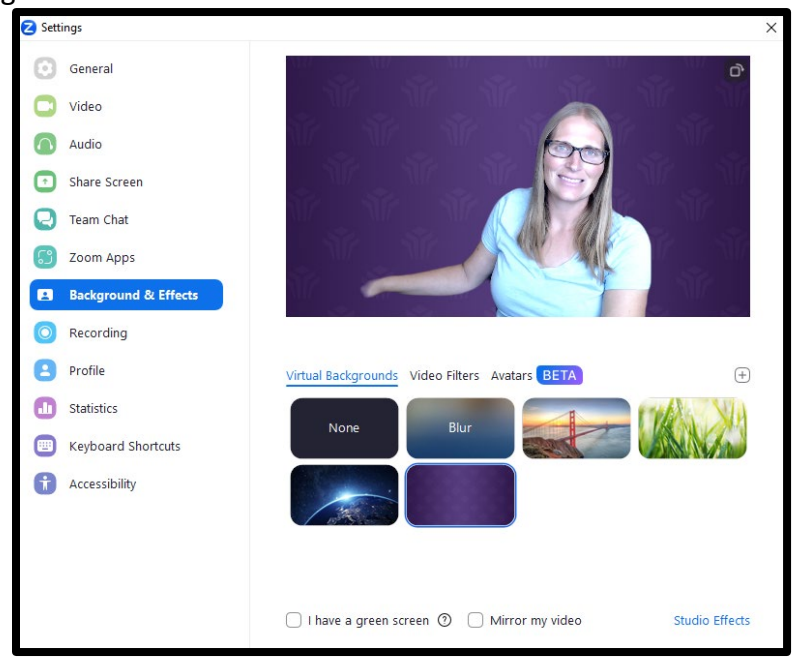
Selecting Blur My Background will blur out most of your background while still displaying the person, facial expressions, and hand motions. This is a great option for students who

may not have a dedicated space for their class meetings or who do not want to share their home background.

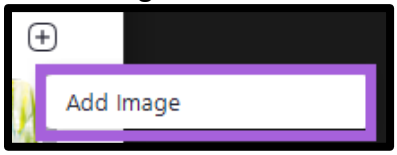
Choose Virtual Background

Virtual backgrounds can be used to completely hide a your background. There are many options online to choose from or you can use a [Bellevue University background].

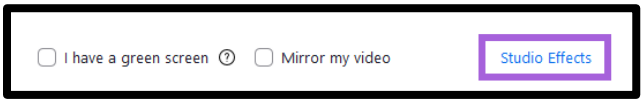
1. Select Choose Virtual Background. A pop-up screen will appear with some preloaded virtual backgrounds.

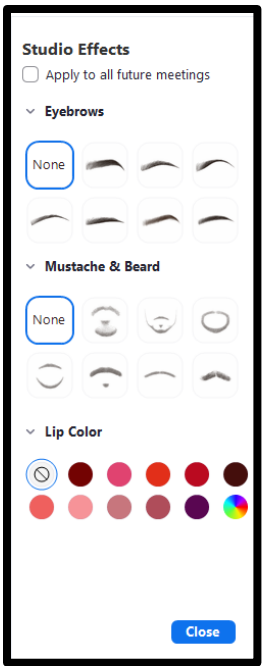


2. You can select the + icon and Add Image to add a new background.



3. Selecting **Studio Effects** will bring up a side panel to add Eyebrows, Mustache & Beard, or Lip Color.

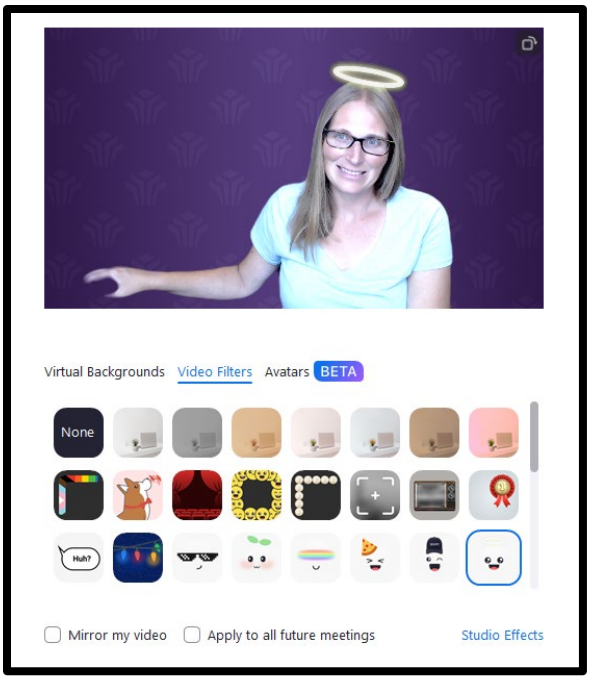




NOTES: An easy way to add Zoom Virtual Backgrounds can be found in Apps and Virtual Background. Zoom offers millions of images that can easily be added as a background without needing to search, download, and upload images.

Choose Video Filter

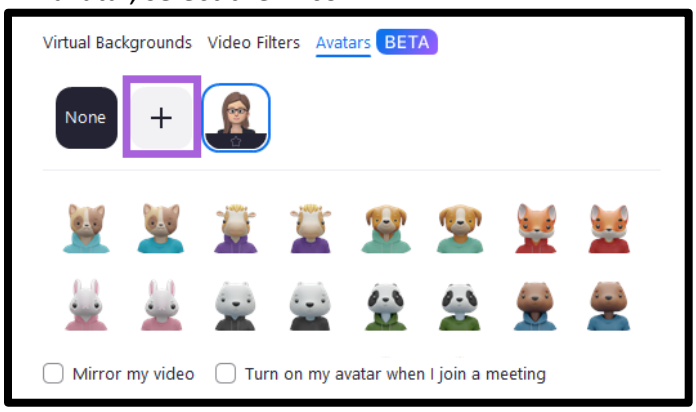
Video filters provide a variety of fun and silly items that can be added to your video. Most items could be considered a distraction during a normal class lesson but video filters could be used creatively in ice breakers or building class community.



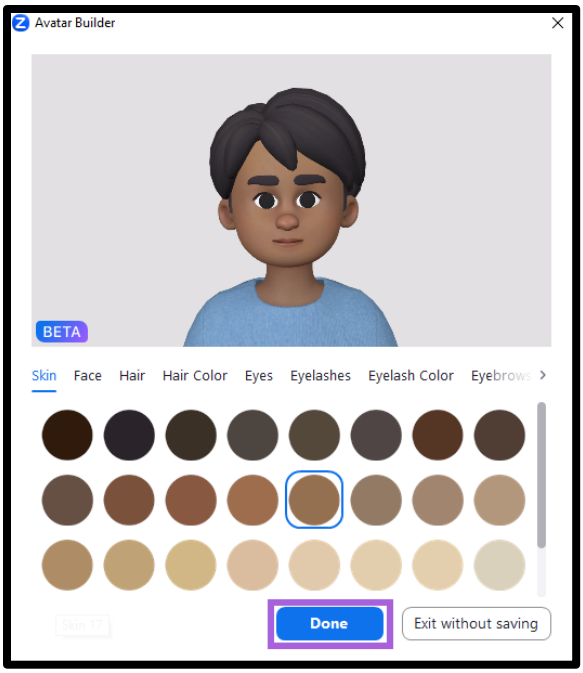
Choose Avatar

Zoom provides some pre-created animal avatars that can be used in place of a person's image. Avatars are limited to only recognizing facial expressions and do not show hand or body motion.

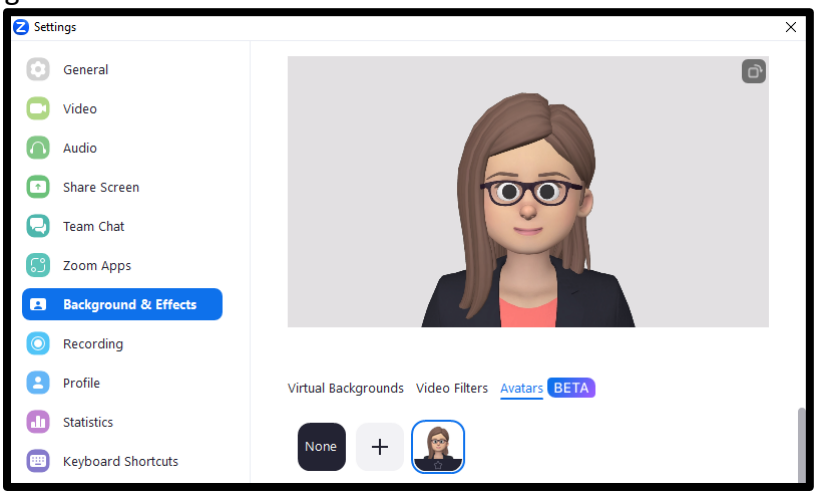
1. To create your own avatar, select the + icon.



2. There are a variety of features to select from; allow time to create an avatar. Select **Done** to save your avatar for use.



3. Once your Avatar is created, it will display a white background and is saved for future Zoom sessions. This option may be useful if you have a student concerned with using video during their live class sessions.

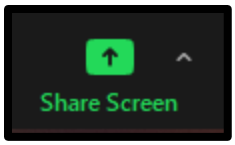


NOTES: Some virtual backgrounds, studio effects, filters, and avatars may be distracting. As an instructor, be sure to discuss what is appropriate for your course and what items students should refrain from using.

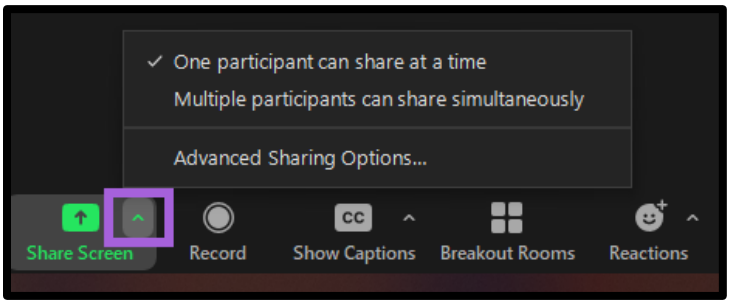
Sharing Screens

Zoom offers quite a few options for sharing screens, portions of your screen, documents, Whiteboards, and tablets/iPhone screens.

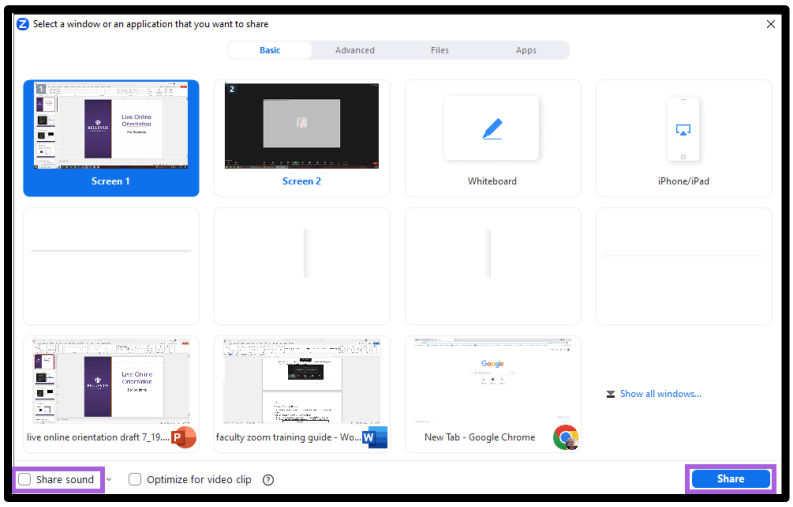
1. Select the **Share Screen** icon.



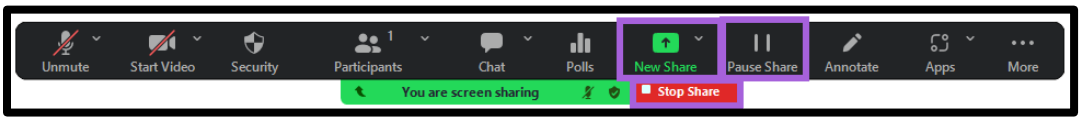
2. The arrow next to the Share Screen icon allows you to select advanced settings and allow other students to share their screens.



3. Select the screen or program you would like to share. If you are showing a video, be sure to mark Share sound. Select **Share**.

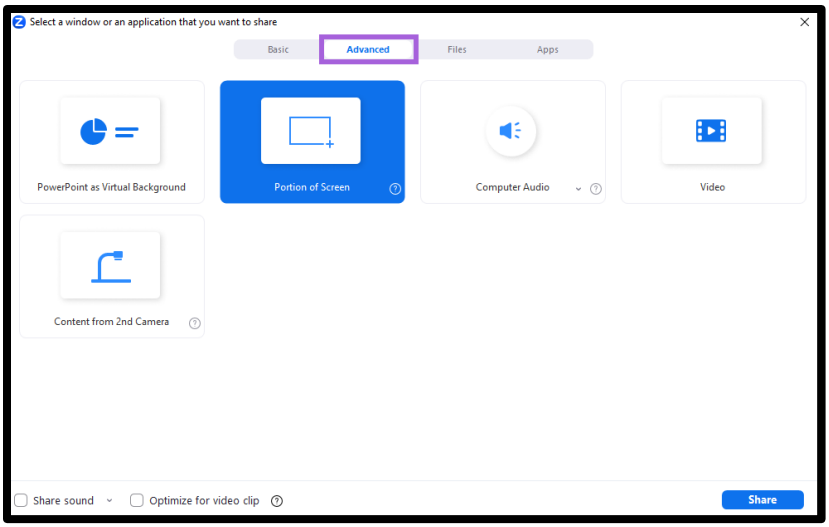


4. A green border will appear around the screen/program you are sharing. A control panel will appear at the top of your screen notifying you that you are sharing your screen. You can:
    a. Stop sharing
    b. Pause Share
    c. New Share

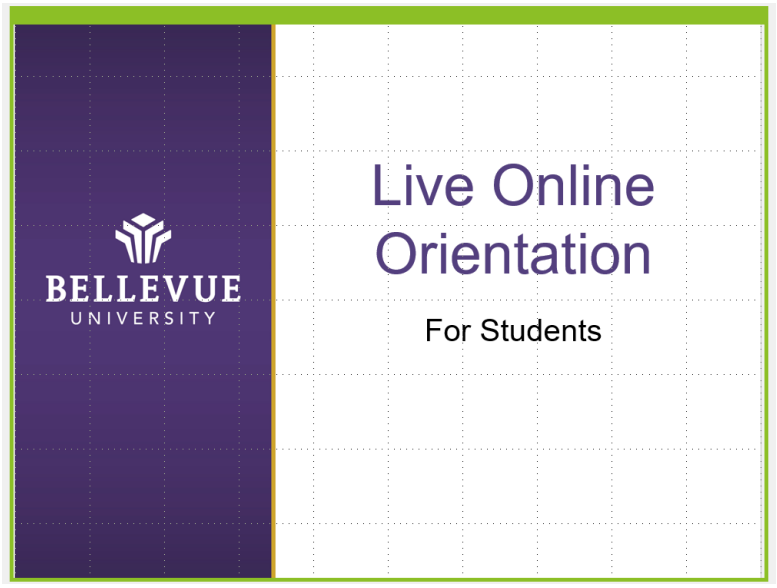


Sharing a Portion of Screen

1. When selecting **Share**, you have the option of **Advanced** sharing. You can share a portion of your screen.

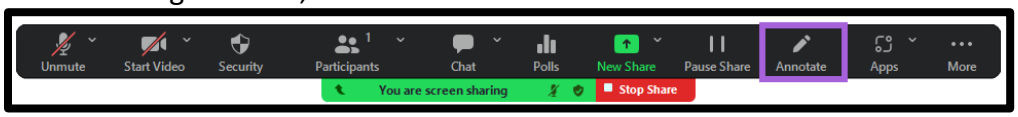


2. A green box will appear and you can resize to the portion of the screen you'd like to share.

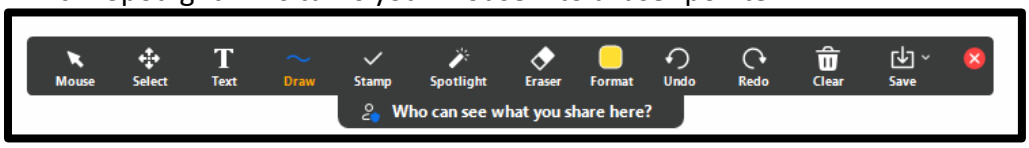


Annotations while Sharing Screens

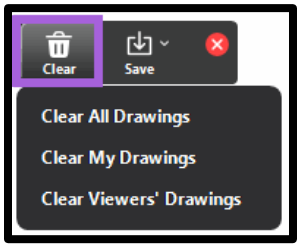
1. When sharing a screen, select the **Annotate** icon.



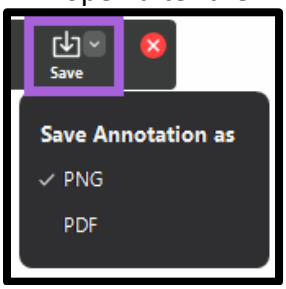
2. An annotation toolbar appears and you are given the option to:
    a. Draw- Use the Format tool to adjust pencil thickness and color.
    b. Text- Add a textbox anywhere on the shared screen to add text.
    c. Spotlight- This turns your mouse into a laser pointer.



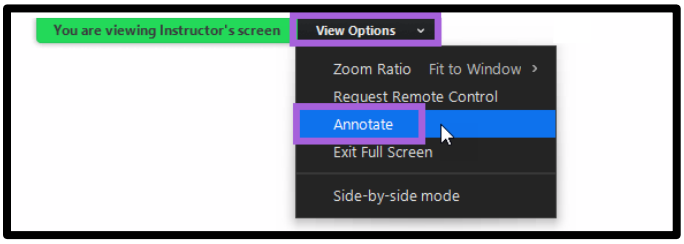
d. Clear- Gives you the option of clearing all drawings, your drawings, or student drawings.



e. Save- Annotations do not automatically save, be sure to select save. You have the option to save as a PNG or PDF. Files are automatically saved to your computer and the file folder will open after the meeting has ended.



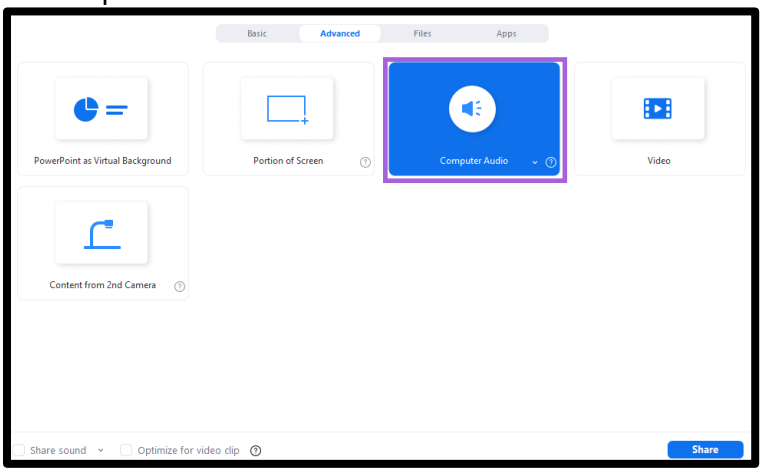
3. Students have the option of annotating on a shared screen as well. **Under View Options**, they can select **Annotate**.



Sharing Audio Only to Play Background Music

Audio-only can be shared during a class. For example, you could share music during a short break without needing to share your screen.

1. Select **Share** and **Advanced** sharing. Click on **Computer Audio** to share only the audio from your computer and no screen.



2. Select music to play that is not copyrighted, copywrite-free, or royalty-free (use these terms when searching for songs and playlists). Instrumental music is a great option.
3. Some sample playlists include:
    a. Royalty Free Instrumental, Spotify
    b. Stream of Melodies. (2020, May 7). No Copyright | Calm Jazz Music | Background Chill | Café Music | Relaxing Work & Study [Video]. YouTube. https://www.youtube.com/watch?v=DVEUcbPkb-c
    c. MrSnooze I Background Music for Videos. (2018, Jan. 26). Acoustic Guitar Instrumental Background Music for Videos I No Copyright Music [Video]. YouTube. https://www.youtube.com/watch?v=kUZTWj2Lxo0
    d. Music & Gene. (2020, Nov. 11). 1 Hour Upbeat Background Music (Best MBB Music Collection) Free Download, No Copyright [Video]. YouTube. https://www.youtube.com/watch?v=DC7Y6sC7Ae4
4. The following article provides additional information on playing background music in Zoom and includes additional music playlists.
    a. Wirtz, D. (2022, May 31) How to Play Background Music in a Zoom Meeting. *Facilitator School*. https://www.facilitator.school/blog/zoom-background-music#:~:text=YouTube%20has%20an%20extensive%20library,mixes%20are%20often%20copyright%2Dfree.

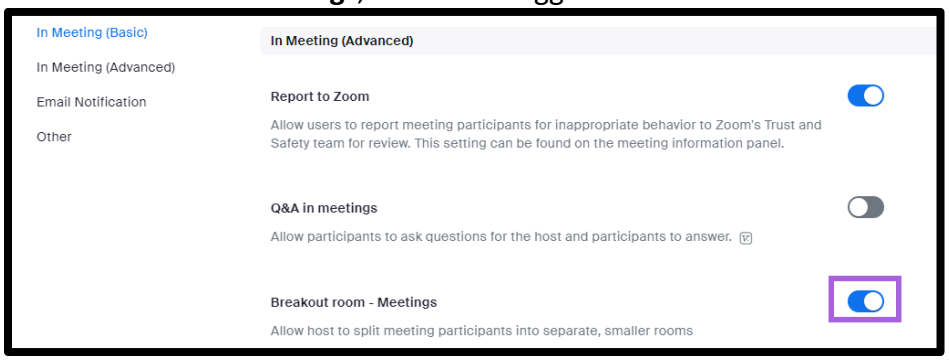
NOTES: Be sure to mute the other audio sounds on your computer such as email notifications when sharing your computer audio.

Creating and Using Breakout Rooms

Prior to starting your meeting, ensure that you have enabled Breakout rooms for your zoom meetings.

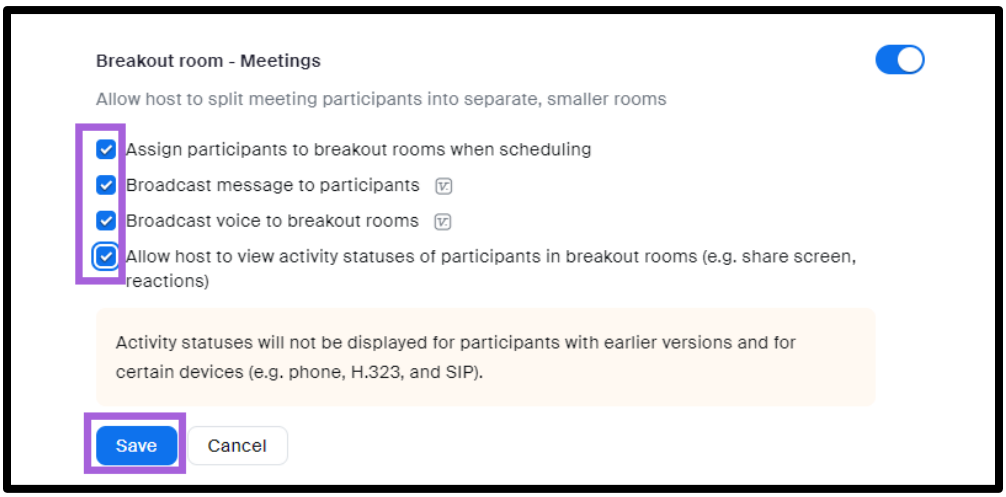
Enabling Breakout Rooms for Zoom Meetings

1. On the web-based Zoom site, sign into Zoom and select In Meeting (Advanced)
2. Next to **Breakout room-Meetings**, select the toggle to enable Breakout Rooms.



3. Check the settings for your Breakout room. It is recommended that all settings are checked.

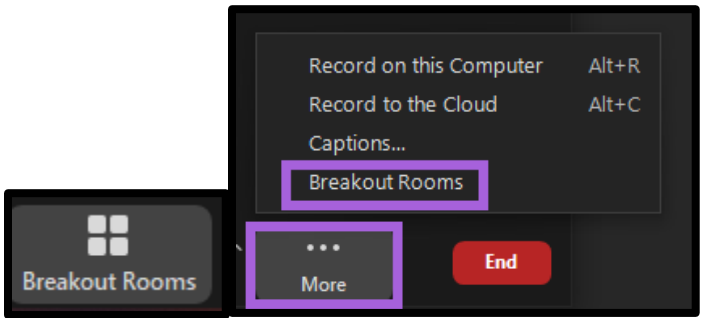
4. Select save.



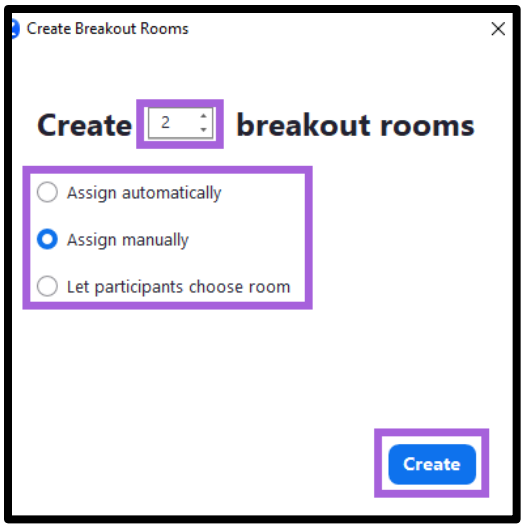
In-meeting Breakout Rooms

During a class meeting, you can start a breakout room at any time or multiple times throughout the class session.

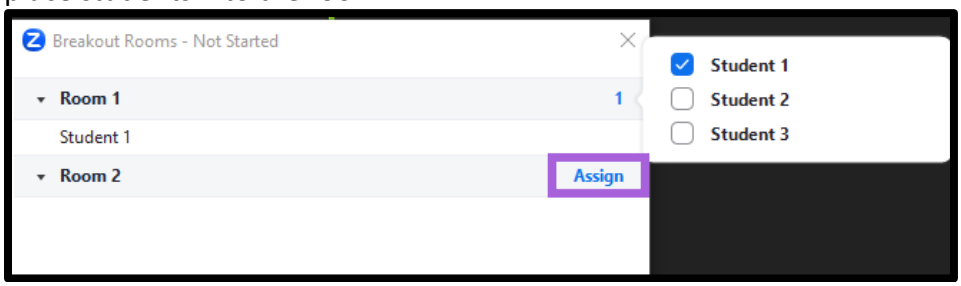
1. Select the **Breakout Rooms icon** on the bottom of Zoom. If it is not visible, select **More** and breakout rooms.



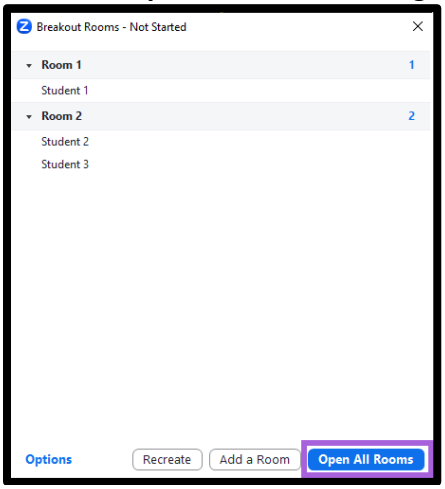
2. Determine the number of breakout rooms you would like to have and how students will be placed in the rooms.
    a. Assign automatically- Zoom will randomly distribute students into the selected number of rooms.
    b. Assign manually- Instructor will place students into rooms.
    c. Let participants choose room- Students will self select which room to go to.
3. Select Create.



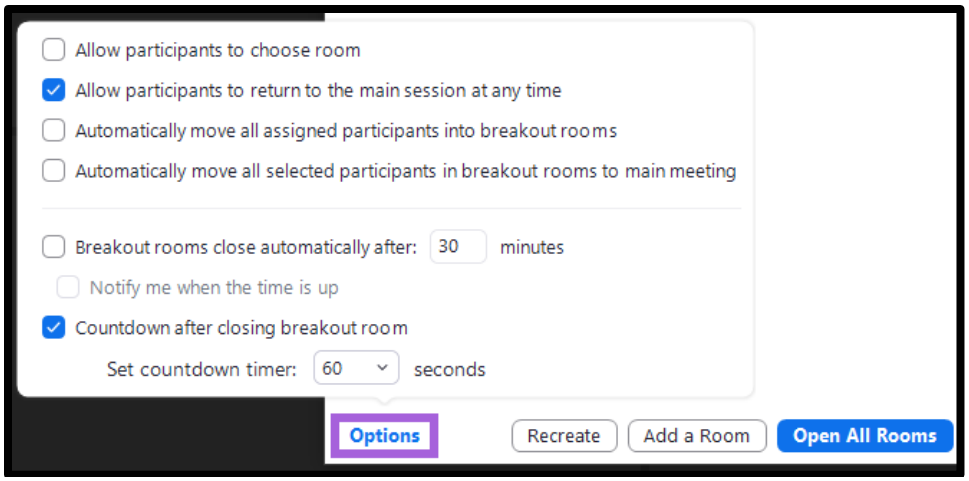
4. For assigning breakout rooms manually, select the assign button next to the room to place students into the room.



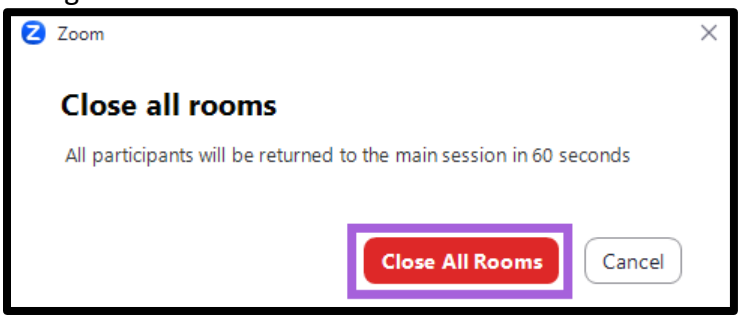
5. Once students are assigned, select **Open All Rooms** to begin the breakout session.



6. **Options** allow for additional settings including setting a breakout room time limit and a countdown timer before closing the room.

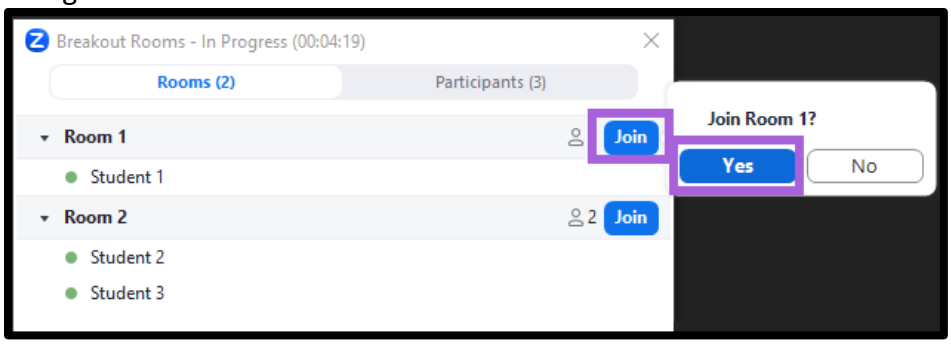


7. To end the breakout room session, select Close All Rooms. Students will be given 60 seconds to wrap up their discussion before they are automatically returned to the main Zoom meeting.

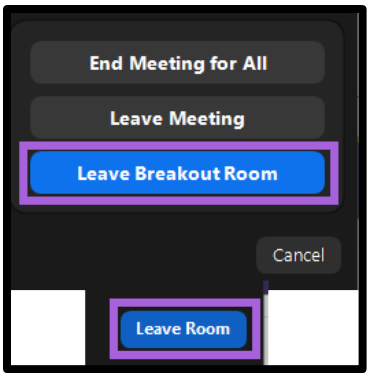


Instructor Interactions in Breakout Rooms

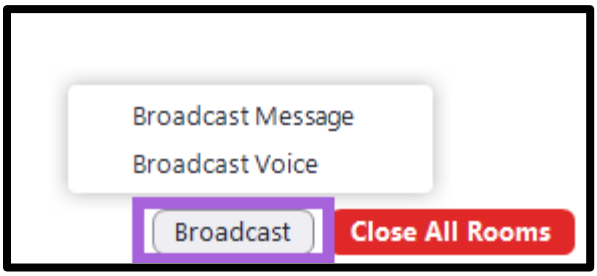
1. Once the breakout rooms have begun, the instructor has the option to join a room by selecting the **Join** button and then **Yes**.



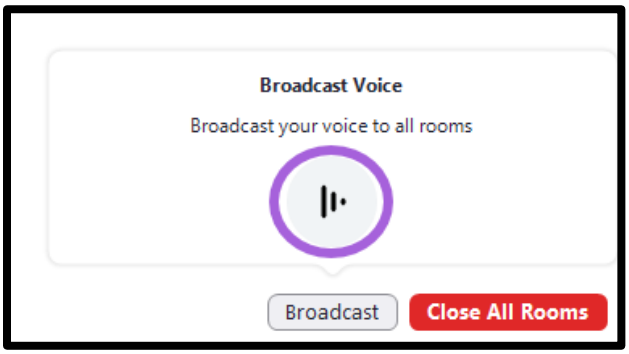
2. To return to the main meeting room, select **Leave Room** and **Leave breakout Room**. Note: Do not select Leave Meeting or End Meeting for All (this will end the class session).



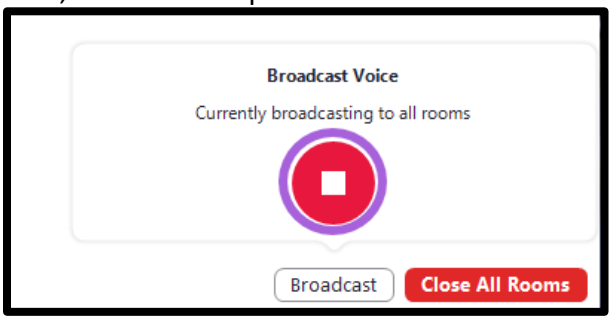
3. Instead of going to a specific breakout room, Instructors can **Broadcast** to all breakout rooms.



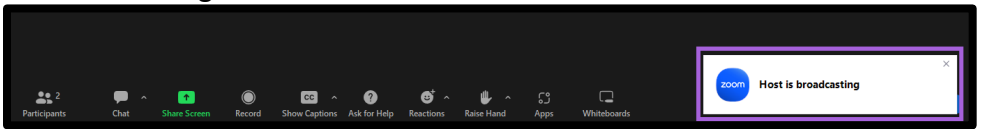
   a. To broadcast an audio message, select **Broadcast Voice** and the **voice icon** to begin recording.



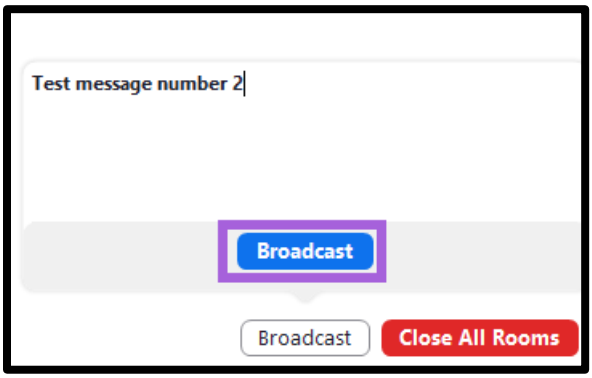
   b. To stop Broadcast Voice, select the stop icon.



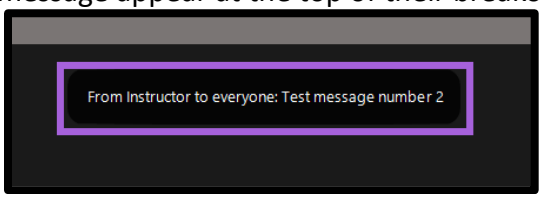
   c. Students will see a message at the bottom of the breakout room screen that the host is broadcasting.



d. To broadcast a written message, select **Broadcast Message** and type your message in the text box. Select **Broadcast** to share the message to all breakout rooms.



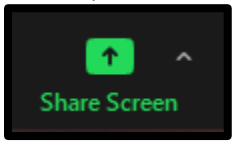
e. Students will see the message appear at the top of their breakout room screen.



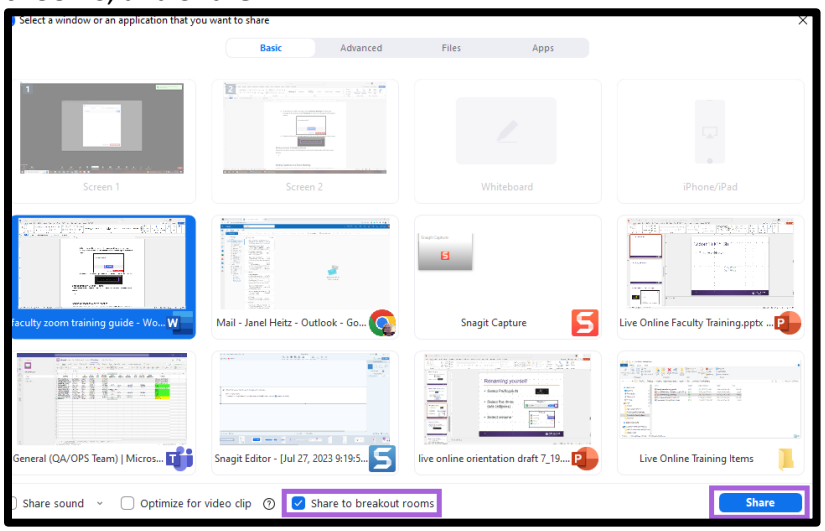
Sharing screens in Breakout Rooms

Instructors can share a screen to all breakout rooms and share sound with their screen sharing.

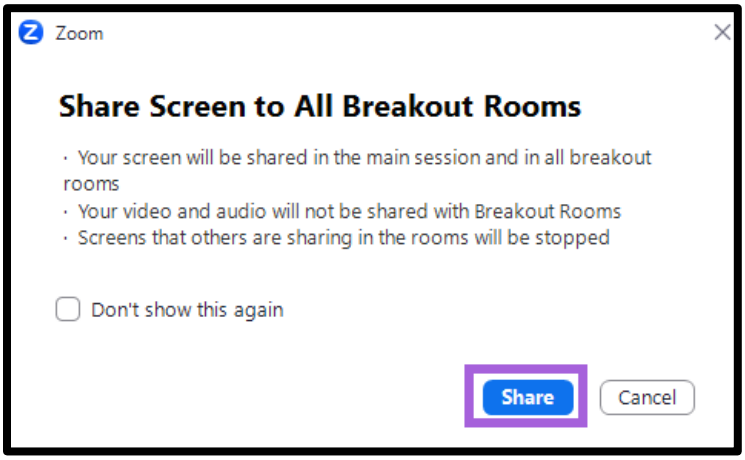
1. After breakout rooms have been created, select **Share Screen**.



2. Select the screen or document you would like to share, check the box next to **Share to breakout rooms**, and **Share**.



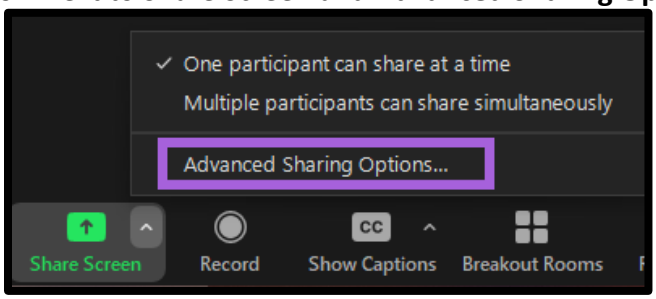
3. A message will appear stating that the screen will be shared to all breakout rooms, video and audio will not be shared, and other screen sharing in the breakout rooms will be stopped. Select **Share**.



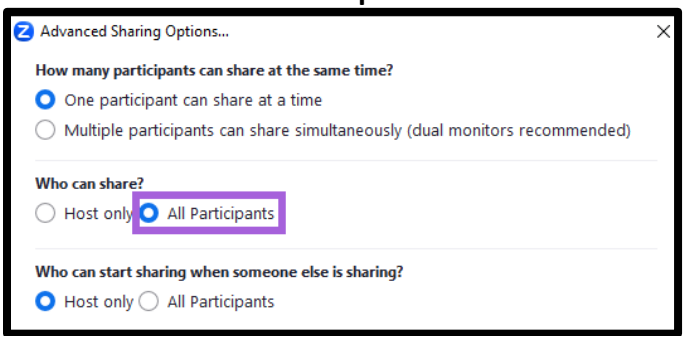
NOTES: If you leave the main session, the screen sharing is stopped. Any student screen sharing or whiteboard use is stopped. Whiteboards are automatically saved.

Collaboration Tips with Breakout Rooms

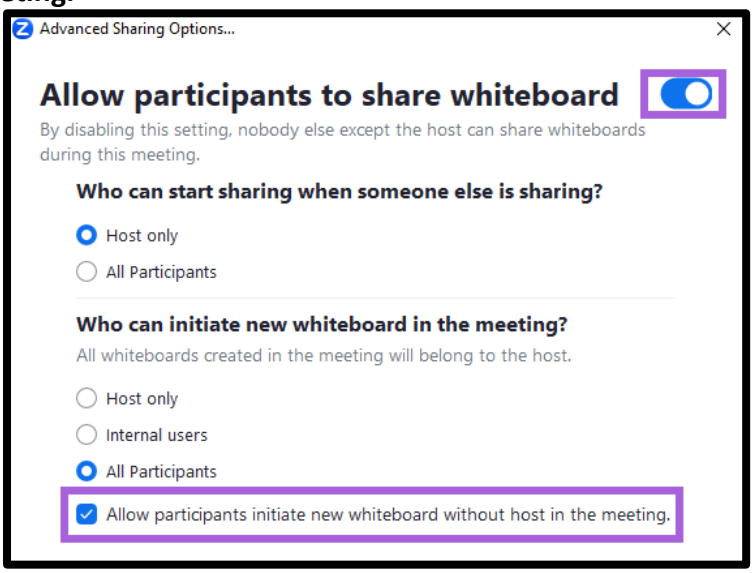
1. Prior to starting the breakout rooms, share links to documents, readings, etc. via the chat. Make sure students open the link/document prior to leaving the main meeting room.
2. Be sure your Zoom settings allow for screen sharing in breakout rooms.
    a. Select the arrow next to Share Screen and **Advanced Sharing Options**.



    b. Under **Who can share?** Select **All Participants**.



3. To allow for Whiteboard creation/sharing by students, select the arrow next to the whiteboard icon.
    a. Be sure that **Allow participants to share whiteboard** is toggled on.
    b. Check the box to **Allow participants initiate new whiteboards without host in the meeting.**

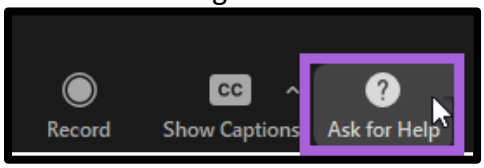


4. Encourage students to use Whiteboards or edit shareable documents.

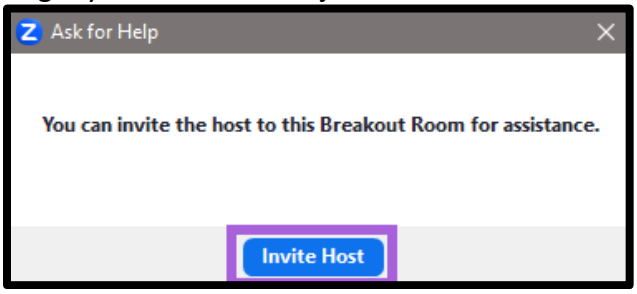
Requesting Instructor Help during a Breakout Room

A student can Ask for Help while in a Breakout Room.

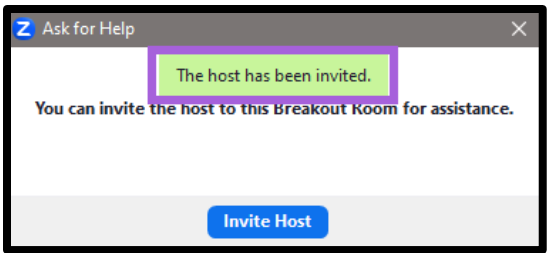
1. Click the **Ask for Help** icon in the meeting controls.



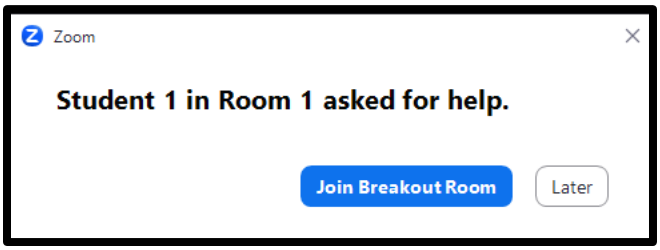
2. Select **Invite Host** to get your instructor to join the room.



3. A note will appear that the host has been invited.



4. The instructor will see a message indicating the student and room in which help is being requested. The instructor can click to **Join Breakout Room**.



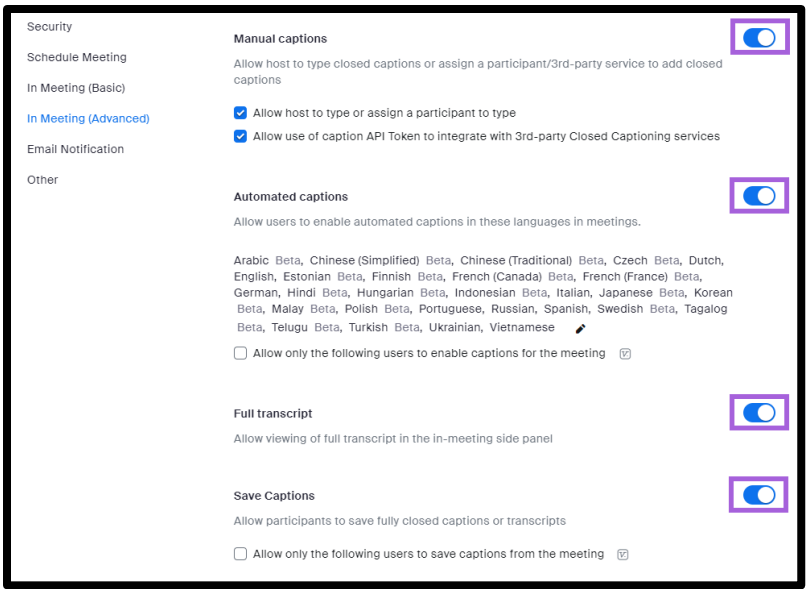
NOTES: Ask for help is the only way a student can get the attention of the instructor while in a breakout room. The students cannot direct message the instructor from within Zoom and the instructor cannot direct message the students while they are in breakout rooms.

Adding Captions to a Zoom Meeting

Enabling automatic closed captioning will increase the accessibility of your synchronous class sessions. Prior to starting your meeting, ensure that you have enabled Captions for your zoom meetings.

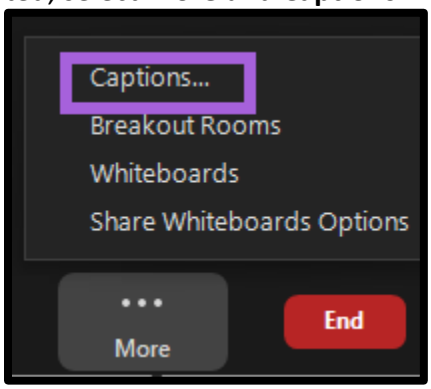
Enabling Captions for Zoom Meetings

1. On the web-based Zoom site, sign into Zoom and select In Meeting (Advanced)
2. Next to **Automated captions**, select the toggle to enable captions. You can also allow for **Manual captions, Full transcripts, and Save Captions.**

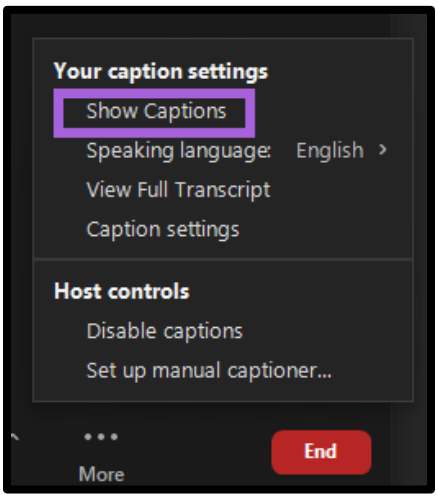


Adding Captions during a Meeting

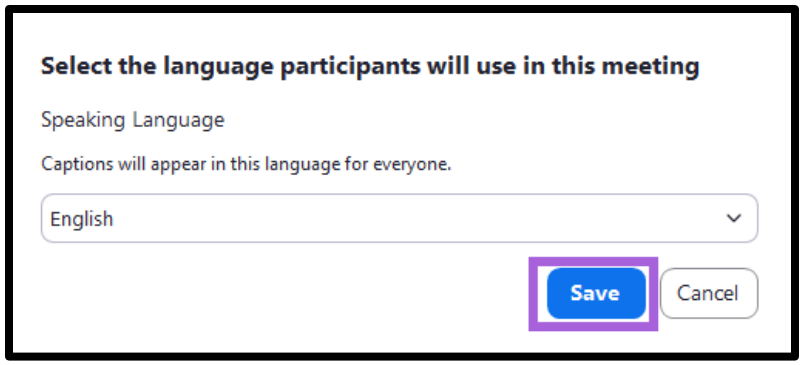
1. Once the meeting has started, select **More** and **Captions.**



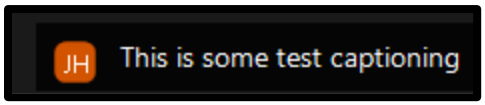
2. Select **Show Captions.**



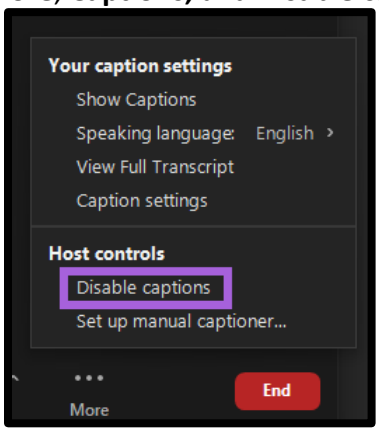
3. You can set the language and select **Save**.



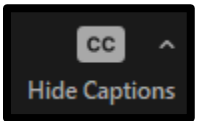
4. Captions will appear at the bottom center of the screen.



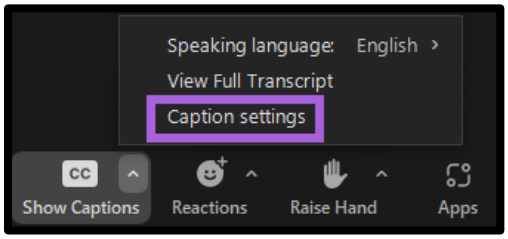
5. To disable captions, select **More**, **Captions,** and **Disable captions.**

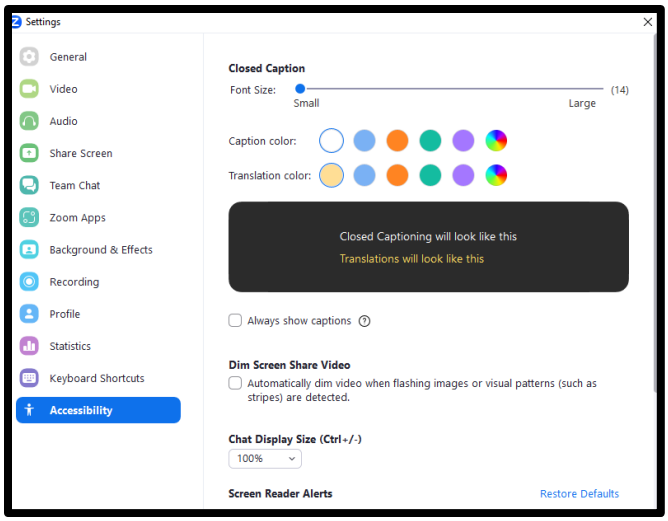


6. Students and Instructors have the option to hide captions by selecting **Hide Captions** when captioning has been turned on.

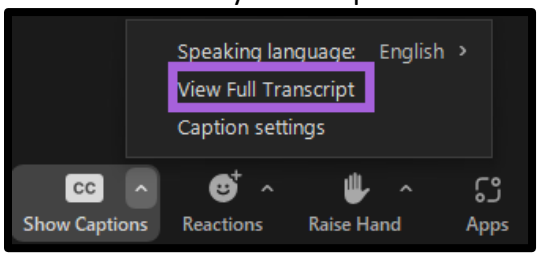


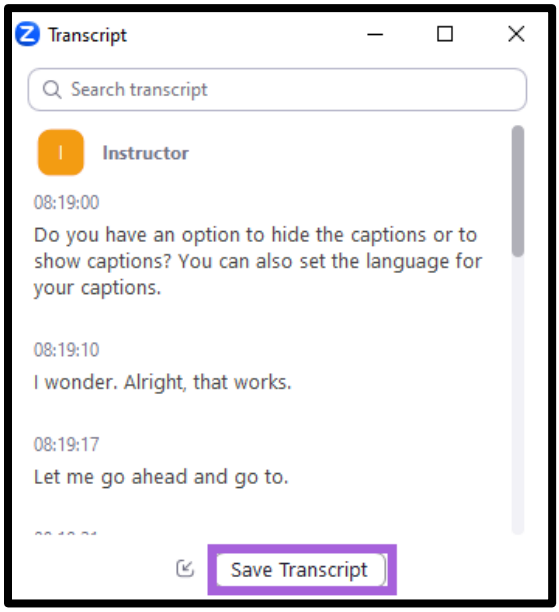
7. Selecting the arrow next to the Show/Hide Captions icon will allow you to select caption settings such as font color and size.





8. Transcripts can be viewed and saved to your computer.





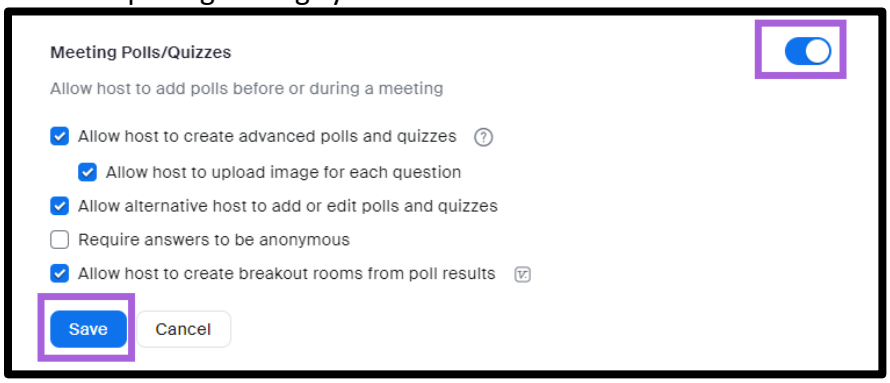
NOTES: The automatic captions in Zoom do not meet ADA compliance. If a student has requested accommodations through the Accommodations Resource Center, an interpreter or transcriber is needed. The automatic captions can increase the accessibility of a synchronous class.

Creating and Using Polls/Quizzes

Polls/Quizzes can be created prior to the class or during the class session. Prior to starting your meeting, ensure that you have enabled Polls/Quizzes for your Zoom meetings.

Enabling Polls/Quizzes for Zoom Meetings

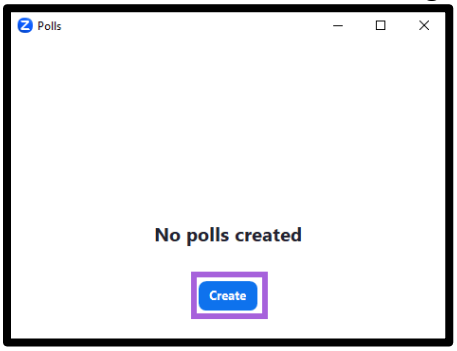
1. On the web-based Zoom site, sign into Zoom and select In Meeting (basic).
2. Next to **Meeting Polls/Quizzes**, select the toggle to enable polling. You can also check the various polling settings you desire and **Save.**



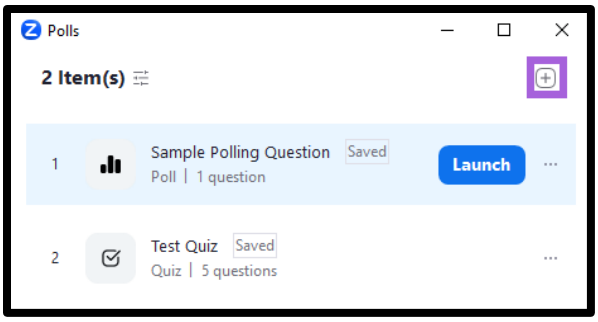
In-meeting Polling/Quiz Questions

1. During a class meeting, select the **Polls** icon in the bottom navigation bar.

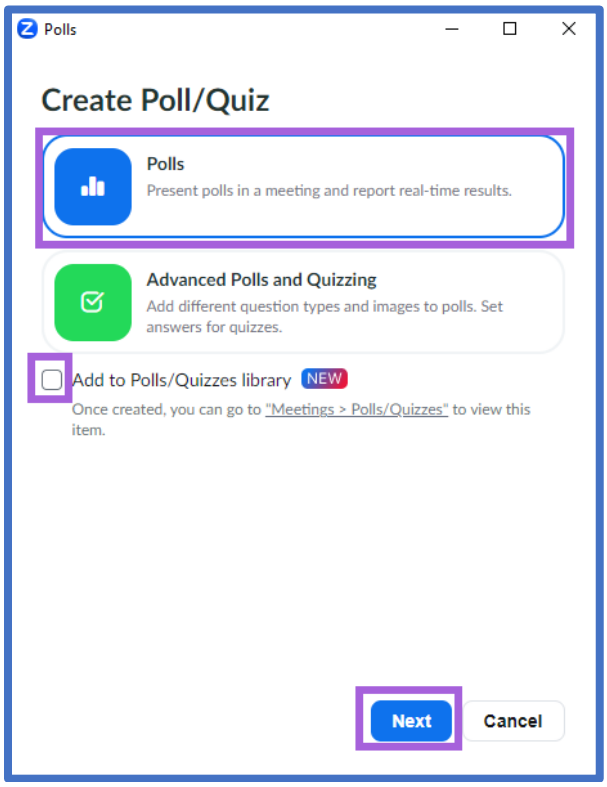
2. If no polls/quizzes have been created, select **Create**, to begin making the poll.



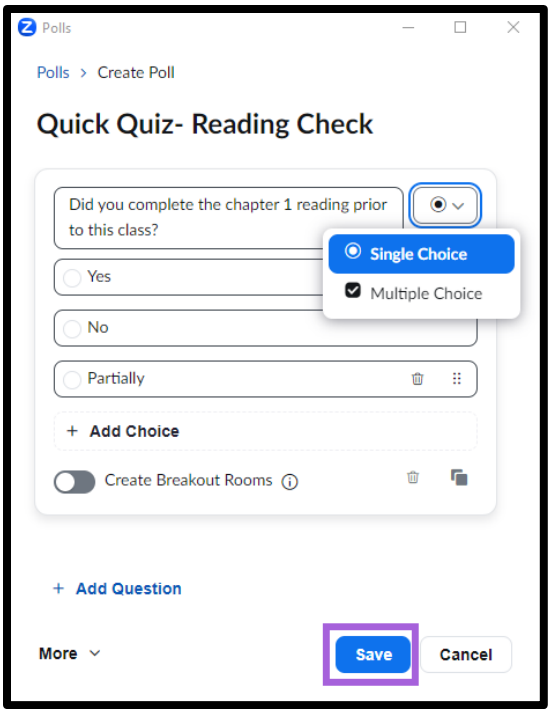
3. If polls/quizzes, have already been created, select the plus icon to create a new poll/quiz.



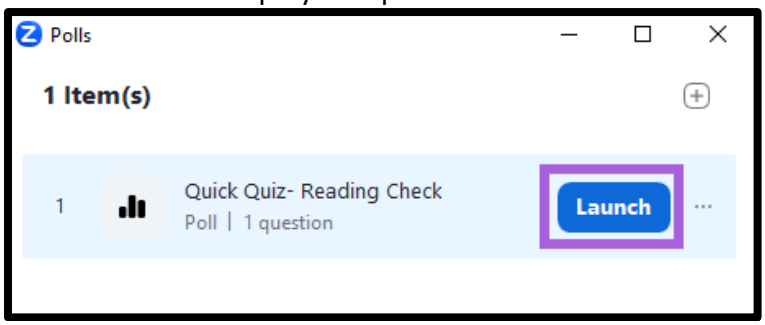
4. A Create Poll/Quiz window will appear, select Poll for multiple choice questions only and select Advanced Polls and Quizzes for additional question types. Select Next.
   a. You have the option to Add to Polls/Quizzes library which saves the poll/quiz you create.



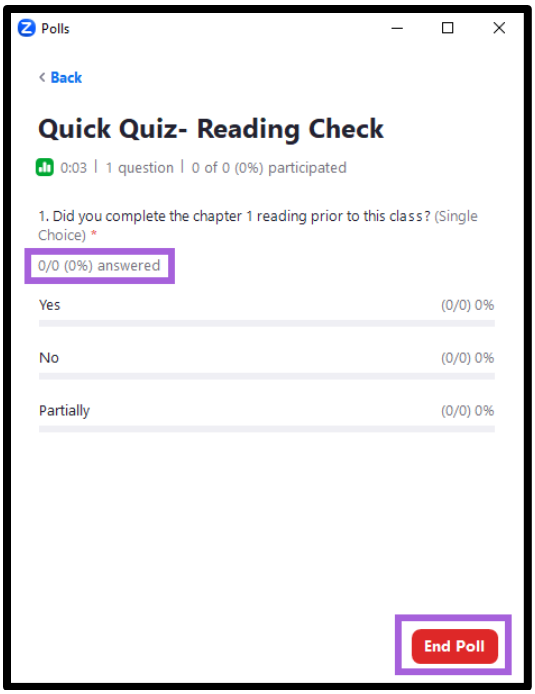
5. Write your question(s) and select Save.



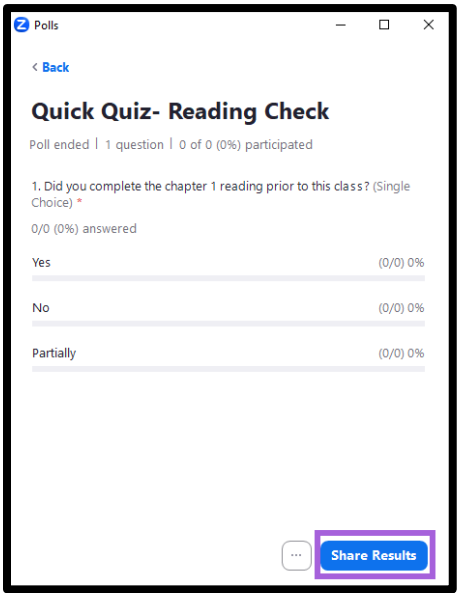
6. Select **Launch** to deploy the quiz.



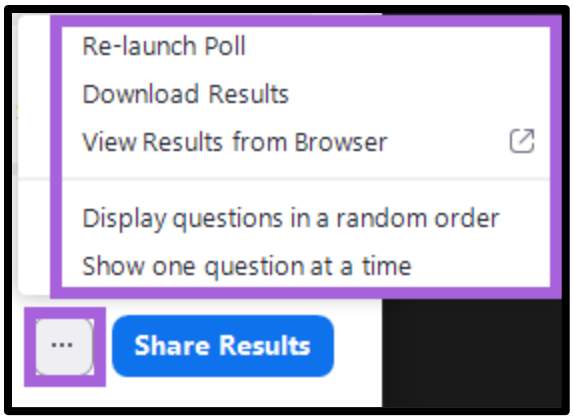
7. Instructors can see answers as they come in and the number of students that have answered. Select **End Poll** to close the poll.



8. Select **Share Results** to show students how the class answered.



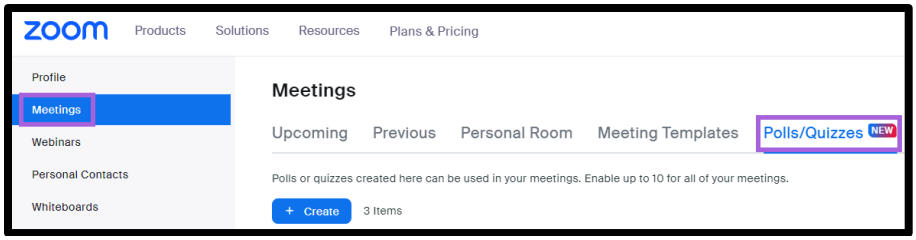
9. The three dots (ellipses), give you the option to **Re-launch Poll**, **Download Results**, or **View Results from Browser**. For polls/quizzes with more than one question, there are options to **Display questions in a random order** or **Show one question at a time.**
   a. **Re-launch Poll** will clear the results and allow students to redo the poll.
   b. **Download Results** will prompt a .csv file to download to your local computer.
   c. **View Results from Browser** will open a browser window with the results.



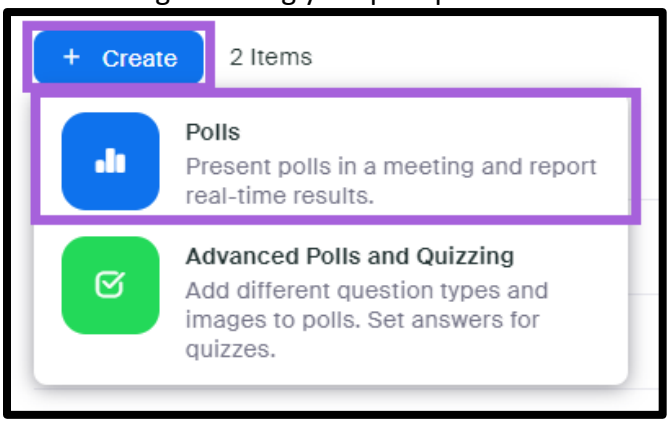
Creating Polling Questions Prior to Meeting

During a class meeting, it may be difficult to create poll questions. You can create Polls prior to class meetings, reuse polls, and save polls to use in all of your meetings.

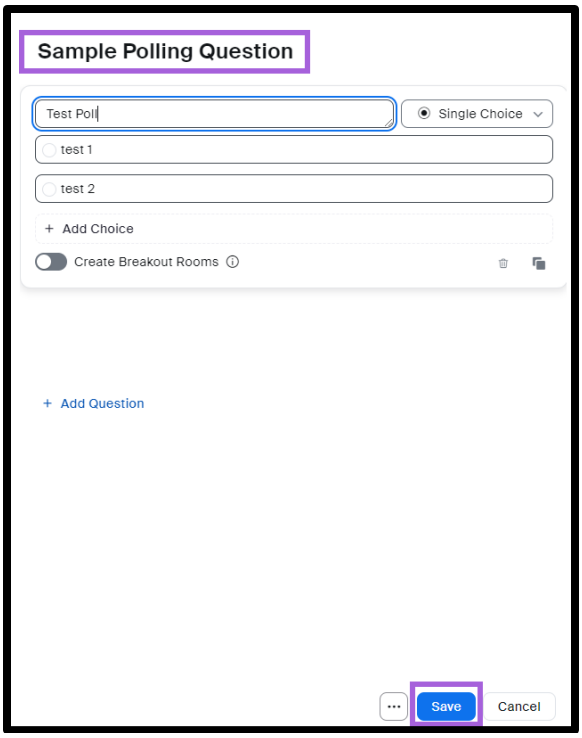
1. On the web-based Zoom site, sign into Zoom and select **Meetings** and **Polls/Quizzes**. Note: If you do not see the Quizzes option, this means you have not enabled the feature.



2. Select **Create** and **Polls** to begin making your poll questions.

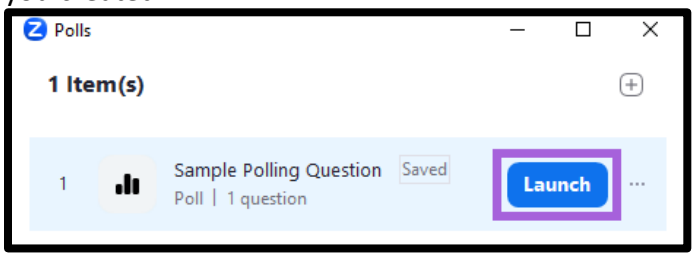


3. Be sure to **title your poll**, write your question(s), and **Save**.



4. The Poll will be displayed by the title and can be used in a class meeting if it is enabled. Note: Only 10 Polls may be enabled at one time. You can disable a poll by selecting the toggle button next to the poll.

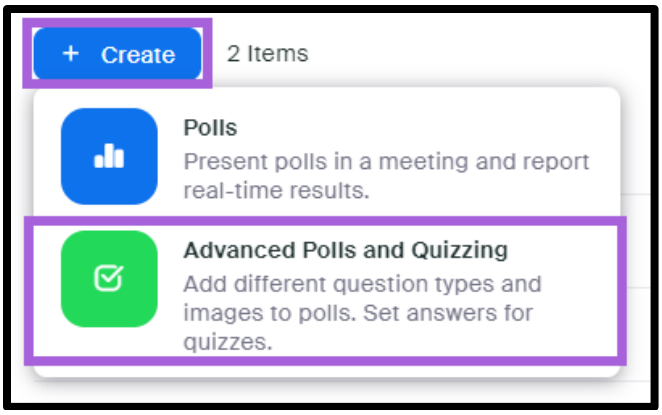
5. Within your Zoom meeting, select the **Poll icon** and you will be given the option to **Launch** the poll you created.



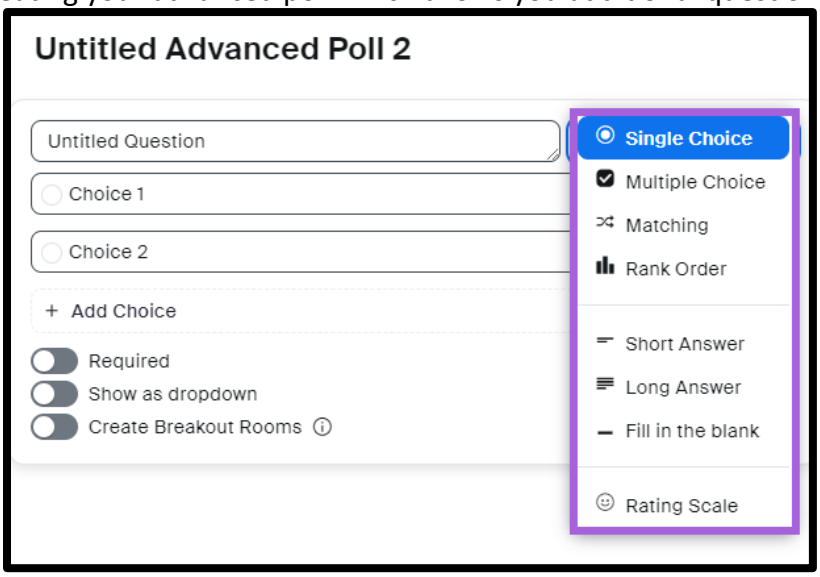
Advanced Polling and Quizzes

Advanced Polling allows you to use different question types including: single choice, multiple choice, matching, rank order, short answer, long answer, fill in the blank, and rating scale. Quizzes allow you to mark the correct answer choice.

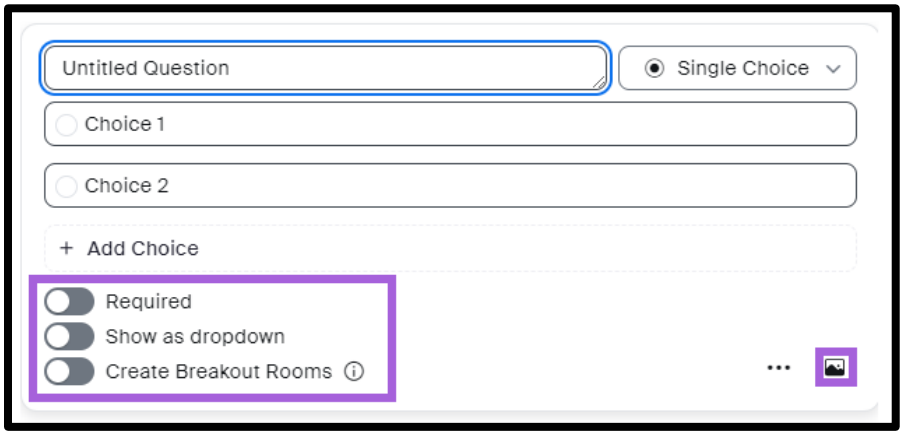
1. On the web-based Zoom site, select meeting and Polls/Quizzes. Note: If you do not see the Quizzes option, this means you have not enabled the feature. See **Enabling Polls/Quizzes for Zoom Meetings**.
2. Select Create and Advanced Polls and Quizzes.



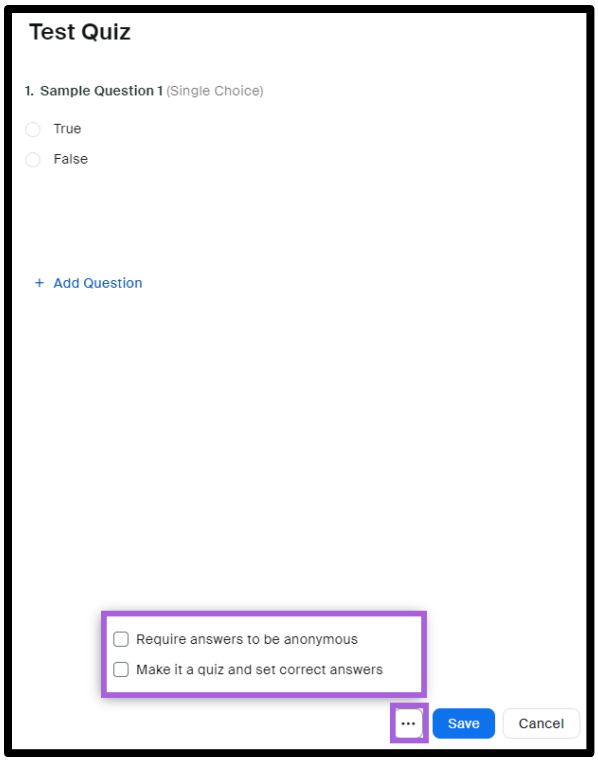
3. Begin creating your advanced poll which allows you additional question types.



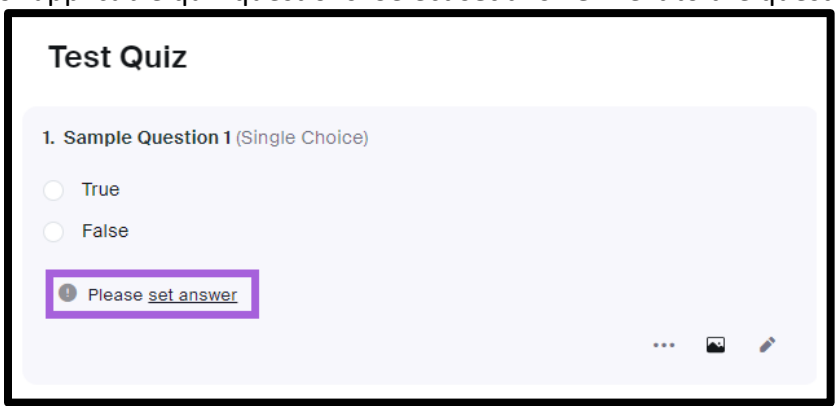
4. You have the option of setting the question as **Required**, **Show as dropdown**, or **Create Breakout Rooms** based on the answer selection. You can also add an **image** to a question. NOTE: There does not appear to be an option to add an Alt Tag to an image in Zoom.



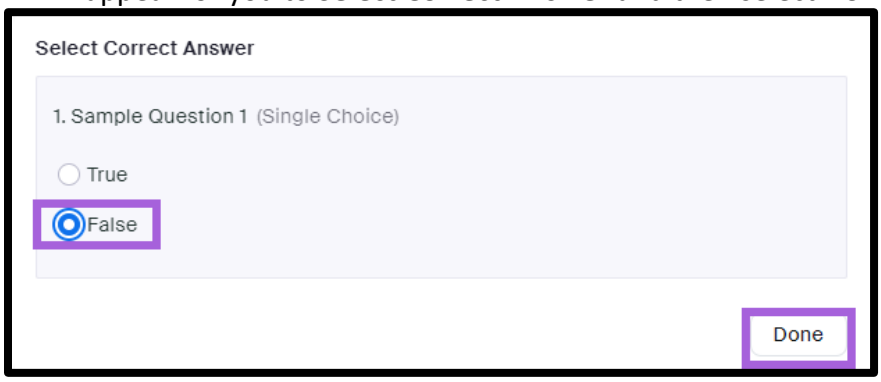
5. The ellipses (three dots) allow you to select if the answers will be anonymous or to make it a quiz and set correct answers. Correct answers can be set for single choice, multiple choice, matching, and rank order.



6. Once Make it a quiz and set correct answers is marked, you will be prompted to set answers for applicable quiz questions. Select **set answer** next to the question.



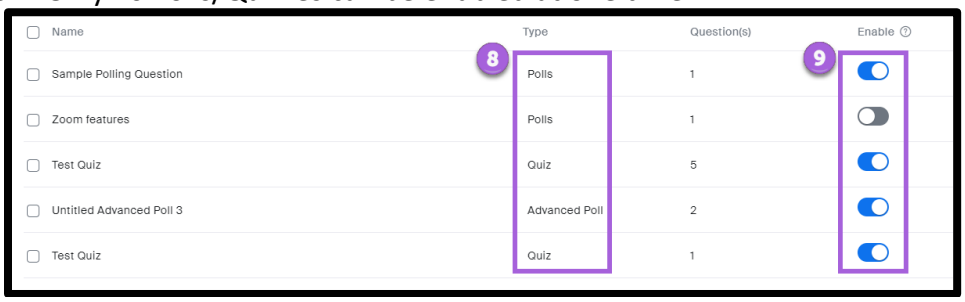
7. A window will appear for you to **Select Correct Answer** and then select **Done**.



8. On the web-based Zoom site, you will see three types of Polls/Quizzes.
   a. **Polls:** Only single choice and multiple choice question types

b. **Advanced Poll:** Various question types but no correct answers.
c. **Quiz:** Various question types with correct answers selected.

9. Polls/Quizzes that are enabled will appear in all Zoom meetings as an option to launch. Only 10 Polls/Quizzes can be enabled at one time.

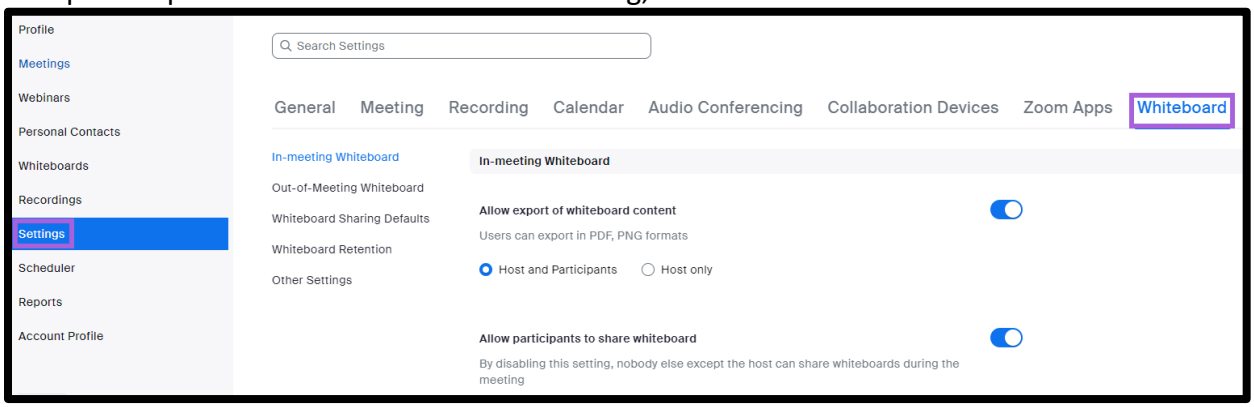


Creating and Using Zoom Whiteboards

Whiteboards can be created in advance or during a meeting to allow students to interact, annotate, and save the collaborative Whiteboards.

Zoom Whiteboard Settings

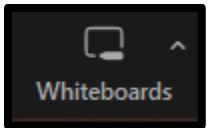
1. On the web-based Zoom site, sign into Zoom and select **Settings** and **Whiteboard**.
2. Review the various settings and select the options you would like to enable. Note: For specific questions about a whiteboard setting, submit a service ticket.



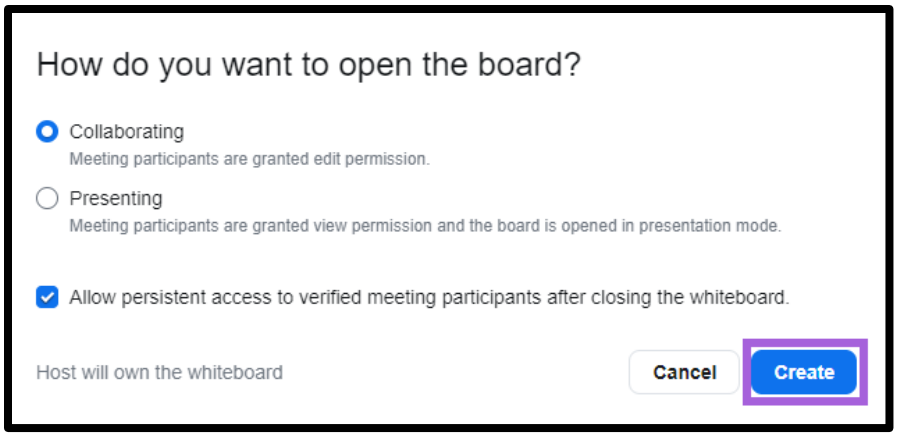
In meeting Zoom Whiteboards

During a class meeting, a Whiteboard can be created.

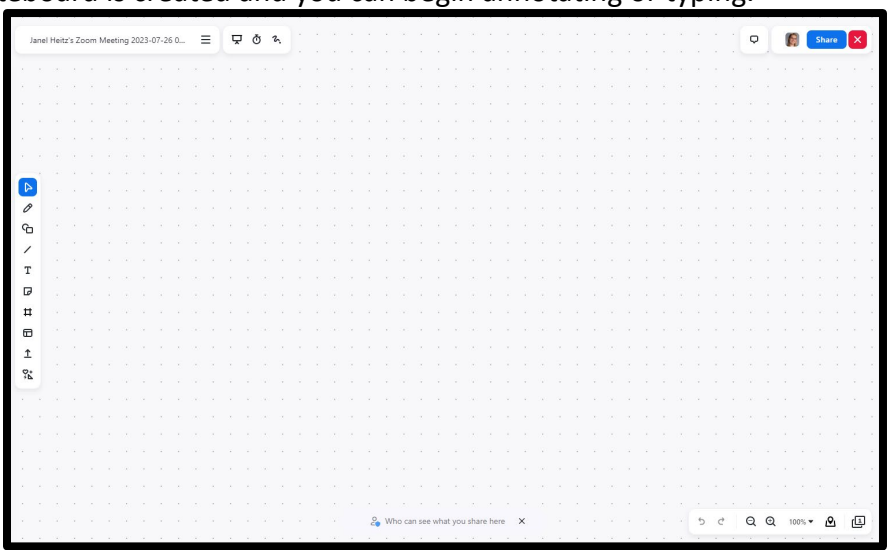
1. Select the Whiteboard icon from the bottom tool bar.



2. Determine the settings for the Whiteboard and select **Create**.



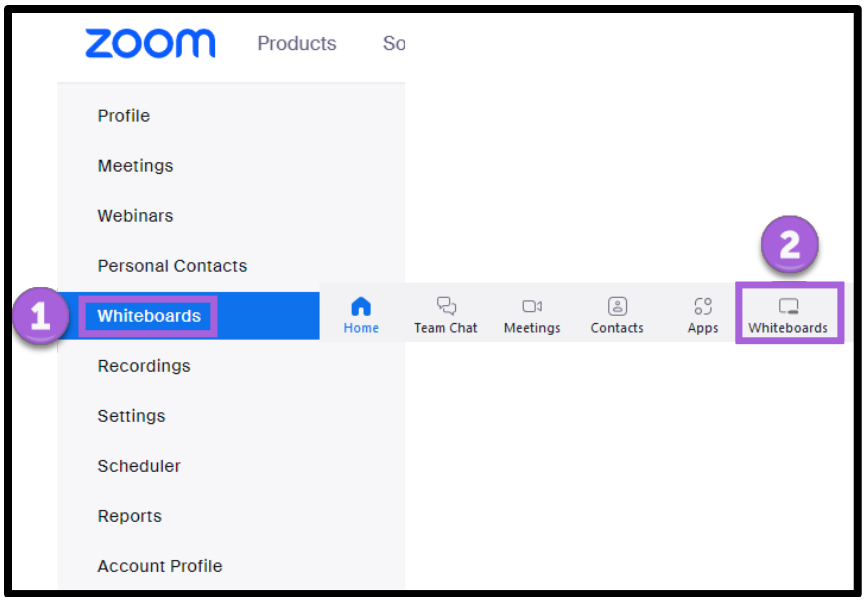
3. The whiteboard is created and you can begin annotating or typing.



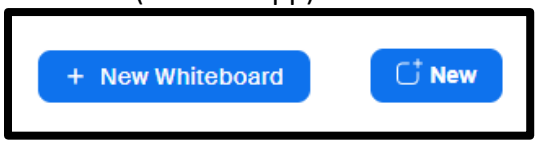
Creating Whiteboards Prior to Meeting

Whiteboards can be created prior to a Zoom meeting. This option is available in the Zoom desktop app as well as the web-based Zoom site. It is recommended that Whiteboards are created in advance for live-online classes.

1. On the web-based Zoom site, sign into Zoom and select **Whiteboard**
2. Alternatively, open the Zoom desktop app and select **Whiteboard**.



3. Select New Whiteboard or New (in Zoom app).

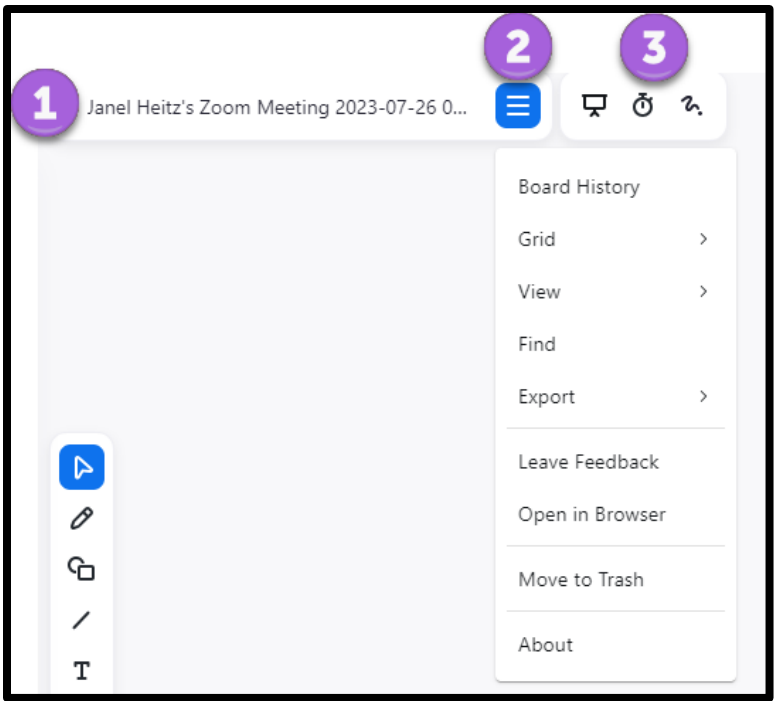


4. As an option, select a **Whiteboard Template** and begin creating your Whiteboard.

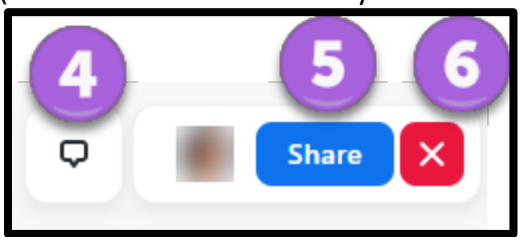
Whiteboard Tools and Features

There are various tools and features that are built into the Whiteboard.

1. Title your Whiteboard once it is created for easy filing and saving.
2. Select how you are viewing your Whiteboard.
3. Share in presenter mode, set a timer, or use a laser.



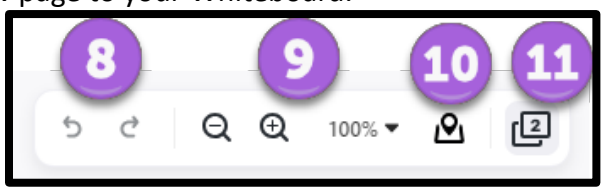
4. Add a comment to an item on the Whiteboard for all to see.
5. Share the Whiteboard with a link.
6. Close the Whiteboard (the board will automatically be saved for the instructor).



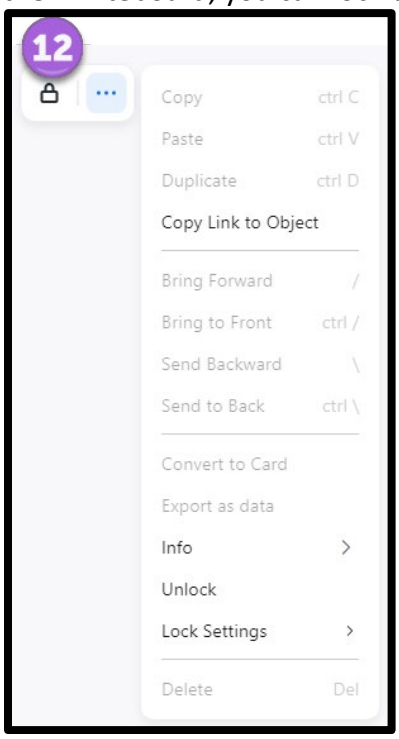
7. A variety of text tools are available for adding content to the Whiteboard.

8. Undo and Redo buttons.
9. Magnification controls.
10. Mini Map- to easily find an item on the Whiteboard.

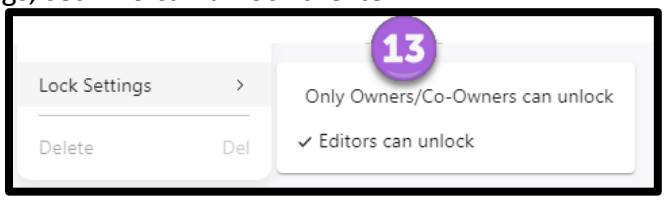
11. Pages- to add a new page to your Whiteboard.



12. When selecting an item on the Whiteboard, you can lock the item.



13. Under lock settings, set who can unlock the item.



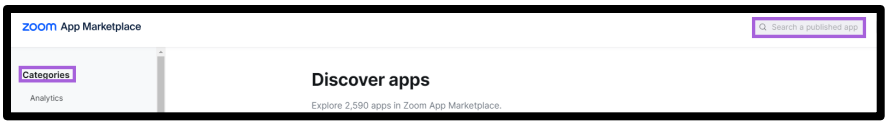
Using Zoom Apps

Zoom apps offer additional tools that are easy to access within Zoom meetings. New Apps are constantly being created; if there is an App you are interested in using which is not available, please request access. Apps have to be approved by the Zoom Administrator.

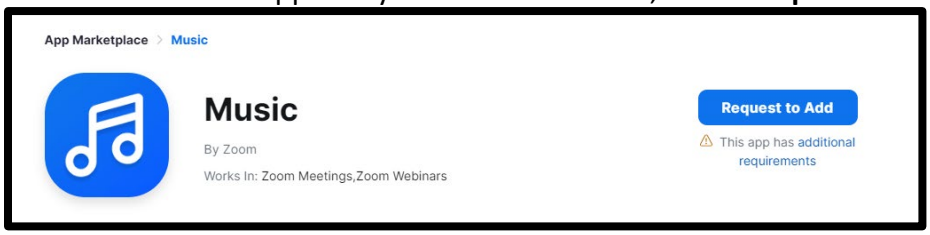
Searching Zoom Apps

There are thousands of Apps available for Zoom. To search these apps, visit: marketplace.zoom.us

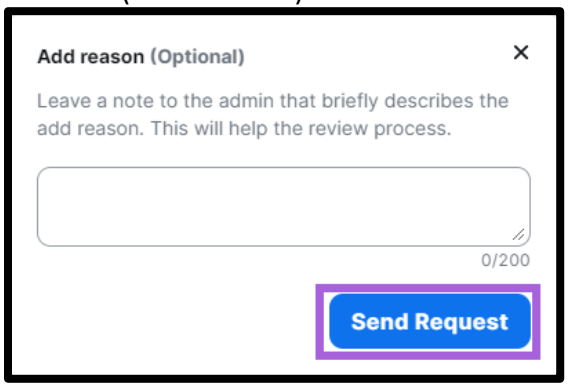
1. Use the search feature to find a specific app or browse the various apps based on categories.



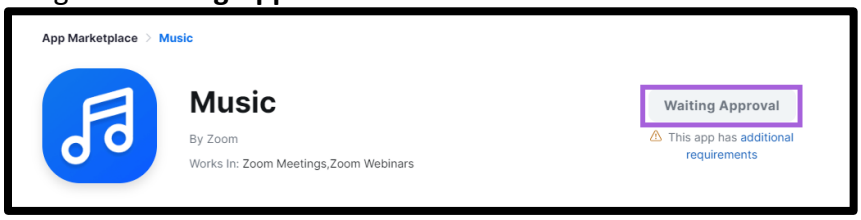
2. Once you have identified an app that you would like to use, select **Request to Add**.



3. You can add a reason why you would like the app and **Send Request**. The request is sent to the Zoom administrator (Nathan Kraft).



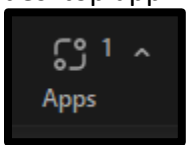
4. You will receive an **email notification** that the request has been submitted and the app status will change to **Waiting Approval**.

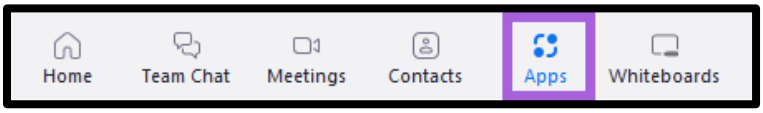


Accessing Zoom Apps

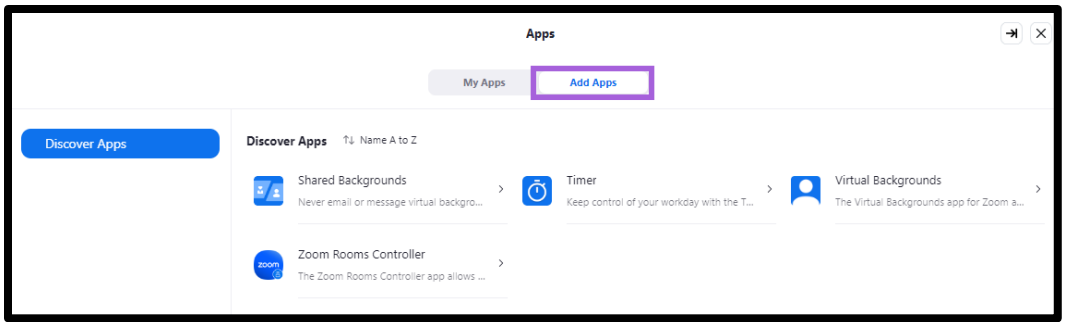
Zoom Apps can be accessed during a meeting or in the Zoom desktop app.

1. Select the App icon in a meeting or desktop app.



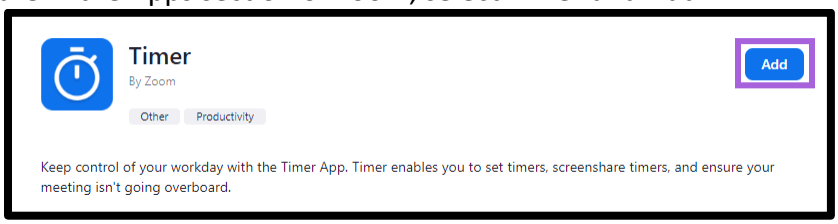


2. Toggle to Add Apps. There are a few options of Apps that can be added. The Timer and Virtual Backgrounds are two useful Apps.

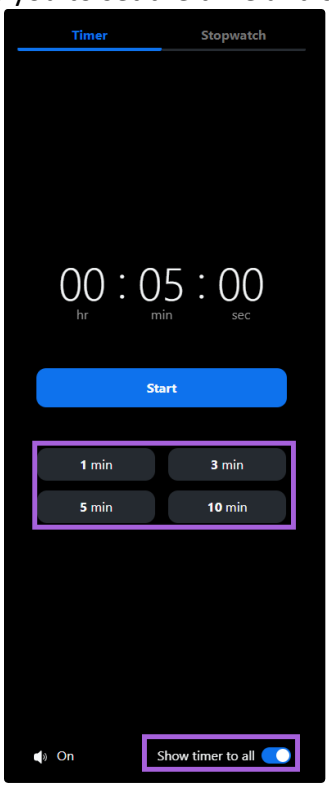


Timer App

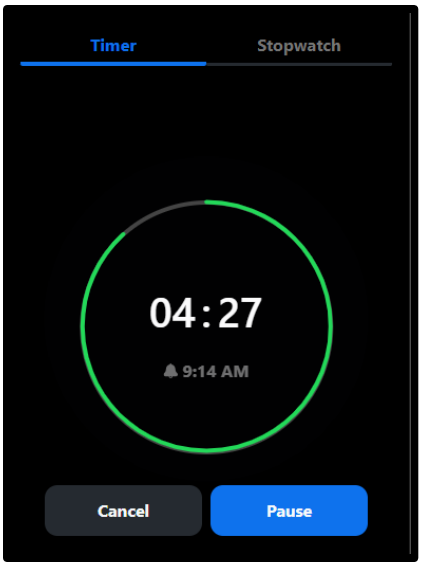
1. Once you are in the Apps section of Zoom, select Timer and Add.



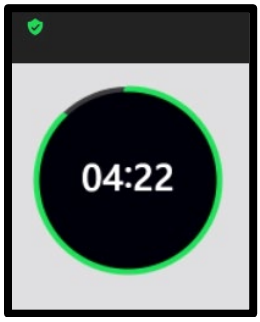
2. During a meeting, you have a built-in Timer and Stopwatch. Selecting the App and Timer during a meeting allows you to set the time and show the timer to all.



3. Select start and the timer will begin counting down.



4. The timer will also appear in the upper left corner of your screen. Closing the App panel will not stop the timer. Students will see the timer in the upper left corner of the instructor's video.

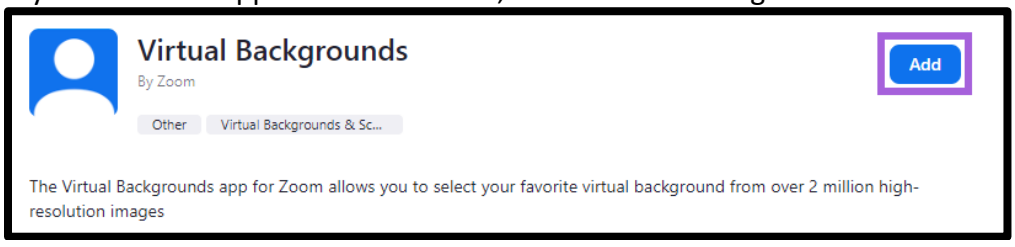


5. When the timer ends, it will chime. The stopwatch functions in a similar manner to the timer.

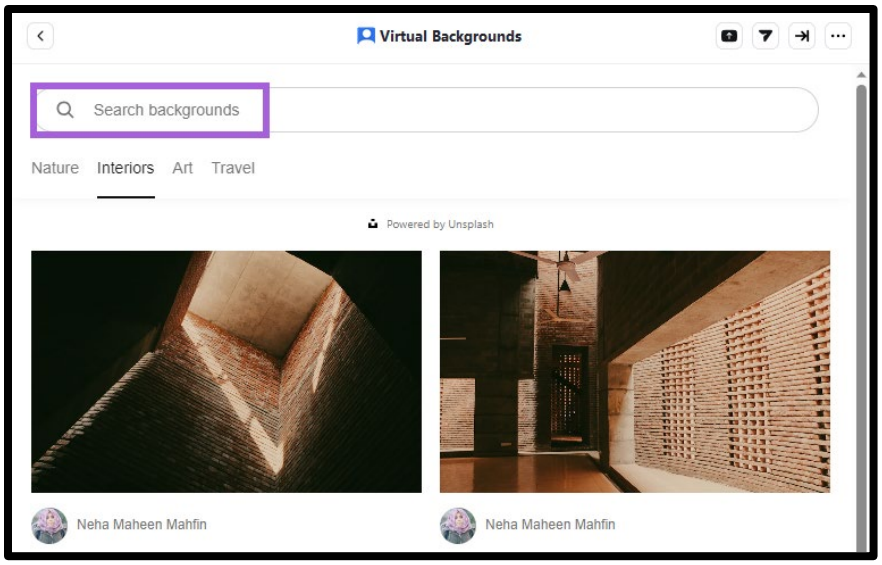
Virtual Backgrounds

Virtual Backgrounds provides a variety of images that can be used as a Zoom background and can be easily set as your background within a meeting. No need to search for images, download, and upload.

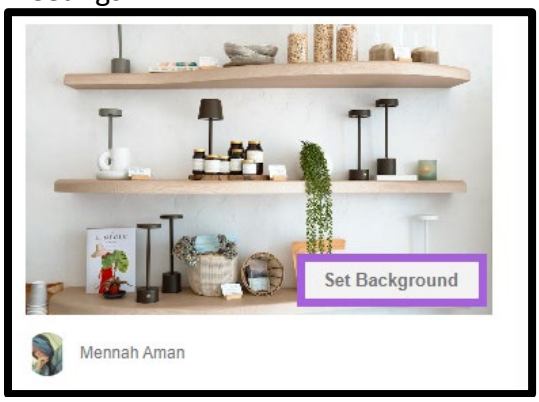
1. Once you are in the Apps section of Zoom, select Virtual Backgrounds and Add.



2. Search or browse for images that you would like to use as your background.



3. Select an image and **Set Background** to automatically make it your Zoom background. This background also gets saved as a Zoom Virtual Background you can select from for future meetings.

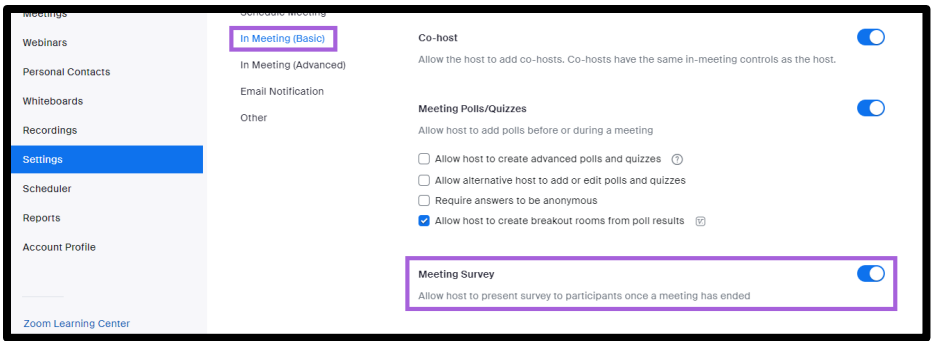


Creating and Using Zoom Surveys

Upon completion of a Zoom meeting, the instructor can have a survey automatically deploy to all students. This survey can be built in Zoom or using a third-party tool such as Microsoft Forms. As soon as the participant leaves the meeting, a browser window will appear to take the survey.

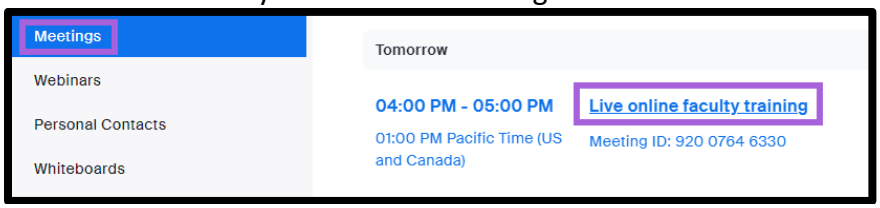
Enabling Meeting Survey

1. On the web-based Zoom site, sign into Zoom and under **Settings**, **select In Meeting (Basic)**.
2. Next to **Meeting Survey**, select the toggle to enable surveys.

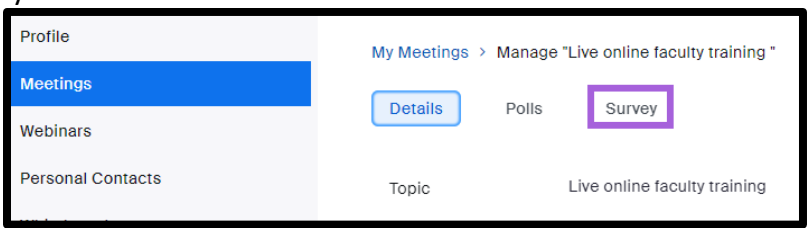


Creating an After-Meeting Survey

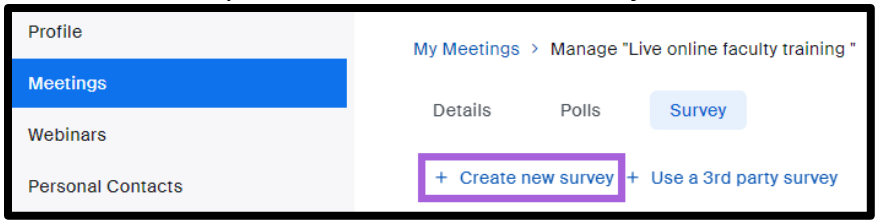
1. On the web-based Zoom site, sign into Zoom and select **Meetings**.
2. Click on the **Meeting Title** that you would like to add a survey to. Note: Reoccurring meetings will have the survey added to *all* meetings.



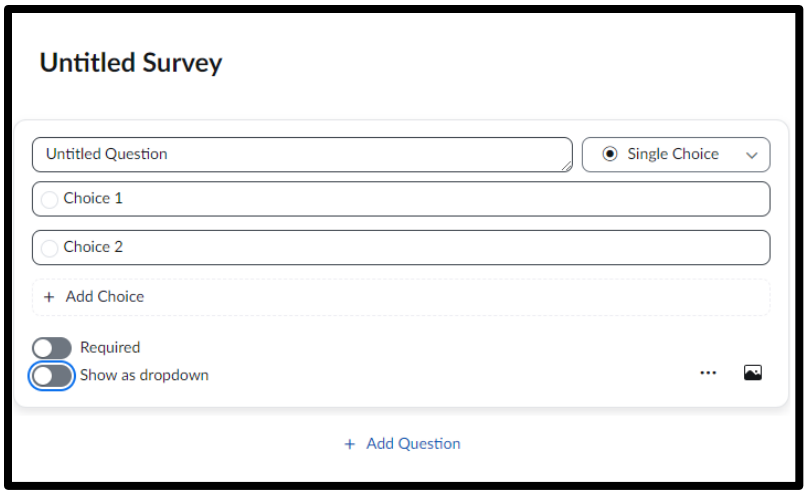
3. Select Survey.



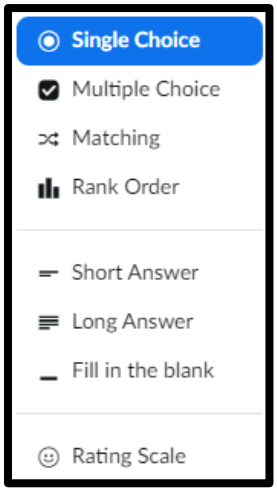
4. To launch the Zoom Survey Tool, select **Create new survey**.



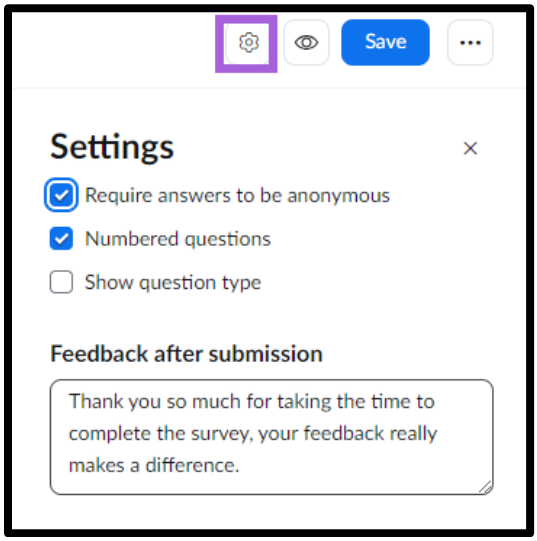
5. Create your survey question(s) and title the survey.



6. A variety of question types are available.

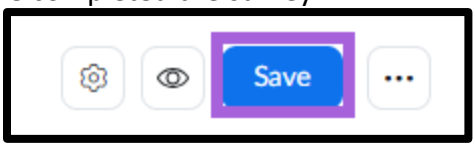


7. The **Gear Icon** (Settings) in the upper right corner will allow you to select if the survey is anonymous, numbered questions, and show question type. You can also edit the Feedback after submission.



8. The **Eye Icon** in the upper right corner will allow you to preview the survey.

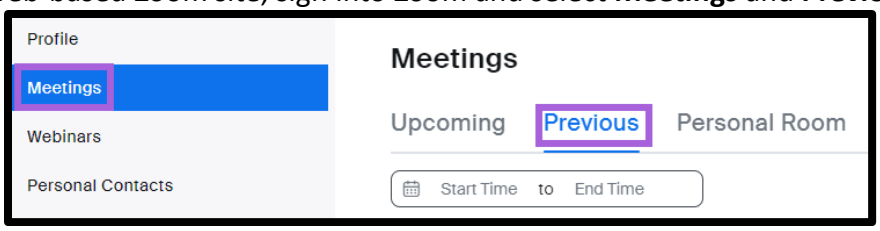
9. Select Save once you have completed the survey.



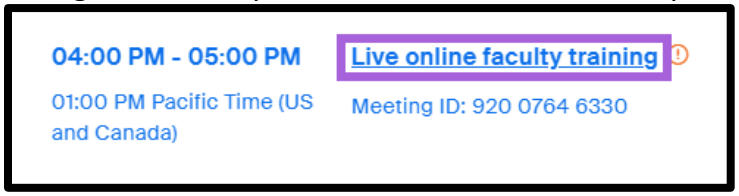
Accessing Zoom Survey Results

Once the meeting has ended, the survey results can be viewed. You must wait until the scheduled end of meeting, even if the meeting ends early.

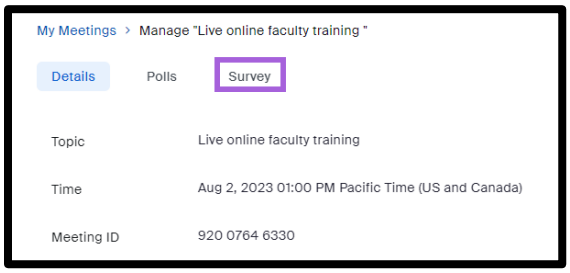
1. On the web-based Zoom site, sign into Zoom and select **Meetings** and **Previous**.



2. Click on the **Meeting Title** where you would like to view the survey results.

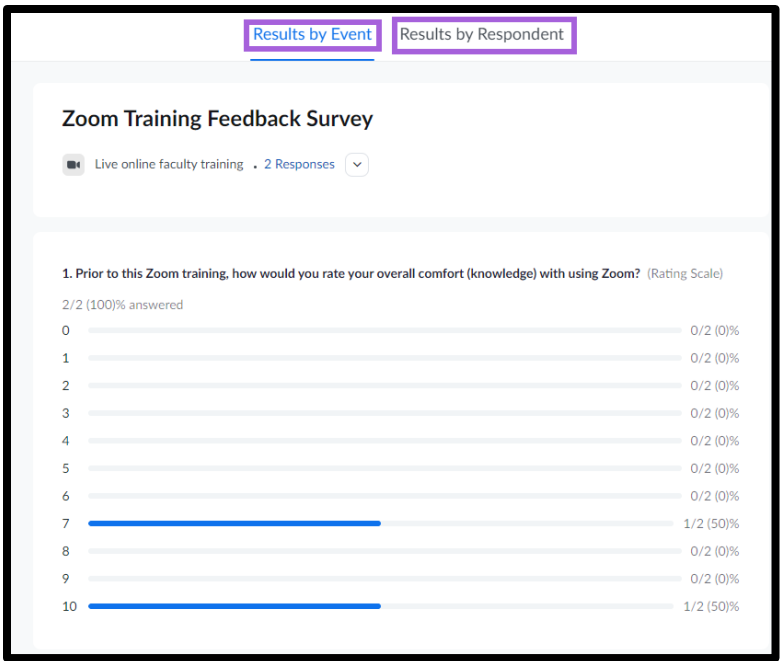


3. Select **Survey**. Note: If no survey was created for the meeting, this item will not be available.



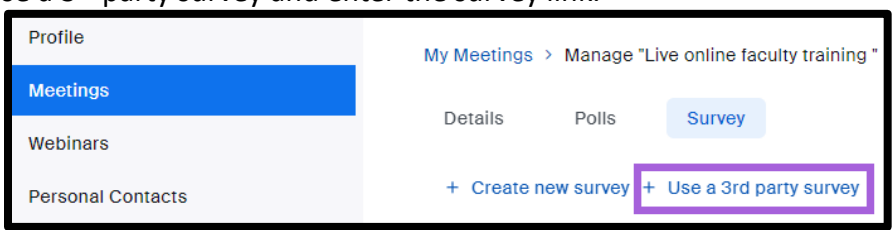
4. Select **View Responses**.

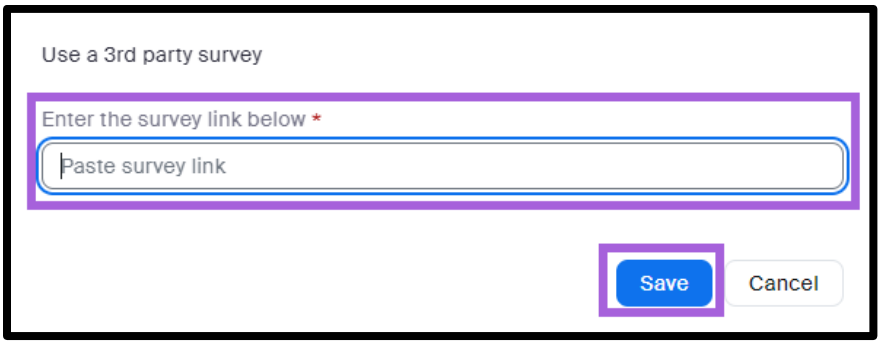
5. You have the option of viewing **Results by Event** or **Results by Respondent**. If the survey was set up to *not* be anonymous, the results will be displayed by email address.



Using a 3rd-Party Survey

1. Follow steps 1-3 under **Creating an After-Meeting Survey**.
2. Select Use a 3rd party survey and enter the survey link.





NOTES: Any URL will work for the survey link. It does not have to be a survey, it could be a video, reading, or assignment link that students should complete after the meeting.

Zoom Troubleshooting

Occasionally you or a student may encounter an issue with Zoom. Below are some steps to follow in order to troubleshoot the issue and who to contact if the issue persists.

1. For **audio and video issues**, try testing the audio and video or be sure to select the correct camera, microphone, and speaker.
    a. If issues persist, leave the meeting and restart your computer.
        i. Be sure to notify students or instructor prior to leaving.
        ii. As a temporary solution, consider joining via a mobile device.
2. For connectivity issues or an unstable internet connection, consider switching to a mobile device if the meeting gets dropped.
3. For persistent issues or issues you are unable to troubleshoot, submit a service ticket.
    a. Faculty can also CC AV@bellevue.edu on their service ticket request.
    b. Students should be directed to submit a service ticket.

Zoom for Mobile

Zoom offers a mobile app that can be downloaded for both Apple and Android devices including phones and tablets. While it is preferred that students (and instructors) access their live-online classes from a computer, sometimes circumstances will require the use of a mobile device. It should be communicated to students that a mobile device should not be the primary method of joining their class since it has limited sharing and collaborating features (harder to share screens, see all students, participate in the chat, etc.).

Video Tutorials on using Zoom Mobile Apps:

Apps in Law. (2020, Apr 8) 7 Tips for Using Zoom on an iPad or iPhone [Video]. YouTube. URL https://www.youtube.com/watch?v=KIdodM2dvxA

Finio, B. (2020, Apr 7) How to Use Zoom on Your Phone (Android) [Video]. YouTube. URL https://www.youtube.com/watch?v=TKHZuJlHLuk

Versions

Version	Date	Developer Name	Description of Changes
1	08.14.2023	Janel Heitz	Document Creation
2	03.07.2024	Janel Heitz	Added information for Blackboard Ultra

Disclaimer

Although we have made every effort to provide you with accurate instructions and screenshots, we encourage you to reach out to us if you note any discrepancies or inaccuracies with the process/steps provided.

To recommend a change, please submit a service ticket.

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