

ZOOM | FAQ's

During our Zoom demos, faculty and staff asked excellent questions about how to best use the service for ArtCenter's specific needs. Here's a list of FAQ's and best practices for your reference.

For Zoom fundamentals, please refer to these guides:

- [Click Here for a Step-by-Step Guide to Downloading/Installing Zoom](#)
- [Click Here for the How-To Guide Featured in the Zoom Demo](#)

SET UP: STUDENTS

Q: Will a Zoom tutorial be available to students so that they can be familiar with the platform before classes begin?

A: Yes, Zoom training resources will be sent to students.

Q: Do all students have access to Zoom?

A: Yes, all students access Zoom through their email — they can use either their personal or school email. It's best they use their ArtCenter email. Students will also receive training documents preparing them to join a meeting, which is very easy as a participant.

SET UP: FACULTY

Q: Does Zoom work with an iPad?

A: Yes, it works with iPad and iPhone.

Q: I have two Zoom accounts, which should I use?

A: Please use the account tied to your ACCD email since it better integrates into DotEd.

Q: Is there a time limit for classes?

A: With a full license, which all faculty now have, there's no limit on class time.

Q: When sharing my screen, will students see all of the applications/windows I have open?

A: Yes, before the Zoom session, be sure to close out anything personal you don't want students to see.

Q: Can I show a demo on a program like Photoshop?

A: Yes, simply share your screen and use Photoshop or any other program as usual.

- [Click Here to Watch a Screen Sharing Video Tutorial](#)

Q: Can students see the meeting if they use the dial-in number?

A: Yes, if they use the Zoom app on their smartphone, although it will be on a much smaller screen. Make sure your students download the apps for desktop and smartphone before class.

- [Click Here for a Guide to Joining Zoom by Phone](#)

Q: What is Spotlight and how do I use it?

A: This feature can only be used by the host and places one user as the primary active speaker for all participants in the meeting. To use Spotlight:

1. You need at least 3 participants in the meeting using video

2. Start a new or scheduled meeting.
3. Tap Manage Participants on the Zoom Room Controller
4. Tap the Host or Participant's name
5. Tap Pin or Spotlight Video
- [Click Here for a Step-by-Step Guide to Spotlight](#)

Q: I'd like to feature a demo — for instance, on a sewing machine. What's the best way to do that?

A: You can use your computer's webcam. Or you can set up your smartphone or iPad like you would use a webcam (this takes a little more effort).

To do this:

1. Email yourself the Zoom link you'll be using
2. Open the email on your smartphone and click the link
3. You'll be prompted to download the Zoom app
4. Tap Manage Participants on the Zoom Room Controller
5. Tap the Host or Participant's name
6. Tap Pin or Spotlight Video
- [Click Here for a Video Tutorial on Using your iPad with Zoom](#)
- [Click Here for a Step-by-Step Guide to Spotlight](#)

Q: What is Whiteboard and how can I use it while teaching?

A: Zoom's Whiteboard feature allows you to share a whiteboard that you and other participants (if allowed) can annotate on. This feature can be used for brainstorming or spur-of-the-moment illustrations. You can also text notes like you would in Microsoft Word.

- [Click Here for a Guide to Using Whiteboard](#)

Q: Can multiple people annotate on Whiteboard?

A: Yes, multiple people can work on the whiteboard at once.

HOSTING A MEETING

Q: Zoom allows participants to “raise hands” to ask a question — how does Zoom notify me when this happens?

A: The best way to do this is to create a pop-out window so you can see “raised hands” in real time.

To create this pop-up window:

1. Click on "Manage Participants" to see raised hands
2. On the right, you'll see the "Raise Hand" button
3. Push the arrow at the top left to pop out this window to receive notifications in real time as hands are raised
- [Click Here for a Guide to Managing Raised Hands as a Meeting Host](#)

Q: What's the best way to teach a class with multiple instructors or with TA's?

A: Make these other instructors or TA's Co-hosts in your Zoom meeting. TA's don't need Zoom licenses to be made a Co-host. Making a user a Co-host allows them to manage the Zoom session with the same permissions you have as the organizer. You can assign up to 50 co-hosts in a Zoom meeting.

To make someone a Co-host:

1. Manage participants
2. Click on participant
3. Make Co-host.

Q: What are the Zoom controls I have as a meeting host?

A: With meetings, hosts and co-hosts can control the following features:

Mute participants.

To do this:

1. Go to Manage Participants
2. Mute All

Request that a participant unmutes

Stop a participant's video

Request that a participant starts their video

Prevent participants from screen sharing

To do this:

1. Click down arrow by Screen Share
2. Click on Advanced Sharing
3. A window will pop up
4. Click Host-Only Share

- [Click Here for a Video on Zoom Features & Controls](#)

Q: How do I control who speaks and shows their screen so students can't overtake the discussion without permission?

A: While you're speaking, you can mute students so you're not interrupted, then unmute for class discussions.

To mute participants:

1. Go to Manage Participants
2. Mute All

Q: Can I remove a participant from a Zoom Meeting?

Yes, you can remove a participant.

1. Click "Manage Participants" at the bottom of the Zoom window.
2. Next to the person you want to remove, click "More."
3. From the list that appears, click "Remove."

Q: How can students "point" to artwork they're showing on-screen?

A: Students can share their screen and can "point" to different aspects of their screen using their mouse.

- [Click Here to Watch a Screen Sharing Video Tutorial](#)

Q: Is there a way to chat privately with a student or instructor?

A: Yes, chat allows you to message with everyone in the meeting or one person directly — this is the best way to have short, private conversations.

- [Click Here for a Guide on Using In-Meeting Chat](#)

Q: Can I upload a file through the Zoom chat box?

A: Yes, you can send a document through a private chat or group chat — the maximum file size supported is 512MB.

Q: What are breakout rooms in Zoom and how can I use them in my class?

A: Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

Breakout rooms are separate sessions from the main Zoom meeting. They're commonly used in education and are a great way for instructors to allow participants to work in smaller groups for discussion, projects or activities.

Instructors can move between different breakout rooms and the main meeting room. However, students don't have this access.

- [Click Here for a Video Tutorial on Breakout Rooms](#)

Q: Can students create their own breakout groups?

A: No, only the host can set up breakout rooms.

Q: Can I set up breakout groups in advance of the Zoom meeting?

A: No, this has to be done once students have signed in.

GOOD TEACHING & LEARNING PRACTICES

Q: What is the best way to have one on one CRITS with several students in a class?

A: You can create [breakout rooms](#). Or you can schedule a specific time for students to log into a Zoom meeting. For one-on-one CRITS, set up office hours with 20-30 minute sessions and have students sign up. Then you send a link and students come into the Zoom meeting one by one during their allocated time — like office hours. To have a CRIT that includes the entire class, collect assignments ahead of time and screen share their work during the Zoom call.

Q: My students have presentations — how can they present while also using stellar visual aids?

A: Have students prepare presentations using [Slide Share](#), PowerPoint or another program and present by sharing their screen on Zoom.

- [Click Here to Watch a Screen Sharing Video Tutorial](#)

Q: How will Zoom's screen sharing options work with video content? For example, could an instructor play a DVD or YouTube clip on their computer and have it stream reasonably well for Zoom participants?

A: It's possible but not recommended. The quality of the video depends on the quality of your internet connection. Instead, send links to videos and films before class to discuss during Zoom time, or during class, send the links and pause for students to watch the video, then regroup to discuss. You can also place videos/clips/images in a Dropbox or Google Drive for students to download and watch.

Q: What's the best way to take attendance?

A: There are a few ways to do this depending on your class size.

1. You can take a screenshot of participants during your meeting
 - a. [Click Here for Taking a Screenshot on Mac](#)
 - b. [Click Here for Taking a Screenshot on PC](#)
2. You can have students type "Here" in the chat box, then save your in-meeting chat manually during the meeting.
 - a. When in a meeting, click on "Chat."
 - b. At the bottom of the chat window, click on "Save Chat."
 - c. This will save your chat to your local recording location.
 - d. The default is your Documents folder > Zoom > Folder with meeting name, date and time.

META/COPYRIGHT

Q: Can students or faculty record the Zoom call?

A: While Zoom allows participants to record the call, for IP reasons, Zoom sessions may be recorded **only by the instructor** for student reference. The Zoom default setting does not allow participants to record the call — simply don't change this setting. Faculty recordings are accessible only to those students enrolled in the course. Recordings will be destroyed at the conclusion of the course.

- [Click Here for a Video Tutorial on How to Record a Session](#)

Q: Are instructors required to record sessions?

A: No, that is up to your discretion.

Q: How do I record a Zoom meeting?

A: Local recording allows users to record meeting video and audio locally to a computer. The recorded files can be uploaded to a file storage service like Dropbox or Google Drive. To record a meeting:

1. Start a Zoom meeting as the host.
 2. Click the option to Record. If there is a menu, select "Record on this Computer."
 3. Host and participants will see a recording indicator in the top-left corner while the recording is active.
- [Click Here for More on Recording a Zoom Meeting](#)

Q: How do I stop or pause recording?

A: During a Zoom recording, a user can Stop or Pause the recording. After a recording has been started, click "Pause" or "Stop Recording." To resume the recording, click "Resume Recording."

- [Click Here for More on Recording a Zoom Meeting](#)

Q: Where is my Zoom recording saved?

A: The Zoom recording is converted to an MP4 and saved locally on your device. To find the recording, go to:

- "Documents" folder
- Under "Zoom"
- Under today's date.

Q: Can I save just the Zoom audio or chat?

A: Yes, Zoom recording is saved as M4A (audio) and text (chat) formats.

Q: With the same ArtCenter codes of conduct/dress codes remain in place?

A: Yes, all ArtCenter policies remain in effect (discrimination, harassment, retaliation, Title IX, safety, confidentiality, conflicts of interest, Standards of Conduct, Ethics and Professional Conduct, Information Technology use, etc.) .
Treat Zoom meetings as you would an in-person class.

ARTCENTER ZOOM CONTACT

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OTHER RESOURCES

- [ArtCenter DTL's Zoom Guide](#)
- [LinkedIn Learning Zoom courses](#)
- [Live Training Webinars from Zoom](#)
- [How to Use Zoom for Online Learning](#)
- [Hot Keys and Keyboard Shortcuts for Zoom](#)