Zoom for Office Hours?

Yes, just another awesome way to use Zoom! Set up a recurring meeting in Zoom to allow students to stop by and ask questions.

To ensure adherence to FERPA, faculty who use virtual office hours should either 1) ask the student for their A # or 2) require the student to use their APSU student email address to log into Zoom virtual office hours (if they don't know the student by sight already). Option #2 is recommended since it is already the "official" communication mechanism to students.

Set up your Zoom meetings:

1. Go to your APSU Zoom Account at https://apsu.zoom.us to log into your APSU Zoom account.
2. Under Meetings, select "Schedule a New Meeting."
3. Complete the form and Save. Special considerations for office hours:
   a. Recurring meeting settings are activated by selecting the check box next to "Recurring Meeting."

   b. Recurring meetings that occur daily, weekly, or monthly are ***limited to 50 occurrences***. If you need more than 50 occurrences, select "No Fixed Time" to create an open meeting you can start at any time with the same link. "No Fixed Time" is also a good option if your office hours do not fit traditional recurring options.*
   c. Select the box next to "Waiting Room." This way you can control who is in the meeting with you i.e. in your office versus who is in the waiting room i.e. next in line sitting in the hallway.
   d. Do not select "Enable join before host."
   e. ***To ensure adherence to FERPA,*** faculty who use virtual office hours should either 1) ask the student for their A # or 2) require the student to use their APSU student email address to log into Zoom virtual office hours (if they don't know the student by sight

already). Option #2 is recommended since it is already the "official" communication mechanism to students.

f. "Only authenticated users can join" can help with 3.e above, but you should be aware of the following before using this setting. If you set it to "Attendees must sign into their APSU Zoom Account," only those people that 1) *already* have an APSU Zoom account and 2) are signed into that account when accessing your office hours can join your meeting. Pro – this helps ensure the security of the meeting and can help facilitate student identity verification. Con – students can not tell when this has been enabled on a meeting. If they have not previously gone to https://apsu.zoom.us to activate their account, they will not be able to join your meeting. *If you use this setting, students should be told to activate their account first.*

g. Do not select "Record the meeting automatically." This will create a huge file recording your entire office hours block even if no students join you. Instead, enable "Record" as needed during the meeting, for example, to record an explanation or demonstration for a student.

4. On the meeting page, select "Show all occurrences" to review, edit, delete, or add occurrences.

My Meetings > Manage "Demo MWF Office Hours"

Topic	Demo MWF Office Hours
Time	Aug 24, 2020 01:00 PM Central Time (US and Canada)
	Every week on Mon, Wed, Fri, until Dec 11, 2020, 48 occurrence(s) Show all occurrences
Add to	Outlook Calendar (.ics) Yahoo Calendar

Aug 24, 2020 01:00 PM Central Time (US and Canada)

Every week on Mon, Wed, Fri, until Dec 11, 2020, 48 occurrence(s)   Hide all occurrences

Date	Time	Duration		
Aug 24, 2020	01:00 PM	01:00	Edit	Delete
Aug 26, 2020	02:00 PM	01:00	Edit	Delete
Aug 28, 2020	01:00 PM	01:00	Edit	Delete
Aug 31, 2020	01:00 PM	01:00	Edit	Delete
Sep 2, 2020	01:00 PM	01:00	Edit	Delete
Sep 4, 2020	01:00 PM	01:00	Edit	Delete
Sep 7, 2020	01:00 PM	01:00	Edit	Delete
Sep 9, 2020	01:00 PM	01:00	Edit	Delete
Sep 11, 2020	01:00 PM	01:00	Edit	Delete
Sep 14, 2020	01:00 PM	01:00	Edit	Delete
Show more			Add another session	

Add to   Outlook Calendar (.ics)   Yahoo Calendar

5. *Are your office hours irregular (not MWF 1:00-3:00pm, but M 2:00-3:00pm, W 8:00-10:00am, and F 12:00-2:00pm, etc.), but you want to have only one link for office hours? Two options:

a. Set a recurring meeting that meets the majority of your office hours. Then, use the options under "Show all occurrences" to edit, delete, and/or add sessions as needed.

b. When scheduling the office hours meeting, instead of selecting daily, weekly, or monthly as the recurrence, select "No Fixed Time" to create an open meeting that you can start at any time with the same link.

6. Share the meeting link with your students. You can add it to your course syllabus, add as a link in your D2L Content, make a D2L Announcement, and/or add to your email signature. Do NOT post your link publicly (for example, on a website or social media).

Running office hours:

1. At the designated meeting time, go to https://apsu.zoom.us and "Start" the meeting.

   a. Make sure "Sound notification when someone joins or leaves" setting is enabled for your APSU Zoom account which impacts all of your Zoom meetings (https://apsu.zoom.us, "Settings," and enable "Sound notification when someone joins or leaves").

   b. Or, enable sound once you start the Zoom meeting for just that meeting instance (on the in-meeting toolbar select "Participants," "…" (ellipses button), and check "Play sound when someone joins or leaves.").

   c. Make sure your computer volume is on and audible.

2. Use your computer as usual to work! Listen for a door bell like sound to announce that a student has entered your waiting room.

3. On the "Participants" list, you can "Admit" them to the meeting and engage with them.

4. If another student enters the waiting room, you choose what to do! Do they stay in the waiting room or do you permit them into the meeting room to engage with you and the other student(s)?

5. If you decide to keep them in the waiting room…

   a. The waiting room participants' list is alphabetical. Take note of the order students enter so that you can assist them in order of arrival.

   b. Use "Chat" to message the students in the waiting room. Consider something like, "Thank you for attending office hours. I am currently assisting another student and will admit you into the meeting as soon as possible. If you are unable to wait at this time, please contact me at yourname@apsu.edu to schedule an appointment."

6. When the student is done, they leave and you keep the meeting open for the duration of your office hours' block.

Additional resources:

- Distance Education's Zoom website
- Zoom Help Center
  - Scheduling Recurring Meetings
  - Waiting Room
  - Starting a Cloud Recording (while in a meeting)