Zoom Procedures

ABOUT ZOOM

In 2018, New River implemented **Zoom** as the enterprise solution for videoconferencing and instant messaging. While "Zoom" is the name of only one videoconferencing solution, New River refers to ALL modes of videoconferencing (regardless of the tool used) as IVN, or **Interactive Video Networking.** New River supports 24 classrooms with videoconferencing equipment and aids all New River videoconferencing users, regardless of their location or software.

> **Interactive Video Network**
> https://web.newriver.edu/ivn.html

ACCESSING CLASSES AND MEETINGS WITH ZOOM

For easy and secure access, Zoom is integrated with the New River Portal. The Zoom link in the portal provides direct access to each user's Zoom account. This browser-based interface includes Meeting links, Recordings, and each user's individual Zoom Settings. If you are a participant (or host) for a Zoom meeting, the links for your meetings (or classes) can be used to join a scheduled class or meeting.

Zoom is also integrated with New River's learning management system (**Blackboard Learn**), so instructors may add links in Blackboard courses to scheduled class meetings and recordings that use Zoom. Students may use these links to access Zoom classes and recordings, but the links will require you to have the Zoom software installed.

Not all classes use Zoom, but many do use it and how they use it may differ. To best understand how Zoom might be used to deliver class information, it is helpful to understand the available remote learning options used at New River. Some courses and instructors offer options to students regarding their location for participating in Zoom classes, while some require participants to attend from designated classrooms.

> **About Remote Education and Distance Learning**
> https://web.newriver.edu/technology/index.html

ZOOM COURSES

All Zoom classes and meetings are joined by using a "Zoom link" that is provided by the meeting host (the instructor or meeting organizer). For classes, instructors include these links in Blackboard to make them easy for students to locate. For meetings, the host should send the meeting link in an email (or a meeting request) to the invited participants. This private distribution of the meeting link is preferred to posting the meeting link publicly, which invites unknown users to **Zoombomb** your class or meeting by joining and then causing disruptions.

New River course schedules include information about each course to indicate if the course requires on-campus attendance or if it can be attended remotely by using Zoom. Many courses use a combination of *Zoom* (for real-time videoconferencing) and *Blackboard* (for course content delivery, online assessments, activities, and for grading and classroom management).

ZOOM TRAINING AND SUPPORT

There are multiple sources for Zoom training, depending on your role (host or participant) and skill level (novice or expert).

Teaching and Learning with Videoconferencing *(created by New River Staff)*
https://web.newriver.edu/training/it107/index.html

Zoom Tutorials and Training *(created by Zoom staff)*
https://support.zoom.us/hc/en-us/articles/360029527911

Student Recommendations for Learning with Videoconferencing
https://web.newriver.edu/IVNResources/Student-Guide-Videoconferencing.pdf

Instructor Recommendations for Teaching with Videoconferencing
https://web.newriver.edu/IVNResources/Videoconference-Presentation-Tips.pdf

Zoom User Manual *(created by New River Staff)*
https://web.newriver.edu/pdf/zoom-manual.pdf

ZOOM DEVICES, LOCATIONS, AND MEETING LINKS

There are multiple options for using Zoom to access a class or meeting. Most often, Zoom is accessed from a **desktop or laptop computer**. To fully engage in the class (or meeting), the computer must have a microphone and a webcam. If students need access to a New River computer (with webcam and microphone) to participate in a Zoom class, they can use one of our **Student Success Center** computers—they should bring their own USB headset, which can be purchased for less than $20.

Student Success Centers

Advanced Technology Center
Room T105

Greenbrier Valley Campus
Room G208

Mercer County Campus
Room M113

Nicholas County Campus
Room N118

Raleigh County Campus
Room R108

New River has nearly 20 Zoom Rooms that are used as classrooms. These rooms are scheduled for classes and NOT usually available for a student to use outside one of these classes. These rooms typically have only one computer, for the instructor, who manages the meeting connections from that computer.

Zoom Classroom Information
https://web.newriver.edu/IVN-Rooms.pdf

The Zoom client also works very well on **mobile devices** like cell phones and tablets. If you have a Zoom meeting and can't be near a computer with webcam and microphone, then your mobile device is a great option—if you have a strong wi-fi or cell signal.

Zoom instructors are issued a Zoom **PRO** license, which is a paid license. The free **Basic** Zoom license is used by most everyone else. Instructors can create **class meeting links** and then share that information with participants using Blackboard. Meetings scheduled with a PRO license can go **longer** than 40 minutes, while meeting links created by users with Basic licenses **end** at 40 minutes and must be re-started to continue beyond 40 minutes. Regardless of PRO or Basic, the software is the same and is free to download for computers and mobile devices.

Zoom Client Software Downloads
https://newriver.zoom.us/download

If you have any questions or need any assistance, please contact the New River Help Desk:
itsupport@newriver.edu or 304-929-6725