

## Distance Education

### Zoom For Office Hours

Set up a recurring meeting in Zoom to allow students to stop by and ask questions.

**To help ensure adherence to FERPA when discussing protected information with a student**, 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 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."

The screenshot shows the 'Schedule a Meeting' form in Zoom. Key fields and annotations include:

- When:** 08/24/2020, 1:00 PM. A callout bubble points to this field with the text: "The When date & time is your first occurrence."
- Duration:** 1 hr, 0 min.
- Time Zone:** (GMT-5:00) Central Time (US and Canada).
- Recurring meeting:** A checkbox is checked. A callout bubble points to it with the text: "Check this box to open recurring meeting options."
- Recurrence:** Weekly.
- Repeat every:** 1 week.
- Occurs on:** Sun, Mon, Tue, Wed, Thu, Fri, Sat. Mon, Wed, and Fri are selected.
- End date:** By 12/11/2020. A callout bubble points to the calendar icon next to the date with the text: "Select Calendar icon to pick an end date or set # occurrences."
- After:** 7 occurrences.

- b. Recurring daily, weekly, or monthly meetings are **limited to 60 occurrences**. If you need more than 60 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 good 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.

## Distance Education

- d. Selecting “Require authentication to join” can help ensure that only authorized students enter your meeting, 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 who 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 cannot join your meeting. ***If you use this setting, students should be told to activate their account first.***
  - e. Under “Options”, do not select “Allow participants to join anytime.” This will ensure a meeting cannot start until you have joined the meeting first.
  - 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 who 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 cannot join your meeting. ***If you use this setting, students should be told to activate their account first.***
  - g. Do not select “Automatically record meeting.” This will create a considerable file recording your 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, or delete occurrences.

The screenshot shows the Zoom meeting management page for a meeting titled "Demo MWF Office Hours". The breadcrumb navigation at the top reads "My Meetings > Manage 'Demo MWF Office Hours'". The meeting details are as follows:

- 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)
- Add to:** There are two buttons: "Outlook Calendar (.ics)" and "Yahoo Calendar".

A red rectangular box highlights the "Show all occurrences" link, which is located to the right of the recurrence information.

## Distance Education

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	
<a href="#">Aug 24, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Aug 26, 2020</a>	02:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Aug 28, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Aug 31, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 2, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 4, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 7, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 9, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 11, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sep 14, 2020</a>	01:00 PM	01:00	<a href="#">Edit</a> <a href="#">Delete</a>

[Show more](#)

Add to [Outlook Calendar \(.ics\)](#) [Yahoo Calendar](#)

[Add another session](#)

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 or delete 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 as a link in your D2L Content, make a D2L Announcement, and/or add it 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 the “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 doorbell-like sound to announce that a student has entered your waiting room.

## Distance Education

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 to enter 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 sorted by “join order”, the order in which they joined the meeting.
  - 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](mailto: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 \(while in a meeting\)](#)