

School Administrator's Guide to Rolling Out Zoom

Zoom cares about our communities, their schools, and all students. Recent school closures as a result of COVID-19 have significantly increased educators' reliance on virtual learning environments. We want to share with our valued educational customers best practices that can be implemented to ensure your school is using Zoom's services in ways that best promote the safety and privacy of the students, teachers, and administrators who are your users. These best practices will help you create and maintain a safe and secure learning environment for your users, especially for K-12 schools. But, many of these practices will be applicable to higher education institutions as well.

Be sure to obtain parental consent

Please remember that the obligation to obtain parental consents, where required, as it pertains to students and their data rests with our educational customers. Zoom relies on you to obtain consent from parents for their children to use the Zoom services. Your organization should be able to demonstrate compliance with the parental consent requirements contained in the Children's Online Privacy Protection Act ("COPPA") and other applicable laws.

Supervised Account Creation

Students under the age of 18 should not go to www.zoom.us to create an account because (i) they should only be joining Zoom meeting sessions as participants (not separate account holders) through the School Subscriber's account and (ii) minors are not permitted to create an account per Zoom's Terms of Service. The School Subscriber's account administrator (e.g., teachers) should securely and confidentially provide meeting information and meeting passwords to the student users to ensure the school can maintain supervision and control over its student users' meeting experiences. If students have already signed up for individual accounts, Zoom can assist schools in fixing this.

MSI Option

Account administrators can use this tool to mass configure the Zoom desktop client with the appropriate user settings and ensure those settings apply to each download with your school's account. For more information, please visit the links below:

<https://support.zoom.us/hc/en-us/articles/201362163-Mass-Installation-and-Configuration-for-Windows>

<https://support.zoom.us/hc/en-us/articles/115001799006-Mass-Deployment-with-Preconfigured-Settings-for-Mac>

Only allow users to join meetings within your organization's account

If you issue student devices, you can lockdown the Zoom client to only allow users to join meetings from within your school's account. This ensures that Zoom can only be used for school related purposes.

Require sign in to account to attend meetings

If using a school email address, enabling this setting requires users to log in securely to participate in a meeting hosted by your school, ensuring that each meeting participant is monitored and identified. For further details, please visit: <https://support.zoom.us/hc/en-us/articles/360037117472-Authentication-Profiles-for-Meetings-and-Webinars>

Meeting Registration

Meeting hosts can ensure that only registered and approved participants can attend a meeting. For further details, please visit: <https://support.zoom.us/hc/en-us/articles/211579443-Registration-for-Meetings>



In Meeting Security and Controls

The meeting host has a variety of controls they can use to secure their meeting. For more information, visit <https://support.zoom.us/hc/en-us/articles/115005759423>

- Lock the Meeting: when you're in the meeting, click Participants at the bottom of your Zoom window. In the participants pop-up box, you will see a button that says Lock Meeting. When you lock the meeting, no new participants can join, even if they have the meeting ID and password.
- Expel a Participant: still in that participants menu, you can mouse over a participant's name, and several options will appear, including Remove. Click that to kick a participant out of the meeting. They can't get back in if you then click Lock Meeting.
- Prevent Participants from Screen Sharing: In the host controls, click the arrow next to Share Screen and click Advanced Sharing Options. Under "Who can share?" choose "Only Host" and close the window.
- Attendee On-Hold: if you need a private moment, you can put attendees on-hold. The attendee's video and audio connections will be disabled momentarily. Click on the attendee's video thumbnail and select Start Attendee On-Hold to activate this feature.
- Disabling Video: Instructors can turn participant video off and request to start participant video. This will allow instructors to block unwanted, distracting or inappropriate gestures on video.
- Mute participants or Mute All: Instructors can turn mute / unmute participants or all. This will allow instructors to block unwanted, distracting or inappropriate noise from the meeting.

Disable private chat

To ensure that students focus on the lesson at hand, meeting hosts can limit students' ability to chat amongst one another while a meeting is in session or in-meeting chat can be disabled in its entirety. For instructions, please see: <https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat>

Disable Group Messaging account-wide or restrict student IM contacts

You can restrict the usage of Group Chat and Instant Messaging (out of meeting chat) or limit chat only to certain contacts such as Instructors or Counselors, restricting the possibility of students posting or disclosing any personal information to other students publicly. This can be done with IM groups. For instructions please see: <https://support.zoom.us/hc/en-us/articles/203749815-Managing-IM-groups>

Review the Zoom for K-12 Schools & Districts Privacy Policy available here:

www.zoom.us/childrens-privacy which is designed to reflect Zoom's compliance with the requirements of COPPA, the California Consumer Privacy Act ("CCPA"), the Federal Education Rights and Privacy Act ("FERPA"), and other applicable law.

Support

We understand that, for some, the move to a remote learning environment may be happening quickly, and we are here to help. If you have any questions regarding these guidelines or other topics related to student privacy, please contact your account representative or support@zoom.us.

