## **Guide to Best Practices for Zoom Events**

## **For best practices with using Zoom for meetings and events (not live class sessions), please review NYU’s guidance on how to** [**Secure Your Zoom Meeting**](https://www.nyu.edu/faculty/teaching-and-learning-resources/remote-instruction-support/secure-your-zoom-meeting.html) **and** [**NYU Zoom Security Article**](https://nyu.service-now.com/servicelink/kb_search.do?id=KB0018098)**. For best practices with using Zoom for live class sessions, please review** [***NYU Wagner's Teaching & Learning Hub: Fall 2020***](https://newclasses.nyu.edu/portal/site/0a3a1176-2493-4117-b3eb-061165e2f0d1/page/07d1d56a-9caa-49bb-a382-43c58129e509?sakai.state.reset=true) **and** [**Faculty Zoom Basics & Managing Zoom Tools/Sharing with One screen**](https://docs.google.com/presentation/d/1eecsNjDBp5yvOh0Egt4ZAe-AosvOiXx01eOuccGXpJQ/edit?usp=sharing)**.**

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| **Questions** | **Steps** |
| I am hosting a meeting/event for only NYU participants (faculty, staff, and current students), how can I ensure only those with a registered NetID can attend? | For all NYU-only meetings/events, choose the option in Zoom to only allow [authenticated users to attend the meeting](https://nyu.service-now.com/servicelink/kb_search.do?id=KB0018098). It is important for the host to admit guests that they have verified should have access to the meeting/event. Otherwise, if you admit all, a non-NYU participant can still join. |
| I am hosting an event that is open to members of the public, what precautions should I take to ensure only the invited participants are in the Zoom meeting? | First review [**Secure Your Zoom Meeting**](https://www.nyu.edu/faculty/teaching-and-learning-resources/remote-instruction-support/secure-your-zoom-meeting.html)and [**NYU Zoom Security Article**](https://nyu.service-now.com/servicelink/kb_search.do?id=KB0018098)**.** Set a Meeting Password for extra security. |
| What other settings should I consider when setting up a zoom meeting? | In the NYU [zoom web browser](http://nyu.zoom.us), click Meetings> Schedule Meetings1. Meeting ID
	1. Generate Automatically
2. Video
	1. Host: On
	2. Participants: On
3. Audio
	1. Telephone and Computer Audio
4. Meeting options/ advance
	1. Click “Enable waiting room”
	2. Click “Mute participants on entry”
	3. Add [Alternative Host](https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-Adding-a-Co-Host) (use their NetID, especially if you are setting up a Zoom meeting for someone else)

In the NYU [zoom web browser](http://nyu.zoom.us), click In Meeting (Basics)* Enable co-host (Co-hosts have the same in-meeting controls as the host.)
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| What is the capacity of zoom meetings vs. zoom webinars? | Zoom Meeting up to 300Zoom Webinar up to 500See NYU’s guidance re: [Requesting and Hosting a Webinar or Large Meeting](https://nyu.service-now.com/servicelink/kb_search.do?id=KB0018114) |
| What is the difference between zoom meeting vs. zoom webinar? | Zoom meetings are ideal for hosting more interactive sessions (includes breakout rooms) versus zoom webinars attendees do not interact with each other. See [Zoom Meeting and Webinar Comparison](https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison).  |
| How do I create an event registration page for my virtual event? | For virtual events, we are using the same process for guests to register via EventBrite. Not only is the data we collect on the backend important, but NYU is cautioning all of us not to publicize zoom links. OEA has implemented the below steps to support virtual events for the remainder of the spring semester.* On the [OEA portal](https://wagner.nyu.edu/portal/faculty-staff/restricted/OEA/event-planning), when you create an event registration form, please add your event’s zoom link. (This should be generated as a unique meeting ID. Do not use your personal meeting ID.)
* EventBrite will schedule 4 messages to registered attendees (48 hours, 2 hours, 35 minutes, and 10 minutes before the event) to share your zoom link. At any time, you can [edit EventBrite messages to attendees](https://www.eventbrite.com/support/articles/en_US/How_To/how-to-email-your-attendees-through-eventbrite?lg=en_US).
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| How do I check my attendee list on Eventbrite?  | Log into Eventbrite using your net id and [export attendee summary report](https://www.eventbrite.com/support/articles/en_US/How_To/how-to-edit-and-export-an-attendee-summary-report?lg=en_US) |
| How do I change my zoom link on EventBrite? | On EventBrite, [manage your connections](https://www.eventbrite.com/support/articles/en_US/How_To/how-to-set-up-a-paid-webinar-using-zoom-and-eventbrite?lg=en_US) by updating the zoom link. Please note, zoom will automatically schedule 3 messages to register attendees so double check it updates. |
| I set a meeting password, how do I edit my EventBrite messages to attendees to include it? | At any time, you can [edit EventBrite messages to attendees](https://www.eventbrite.com/support/articles/en_US/How_To/how-to-email-your-attendees-through-eventbrite?lg=en_US) |
| What do I do if I opt to not use EventBrite for your registration form? | We still recommend event planners send the Zoom link and meeting password directly to the registered guests. |
| What do I need to consider for digital accessibility? | Refer to [NYU Accessible Online Events Resource Guide](https://www.nyu.edu/life/information-technology/help-and-service-status/accessibility/how-to-guides/online-events.html).  |
| I received an accommodation request, what do I do? | For accommodation requests including American Sign Language (ASL) interpreters, please complete [Deaf and Hard of Hearing Custom Request](https://bachelor.accessiblelearning.com/NYU/CustomRequest.aspx). If you have any questions, contact the [Moses Center](https://www.nyu.edu/about/leadership-university-administration/office-of-the-president/office-of-the-provost/university-life/office-of-studentaffairs/student-health-center/moses-center-for-students-with-disabilities.html) at mosescsd@nyu.edu. For live captioning also known as CART (Communication Access Realtime Translation), reach out to [Ai Media](https://www.ai-media.tv/) which was selected as a vendor to provide captioning services for the NYU community. |
| I am interested in recording my event, what should I consider in advance? | Consider the purpose of recording the event and speak with OEA.* On the [OEA portal](https://wagner.nyu.edu/portal/faculty-staff/restricted/OEA/event-planning), under plan an event, look at the multimedia section for the digital media release form.
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| How do I cancel my event? | 1. In EventBrite, send a message to all attendees, cancel each ticket, and then cancel the event. Refer to [How to Cancel an Event on EventBrite.](https://www.eventbrite.com/support/articles/en_US/Multi_Group_How_To/how-to-cancel-an-event?lg=en_US)
2. Log into the faculty and staff portal, click on your event to “unpublish” your event. If you do not have access to view, edit, unpublish, delete event pages, please contact wagner.webteam@nyu.edu to request access.
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| What should I consider when setting up a zoom webinar? | Webinar Options (consider enabling the below):* Q&A
* Enable Practice Session (this allows you to join the webinar before broadcasting the event)
* Enable HD video for screen shared video

Panelist Invitation * We recommend asking panelists for their preferred email address since it is associated with accessing the webinar prior to the event during the practice session.
* When you invite a person as a webinar panelist, you can select an email to be sent to them which is a unique zoom link. The unique zoom link should not be shared.
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| I am interested in hosting a zoom webinar, what should I know? |  Refer to [Zoom guide to hosting events](https://blog.zoom.us/best-practices-for-hosting-a-digital-event/) and [roles in Zoom webinars](https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar) as well. |
| How do I prepare for the technical side of a zoom webinar?  | 1. Enable and schedule a [brief practice session](https://support.zoom.us/hc/en-us/articles/206316975-Webinar-practice-session) to discover any tech or event questions your team and panel have.
2. Assign one person to troubleshoot during the event in case a panelist has trouble joining or someone needs to be muted. This person should be the "Zoom host or Co-Host".
3. Review this guide on [setting video settings for a webina](https://support.zoom.us/hc/en-us/articles/115004834466-Managing-participants-in-a-webinar#:~:text=Active%20speaker%20view%3A%20This%20view,if%20their%20video%20is%20on.)r. Active speaker is the simplest and most effective to pull off, but I clarify with speakers that they should mute and unmute themselves.
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| How can I ensure Inclusion, Diversity, Belonging, and Equity (IDBE) at Wagner Events? | Refer to [IDBE at Wagner Events](https://docs.google.com/document/d/13OZ5jrTBltJEvMFpZ9JPQAxWHIqmLjsjGwfNo-vHZCE/edit?usp=sharing) for suggestions.  |
| Are there any virtual event templates I can use when planning my event? | Please see [Virtual Event Template](https://docs.google.com/spreadsheets/d/1PO1bviaORQ7znqNu_BryhvbxNU52zu4mr7yugQFnjE0/edit?usp=sharing) for run of show and day of schedule (including tech cues) samples. Also, here’s an example of [Virtual Event Copy Chat Template](https://docs.google.com/document/d/1k9GUE-Cxtm93gGjH3iLvNuBEg7cjNKFjiAZFZPbxepI/edit?usp=sharing). |
| Are there any additional interactive tools that I can use? | * [Poll Everywhere](https://www.nyu.edu/life/information-technology/instructional-technology-support/classroom-and-learning-spaces/polling-poll-everywhere.html)
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| Before the event, what instructions should I share with participants to help them use Zoom? | **For current students:*** **Log into Zoom prior to the event** and make sure your full name is your screen name (as opposed to your netID) and that your camera and microphone are in working order.
* **Think about your Zoom location and what you'll wear.** If possible, you'll want a relatively quiet space with little to no distractions for this Zoom event. Be aware of your background and what the viewer will see when you're on camera (solid background is best). And dress for the occasion—business casual.
* For additional zoom tips, please refer to the “student” section of [Zoom Video Conferencing Best Practices for Teaching and Learning](https://docs.google.com/document/d/1I3n6jS5FeE55a0KxUvGBhBtCd1KgmUyiVm58dwjgttw/edit?usp=sharing) and [Zoom in the Classroom Virtual Learning Videos](https://wagner.nyu.edu/portal/student/zoom).

**For external guests** (including prospective and admitted students):* **Appearance matters.** Clean up your background (what is visible behind you) to ensure that it’s all appropriate, not distracting, and doesn’t negatively impact the video. Check your lighting conditions. Wear neutral, solid-colored clothing and avoid black, white, or striped clothing. Lastly, be aware of your behavior. When you are on video, people can see what you are doing at all times.
* **Join from a location with a strong and stable internet connection.** Reduce background noise by going to a private space. A wired connection is best. If you are using WiFi, then connect from your home or office. Public locations can be spotty.
* **Identify yourself.** Place your full name and remember to introduce yourself to the group whenever you are speaking.
* **Be on time.** Plan to arrive a little early and be ready to start at least five minutes before your scheduled meeting, so youdf can run another tech check.
* **Engage with your host and peers.** Actively listen to your host and any speakers, ask questions, add comments, and provide feedback for an engaging online meeting.
* **Check the chat box**. Enable your chat function by navigating to the bottom and pressing “chat.” Conversations may take place here, first! Some participants might not be able to speak up during the meeting. Others might have technical difficulties. The chat box can be used to address those issues. If you have questions for the faculty member or host, you can chat them here, or “raise your hand.”
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| On the day of the event, during my setup time, what should I consider? | 1. We recommend to allow yourself 30 minutes to set up before your event and encourage your panelists to join at least 15 minutes beforehand.
2. When you start your zoom meeting,
	1. Disable [participants from screen sharing](https://support.zoom.us/hc/en-us/articles/115005759423)
	2. Click to see participants
	3. Click to see chat
3. Consider adding a [virtual background and hold slide for zoom](https://drive.google.com/open?id=1OoSWaPcaWYJg-aSV1JLQ8hNtSX51JFXO)
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| During the event, what should I keep in mind? | * As the host, consider how you want to welcome with introductions, encourage how participants may participate (chat feature, raise hands, or encourage to turn their video on), and how you will close the meeting with any next steps.
* During virtual events, participants may feel comfortable in various levels of engagement. Consider asking participants to “raise their hand” insteading calling out participants.
* Keep in mind some participants may not be able to or do not want to turn on their camera. This is okay. Others may be dialing in only so the option to change their name might not be possible.
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| What do I do if I have an intruder or a participant that is disruptive? | * The host can Mute All participants, and disallow the participants to unmute themselves
* Remove the participant by clicking on the name of the intruder (should be highlighted as a ‘speaker would’ in the class.)
	+ Select the participant and use the "More" drop down menu to remove them from the meeting
* Once the host removes the unwanted participant and consider locking the meeting
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| What additional features can I use during my zoom meeting event? | How do I add a [co-host](https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-Adding-a-Co-Host) once the meeting has already begun?* This feature must be enabled in meeting basic settings beforehand in NYU [zoom web browser](http://nyu.zoom.us)
* During the meeting, the host hovers over the user's video, clicks on the three dots and chooses Make Co-Host*.*

How do I [spotlight a video](https://support.zoom.us/hc/en-us/articles/201362653-Spotlight-Video#:~:text=To%20Spotlight%20a%20Video,the%20menu%2C%20choose%20Spotlight%20Video.)? * At the top of your screen, hover over the video of the participant you want to spotlight and click …
	+ From the menu, choose Spotlight Video.
* To Cancel a Spotlight, Cancel the Spotlight Video in the upper-left corner.

How do I [admit all](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room)?* In participation list, [admit all](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room) into the room
	+ As the meeting host, click Manage Participants.
	+ Click Admit all.

How do I change the chat to only host?* In chat, hover over ellipsis to change “chat” to “Host Only”

How do I [manage breakout rooms](https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms)?* During zoom meetings, you can automatically or manually move participants in breakout rooms.
* Participants can also [self-select breakout rooms](https://docs.google.com/document/d/1FzLxyKgfawBNlLE1_kLQQXEgT0fJIvnnNeyEcYhbJYA/edit?usp=sharing).

 How do I [display up to 49 participants in gallery view](https://support.zoom.us/hc/en-us/articles/360000005883-Displaying-participants-in-gallery-view)?* Go to video settings, under video, enable the option Display up to 49 participants per screen in Gallery View.
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| After my event, how do I export my participant list? | 1. Sign in to NYU’s [zoom web browser](http://nyu.zoom.us)**.**
2. Navigate to Account Management > Reports.
3. In the Usage Reports tab, **click Usage.**
4. Select event’s date range.
5. **Click on participant number which will be a blue number** (you may need to scroll to the right)
6. In Meeting Participant (new window will pop up), click export with meeting data
7. Click "Export"
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| After my event, is there anything else I should consider? | * Sending a thank you note to attendees (via EventBrite)
* Sending a thank you note to panelists
* Consider submitting a post-event summary for the Wagner website and social media channels via wagner.communications@nyu.edu.
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