

Zoom Best Practices

Zoom has become a widely adopted solution for virtual live class delivery during the time of COVID-19. With this burst in adoption, the platform's structures have come under more scrutiny. Privacy and security is fundamental for data transmission in education. Zoom is working to address concerns quickly and will be releasing platform updates. As such, this document regarding Zoom is current as of 4/7.

In this guide, you will find:

- **Best Practices for Zoom** to help create safe and secure virtual classrooms
- **Zoom Created Resources** to help guide users in its use
- **Further Reading Resources** for specifics on the current Zoom landscape

Best Practices for Zoom (and other video conferencing platforms)

As Zoom has been introduced as a tool to deliver online classes and discussions, there are some best practices that can be used to enhance performance and security.

- ❑ Make meetings private.
 - ❑ Do **not** make meetings or classrooms public. In Zoom, there are two options to make a meeting private: require a meeting password or use the waiting room feature and control the admittance of guests.
- ❑ Avoid using your Personal Meeting ID (PMI) to host public events.
 - ❑ Your PMI is basically one continuous meeting and always "live".
- ❑ Provide the meeting link directly to specific people.
 - ❑ Do **not** share a link to a teleconference or classroom on an unrestricted publicly available social media post or website.
- ❑ Manage screen sharing options.
 - ❑ In Zoom, change screen sharing to "Host Only." If/when students will be screen sharing, modify this during those sessions.
- ❑ Keep the Zoom client up to date.
 - ❑ Ensure users are using the updated version of remote access/meeting applications.
 - ❑ Here are [Zoom's instructions for updating your client](#).
- ❑ Ensure that your organization's telework policy or guide addresses requirements for physical and information security, and reiterate that these guidelines are probably more important now during remote learning.
- ❑ Follow the same live event best practices when publishing a recorded Zoom meeting especially the sharing scope and password protecting the recording.

Zoom-Provided Resources

To help users understand and navigate the Zoom platform and options within, [Zoom has published guides](#) that will help with the best practices.

Zoom has also published guides designed for education:

- ❑ [Guide for administrators on setting up a virtual classroom](#)
- ❑ [Guide on how to better secure virtual classrooms](#)
- ❑ [Dedicated K-12 privacy policy](#)

Finally, Zoom has created platform changes and defaults to support K-12 educational users. These changes were set specifically for education users enrolled in the K - 12 program and may need to be manually changed for any user outside of that program.

- The settings for education users enrolled in our K-12 program were changed so virtual waiting rooms are on by default.
- The settings for education users enrolled in our K-12 program were changed so that teachers by default are the only ones who can share content in class.

Further Reading

There have been several organizations that have published information about Zoom, security, privacy and use practices in recent days. Here are additional resources to read more about it. Zoom is also using social media to send out current updates. Consider following [Zoom on Twitter](#) for their most current announcements.

- ["How to Keep Students and Staff Safe on Videoconferencing"](#) - Edweek
- [Extensive Videoconferencing Grid to Compare Providers](#) - Paul Schreiber, ABC News
- ["A Message to Our Users"](#) - Zoom (including Live Daily Demos)
- ["FBI Warns of Teleconferencing and Online Classroom Hijacking"](#) - FBI
- ["Democratic senator criticizes Zoom's security and privacy policies"](#) - The Hill
- ["Multiple state Ads looking into Zoom's privacy practices"](#) - Politico
- ["Zoom banned from NYC schools due to privacy and security flaws"](#) - Fast Co.

Final Word

Safety, privacy, and security are paramount to educators and the practices that maintain this can be used in the virtual space. Zoom has risen to be a primary platform for online distance learning and has had some flaws in its scaling. The developers are addressing the issues and Zoom has provided guidelines to help users navigate the system in order to provide security and safety for students.



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