

Distance Education

Zoom For Office Hours

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

To ensure adherence to FERPA, 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](https://apsu.zoom.us) to log into your APSU Zoom account.
2. Under Meetings, select "Schedule a New 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 image shows a screenshot of the Zoom meeting scheduling interface. It includes fields for 'When' (date and time), 'Duration' (hours and minutes), and 'Time Zone'. A red callout bubble points to the 'When' field with the text: "The When date & time is your first occurrence." Below these fields is a checkbox for "Recurring meeting" which is checked. A red callout bubble points to this checkbox with the text: "Check this box to open recurring meeting options." To the right of the checkbox, it says "Every week on Mon, Wed, Fri, until Dec 11, 2020, 48 occurrence(s)". Below this is a section for "Recurrence" with a dropdown set to "Weekly", "Repeat every" set to "1 week", and "Occurs on" with checkboxes for Sun, Mon, Tue, Wed, Thu, and Fri. The "End date" section has "By" selected with a date of "12/11/2020" and a calendar icon. A red callout bubble points to the calendar icon with the text: "Select Calendar icon to pick an end date or set # occurrences." The "After" option is also visible with a dropdown set to "7 occurrences".

- b. Recurring daily, weekly, or monthly meetings are **limited to 50 occurrences**. If you need more than 50 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.
- d. Do not select "Enable join before host."

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- e. **To ensure adherence to FERPA**, 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.
 - 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 "Record the meeting automatically." 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, delete, or add occurrences.

The screenshot shows the Zoom meeting management page for "Demo MWF Office Hours". The breadcrumb path is "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	Outlook Calendar (.ics) Yahoo Calendar

A red box highlights the "Show all occurrences" link next to the recurrence information.

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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	
Aug 24, 2020	01:00 PM	01:00	Edit Delete
Aug 26, 2020	02:00 PM	01:00	Edit Delete
Aug 28, 2020	01:00 PM	01:00	Edit Delete
Aug 31, 2020	01:00 PM	01:00	Edit Delete
Sep 2, 2020	01:00 PM	01:00	Edit Delete
Sep 4, 2020	01:00 PM	01:00	Edit Delete
Sep 7, 2020	01:00 PM	01:00	Edit Delete
Sep 9, 2020	01:00 PM	01:00	Edit Delete
Sep 11, 2020	01:00 PM	01:00	Edit Delete
Sep 14, 2020	01:00 PM	01:00	Edit Delete

[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, delete, and/or add 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.

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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 alphabetical. Please take note of the order students enter so that you can assist them in order of arrival.
 - 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 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 \(while in a meeting\)](#)