March 27, 2020

Greetings Fresno State Faculty and Staff,

As we settle into a season of remote work and maneuver through the logistics of virtual instruction, we would like to provide some helpful best practices for virtual meetings (Zoom) and draw your attention to an important matter at hand — "Zoom-bombing."

What is 'Zoom-bombing?'

As with any useful tool, there is sometimes the possibility of misuse from outsiders. That being said, please be aware of "Zoom-bombing." This is the term for when individuals "crash" Zoom meetings. These uninvited guests share their screens to bombard attendees with inappropriate or disturbing imagery. Most of these instances occur via Zoom in meetings that are somehow shared publicly; however, private sessions may be vulnerable as well, depending on your settings. Please refer to this guide to familiarize yourself with helpful practices designed to ensure you and your virtual guests do not fall prey to unwanted input.

Set the default behavior of screensharing to be configured to "only host."

Set a password for Zoom meetings.

Consider hosting Zoom meetings in which participants are required to obtain clearance from the host to enter.

Recording Lectures and Meetings

The Center for Faculty Excellence has developed, and continues to revise, a Zoom Guide that is helpful for faculty and staff. We know that depending on where you save initial Zoom recordings and where you store recordings, upload times may be frustrating. Please see the Recording and Storage Options section of the Zoom Guide for the pros and cons of various options.

Zoom Etiquette and Best Practices

You may already be considering ways to improve your Zoom sessions as you begin learning the basics of conducting a meeting in the virtual world. Take a look at the Zoom Etiquette and Best Practices guide for helpful tips on how to host a productive meeting and ensure you are participating in a courteous manner. Here are a few highlights:

When participating in a Zoom meeting, try to look in the direction of your webcam; this will help you better engage others in the Zoom session. You may want to move the Zoom window in the direction of your webcam.

Use a headset with a microphone to help you hear better and allow your participants to hear you clearly, as well.

Thank you very much for taking a moment to ensure we remain productive in service to our students during this time of crisis.

Sincerely,

Orlando Leon, Vice President for Information Technology and Chief Information Officer

Rudy Sanchez, Interim Associate Vice President, Academic and Institutional Effectiveness and Senior Academic Technology Officer