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Online teaching using ZOOM

Q1: What are the arrangements for courses that involve the use of laboratory and studio, or require hands-on practice?

Answer:

While not affecting the learning outcomes, teachers may modify the teaching, e.g. by adopting AR/VR. For courses that are extremely difficult to conduct online, programmes may consider offering the course again in the Summer Session and/or offer alternative courses to replace them. Programmes can update the list of courses offered in this term and the respective Study Scheme as soon as possible and submit to AQS. Moreover, the add/drop period for students has been extended so that they can make the relevant decision after experiencing ZOOM lectures. Details are available in the Announcement issued to teachers on 4 February 2020 by the Pro-Vice-Chancellor (Education).

Q2: How the PE lessons would be conducted using ZOOM?

Answer:

ZOOM teaching of PE courses will include teacher demonstration, video analysis, provision of sports skills feedback and Q&A.

More:

http://www.peu.cuhk.edu.hk/images/content/pe-courses/special-arrange/OnlineTeachingArrangement_Eng.pdf

http://www.peu.cuhk.edu.hk/images/content/pe-courses/special-arrange/OnlineTeachingArrangement_Chi.pdf

Q3: What should a teacher do when sharing materials with copyright and recording the lectures?

Answer:

Unless copyright has been cleared, teachers are recommended to pause the recording when showing the materials. Alternatively, teachers can consider uploading the video to Blackboard. And they are required to check the terms of use to make sure that the terms as stipulated in the license have been observed.

Q4: Is consent from students required for teachers to video-record the online lecture?

Answer:

Similar to face-to-face lectures, teachers should inform students prior to recording the lectures, and students will have the choice to disable the video function in ZOOM.

Q5: The current license allows a meeting with up to 300 participants only. What if more than 300 participants are expected?

Answer:

Special arrangement has to be made by ITSC to acquire a large meeting license, which allows up to 1000 participants, and Faculties should submit a request to ITSC. Apart from “Meeting”, ZOOM can conduct “Webinar” which allows up to 10,000 participants. “Meeting” and “Webinar” have different functionality and a comparison between the two can be found in the ZOOM Help Center online.

More: <https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison>

Q6: Can students use ZOOM among themselves for student projects?

Answer:

Students can also schedule ZOOM meetings with their fellow students for group projects.

Q7: Is there a recommended equipment list for ZOOM meetings?

Answer:

A desktop computer, notebook computer, tablet or phone with internet connection, webcam and speaker function should be adequate. For more details, please refer to the support articles.

More: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux> and <https://support.zoom.us/hc/en-us/articles/201179966-System-requirements-for-iOS-and-Android>

Features

Scheduling meetings

Q8: Is there a convenient way to schedule a number of classes for a course or a class that will be offered many times?

Answer:

Teachers can create a single link for all classes by using the “recurring” function. Such link can be valid for up to a year. So students can use the same link for joining all the classes. Teachers are reminded to disable the function “join before host” to avoid confusion. Also, it is important to note that a teacher cannot host two meetings at the same time.

More: <https://support.zoom.us/hc/en-us/articles/214973206-Scheduling-Recurring-Meetings> and <https://support.zoom.us/hc/en-us/articles/202828525-Join-Before-Host>

Q9: What is an "alternative host"?

Answer:

The alternative host option allows you to schedule meetings and designate another user to start the meeting or webinar if you are unable to do so. The user must have activated their CUHK ZOOM account at the CUHK ZOOM portal via CUHK Login before they can be configured as an alternative host.

More: <https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host>

Audio and video

Q10: How can I check the audio and video before the Zoom Meeting starts?

Answer:

Participants can check their audio before the meeting.

More: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio>

Meeting participants

Q11: Can outsiders join meetings via ZOOM?

Answer:

Outsiders can also join a ZOOM meeting with the meeting information provided (i.e. the one-click link, meeting ID and password). There is a function called "enable waiting room", with which the host can allow unintended participants to join the ZOOM meetings one-by-one.

More: <https://support.zoom.us/hc/en-us/articles/201362183-How-Do-I-Invite-Others-To-Join-a-Meeting->, <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>, and <https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room>

Q12: Is it possible to restrict the meetings to CUHK users or a specific group of students only?

Answer:

It is possible to restrict the meetings to specified users, and it can be done in the account settings. Restrictions can apply to authenticated users, CUHK SSO users, authenticated users with @link.cuhk.edu.hk and @cuhk.edu.hk emails; or even a particular group of authenticated CUHK users with @link.cuhk.edu.hk and @cuhk.edu.hk emails only. However, it is advised that teachers should only set the restrictions later when all students are familiar with ZOOM teaching. Otherwise, there is a risk that some students may have problems joining a meeting.

Q13: What should I use to join a ZOOM meeting?

Answer:

The desktop client is recommended. Mobile client and web client will also work but they have limited features and functions.

More: <https://support.zoom.us/hc/en-us/articles/360027397692-Desktop-Client-and-Mobile-App-Comparison> and <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client>

Q14: I am asked to annotate on a shared screen in a ZOOM meeting. How?

Answer:

Please refer to the support article.

More: <https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>

Hosting meetings

Q15: What should I use to host ZOOM meetings for my classes?

Answer:

The desktop client is recommended.

More: <https://support.zoom.us/hc/en-us/articles/360027397692-Desktop-Client-and-Mobile-App-Comparison> and <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client>

Q16: I need to host a ZOOM meeting for a large class. What should I consider?

Answer:

During your presentation, consider (i) NOT to allow participants to unmute themselves, (ii) NOT to allow participants to annotate on your shared screen, (iii) NOT to allow participants' share. When it's time for Q&A, manage the conversation with the "raise hand" feature, and selectively unmute the participants who need to speak. Get someone to help you as the co-hosts.

More: <https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting>

Q17: How can I assign a co-host?

Answer:

Please refer to the support article. Please note that co-hosts do not have ALL the controls in the meeting as the host.

More: <https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-Adding-a-Co-Host> and <https://support.zoom.us/hc/en-us/articles/201362603-Host-and-Co-Host-Controls-in-a-Meeting>

Q18: How can I stop participants from sharing their content?

Answer:

Please refer to the support article.

More: <https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting>

Taking attendance

Q19: Can teachers take attendance for online lecture via ZOOM? If so, do they have the authority to ask students to show up via the video during ZOOM lecture for the purpose of taking attendance?

Answer:

Teachers can still take attendance for online teaching. Teachers can generate an attendance report 30 minutes after the end of the ZOOM meeting if the meeting has polling/registration enabled. For open meetings, teachers can request students to name themselves using their full name when joining the meeting, so the report will be generated with their full names included. However, this may not be accurate (particular for large meetings) as teachers have difficulties validating the names of the students. Alternatively, teachers can invite the students to go to Blackboard and do a short quiz carrying no marks. Student identity can be authenticated with CUHK login. In addition, teachers can use uReply and KEEPAttendance.

More: <https://support.zoom.us/hc/en-us/articles/216378603-Generating-Meeting-Reports-for-Registration-and-Polling>, http://cu.ureply.mobi/docs/Guideline_for_using_uReply_and_taking_attendance_during_a_class_on_Zoom_CUHK.pdf and <https://www.web.ureply.mobi/>

Specific feature: Chat

Q20: Can the teachers see private chat messages between students?

Answer:

Only the specified participants can see the chat messages. So teachers will not be able to see the private chat messages between students.

More: <https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat>

Q21: How can I save the chat messages?

Answer:

Please refer to the support article.

More: <https://support.zoom.us/hc/en-us/articles/115004792763-Saving-In-Meeting-Chat>

Q22: How can I control the Chat function (e.g. disallow participants to chat)?

Answer:

Please refer to the support article.

More: <https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat>

Q23: Can files be transferred via Chat?

Answer:

Yes.

More: <https://support.zoom.us/hc/en-us/articles/209605493-In-Meeting-File-Transfer>

[Specific feature: Polling](#)

Q24: How to use the “Polling” function smoothly?

Answer:

Polling questions can be set and saved in advance when a meeting is created. During the class, the teachers can start polling by choosing the pre-set questions.

More: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>

[Specific feature: Breakout rooms](#)

Q25: Can the host leave and join breakout rooms at will?

Answer:

Yes.

More: <https://support.zoom.us/hc/en-us/articles/206476313>

Q26: Can the participants leave and join breakout rooms at will?

Answer:

Yes (if the host allows it when setting up the breakout rooms).

More: <https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms> and <https://support.zoom.us/hc/en-us/articles/206476313>

Q27: Can teachers pre-assign breakout Room?

Answer:

Yes.

More: <https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms> and <https://support.zoom.us/hc/en-us/articles/360032752671>

[Supporting various class activities](#)

Q28: How to allow co-authoring of a document?

Answer:

Teachers are recommended to create a “share” document and send the link to each student instead of using ZOOM.

More: <https://support.office.com/en-us/article/document-collaboration-and-co-authoring-ee1509b4-1f6e-401e-b04a-782d26f564a4>

Q29: Is it possible to collect essays/ conduct online assessment via ZOOM?

Answer:

Teachers are recommended to use the “assignment collection” function in Blackboard to collect essays instead of using ZOOM.

Q30: How to use online collaboration in student presentation via ZOOM?

Answer:

Students can use ZOOM’s real time sharing to share a Word or Powerpoint file among themselves and use the annotation functions.

More: <https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>

Q31: Can teachers start a lecture and comment on students' interaction, and also allow other students to comment on the interaction?

Answer:

Students can be asked to start a ZOOM meeting on their own, and record and share their meetings so that the teacher and other students can comment on their interactions.

Q32: Can I use use other technologies (e.g. uREPLY) with my students during a ZOOM class?

Answer:

Yes. Make sure your students are prepared and learn how to switch between different technologies if you plan to do so.

More: <https://www.elearning.cuhk.edu.hk/>

Meeting recording

Q33: Is it possible to pre-record lectures and share videos with students, or create forums to allow Q&A in ZOOM? Can ZOOM support asynchronous teaching as well?

Answer:

Teachers can use ZOOM for pre-recording a lecture or sharing videos with students. ZOOM allows teachers to save the recordings of the lectures in cloud or the teacher's own computer. Teachers can share the recordings with students in ZOOM by sending a link or uploading the file in Blackboard or Panopto. But for Q&A, it depends on the format, e.g. face-to-face or text. Teachers can also use Blackboard or Panopto.

More: <https://support.zoom.us/hc/en-us/articles/206277393-Finding-and-Viewing-Recordings>

Q34: What is the recommendation for meeting recording?

Answer:

Cloud recording is more commonly used due to its convenience. The support team will closely monitor the usage of the CUHK ZOOM storage and announce the house keeping arrangement of the cloud recordings later according to the consumption rate of the storage. If you prefer to keep the recording in your computer only, use Local recording.

More: <https://support.zoom.us/hc/en-us/articles/203741855-Cloud-Recording> and <https://support.zoom.us/hc/en-us/articles/201362473-Local-Recording>.

Q35: Who can record a ZOOM meeting?

Answer:

By default, the meeting host. The host can allow a participant to record during the meeting.

More: <https://support.zoom.us/hc/en-us/articles/204101699-Recording-without-the-Host> and <https://support.zoom.us/hc/en-us/articles/201362473-Local-Recording>

Sharing of meeting recordings

Q36: Can teachers view the statistics of the number of students who have viewed the pre-recorded lectures?

Answer:

In ZOOM, teachers can choose “statistics” in order to see the number of students who have viewed the pre-recorded lectures. For more detailed statistics, it is recommended that Panopto be used for uploading the pre-recorded lectures.

More: https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings#h_0b665029-ce74-4849-9794-d1aa0320d163 and <https://support.panopto.com/s/article/Statistics-at-Site-Folder-Session-level>

Login and internet connection issues

Q37: Why a user failed to enter the CUHK ZOOM portal (i.e., CUHK.ZOOM.US) or failed to start ZOOM after the single sign-on (SSO) to CUHK ZOOM portal?

Answer:

There is a possibility that the teacher has logged in to another version of ZOOM using CUHK email prior to using this CUHK ZOOM portal. The computer may have records of past logins, which may cause the failure. Users can try login again using another computer, or to login the CUHK ZOOM Portal. If users failed to start ZOOM after the SSO, users can try using a new inprivate/incognito browser window.

Q38: How can students in the Mainland access ZOOM meetings?

Answer:

Students in the Mainland cannot access CUHK.ZOOM.US and they need to access through CUHK.ZOOM.CN, and join the meetings by using the Meeting IDs and Passwords. Dial in is not applicable to Mainland students with a Mainland phone number.

Q39: Certain internet bandwidth is required for quality delivery of ZOOM teaching. What are the ways to improve slow internet connection?

Answer:

Several things can be done. First, lower the screen resolution. Then stop the video function and use audio only. Video functions can be turned on during Q&A sessions only. If wifi is used, check out the "5 Common WiFi Roadblocks" listed in the article to ensure good connectivity.

More: <https://www.consumerreports.org/wireless-routers/how-to-get-a-stronger-wifi-signal/>

Q40: I have a personal subscription of ZOOM service using my CUHK email address. I have tried but cannot login CUHK ZOOM portal using CUHK Login. I performed the steps to switch my account but no news since then. What should I do now?

Answer:

Please contact elarning@cuhk.edu.hk.

Q41: I encountered "Bad Request - Header Field Too Long" error when I tried to login CUHK ZOOM portal using CUHK Login. What should I do?

Answer:

Please open a new "private/incognito/inprivate window" to visit <https://cuhk.zoom.us>.

Training and support

Q42: Do teachers have to schedule their class meetings through ZOOM, or will ITSC help?

Answer:

Teachers will have to schedule their own class meetings.

Q43: Can a staff be asked to support two ZOOM meetings simultaneously?

Answer:

Each account holder can only host or join a meeting at one time. If a colleague wishes to join multiple sessions simultaneously, he/she will need to apply to ITSC for more accounts

Q44: Can ITSC prepare a flow chart on how to record, upload the recording either to Cloud, computer, and Panopto?

Answer:

Yes.

Q45: Will there be more training sessions for teachers?

Answer:

Teachers are encouraged to try out ZOOM teaching and refer to the training videos at <https://www.elearning.cuhk.edu.hk>. Access to past training sessions can be granted subject to prior permission from each group. Teachers are also encouraged to set up trial sessions with students using different devices including computer, Apple or Android phones, or try to be a host in one device and a participant in another device to understand the perspective of a participant.

Q46: Will there be training sessions for students so that they can get prepared for using ZOOM?

Answer:

The University has sent mass emails to all students to invite them to join student training sessions. Three sessions were conducted in the week of 3 Feb to 7 Feb, and four more will be conducted in the week of 10 Feb to 14 Feb.

More: <https://www.elearning.cuhk.edu.hk> > [Zoom for Students](#) > [CUHK Zoom Talks](#)

Q47: Can users in the Mainland view the information on the eLearning website?

Answer:

ITSC will convert the information on the website into pdf version to facilitate users.

Enquiries

Q48: What if I have further questions?

Answer:

For ZOOM technical questions, users can email enquiries to elarning@cuhk.edu.hk and, if possible, CLEAR, ELITE and ITSC colleagues can arrange one-on-one sessions to guide teachers through using ZOOM by appointment. For other questions related to online teaching, please consult Associate Deans (Education) of your faculty or the Director of your units, the Associate Deans (Education) and Directors are supported by the respective Deans, AQS, the Registrar and the Pro-Vice-Chancellor (Education).