

Handout Contents (Margaret Liu)

1. Telecommunication Basic- how to

- a) Overview how to set up telecommunication for your event
- b) Example for using Zoom:
 - a. Scheduling
 - b. Invite participants
 - c. Join virtual meeting
 - d. Manage meeting recording
- e. General usage and management of the Zoom Breakout Room for large group

2. Telecommunication Security and Privacy

3. Best Practices for Telecommunication

- a. Example for videoconferencing best practices
- b. U.of Penn BlueJeans best practices
- c. U. of Penn Online OSCE SP Performance Briefing

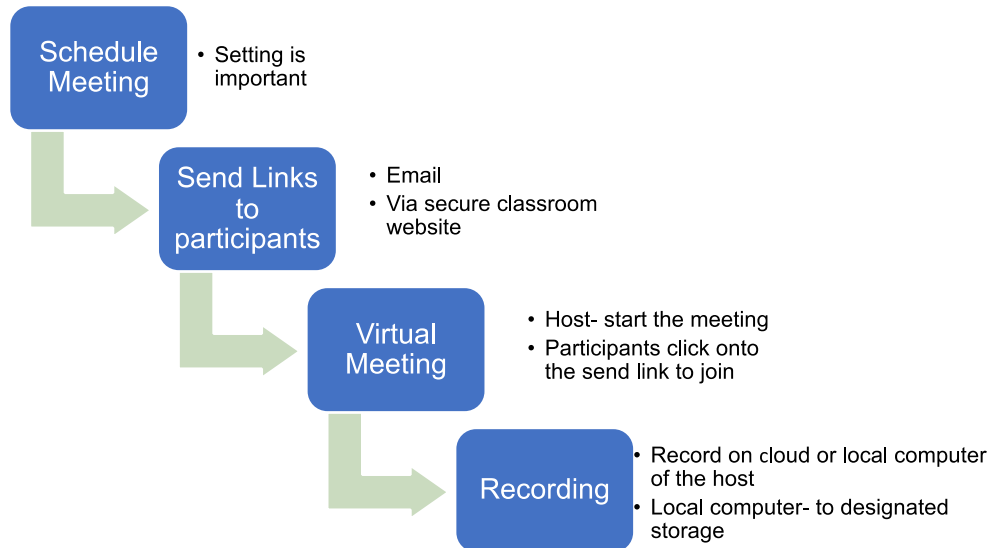
4. Other Resources

- a. Zoom meeting for Education
- b. How to record phone meeting using your phone



1. Telecommunication Basic

Where to Start with Remote Sessions?



Schedule meeting in Zoom-

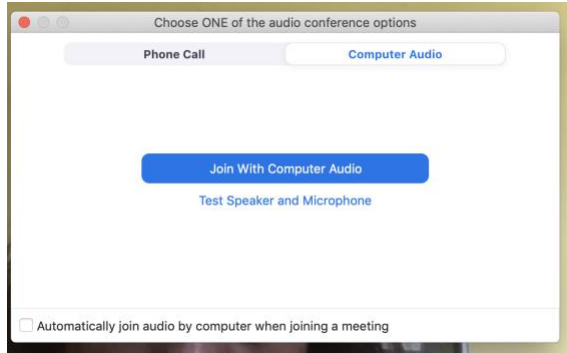
1. Set the topic and a brief description to make it easy to recall the nature of the meeting
2. Make sure the time zone is set correctly
3. To avoid uninvited guest to the meeting
 - Use 'Generate Automatically' to generate meeting ID
 - Add meeting password
 - Turn off 'enable join before guest' to join meeting you start the meeting
 - 'Enable waiting room' to ensure only invited participants will join your meeting

Invite others to join meeting

How to join a Zoom meeting

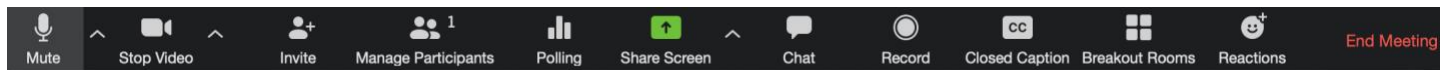
- Download the [Zoom app](#) (free)
- Familiarize yourself with Zoom by doing a [join test meeting](#) to test your internet connection before your scheduled meeting date
- Click the meeting invite link and enter meeting password
- Select if you want to join the meeting using computer audio or using your phone call
- Test your speaker and microphone before joining





Useful keys to know in Zoom dashboard

- Audio- mute and unmute
- Video
- Manage Participants- specifically for the host
- Breakout Rooms- specifically for the host
- Share Screen
- Record
- End Meeting



Meeting [Recording](#)

- a) Recorded meeting is stored on 'Cloud' or locally in the host computer depending on your initial setting for the recording
- b) 'Cloud recording' – the host will receive an email when the recording is ready to download and transfer to alternative storage location.
- c) Local recording- video are store in the 'Zoom' folder under 'Document' in the host computer.
- d) Recordings – audio file and video file (mp4 file)

Zoom Breakout Room

- a. Breakout rooms allow host to divide the Zoom meeting participants in separate sessions allowing different discussions occur simultaneously and can switch sessions at any time. Breakout room can be used to manage a large group in Interprofessional Education or OSCE design for multiple exam stations.
- b. How to [manage Breakout room](#) with recordings?
- c. [Limitations](#) of Breakout rooms



2. Telecommunication Security and Privacy

Use VPN (Virtual Private Network) for conducting the meeting to allow secure internet network connection between users to ensure data transfer is secure.

- A. How to [secure Meetings](#) in Zoom to avoid 'Zoombombing'?
- B. [Protecting privacy](#) in videoconferencing

3. Best Practices for Telecommunication

- A. **Transparency-** Consent forms and meeting expectation to be sent to all participants
 - a. Video recording consent- all participant to agree on video recording and set an announcement to participants when the recording begin (Setting in the Zoom recording)
 - b. Confidentiality consent form- sent to all participants in agreeing to keep all meeting information private
 - c. Spell out the experience expectations- arrival time for the event, individual responsibility and how the meeting may proceed.
- B. **Ensure Technical competency** for all participants- practice a few times before the event.
- C. **Pre-test the feasibility** of the telecommunication among participants
 - a. All participant pre-tested all hardware (audio and video) and internet are working at their location. May do a pre-test meeting with the participants to ensure their technical competency and connectivity.
 - b. Meet with all participants ½ hr before scheduled meeting to ensure all technical issues are being addressed before the start of the meeting.
 - c. **Improve your internet [bandwidth](#)** to minimize internet connection problem.
- D. **Allow plenty of adjustment time** to the new technology format- for SP training, practices and planning the logistics.
- E. **Provide best practices** for video meeting- the Do's and the Don'ts to all participants a few days before the event to ensure meeting success.
- F. **Institutional compliance-** make sure your plan compile to the institutional guideline.
- G. **Security-** beware of how your data is stored and transferred
 - a. Two factor authentications for users (DUO)



SP Telecommunication at the Time of COVID-19 Webinar Handout

- b. Use VPN for internet traffic connection
- c. Use secure a cloud-based storage space- Institution BOX account, Dropbox or Local Enterprise System.
- d. Set up randomized join meeting ID and password to join

Videoconferencing Best Practices (Example for University of Michigan- see attached handout)

4. Other Resources

- a. Zoom Meeting for [Education](#)
- b. **How to [record phone meeting](#) using your phone** – Google voice

