


# Zooming Marvellous

The Zoom logo, consisting of the word "zoom" in a bold, blue, lowercase sans-serif font.

11.45 am Thurs 31<sup>st</sup> May 2018 – Alice Childs  
Ed Tech conference (ILTA)



The  
Education  
Awards  
2018

Best Online  
Learning Experience

FINALIST

For six years I've had the dubious experience of testing and supporting four online classroom systems. Each have had different features to offer and the technology has improved over that time. This whistle-stop tour points up the pros and cons of virtual communications and showcases the strengths of this evolving tool, and how it can be harnessed for pedagogical advantage.

From the toggle choice of “speaker view” to “gallery” to the joys of icon-conversations (thumbs up, slow-down etc.) not to mention the distractions of the chat box, the virtual classroom can be a law unto itself. Lecturers need to assume the *officer* role and set the pace and tone for their tutorial sessions. Learning or Educational Technologists are crucial to facilitating online classrooms from training, advising on headsets and webcams, helping to trouble shoot during the webinar and posting links to recordings after the event. Our online classroom of choice at Griffith College is Zoom Pro and we have dynamic live sessions on a weekly basis, making full use of break-out rooms, screen-share, whiteboard graphs and dashboard tracking. Our regular eLearning committee meetings have also had a boost from Zoom’s high resolution, robust signal and the democratising ease of connecting with our colleagues in Griffith College Limerick (GCL) and Cork (GCC). We don’t use Zoom technology for lectures but prefer to play to its strengths as an e-tutorial platform, perfect for synchronous Q&A sessions after the learners have viewed and re-played their e-Lectures online. Google Chrome is our choice of browser and Learning Technologists advise participants using the private chat option when they encounter technical issues. Increasingly our learners choose to join the tutorial via iPad and mobile phone making this a very movable e-learning feast.

# Gang of Four

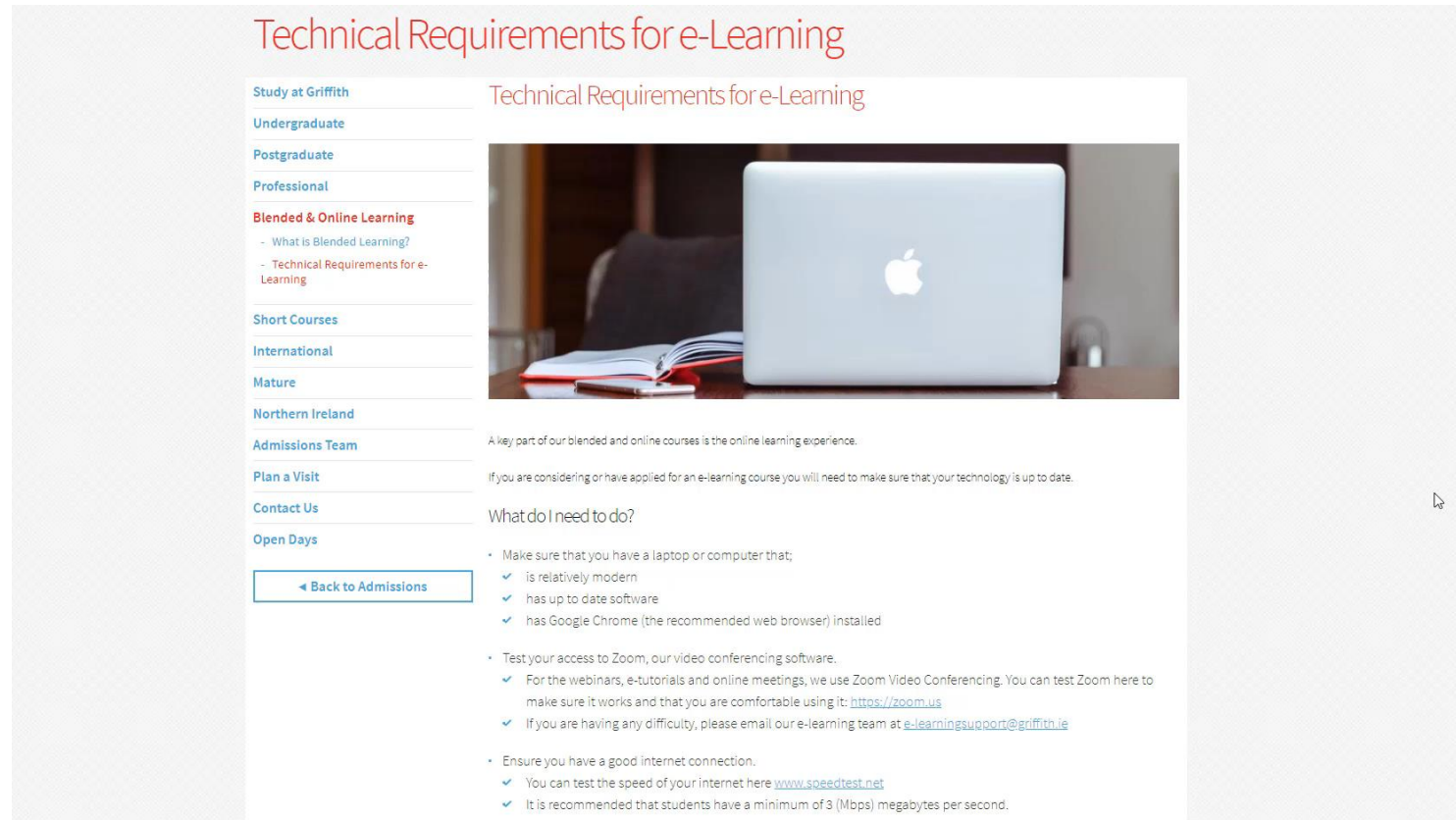
- Adobe Connect
- Blackboard Collaborate
- Blackboard Collaborate Ultra
- ZOOM

# Uses

- eTutorials
- Office Hours
- Committee meetings

# Set up

- Testing for broadband speed



The screenshot shows a webpage with a navigation menu on the left and a main content area on the right. The navigation menu includes links for 'Study at Griffith', 'Undergraduate', 'Postgraduate', 'Professional', 'Blended & Online Learning', 'Short Courses', 'International', 'Mature', 'Northern Ireland', 'Admissions Team', 'Plan a Visit', 'Contact Us', and 'Open Days'. A 'Back to Admissions' button is also present. The main content area features a header 'Technical Requirements for e-Learning' and a sub-header 'Technical Requirements for e-Learning'. Below the header is a photograph of a silver laptop on a desk with an open book. The text below the photo states: 'A key part of our blended and online courses is the online learning experience. If you are considering or have applied for an e-learning course you will need to make sure that your technology is up to date. What do I need to do?' followed by a list of requirements: 'Make sure that you have a laptop or computer that: is relatively modern, has up to date software, has Google Chrome (the recommended web browser) installed.'; 'Test your access to Zoom, our video conferencing software. For the webinars, e-tutorials and online meetings, we use Zoom Video Conferencing. You can test Zoom here to make sure it works and that you are comfortable using it: <https://zoom.us>. If you are having any difficulty, please email our e-learning team at [e-learning.support@griffith.ie](mailto:e-learning.support@griffith.ie).'; and 'Ensure you have a good internet connection. You can test the speed of your internet here [www.speedtest.net](http://www.speedtest.net). It is recommended that students have a minimum of 3 (Mbps) megabytes per second.'

- Set up – The Digital Learning Department offer 1:2:1 set up/support

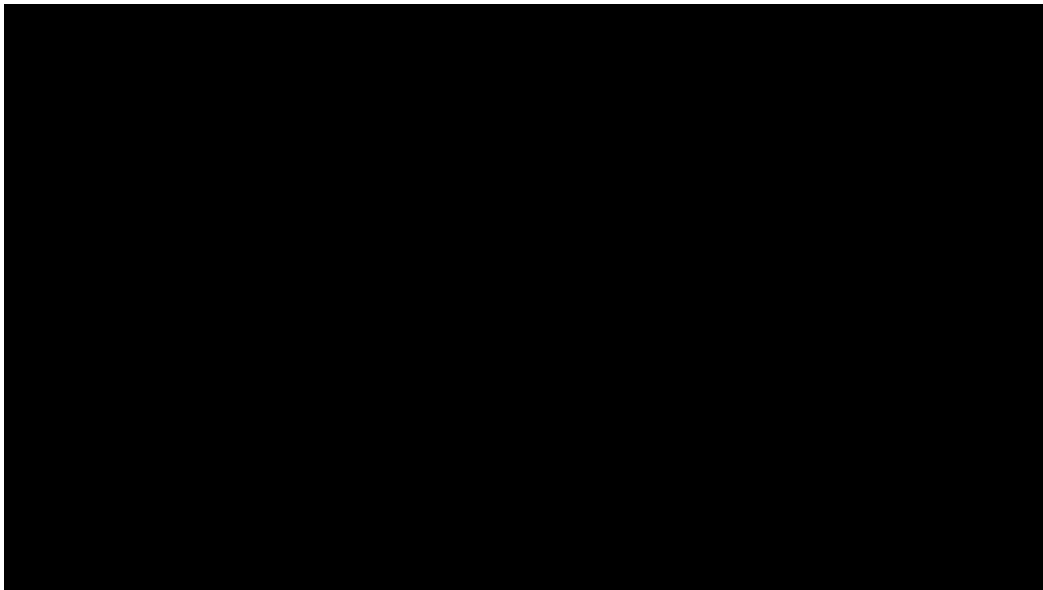
# Hardware

- Hardware – Logitech C920 webcam and H390 Headset recommended

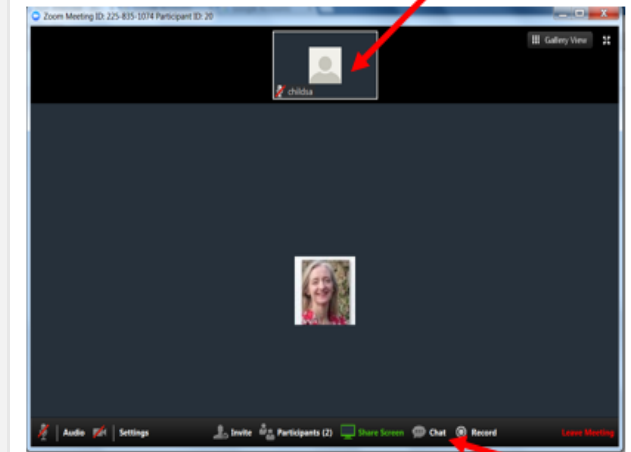


# Software

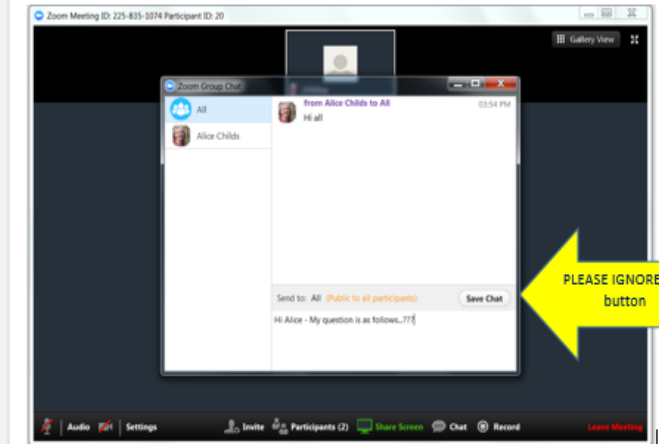
- Launching Zoom on PC/mobile devices provided
- Logitech c920 software for camera set-up



3. You will now enter the online classroom and in the centre of the screen you will see the lecturer and the screen behind them – (as this is a test guide you are only seeing a profile photo). You will also see your own ID box at the top of the screen.

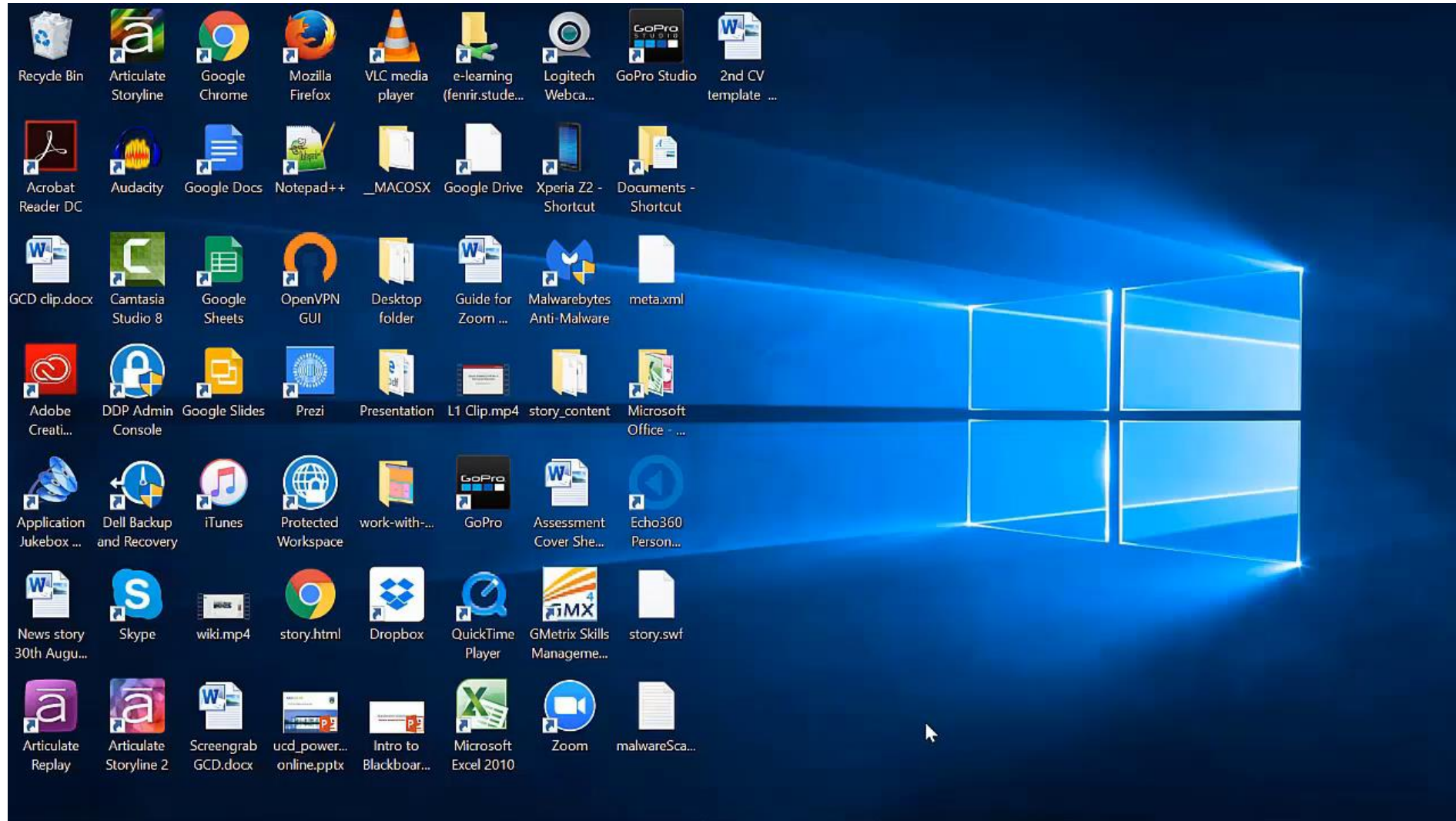


4. Your audio and video options have been disabled but students may click on the Chat bubble to ask a question. The chat block will open mid screen. Write question and click on return to send. Everyone in the online classroom will see the text once sent.



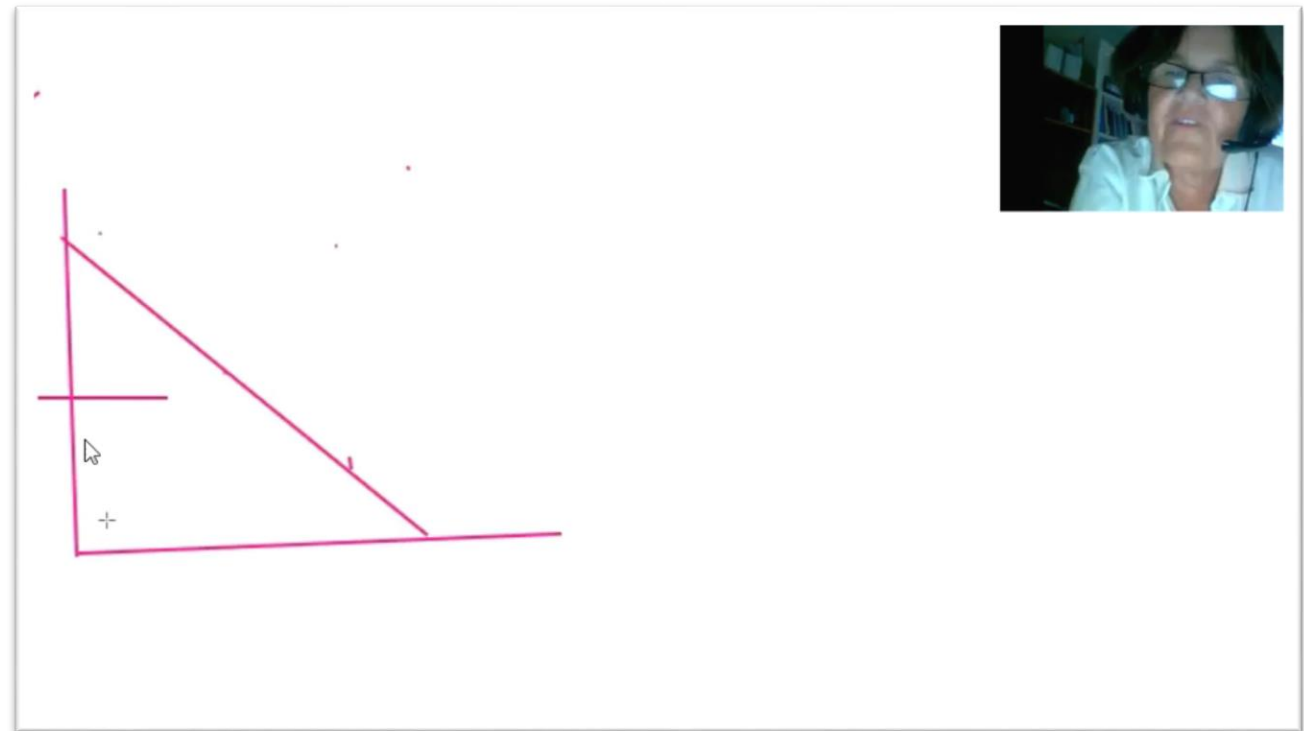


# Guides

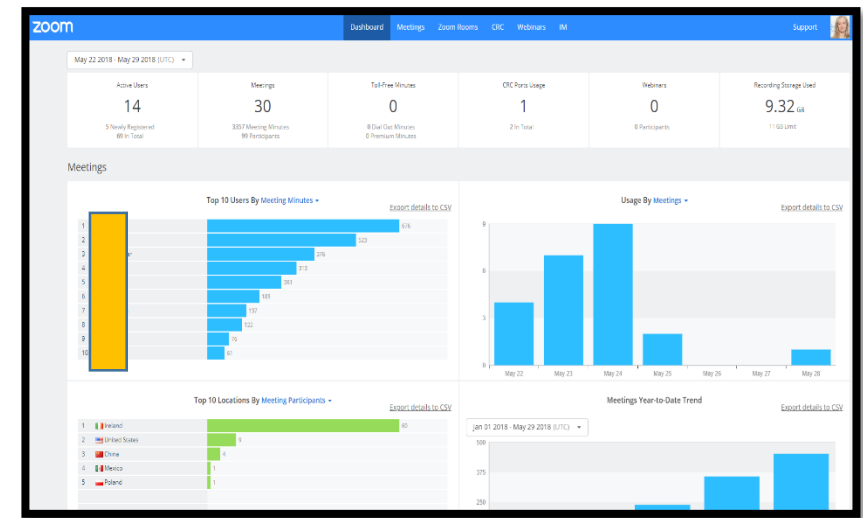


# Features

- Features – Record to the cloud and share links, breakout rooms, interactive icons, chat – including private chat option, share screen whiteboard features, and tracking meetings via Zoom dashboard



# Zoom Analytics

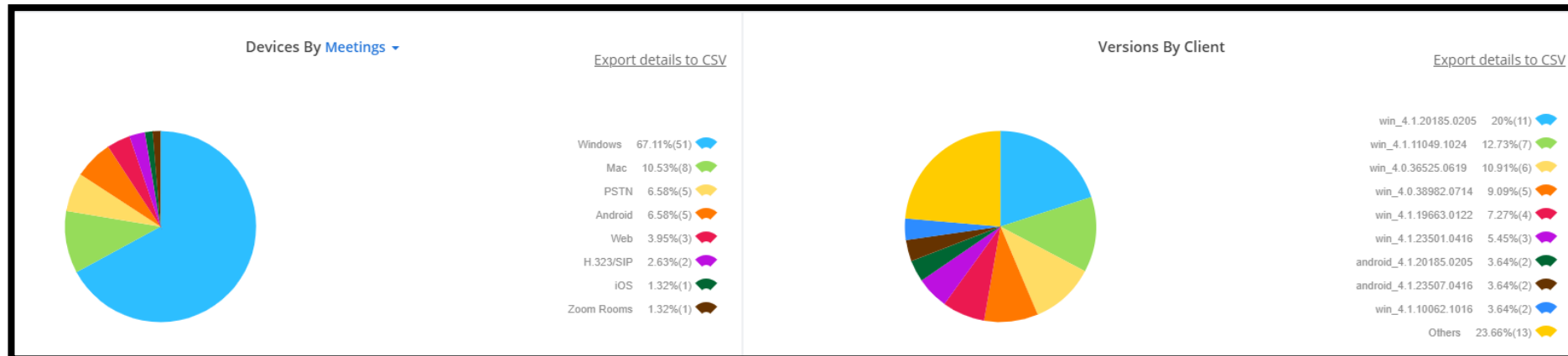


Past Meetings > Meeting Details

Meeting ID	Host	Email	User Type	Start Time	End Time	Duration (hh:mm:ss)	Participants	Data Center	PSTN	VoIP	3rd Party Audio	Video	Screen Sharing	Recording	SIP	Encryption
			Pro	May 29, 2018 06:53 AM	08:07 AM	01:13:43	2	SC	-	🔄	-	🟢	🟢	-	-	🔒

Search participants Export Details to CSV

Participant	Device	IP Address	Location	Network Type	Microphone	Speaker	Camera	Data Center	Connection Type	Join Time	Leave Time
🟠	Windows	🟡	Beijing (CN)	Wired	麦克风 (Realtek High Definition Audio)	HDMI to VGA (英特尔(R) 显示器音频)	Integrated Webcam	SC (Top)	UDP	06:53 AM	08:07 AM
🟠	Windows	🟡	Virginia (IE)	Wired	Headset Microphone (Microsoft LifeChat LX-3000)	Headset Earphone (Microsoft LifeChat LX-3000)	HP Webcam HD 2300	SC (Top)	UDP	06:56 AM	07:54 AM



# Future

- Going forward – spreading the word through testing, positive experience, continued technical support and word of mouth.

