



Zoom Netiquette

Best Practices for Teacher-Student Communication and Attendance

Norfolk Public Schools offers the Zoom meeting and conference tool to stay connected with each other and with our students. At this time, Zoom is the only approved platform for hosting video conferencing or virtual meetings within Norfolk Public Schools.

The school division has developed a set of guidelines and best practices for employees to use when scheduling and hosting a meeting or a conference. All employees must adhere to these guidelines to provide a secure and safe virtual environment. Questions regarding these guidelines should be directed to your immediate supervisor. Questions regarding the use of the platform should be directed to your school's ITRT and/or the HelpDesk (757-628-3900).

Best Practices for Teacher-Student Communication and Attendance

Zoom meetings are required for direct daily synchronous instruction. The following best practices are required to be implemented when connecting with students through Zoom:

- Students are expected to adhere to established behavioral expectations during Zoom meetings/conferences (see NPS Student Handbook/Standards of Student Conduct).
- Zoom meeting invitations should only be visible on the teacher's Canvas homepage.
- Students are to login to Canvas daily to obtain the Zoom links on their teachers Canvas page. This is to ensure students have the most up to date link.
- Inform parents/guardians that students may participate with any computer, smartphone, or tablet with an internet connection.
- **Video options** for teacher-student communication will be:
 - Teachers will have control to turn off student video
 - Teachers are encouraged to record lessons (for viewing later) but will need to have student's videos off and should do this with the "Shared Screen" option as this doesn't show student faces.
 - Students should be allowed to turn off their videos, as some may be sensitive to their surroundings, etc. However, students should always be paying attention to the lesson and be prepared to answer a question if called upon.
- **Breakout Rooms** – Students are not to be left with other students in a breakout room without adult supervision.
 - Breakout rooms can be used with multiple adults in the Zoom meeting, where there are no rooms with students left unsupervised.

- Teachers can place their students in their “own” breakout room (alone) and can “move” students back into the main room with the teacher or an adult to work one on one or in small groups with the teacher/adult present.

To proactively address security concerns, please be advised of the following recommendations from the FBI to guide our usage of Zoom within Norfolk Public Schools:

“As individuals continue the transition to online lessons and meetings, the FBI¹ recommends exercising due diligence and caution in your cybersecurity efforts. The following steps can be taken to mitigate teleconference hijacking threats:

- *Do not make meetings or classrooms public.*
- *Do not share a link to a teleconference or classroom on an unrestricted publicly available social media post. Provide the link directly to specific people.*
- *Manage screensharing options.*
- *Ensure users are using the updated version of remote access/meeting applications.”*

¹“FBI Warns of Teleconferencing and Online Classroom” 30 Mar. 2020,

<https://www.fbi.gov/contact-us/field-offices/boston/news/press-releases/fbi-warns-of-teleconferencing-and-online-classroom-hijacking-during-covid-19-pandemic>. Accessed 31 Mar. 2020.

Student Attendance

- Attendance will be done during the synchronous Zoom class meeting every day (with or without video on).
- Students on a flexible schedule (Pre-approved by Admin) can also be considered present under the following conditions:
 - By checking Canvas to determine the student has logged in regularly and spent time on learning modules.
 - Ongoing engagement with student (email, phone, etc.) or submittal of work that shows academic progress
- Teachers must document ongoing, regular communication with students (email, phone, etc.).

Scheduling a Teacher-Student Meeting

- **Login** – Teachers **must** sign-in using the **SSO login** (NPS credentials) to participate in Zoom meetings. This prevents “Zoom-bombing,” whereby unauthorized individuals can appear in the teleconference. Additionally, this will also allow additional staff members to be assigned as a “Co-Host,” giving them rights that participants do not have.
- **Meeting ID** – Teachers are **not allowed** to use their personal IDs and must allow Zoom to generate the meeting IDs.
- **Passwords** – Teachers **must** use the “require meeting password” option.
- **Meeting Options/Joining Meeting** – Teachers **cannot allow** students to join before the “Host” (teacher) to prevent the students from participating in the meeting unsupervised.
- **Assigning Co-Host** – If possible, it is ideal that Zoom meetings have at least two staff members participating in each meeting. In so doing, the “Participants” feature can be easily monitored.

Hosting or Co-Hosting a Teacher-Student Meeting

- **Audio** – Students are **not allowed** to unmute their own microphones.
 - Teachers and students will use the “Participants” feature located at the bottom of the task bar.
 - Students must use the “Raise Hand” or other options available in the “Nonverbal Feedback” menu.
 - Teachers must unmute students to allow them to speak, and then mute them when they are finished.
- **Video** – Students’ videos are allowed but **must be monitored**.
 - Teachers must maintain control to turn off student video
 - Teachers that are recording lessons (for viewing later) will need to have student’s video off and should do this with the “Shared Screen” option as this doesn’t show student faces.
 - Students should be allowed to turn off their videos, as some may be sensitive to their surroundings, etc.
- **Manage Participants**
 - Admitting from the waiting room (controls attendance) – Teachers **must** identify participating students by requiring them to use their official school names prior to admitting them into the meeting from the waiting room to control meeting attendance.
 - Nonverbal options – These options are provided for students to communicate during a meeting.
 - Locking the meeting (controls attendance) – Teachers can lock the meeting to stop others from admittance.
- **Breakout Rooms** – Students are **not** to be left with other students in a breakout room without adult supervision.
 - Breakout rooms can be used with multiple adults in the Zoom meeting, where no rooms with students are left unsupervised.
 - Teachers can place their students in their “own” breakout room (alone) and can “move” students back into the main room with the teacher or an adult to work one on one or in small groups with the teacher/adult present.
- **Screen Sharing** – Teachers (hosts) must approve student screen sharing.
- **Chat** - Students are allowed to chat with the teacher (Host) and everyone in the Zoom session.
 - The teacher i.e. “Host” can change chat settings to “allow attendees to chat with host and everyone:” or to “Host only.”
 - If the chat option has not been changed, students will be able to chat privately during meetings, which should not be permitted.
- **Record** – Students are **not allowed** to be recorded through audio or video.
 - When recording a lesson (for absent students or for later access), teachers will need to have student’s videos off and should do this with the “Shared Screen” option as this doesn’t show student faces.
 - The lesson can be paused and then restarted as needed.