

Training Session

Uh, for those of you who just joined us, um, pre-assigned breakout rooms caused a lot of, uh, fun for a lot of folks last semester. So, um, we're going to try to address all that today. Uh, when you're scheduling your breakout room or scheduling your meeting, uh, down towards the bottom of the scheduling options, there's this, uh, pre-assigned breakout rooms check box. And we've got two ways to go about this. Um, if all of your students in the class in it that are going to be in this meeting are Pomona folks. Uh, or if you're doing a meeting with staff and faculty, if they're all Pomona people and they all have a Pomona zoom account and they're all doing their part, right, we can just click create rooms. And when we do that, we can just click the little add button here to add as many rooms as we want.

And then in each room, we just add the names. Like if you start typing the name, as long as the person's got a Pomona Zoom account, they will, you know, there, it should show them as a, as an option there, if not, you just put in their full email address, uh, and it should come out that way. And, um, for students it's easy because they're all @my, it's all their username @mymail.pomona.edu. Staff and faculty are a little different because we've had some, uh, inconsistent naming conventions over the years. So, if you're not sure, or if you think you're putting in the right email address for somebody and it's not working, try a different version, you know, maybe their username@pomona.edu if you know it. Uh, for some people it's firstname.lastname. That's the convention we're going with now. Uh, for others, it might be like first initial, last name.

If you're not sure, ask me. I know it's, it's a simple thing, but I'm happy to look it up for you in Zoom to make sure you've got the right information for folks. Um, this is the easy way. So, this is where everybody within our bigger Pomona zoom account, they can, you can just add them here into breakout rooms. Hit save. Uh, and then you need to make sure after you've saved here, you need to make sure to save your meeting. Uh, if you're editing your meeting, um, and you forget to save it there, then none of these changes are going to stick. So, you need to click save here and then save for the overall meeting, uh, settings. Uh, Katrina's asking if I could make the slides available after the training. Yes. There, uh, I can send these to you if you like. There will also be a video of this.

Um, okay. So, what if we don't, what if our students aren't all Pomona students, right? So, we've got the other option here. If, if we're including people who are not part of our Pomona Zoom account, um, at large, we have to use a CSV file to create the breakout rooms. So, we click import CSV. This little window pops up, and then it gives us the option here to download. That gives us a little template file that we can work with. So, we don't have to create it from scratch. Um, and then you can just use that template file and edit it as is appropriate for the meeting that you're setting up. So, here's what that looks like by default. It's got some pre-populated columns here, room one, room two, room three, and then the email address column. That's it. You don't need to

change, don't change the first two entries, the pre-assign thing, and the email address, just chat.

If you want to rename the breakout rooms or add breakout rooms, you can. Uh, I've changed the name on some here, just, uh, to demonstrate that. You could call it group one, group two, group three, A, B, C. Uh, you can have mascots, you know, whatever, whatever floats your boat, whatever works for your situation. And you can add as many as you want here in this column, and then put the appropriate names to the corresponding groups, uh, or email addresses rather. Um, so over here, so if you had some Scripps students, it would be, um, you know, whatever their Scripps email is, right? Assuming they're using the Scripps Zoom account. Uh, the trick here, and, and this, this is critical is you need the right email address for their Zoom account. Um, some people are using multiple Zoom accounts for different purposes. They're not always logged into the right one on their computer.

Uh, you know, in the case of Pomona with faculty and staff, at least we've got these different variations on our email addresses that, that cause confusion. So, communication will be crucial here, especially with your non-Pomona students, to make sure that you've got the right information for the Zoom account that they are actively using for your class. Um, once you've got that and they're, you know, it's communicated clearly to them that they need to be logging in with that account for your class, then this should all mesh well. If you've got one email address here, uh, and the student is logged in with another email address, it's not going to recognize them and make the connection. So, this is, this is where a lot of stuff falls apart. So, this is important. Uh, okay. So, once you've got that done, you can just drag and drop the icon from your computer into this field here in the browser window, where you're setting up your breakout rooms. Uh, or you can click browse, find the file on your computer, uh, and, and open it there.

Once you've dropped it in there, it'll show the rooms you've created, uh, how many people are in each of those rooms, and then when you've got one selected it'll show over here, who's in the room. Uh, and if you needed to add participants, you could still add folks here that are, uh, Pomona users. Um, uh, and then you would click save here. Save your meeting after that, so that, so that all your breakout room stuff saves with your overall meeting. Uh, and then you're good to go. So now we're in our meeting. We started our zoom meeting for the purposes of this, uh, uh, my colleagues and I did some testing. You'll recognize Kenzo is here. Uh, Nick Bryson, and then I was signed in from some other devices with different accounts. So, um, the one up here with my picture is my, my main account.

This is my Zoom account that I use for pretty much everything. The one down at the bottom that says Chris Crane, that's another email address. That's my chris.crane@pomona.edu. That's my non-Zoom admin account. And then over here is another one that I just joined without signing in. Um, and this is something that's important to remember because you can connect to a zoom meeting without being logged in. Uh, there's a checkbox where you can disable that for your meetings if you like. Uh, and that might prevent some of this chaos, but, uh, you know, one of the things that is both a blessing and a curse about Zoom, in different circumstances, is that you can connect and join a meeting without being, without having an account. So, for the sake of this exercise, uh, we've got my, my Pomona account, another Pomona account of mine, and then another version of me, or, or we'll consider it.

Somebody who's logged in, or who's not logged in, but is part of the meeting. Okay. Uh, so we clicked breakout rooms down on the toolbar and this little window pops

up here. And you'll notice it only has three of, uh, of us assigned to breakout rooms. And if we, if we went back and looked at, you know, each person should have been in a breakout room that was accounted for, but it's only showing three of us here. So, keep that in mind. We'll go forward. If we click open all rooms, then it shows us who's, uh, who's in which room, who's been moved, and who's still unassigned. Now the other version of me, which was not actually logged in with an account and was not populated in that CSV file. Okay. So, it's not in, it's not, Zoom doesn't know to look for this person, right?

So, it doesn't put me, it doesn't put that version of me, that user into a breakout room. So that person is unassigned. Now Bryson was logged in, but he wasn't logged in with his Pomona account that I put into the CSV file. He was using a different zoom account. Okay. And I can't tell that just by his display name there in the meeting, but here is where it becomes clear. Uh, so he also was not assigned properly. Again, this is where that, you know, that communication, you need to know the right email address, that the students, you know, that's associated with the students' Zoom account that they are using for your class. And with so many things happening on Zoom, not everybody's using the same account for everything. Um, you know, there, there's a lot of stuff going on and this, this causes chaos, especially with the pre-assigned breakout room thing.

Um, and one other thing I forgot to mention here, uh, backing up a few steps. Don't click the breakout rooms button until everybody's in the meeting. Okay. If you try to start this before everybody's joined, it's not going to be assigning people on the fly once you've hit the button. So, wait until everybody's in the meeting at large before you hit breakout rooms. Otherwise, you're going to have some, you know, folks who joined late are going to end up unassigned as well. Um, now you can click assign to, and you can just put those leftover people into rooms. So, um, what some folks ended up having to do, uh, last semester was, was just this, um, you know, you, you, you set up everything in advance. You build the CSV file. You import it. You've got everything ready to go, but somehow, you know, for, for one of the reasons I mentioned already the, the, you know, mismatch of accounts or, or somebody joined late or something like that, there are a few people who are still unassigned. So, you, you, if, if it works out to where 80% of your students are assigned properly, then you've just got to assign, you know, five more. That's not the end of the world. It's much less time-consuming than setting up the breakout rooms manually during the class. Excuse me. Okay. So...

So, this, this has, this has been sort of the, the compromise that's worked for most people. And you will find yourself in this situation. Um, you're, it, it's, ah, I'd love to promise you that it's going to work perfectly every time, but it's not. In practice, it hasn't, um, and I've, I've done everything, uh, you know, we've tested every which way and found that when these things are, are, you know, when all of these stars aren't aligned just right, you know, there there's always somebody who falls through the cracks. Um, or, or there's always potential for it.

Okay. So, uh, just to sort of, you know, demonstrate, you can have somebody logged in, uh, to your Zoom meeting, uh, and it'll show their display name, you know, properly, like it showed Bryson McNally in our example earlier. Um, but it's, they're not logged in with their Pomona account. They're using some other email address that you don't have that you didn't put into the Excel spreadsheet. Um, and if the case it's not going to work. All right. It's, it's, it's not looking for this email address. It's looking for, uh, you know, Pomona, student's initials, whatever, @mymail.pomona.edu. Now here's another scenario that can work for the breakout rooms, but, uh, isn't ideal still. So not

everybody has gone, uh, like I showed you to go to zoom.pomona.edu, click sign in, and is, is using their Pomona Zoom account.

Some students, many students actually, have just gone to zoom.us and created an account with their Pomona email address. And when they do that, that creates an account that is not part of our Pomona account. So, they can be logging in with this and a password. And if, if they're logged in with that account, and you're, you've got that email address in your CSV file for the breakout rooms, it'll work, but it's not what we want because we want the students to be using their Pomona Zoom account, to get all the same benefits and features that you all get by using our institutionally licensed account that has, you know, more than just what's freely available to anybody. So, this is the ideal solution: sign in with SSO. If you're using, when you log into the app on your desktop, the desktop client, you want to make sure you're signed in with SSO.

Uh, when you log into the web interface, if you're going to zoom.us, you choose this sign-in with SSO option. If you go to zoom.pomona.edu, it already presumes this and takes you down that road. Uh, so this is what we want. Uh, so please, please, please, if your students are not using, if they're not logging into zoom.pomona.edu, if they're not connected with SSO, they're not getting the full experience, and there are going to be some, some issues that arise as a result of that. So please talk to your students when you have them as a captive audience. Remind them of these things. Um, they don't, they don't read the emails that get sent out to all students. Um, it, it's, it's hard to, to get this information to them in a useful way. Uh, and you know, I've, we, ah, Kenzo can, can attest to this. You know, yesterday we had tickets of, from a student who, you know, "Why am I being told, I only have a 40-minute time limit on my Zoom account?"

You're not using your Pomona Zoom license. So that's, that's where the, the drawback is. Um, okay. Uh, looking at the chat really quick, uh, Drew, no Pomona students cannot, uh, access zoom.pomona.edu. Um, that's only for Pomona folks, staff, faculty, students. Uh, non-Pomona students will have a Zoom account of their own, uh, potentially through their own school. Um, if, uh, if they don't and they're just using a private free account, it can still work as long as you've got the correct email address for them. Okay. If you've got, if you've got the correct email address for their Zoom account in your CSV file, um, it should, should be okay. Go ahead.

Can we ask them to let us know which email address, there, they're logging into Zoom through? That's all. Right. Yeah. Um, and, uh, yeah, so for Pomona students, it should be fairly straightforward. It's, if they're doing it right, it's always going to be their userID@mymail.pomona.edu. So that's easy. And you can even add them, ma uh, you know, quickly just by typing those into the field there. The CSV file is, um, is sort of all-encompassing. It brings in, it allows to bring in people with other email addresses. Uh, but you need to have the right one. So please communicate with them, especially the non-Pomona folks. Uh, looking at questions again. Um, Michelle's got a question. Will the first method, not the CSV file, help with this address problem at all? If your students, aren't all using, if they're all logged in with SSO, and they're using their official, Pomona licensed Zoom account, uh, you don't have this issue. This, the CSV file, the email conflicts thing. Um, uh, okay, let me, let me correct myself. You can still have this issue if, if your students all have Pomona accounts and you've populated them in the non-CSV version of this, but then they connect to the Zoom and they're either not logged into an account, or they're logged into the wrong account, you're still gonna have the mismatch. Right? Cause it's looking for that user. Um, and there's, there are some things we can do, uh, and we can encourage the students to do, to avoid that. So, we'll,

we'll get to that shortly. Uh, ah, Katrina's asking, uh, would this explain why some of them can't use the join whichever breakout room they want? Uh, or is this an update too?

They did an update Zoom. They did an update Zoom. Um, this is another big thing. Update Zoom all the time. Uh, whoops. I got this slide in here a second time. Um, so yeah. Uh, sorry. Um, we talked about some of this stuff, but I didn't go through my slides. Update Zoom all the time. I updated this morning. There's an update today. Go update Zoom. If you don't know how to do it, go to your desktop app. Uh, this is what it looks like in windows. Click the icon up here of, uh, or, uh, hmm, hmm, sorry. I'm on the wrong side. Uh, to check for updates, you click your, your icon up here in the corner. Um, the menu comes down and, in that menu, there's an option that says check for updates. Click it.

If there's an update, it'll let you select whether you want to download and install it or not. Um, I highly recommend doing that regularly because it's not ah, it's not the kind of a thing were, where there's a pop-up notification, as soon as it's available. Um, you have to kind of do a little work. Another way to get to it is just go to zoom.us/download, um, and you can download the latest version from there. Uh, so one of the things we can do to encourage, uh, or one of the things we can encourage students to do to avoid, um, some of those, uh, uh, identity conflict issues, um, is we can make sure they're logged in properly to their desktop client, or if they're using their mobile device, their mobile app, it's the same thing. So, they're logged in with SSO, or at least with the account that, that you've got the email address for in the CSV file.

Uh, and then instead of clicking the link in Sakai, or an email, or their browser, or, or whatever, to join the meeting, um, sometimes, and, and this hasn't been consistent, sometimes even though you're logged in right with the desktop client, uh, when you click the link, it doesn't always make the connection that, hey, you're this user. And sometimes it still joins you, uh, or, or lets you join the meeting as, uh, you know, as somebody who's not logged in. Um, it's not supposed to do that. It didn't do it for a long time, but then suddenly I was getting reports of like, hey, I'm joining this meeting and it's not, you know, it's not letting me do this or that. And it was because it wasn't recognizing folks. So, uh, the way to make sure that it's recognizing the account that you are logged in with is to click join from the desktop client or the mobile app.

And just punch in the meeting ID here. Uh, it's uh, you know, 11 or 12 characters, uh, ID number. It's at the very end of the link. So, it will say, you know, Zoom. or pomonacollege.zoom.us/j/meetingID. That's the link that you send people to join the meeting. The meeting ID at the end is the part that you put in here. You click join. That way, uh, you know, it's, it's forcing the association with that account that you're logged in with. Um, uh, yeah. Uh, so, so that's very important. Um, there is documentation. Uh, yeah, I'm kind of, forgive me. This is my first time doing this training with this slide deck, so I'm not, ah, perfectly in step with myself here. Um, yeah. Uh, so support.zoom.us. This is where I have to get all my information. Um, you know, sometimes I can reach out to Zoom directly, but they're generally not much more help than what's available here.

Uh, so don't be afraid to go here. Zoom, uh, support.zoom.us. You can type in, you know, what you're having trouble with and it'll, it'll populate stuff. So pre-assigned breakout rooms. It's got, it's got this information there. Um, it's not as exhaustive on all the pitfalls as I'm trying to be here. Um, but this is, this is where a lot of good information is. Um, okay. Apparently, I forgot to include a few slides there. So, um, the, uh, updating your desktop app is important, and making sure everybody is updated is important, especially for breakout rooms. With breakout rooms, if, uh, breakout rooms and like co-

hosts there, there are some other little features that get really weird if, um, if the host is on the latest version and somebody else isn't. Or this, you know, the participants are on the latest version, but the host isn't. If there are mismatches there, it can cause some weird things to happen, especially with breakout rooms.

So, breakout rooms are one of those things that are relying on everybody doing their part. Um, so you've got to make sure everybody's app is up to date. You've got to make sure you've got the right email address for them. You've got to make sure they're logging into that account that they gave you the email address for. Um, and it's, you know, you can't physically be there looking over their shoulder to make sure they're doing that. Right? So, this is, this is one of those things where you've got to communicate as best you can with your students and, and, you know, hope they, they do it. And then, uh, you know, you may still run into that situation where you've got, um, you know, an 80% success rate and then you're still manually assigning the last few. Um, there is also, Zoom also added a feature recently, within the last month or so. Uh, where, um, you can just allow students to join breakout rooms as they want. So, like, like they can just join their own rooms and you don't have to do this. You don't have to go through all this and worry about this headache. Um, and maybe that's a solution that will work for you instead of this. Uh, um, I haven't really that a whole lot because I've been trying to focus on getting this to work so much. Um, but it is another option. Um, I went through that a lot quicker than I thought I would. I'm going to stop right now and let you hit me with your questions.