

## Zoom Conferencing in Research

UBC has a campus wide license for Zoom, which Faculty and staff can access and use for research purposes. Staff and Faculty are expected to use the UBC-licensed version of Zoom rather than the public version available on the Zoom website. Zoom is a useful tool for online research interviews and focus groups. Zoom has many features, including video and audio recording as well as the ability to share screens between those participating in the conversation. Care needs to be taken when using Zoom, however, to maintain the confidentiality of participants and to ensure that the data is being collected in a secure manner.

For full details and best practices to ensure secure and effective video conference sessions, please visit the UBC IT website Zoom webpage at <https://it.ubc.ca/services/teaching-learning-tools/zoom-video-conferencing>

For research activities, in particular, please also consider the following and outline all of the Zoom security measures that a project will use in the research ethics application:

- Avoid sharing meeting links on social media or public outlets (unwanted participants may join or lurk in a meeting that they have no intentions of participating in).
- Avoid using Personal Meetings ID (PMI) to host public events - Your PMI is a permanent meeting room that anyone can pop into and out of at any time
- Manage Screen Sharing - To prevent random people from taking over sharing, restrict sharing to the host
- Lock the meeting - By locking the meeting after it has started, no new participants can join.
- Disable the video if you do not require the video feature for your project. The hosts can block the video capacity of the participant to prevent unwanted, distracting, or inappropriate gestures on video
- Introduce a Waiting Room - The Waiting Room is a virtual staging area that allows you to invite guests when you are ready for them.
- Introduce a password to gain access to the meeting room. This is especially important when the research is sensitive.

Participants should be told that they can protect their identity and increase the protection of their personal information if they do not use their actual name in Zoom. They can do this by:

- using only a nickname or a substitute name
- they can turn off their camera (if the research allows for this and they would like to do this)
- they can mute their microphone (if it is not needed)

As UBC's Zoom license has moved to Canadian hosting services, the Cloud recording is now active and you will have the option to store the recording online when you begin recording your session. A shareable link to the recording will be sent to the host via email once the recorded session is finished. All participants will receive an automatic notification when recording is enabled. Where the recording will be stored and how (encrypted), needs to be outlined in the research ethics application. If you are recording the session, notify participants before recording.

Graduate students who would like access to UBC's Zoom license (this is strongly recommended) can email [av.helpdesk@ubc.ca](mailto:av.helpdesk@ubc.ca) to request access. To facilitate the email request, they must include their UBC email address (...@student.ubc.ca), first name, and last name and indicate that the purpose is for research. Graduate students will need to agree to have their name and email address visible to all users of the UBC Zoom license.

Instructors may obtain UBC Zoom accounts for course-based research by sending a list of the students' UBC email addresses (...@student.ubc.ca), first name, and last name in a spreadsheet to [av.helpdesk@ubc.ca](mailto:av.helpdesk@ubc.ca).

For those who are unable to access the UBC-licensed version of Zoom and are using the publicly available version, you must ensure that you are not using Cloud recording if you are using the record feature on Zoom. All recordings can only be stored securely on the host device.