

Zoom Video Conferencing

Frequently Asked Questions for Parents & Students

What is Zoom?

Zoom is the video conferencing tool that teachers can use to host virtual (online) classroom sessions with their students.

How can my child access Zoom?

Your child will receive an invitation for the classroom meeting from his/her teacher through Canvas, email, phone call, Synergy, Google Classroom or Class Dojo. The notification will include a link to “join a meeting” (desktop computer, laptop, tablet devices, Chromebook or smartphone) as well as phone numbers for a conference call option. It will also include the 9-digit Meeting ID and session password. Do not share the meeting ID or password with anyone. To join the virtual classroom meeting, you or your child will need to click on the link or use the 9-digit Meeting ID and insert the password. This link will remain the same for each day.

What happens if I don't have Zoom on my computer?

When you or your child clicks the link or copies and pastes the URL, a prompt to download the Zoom application will appear. Follow the prompts to download and run ZOOM. When the download is finished, your child will be placed in a virtual waiting room until the teacher admits him/her into the classroom session. Follow this link, [Join from browser](#) if you do not want to download the app to your system.

Will my child get to see his/her classmates on Zoom?

Yes. Students are encouraged to turn on and leave on their video.

Does my child have to be online during school hours?

Live, synchronous sessions will be held during the school hours.

Will my child be safe on Zoom?

To ensure the safety of all students, teachers are required to use passwords and virtual waiting rooms options. Teachers are also able to lock the classroom meeting at their discretion. Students should add their first name and last initial when joining the meeting so the teacher can easily identify them to admit them from the waiting room. These options help prevent the possibility of unknown or unwelcome attendees from joining the classroom session. If the teacher feels the link has been compromised or a parent reports the link has been compromised, a new link will be generated. Again, please do not share the link or password information.

Is Zoom compliant with federal and state privacy laws?

Yes. Zoom EDU is compliant with the Children's Online Privacy and Protection Act (COPPA), Family Educational Rights and Privacy Act (FERPA), California Consumer Privacy Act (CCPA) and other applicable laws. [Zoom Privacy Policy](#)

What if I have questions about Zoom? Who can I contact?

Contact your child's teacher(s) for additional support.

What is Zoom etiquette that my child should follow?

- Students should not share meeting links, IDs or passwords.
- Students should join the classroom session from a location with minimal distractions, if possible.
- Students should join the classroom meeting a few minutes before the session starts to test the audio and video connection to be on time.
- Students joining a Zoom classroom meeting should use their first name and initial of their last name.
- Students can unmute their mics when teachers ask to unmute.
- Students can use the nonverbal feedback icons to communicate.
- Students should use the chat feature appropriately.
- Students should actively participate in the teacher's live, synchronous lessons.
- Students will continue to follow classroom rules and NPS Student Code of Conduct policies.

Where can I learn more about Zoom?

Parents and students can learn more about Zoom by clicking on these Zoom links. [Zoom for Students](#) and <https://zoom.us>

Information regarding Zoom support topics are courtesy of Zoom and can be located through the Zoom Help Center (<https://support.zoom.us/hc/en-us>).