<u>**FAQs for Researchers on the Use of Zoom**</u>

Can I use Zoom videoconferencing for carrying out and conducting meetings with research participants?

Researchers can use Zoom to conduct meetings with research participants in lieu of other video conferencing tools being available. Researchers need to be aware that if they do not turn on privacy settings (these are not turned on by default due to the different ways that Zoom is being used across the University) then other people can enter their meetings if they have the meeting link. Researchers must set up a Zoom account using their staff or student email address and must not use a personal Zoom account

Which settings do I need to have switched on for my meetings with research participants?

Users have a great deal of control of how participants can join a meeting. If you will be discussing confidential or restricted topics, which is likely to be the case for many research projects, then researchers must apply the following settings to their meetings before they commence:
- Require a password when scheduling new meetings. The password must be sent to the meeting attendees separately to the meeting invite. The password will appear in the Zoom generated meeting invite so make sure you delete it from that and send it in a separate email.
- Waiting room – Participants cannot join your meeting unless you admit them
- Use a randomly generated link for each meeting - do not use your Personal Meeting ID (PMI)

What measures do I need to take if I am going to be recording my meetings with research participants?

If you are going to be recording a Zoom meeting, you must inform the attendees that you will be recording them, what the recording will be used for and how long the information will be kept for. Please see guidance in Research FAQs on what you should tell participants before starting data collection.

You must ensure that only the host can make a recording of the meeting. Ensure that you have switched on the setting where only the host can view the recordings of the meetings. If you can save your recordings to the cloud, you should select this option rather than recording locally. It is possible to share a link to attendees after the session with the recording if necessary. There is a setting to require a password to access shared cloud recordings – you can choose the option for users to require a randomly generated password when you share a recording with them. Note that the password must be sent separately to the recording link. When sharing recordings containing confidential information the password option must be used.

If you are a student and do not have access to record in the cloud, you will have to save recordings locally.

Where should I store my meeting recordings?

Staff and Postgraduate Students

You will have the option to save recordings to the cloud or to save locally. Select 'Record to the

Cloud'. Note that recordings saved to the cloud will be deleted after 30 days so you must ensure that if you need the recording for longer than this period, you must download it and save it to an appropriate University managed storage location such as a shared drive (e.g. Isilon).

Undergraduate Students

Any recordings that you make will have to be saved locally. To determine the location of your saved recordings, go into settings and choose the location for recorded files when the meeting ends. Any recordings, like other information, are subject to disclosure to individuals under the Data Protection Act and the Freedom of Information Act. Recordings should be retained for no longer than necessary and in line with the University Records Retention Schedule.

Please also refer to the guidance in the personal data storage section of the Research FAQs.

Please find guidance on how to sign up for Zoom and how to apply these settings in the Zoom guide which can be accessed through the 'Working from home' FAQs here.