# Hosting office hours

Covered in this guide:

- Using **your office phone** to host audio office hours
- Using **Zoom** to host audio and/or video office hours
- Using **Webex** to host office audio and/or video office hours
- Using **Google Hangouts** to host chat-based and audio/video office hours

Hosting office hours

Using your **office phone** to host audio office hours

# 1. Remotely set up call forwarding on your office phone
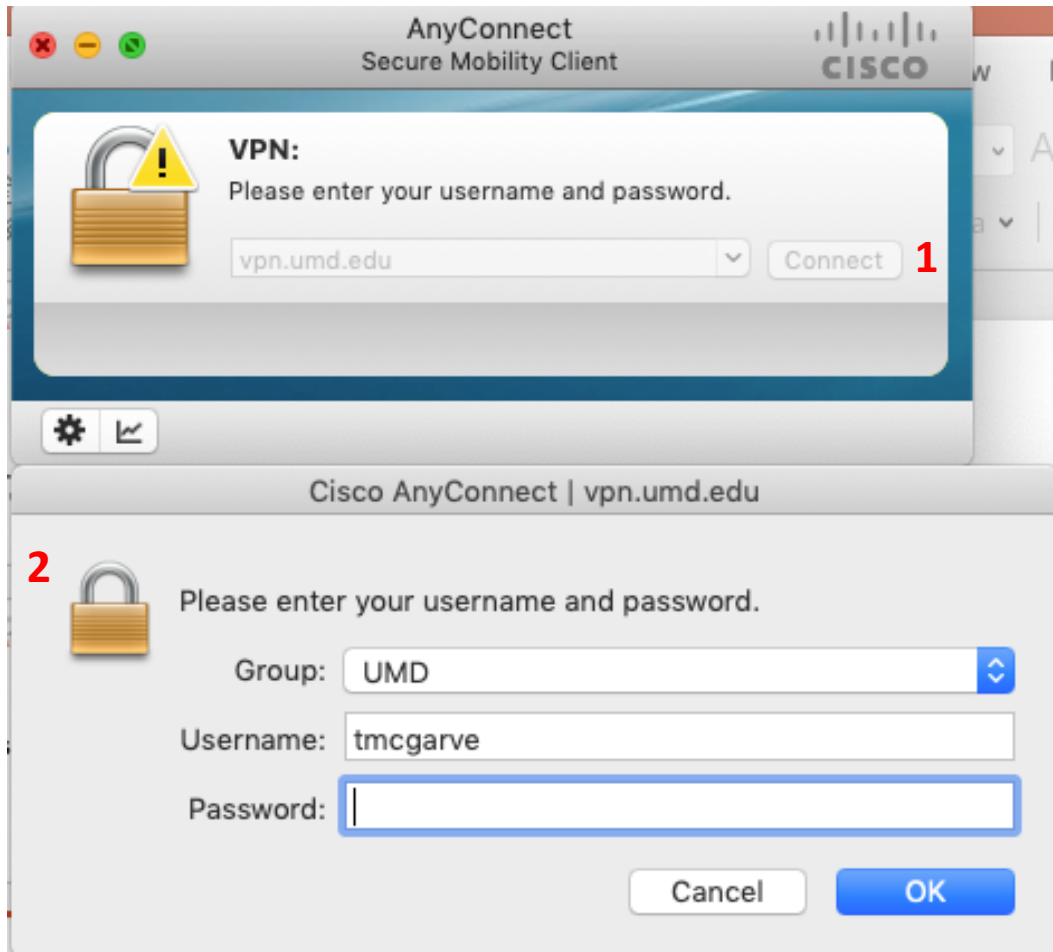
- Connect to the University's VPN network using the Cisco AnyConnect software

  1 • Enter the server vpn.umd.edu and click "Connect"

  2 • Select "UMD" as the Group and use your University ID, and password to log in
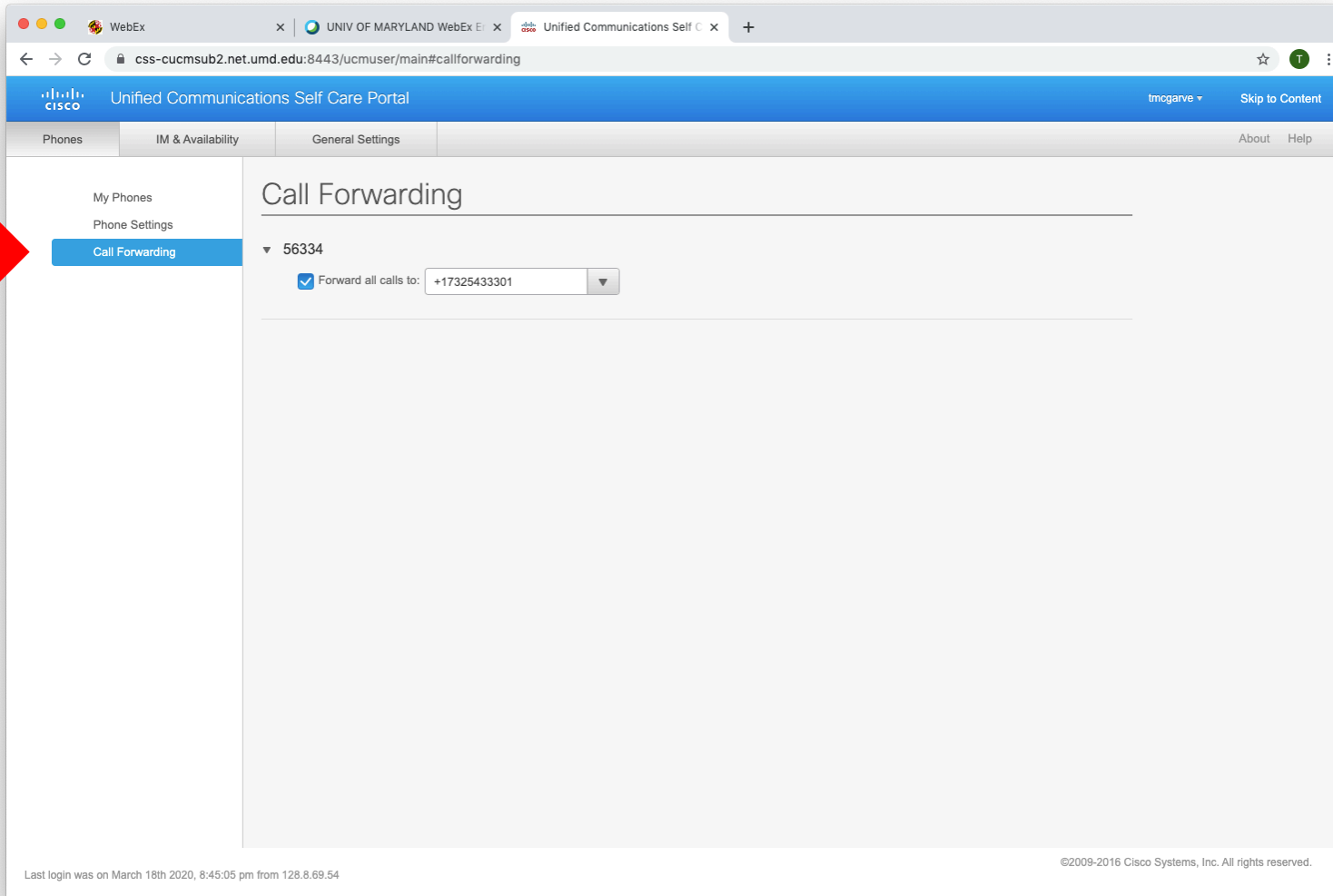
NOTE: If you do not have Cisco AnyConnect installed, follow the email guidance sent out by SPP IT on 03/18/2020

2. Open Cisco Communications Portal in web browser
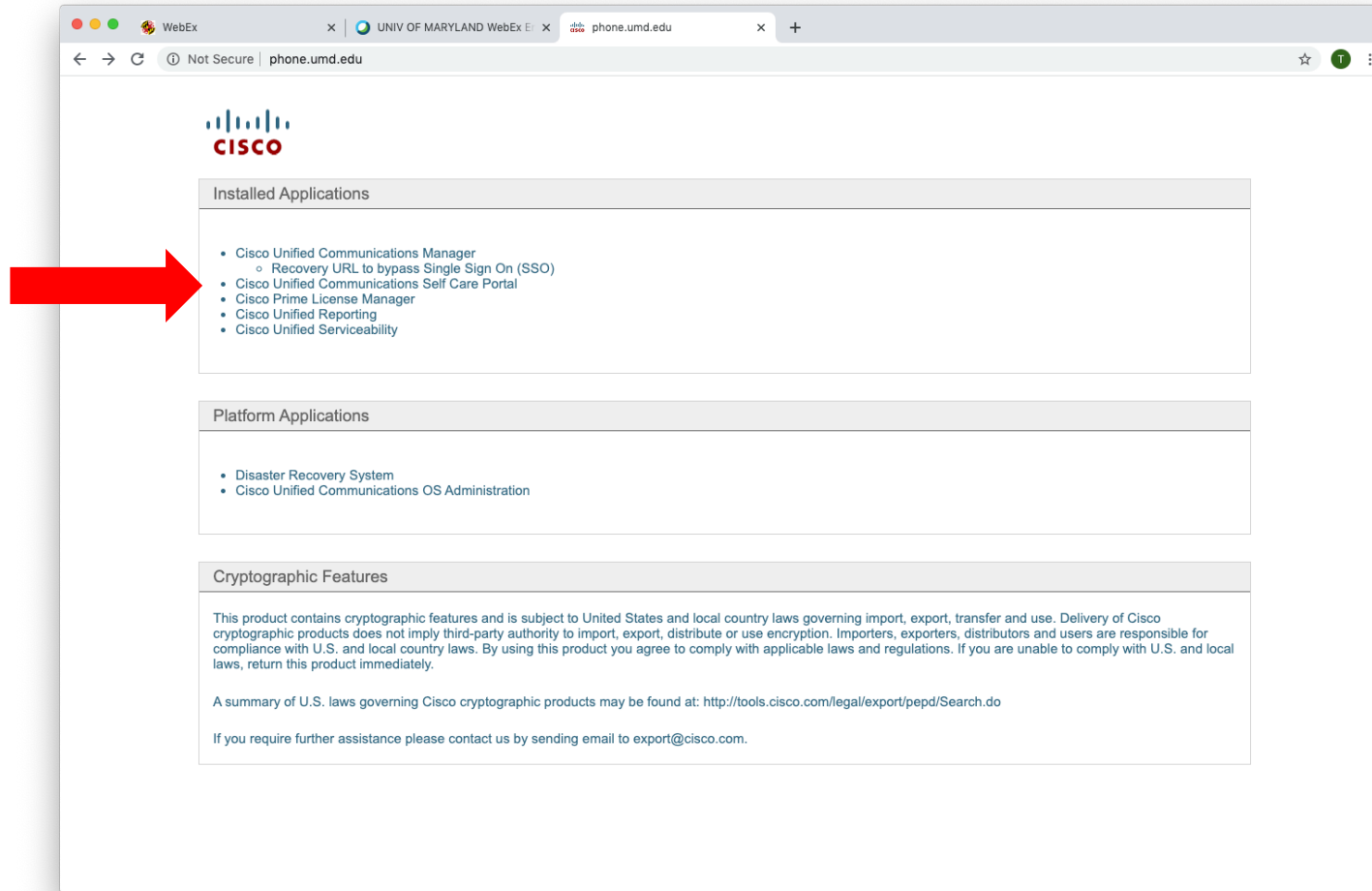
- Navigate to **phone.umd.edu** and select "Cisco Unified Communications Self Care Portal"

- Log in using your University ID, password, and Duo multi-factor authentication

3. Enter the number to forward calls to

- Select "Call Forwarding" from the left-hand side menu

- In the "Call Forwarding" window, enter the number to which you would like to forward your office phone

  - NOTE: You must enter +1 before the number for the forwarding to operate correctly

- Log in using your University ID, password, and Duo multi-factor authentication

4. Use your office number to schedule calls

- You can now distribute your office number to students when scheduling calls

- They can dial that number, and the call will automatically be forwarded to the number you have specified (while maintaining the privacy of your home/cell number)

Hosting office hours

Using **Zoom** to host audio and/or video office hours

1. Navigate to the Zoom web portal
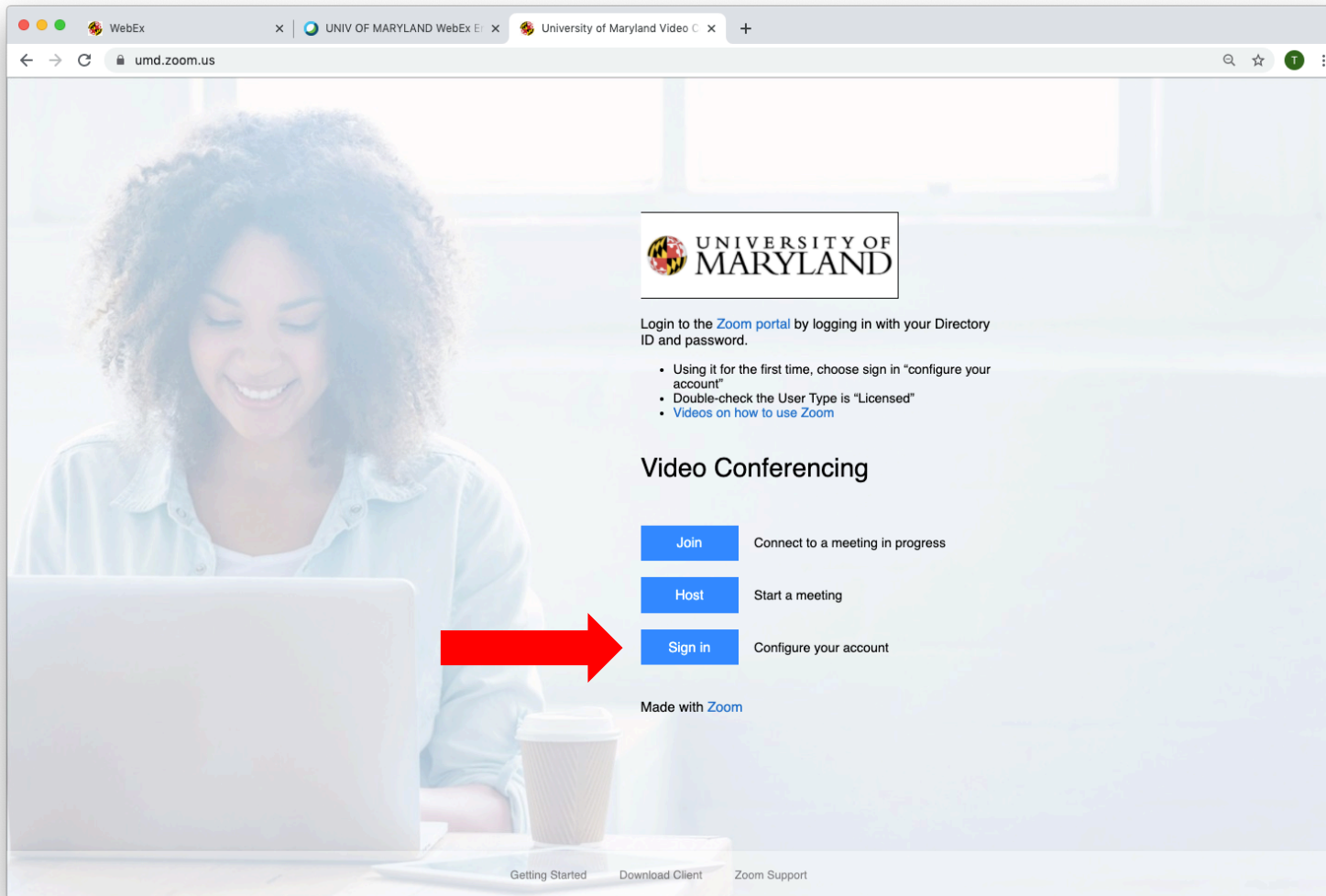
- Instead of scheduling Zoom meetings through Canvas as we did for online sessions, we will schedule the meetings through the web portal – this is so that meetings scheduled with individual students aren't viewable to all students within their Canvas course space

- Navigate to umd.zoom.us in your web browser, and select "Sign In"

- Sign in with your University ID, password, and Duo multi-factor authentication

2. Schedule a new meeting
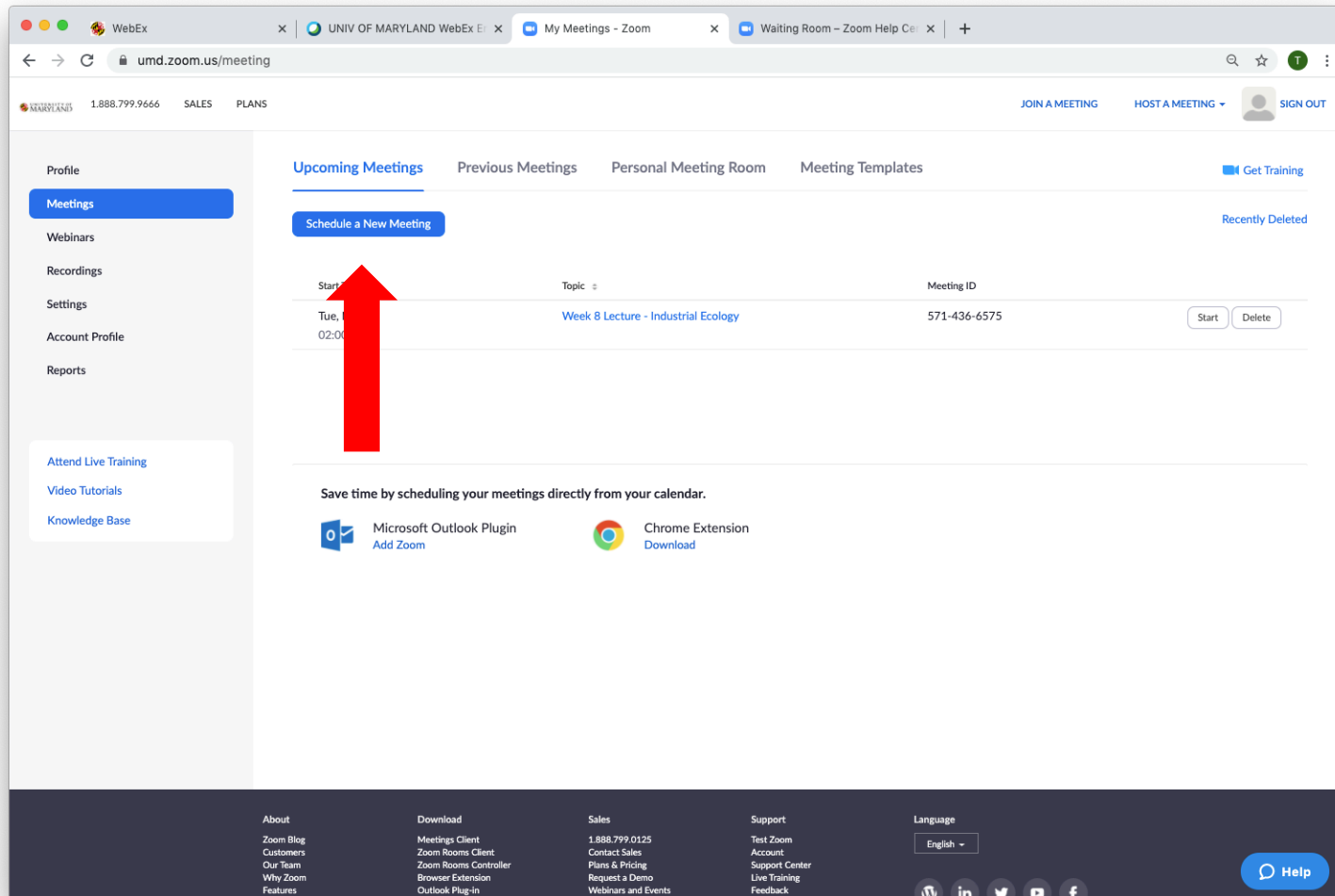
- Select "Meetings" from the left-hand side menu

- Click "Schedule a New Meeting"

3. Set a meeting topic, and date/time

1 • Enter a topic for your meeting (perhaps "Week X Office Hours") and, if desired, a description

2 • Specify the date, time, and duration for your meeting

3 • Accept the default setting of "Personal Meeting ID"

4. Specify additional meeting settings

1 • "Meeting Password" – accept default that a meeting password is not required

2 • "Video" – if you would like both yourself and the student to participate via webcam, turn video 'On' for both; if you would like an audio only meeting, turn video 'Off' for both

3 • "Audio" – retain default setting of 'Both'

4 • "Meeting Options" – retain default settings for all, **except**:

- **Enable "waiting room"** – this is a critical setting that will allow you to converse with one student at a time, privately, while others are held in a virtual 'waiting room' until you let them into the meeting

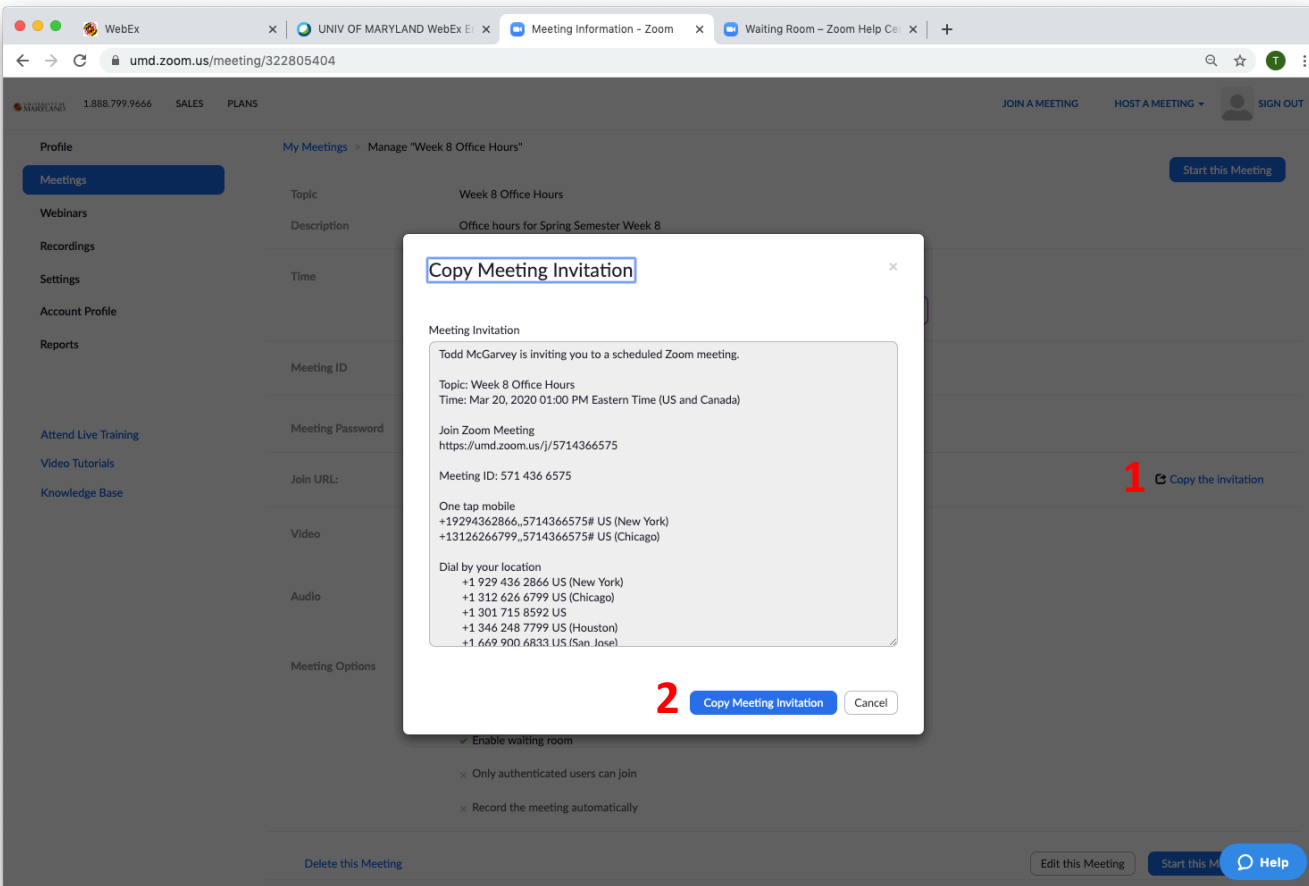5 • Click "Save" to schedule the meeting

5. Sharing the connection information

- When you click save, a confirmation screen will be displayed with your meeting information

1 • Click "Copy the invitation" to open a window with the necessary connection information

2 • Click "Copy Meeting Invitation" – the information will be copied to the clipboard, and you can paste it into a Canvas Announcement or email

NOTE: Approaches for organizing your office hours

- Setting up Zoom with the waiting room function enabled allows you two options to organize office hours (with implications for the message you include when sharing the connection information)

  1. You can offer up the meeting period on a first-come, first-served basis – people will be held in the waiting room until you are finished with another student

  2. You can (outside of Zoom) split the meeting period into blocks, and have students connect at their designated time – they will still be held in the waiting room until you let them in
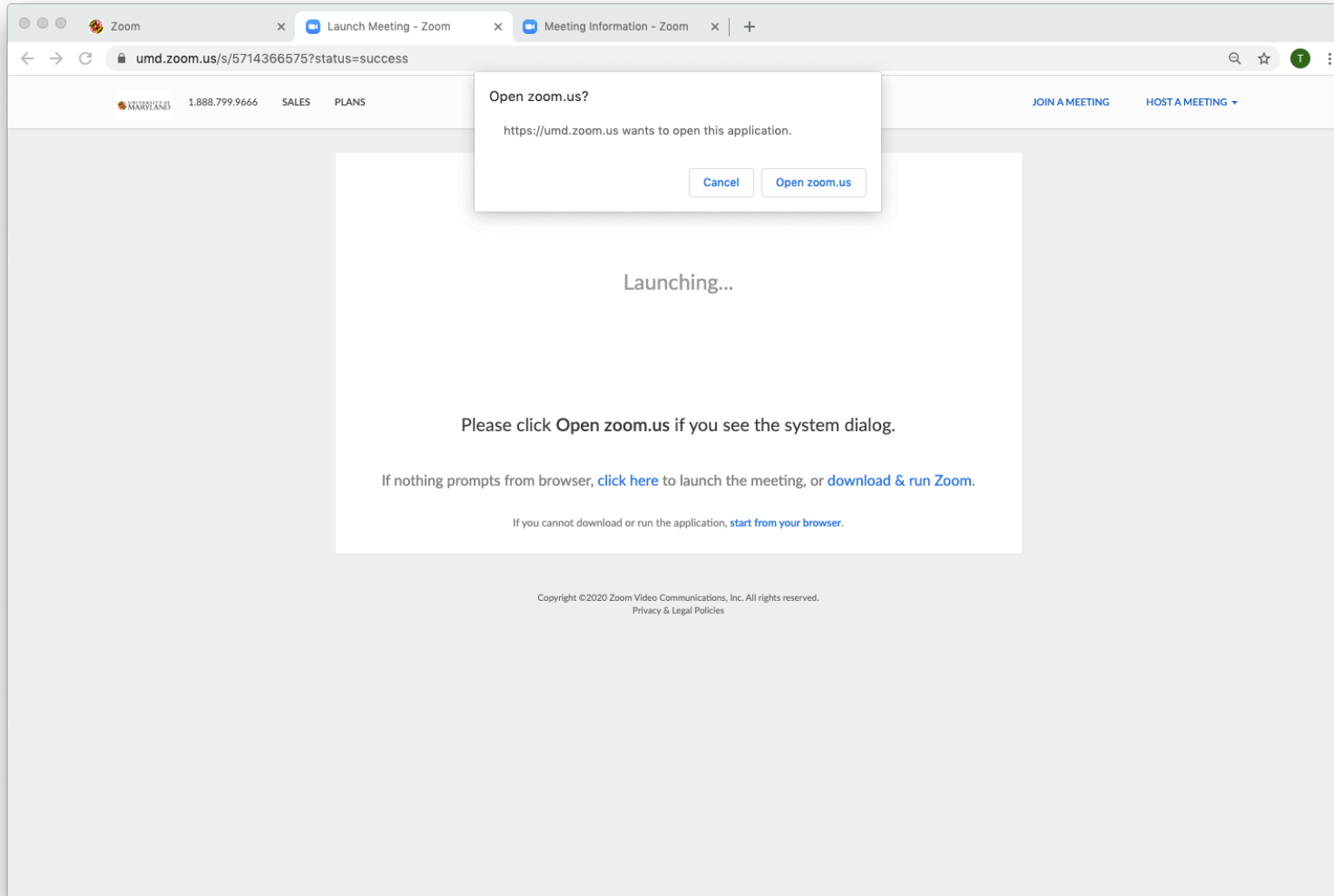
6. Launching your office hours meeting

- Navigate to umd.zoom.us in your web browser, select "Sign In", and log in with your University ID, password, and Duo multi-factor authentication

1 • Select "Meetings" from the left-hand side menu

2 • Locate the appropriate meeting from under the "Upcoming Meetings" tab, and click "Start"

# 6. Launching your office hours meeting (cont.)

- You will be prompted to open the Zoom software – click "Open zoom.us"

  - NOTE: If this is your first time starting a Zoom meeting on your computer, you will be prompted to download and install the Zoom software (follow the installation prompts to do so)
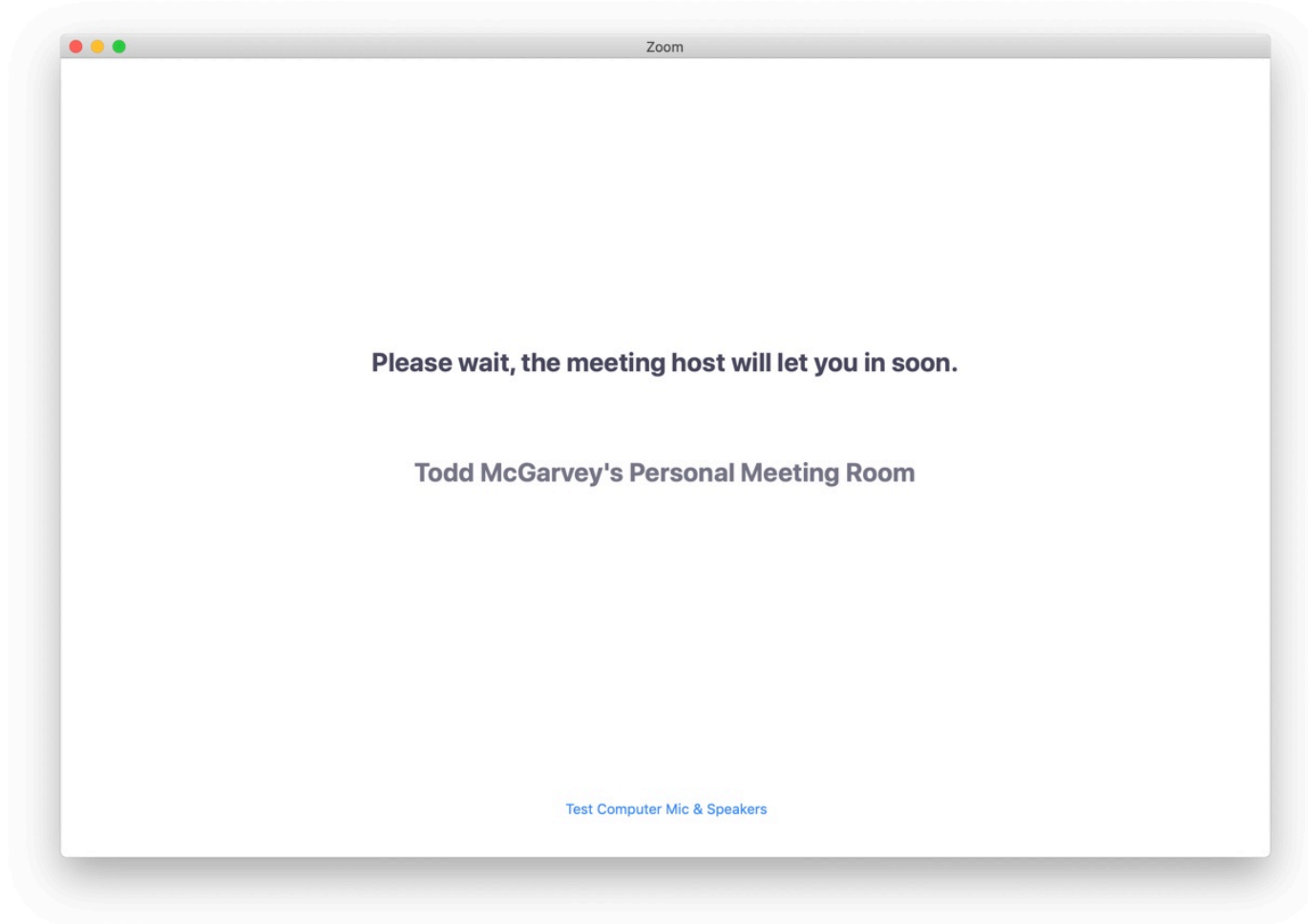
7. Connecting to the meeting
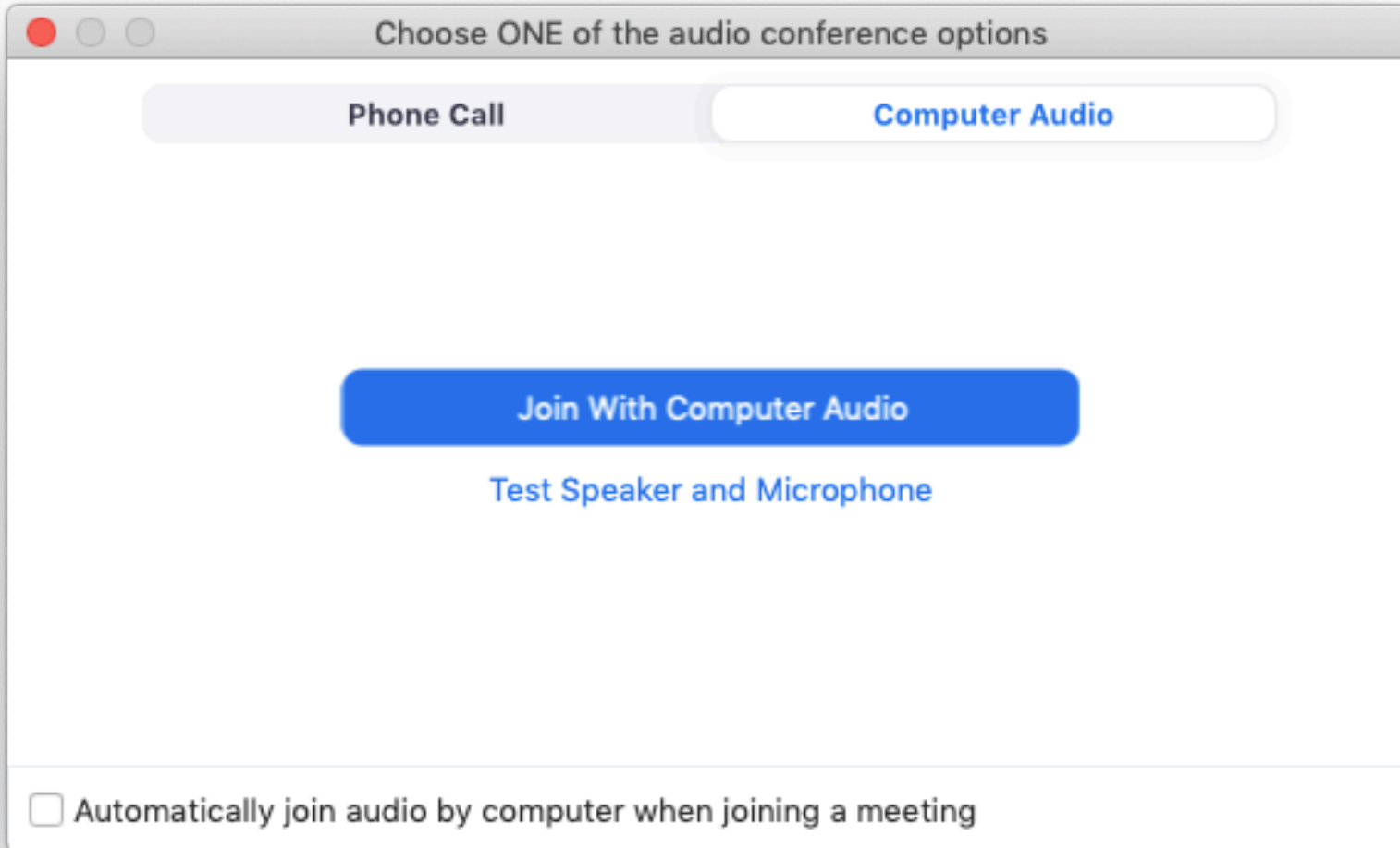
- Select to "Join with Computer Audio" (using your microphone and speaker) or to dial-in with your phone
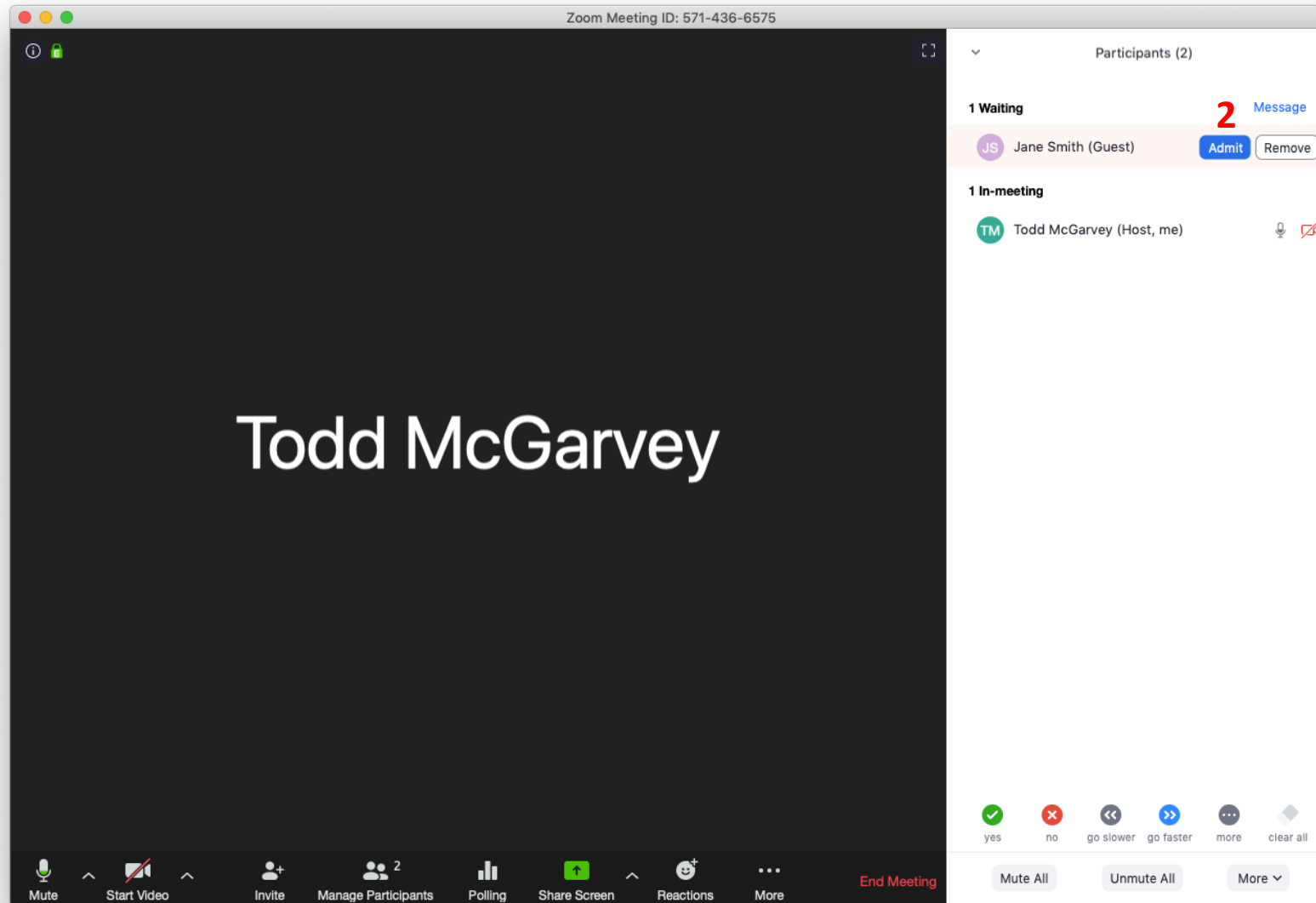
8. Controlling basic settings
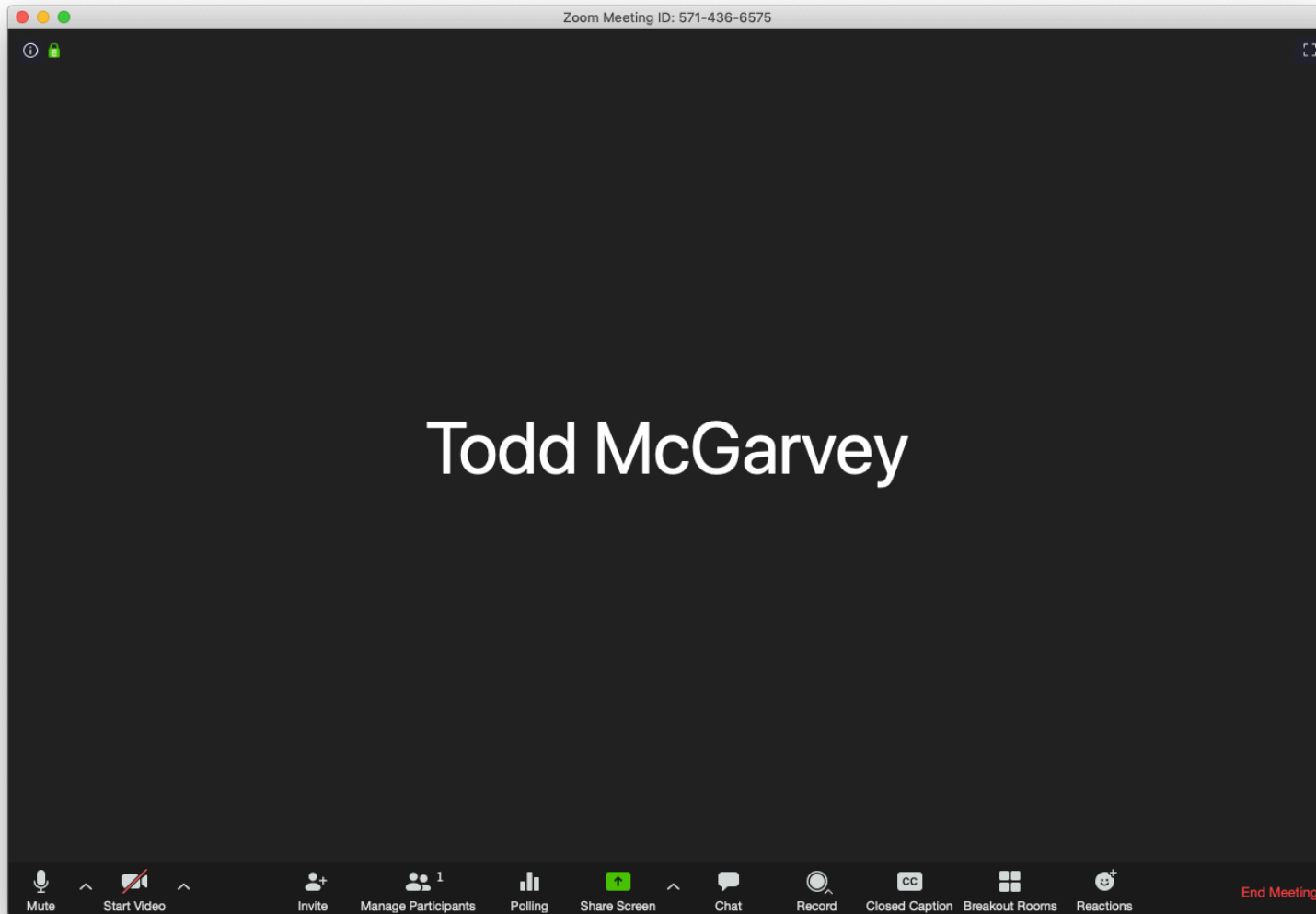
1 • Use the microphone button to mute and unmute your microphone

2 • Use the video button to start and stop your webcam

9. Managing the Waiting Room

- When a student connects to the meeting, they will automatically be placed in the waiting room and shown this screen

9. Managing the Waiting Room (cont.)

1 • As the host, you can see who is in the waiting room by clicking "Manage Participants"

2 • To move a student out of the Waiting Room and into the meeting with you, click "Admit"

9. Managing the Waiting Room (cont.)
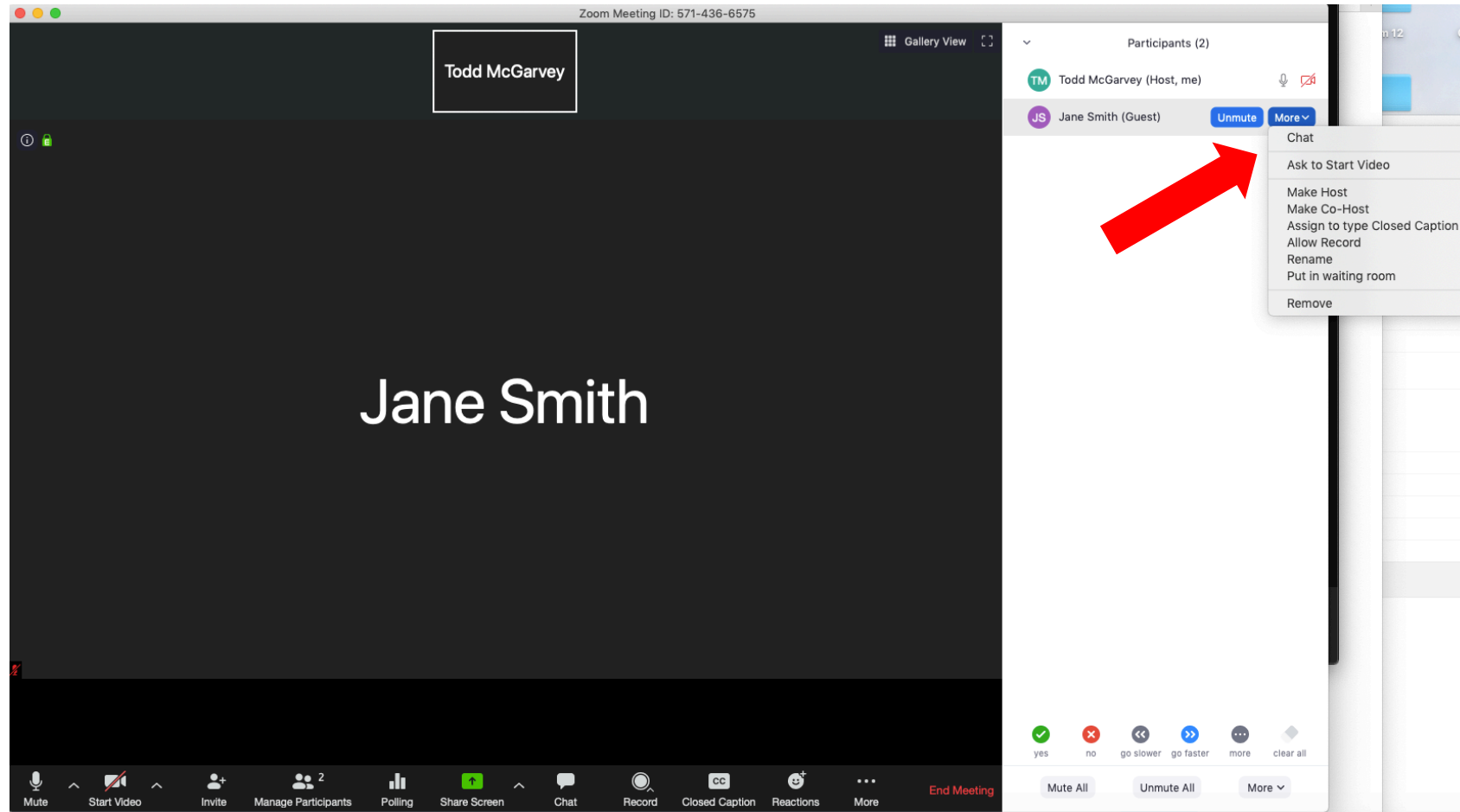
- The student will then be admitted to the meeting, and you will be connected together

- Proceed with hosting your meeting with the student

- When your meeting with the student is finished, click on "More" next to their name in the Participants window and select "Remove"

  - Do not end the meeting (unless you are finished with your office hours session)

- You can then proceed to admit the next student by selecting them from the Participants window and clicking "Admit"

10. Ending a meeting
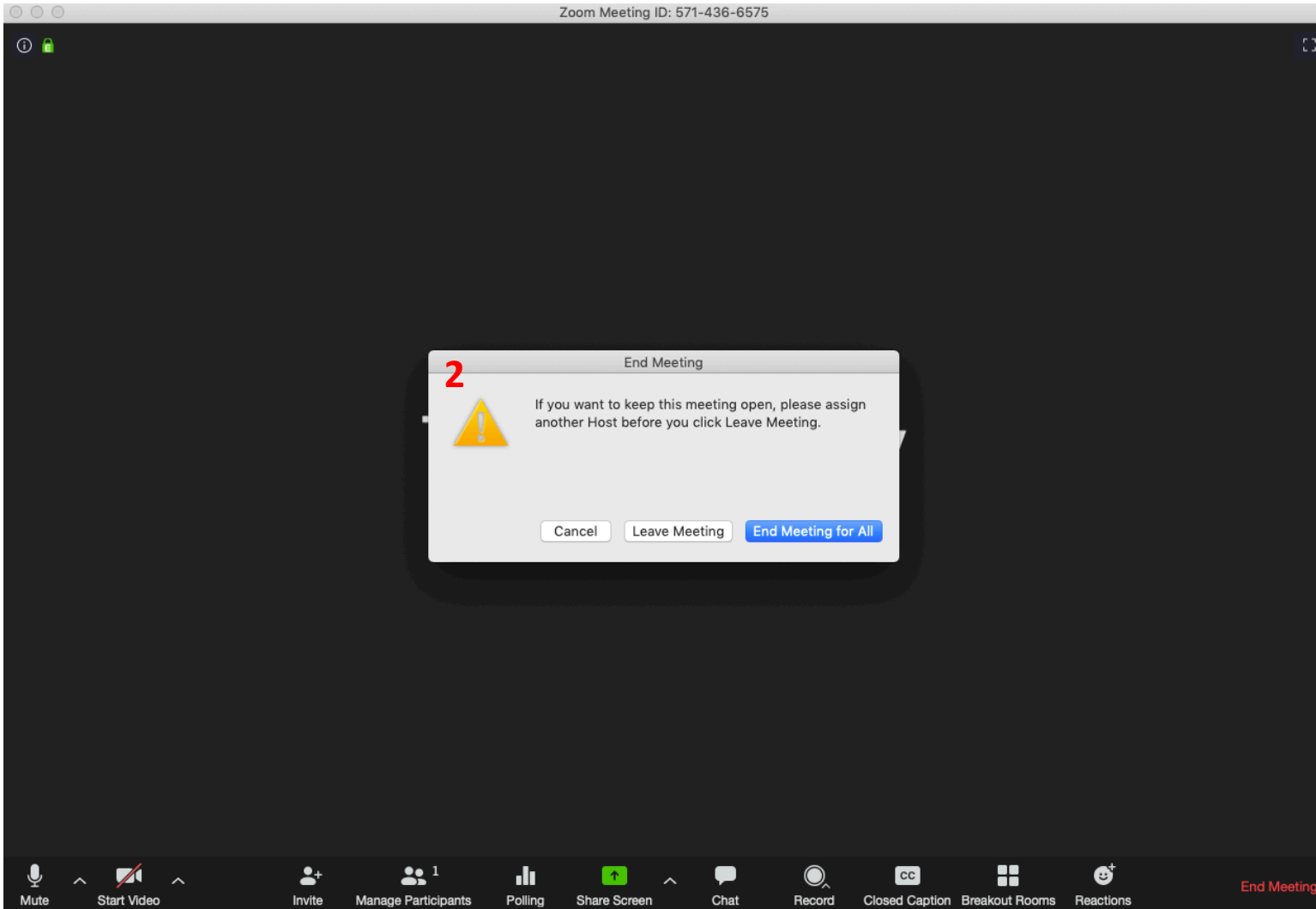
1 • Click "End Meeting"

2 • Select "End Meeting for All" to close the meeting and disconnect everyone

Hosting office hours

Using **Webex** to host audio and/or video office hours

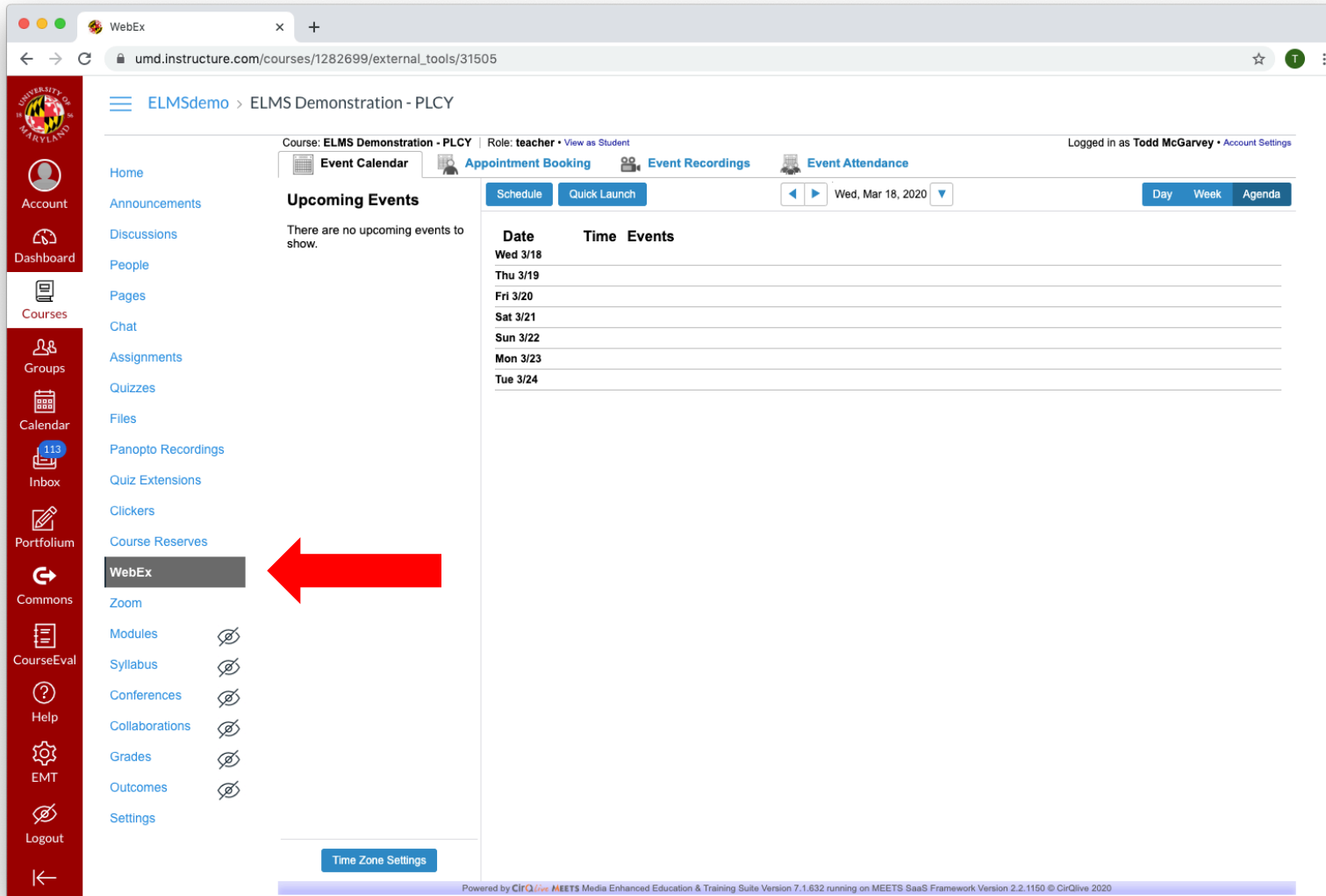# 1. Open Canvas in web browser

- Webex via Canvass has a useful feature that allows you to offer appointment slots that students can sign up for – as such, we will schedule these through Canvas rather than the Webex web portal

- Go to **elms.umd.edu** in your web browser

- Log in using your University ID, password, and complete the Duo multi-factor authentication

2. Navigate to the Canvas course for which you wish to schedule a Webex meeting
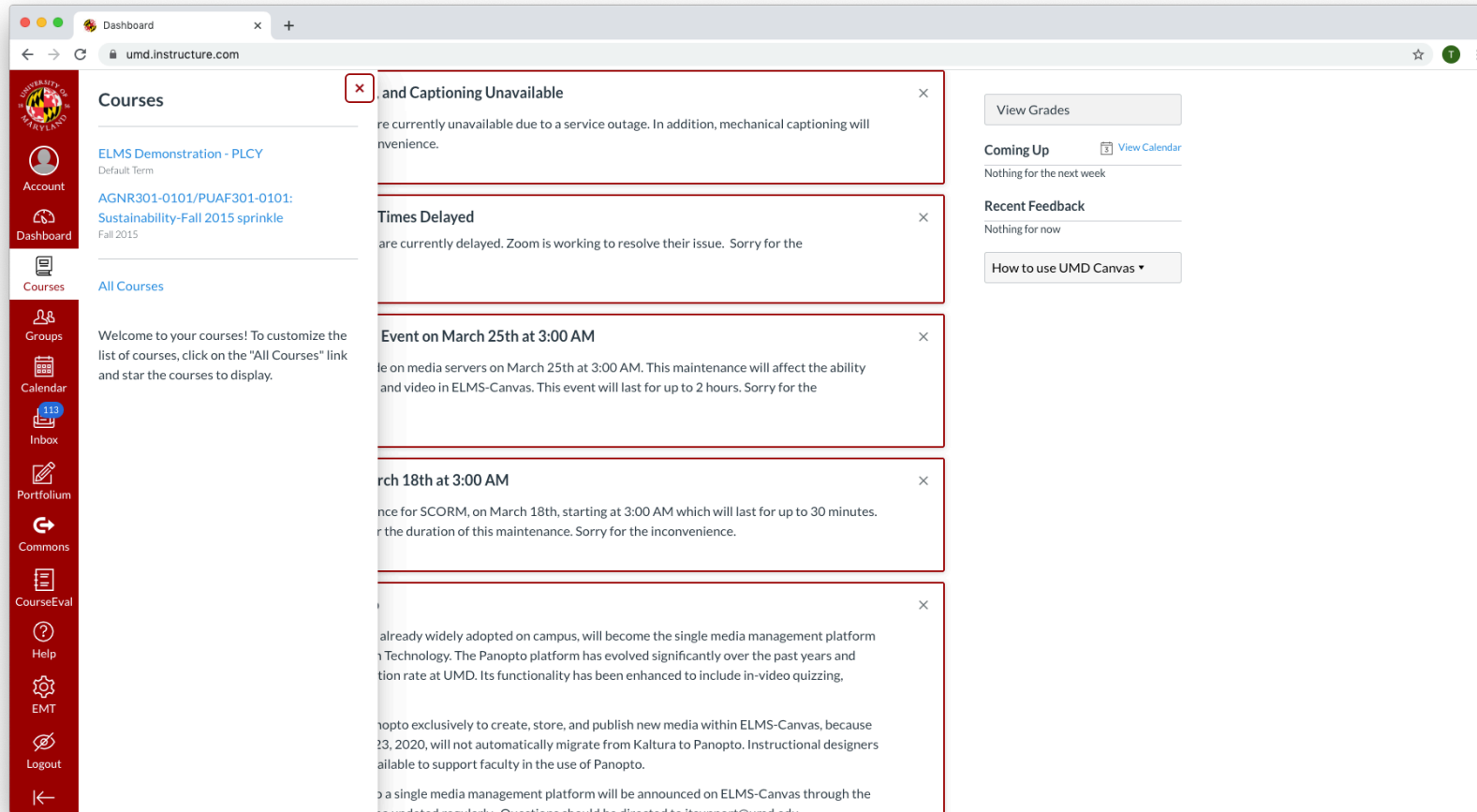
- Select courses from the left-hand navigation menu, and select the Course for which you wish to schedule a Webex meeting

3. Open the Webex section of the Canvas course

- Select Webex from the left-hand side menu

- NOTE: If this is the first time you are using Webex via Canvas, you will be asked to authorize a connection between Canvas and Webex

4. Schedule a new appointment block

1 • Open the "Appointment Booking" tab

2 • Click "Offer Slots"

3 • Choose whether you wish to schedule a single block of appointment slots, or repeat them daily or weekly (useful if you intend to offer the same time multiple times a week, or every week)

   • If repeating the appointment block, specify on which days of the week it should repeat

4 • Specify the date to schedule the block (if single), or the start and end date (if repeating daily or weekly)

5 • Specify the start and end time for the appointment block

6 • Specify how long each appointment slot should last

7 • Specify if you would like a break between each appointment slot

8 • Select "Webex Meeting" as the Conferencing Account

9 • Click "Save" to schedule the appointment block

5. Sharing the connection information

1 • Direct students (via Canvas Announcement or email) to the Webex section of their Canvas course space

2 • They should select the "Appointment Booking" tab

3 • From this section, they can select an instructor to book an appointment with from the dropdown menu

5. Sharing the connection information (cont.)

1 • The student can navigate through the calendar to see when their instructor is offering appointment slots, and select one that is available

2 • They enter an appointment topic, and description (optional), and click "Reserve Appointment" to book the slot

6. Launching your office hours meeting

- Navigate to the Canvas course space for which you are holding office hours

1 • Select "Webex" from the left-hand menu

2 • Select the "Appointment Booking" tab

- You will now be able to see which appointment slots have been booked, by whom, and for what topic

3 • When the time comes for the meeting, click "Host" (the action button will change from "Prepare" to "Host" when you are within an hour of the meeting start time

# 6. Launching your office hours meeting (cont.)
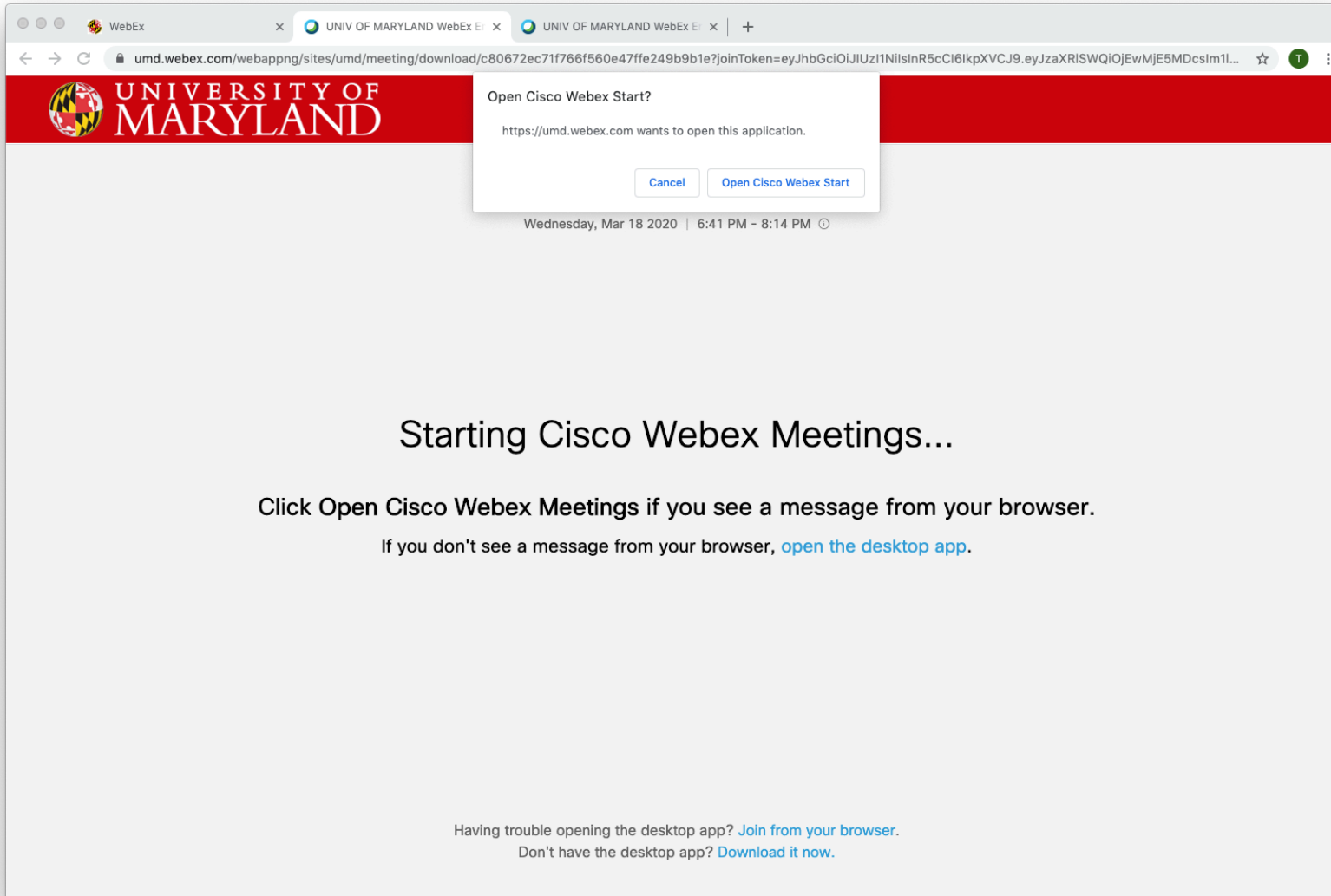
- You will be prompted to open Cisco Webex Start software – click "Open Cisco Webex Start"

  - NOTE: If this is your first time starting a Webex meeting on your computer, you will be prompted to download and install the Webex software (follow the installation prompts to do so)

7. Connecting to the meeting
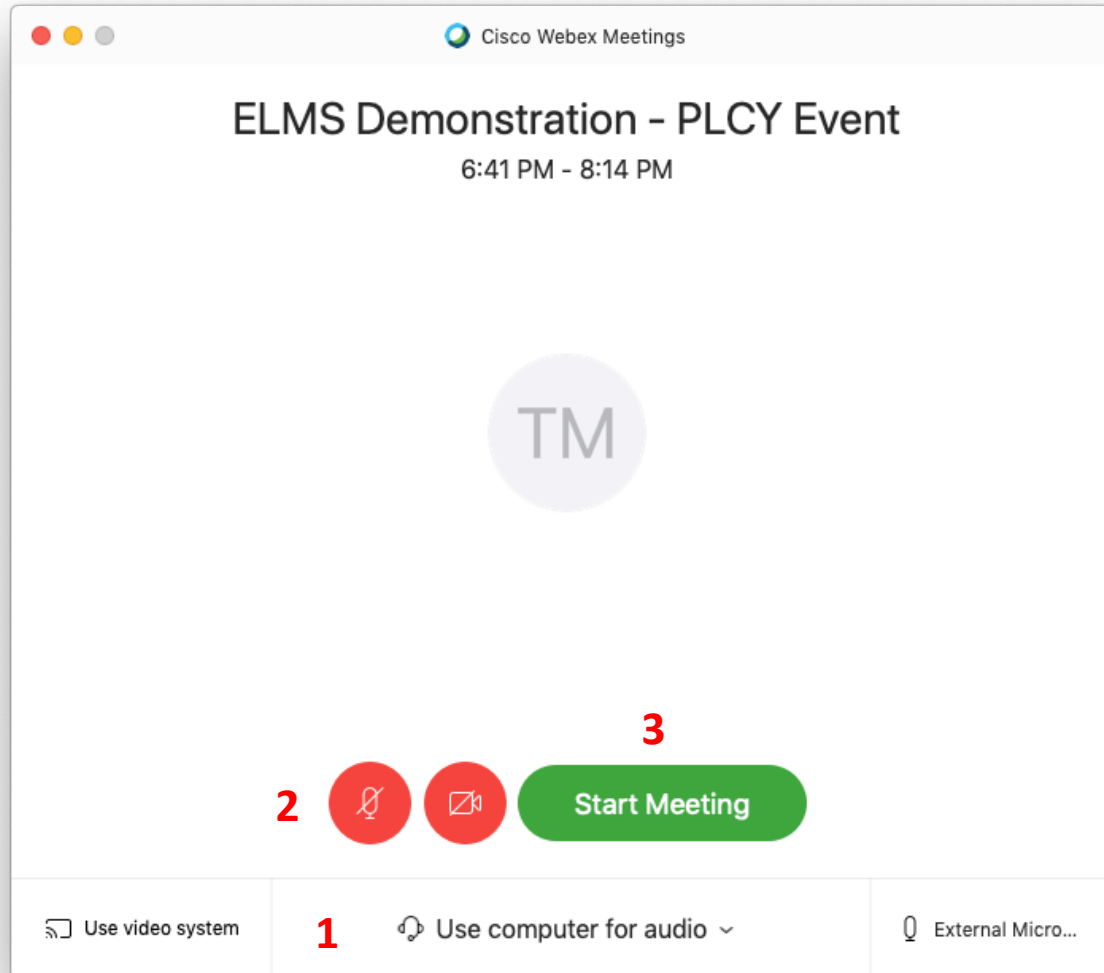
1 • Select whether to "Use computer for audio" (which will use your computer-connected microphone) or to "Call in" with your phone

2 • Select whether to start the meeting with your microphone muted/unmuted and webcam on/off
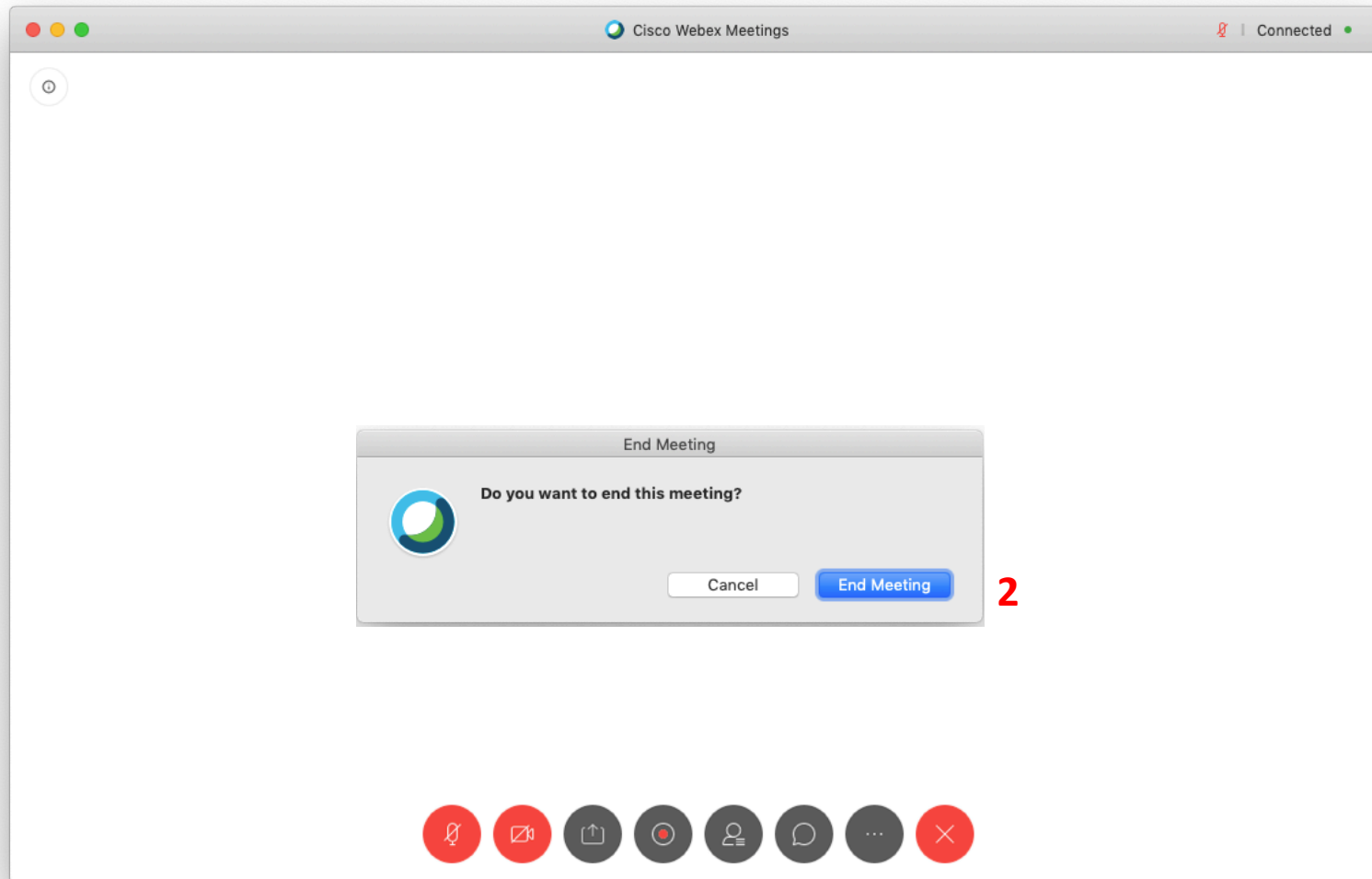
3 • Click "Start Meeting" when ready

8. Controlling basic settings
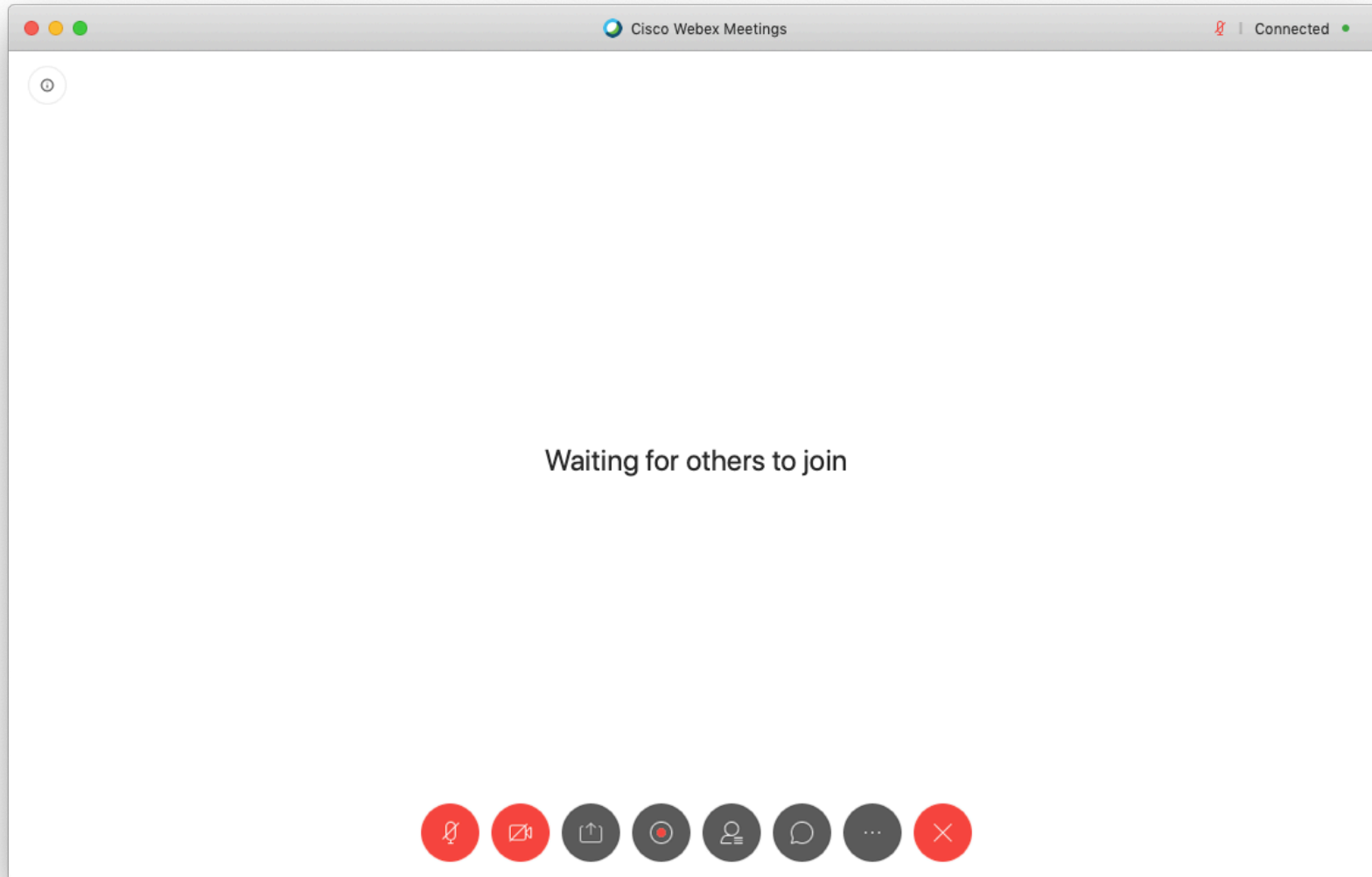
1 • Use the microphone button to mute and unmute your microphone

2 • Use the video button to start and stop your webcam

9. Ending a meeting

1. • Click the cross icon to end the meeting

2. • Select "End Meeting" to close the meeting and disconnect everyone
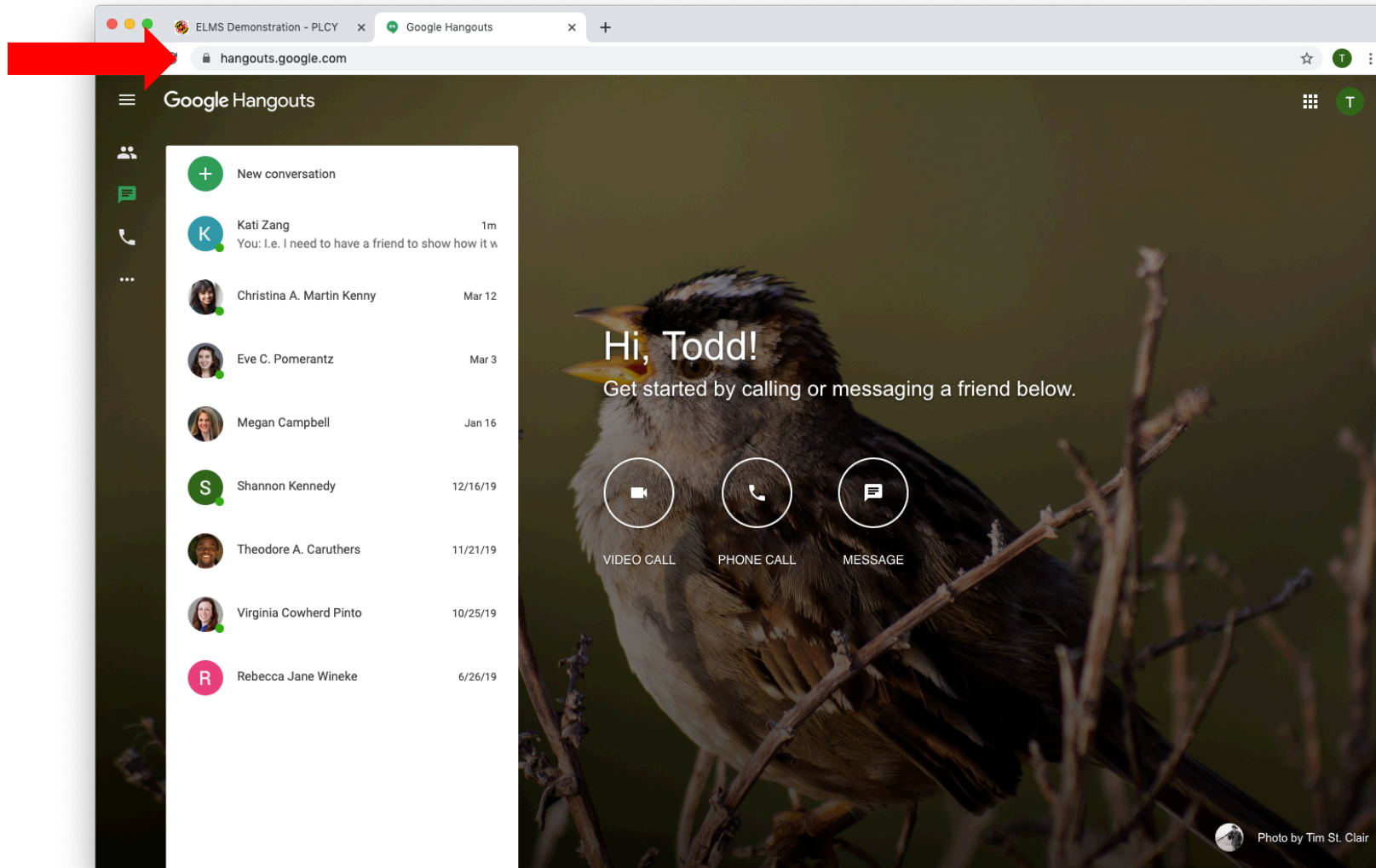
10. Launching the next meeting

- If you have multiple office hour meetings scheduled, return to the Webex section of your Canvas course space and click "Join" for the next meeting

Hosting office hours

Using **Google Hangouts** to host chat-based and audio/video office hours

1. Open Google Hangouts in web browser

- Go to **hangouts.google.com** in your web browser

- If you are not already logged into the University's Google domain, you will need to log in using your University ID, password, and complete the Duo multi-factor authentication
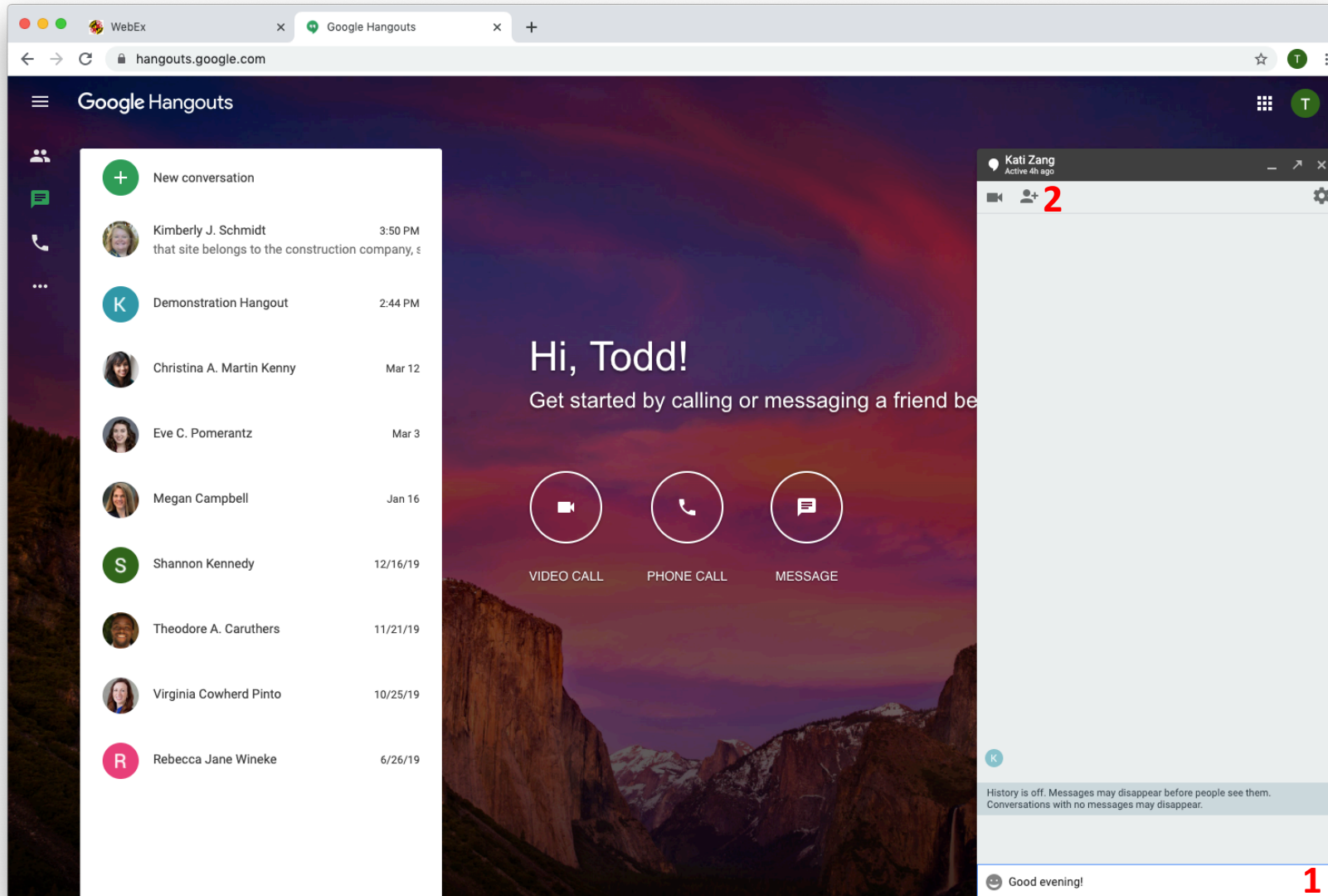
2. Start a new conversation
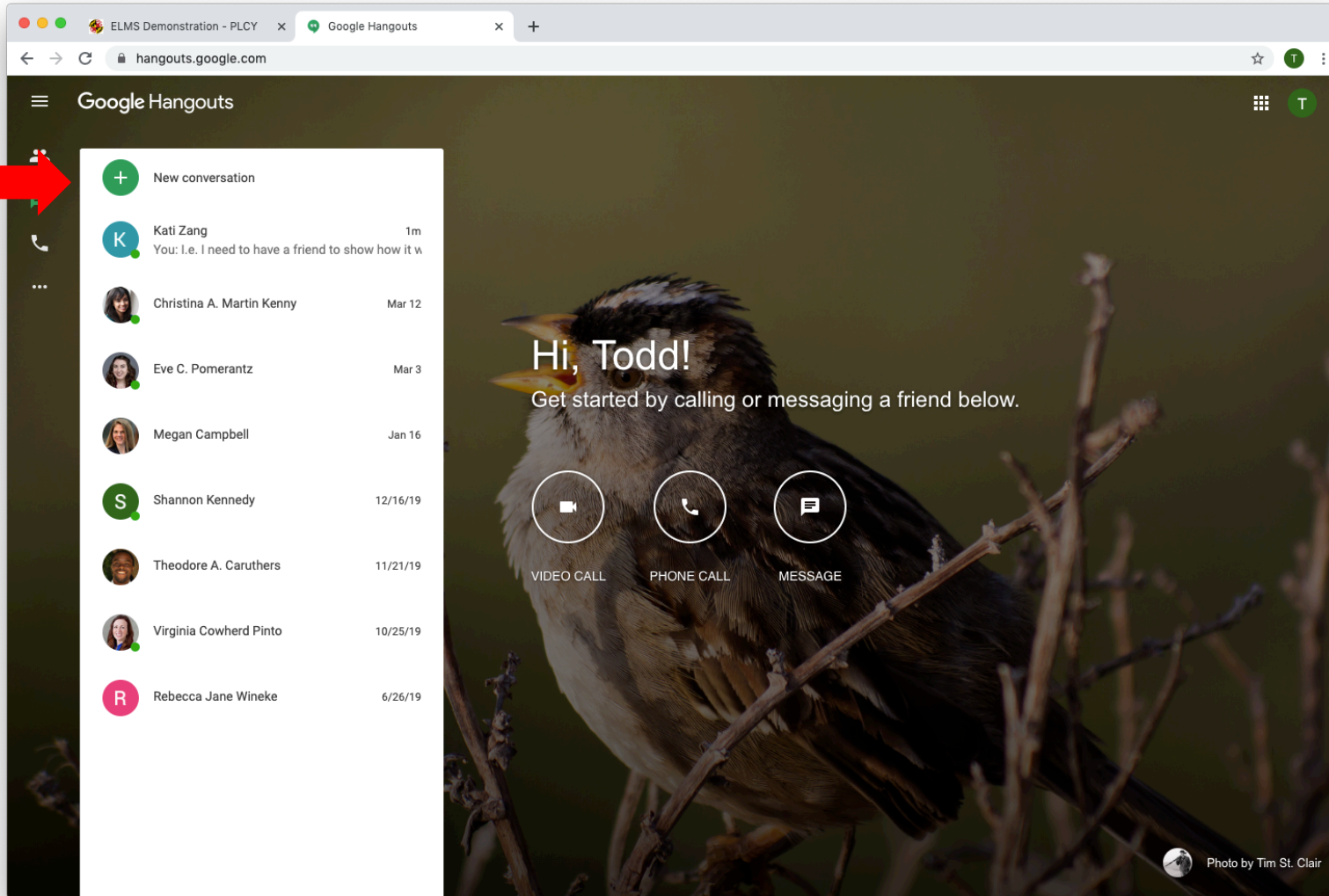
- Click "+ New conversation"
  - Alternatively, if the student you wish to connect with shows up in your most recent conversations list, you can simply click on their name

# 2. Start a new conversation (cont.)
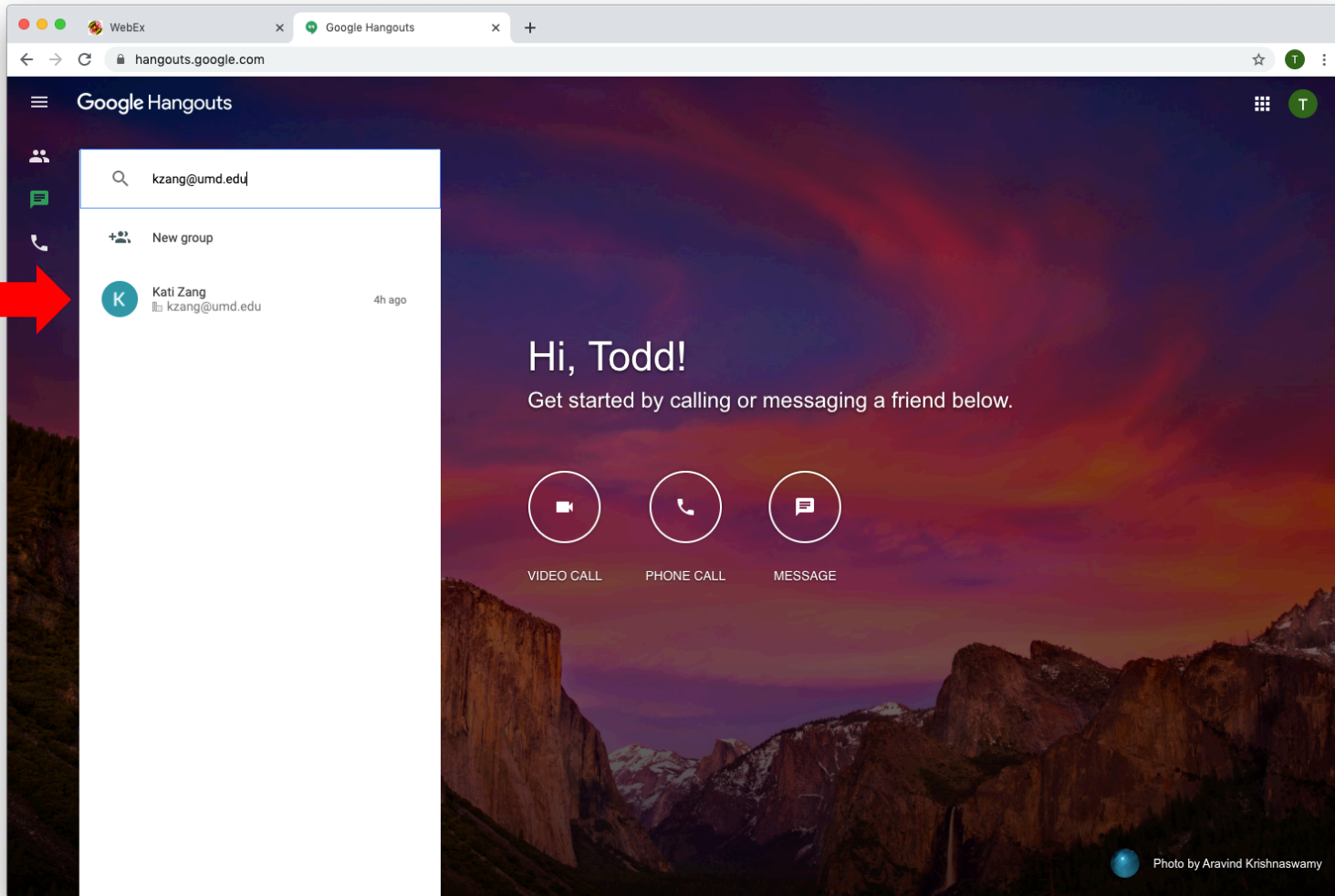
- Enter the email address of the student you wish to connect with and select the appropriate result from the list displayed

  - NOTE: Hangouts can only be used with a Gmail address – all faculty/staff have Gmail addresses, as do all students (TerpMail is Gmail-based)

3. Conducting a chat-based session

1 • A new conversation window will open between you and the person, and you can use the text box to send messages

2 • If you would like to add more students to the chat, click the add person icon and enter their email addresses (this will turn it into a group conversation, where you can add up to 150 people)

4. Conducting an audio/video session
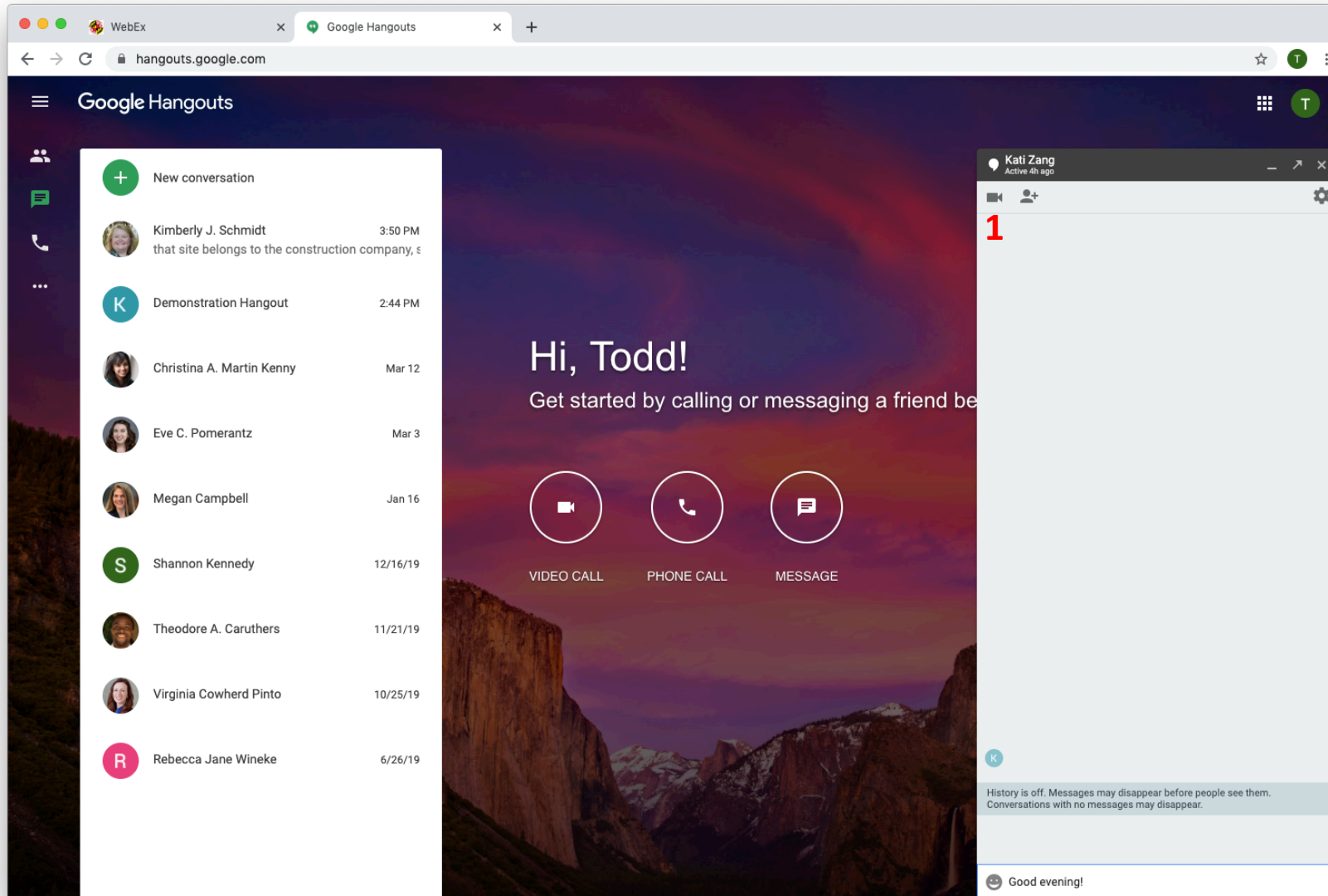
1 • From the conversation window, click the camera icon to start a voice or video call with the person