



## Zoom Conferencing in Research

UBC has a campus-wide license for Zoom, which Faculty and staff can use for research. Staff and Faculty are expected to use the UBC-licensed version of Zoom rather than the public version available on the Zoom website. (See below for student access.) Zoom is useful for online research interviews and focus groups. Its many features include the ability to video and audio record sessions, and to share screens amongst participants. This guidance is provided to ensure that the confidentiality or privacy offered to research participants is maintained and that data are appropriately collected and stored. For further guidance, please visit: <https://it.ubc.ca/services/teaching-learning-tools/zoom-video-conferencing>.

*This document is intended for researchers; please do not forward to research participants.*

For research activities in particular, please consider these security measures; they will need to be described in your ethics application as appropriate:

- a. Avoid sharing meeting links on social media or public outlets (unwanted participants may join a meeting that they have no intention of participating in).
- b. Avoid using your Personal Meetings ID (PMI) to host research events. Your PMI is a permanent meeting room that anyone can pop into at any time.
- c. Manage Screen Sharing to prevent people from unintentionally taking over the share function.
- d. Lock the meeting after it has started so no new participants can join.
- e. Disable video if it is not required for your project. The hosts can block the video capacity of participants to prevent unwanted, distracting, or inappropriate gestures on video.
- f. Introduce a Waiting Room. The Waiting Room is a virtual staging area that allows you to invite guests when you are ready for them.
- g. Require a password to access the session, especially if the research is sensitive.

Inform participants of options for protecting their identity should they wish to do so, including:

- Using an alternate name in their log-in ID.
- Turning off their camera (using the Stop Video function)
- Muting their microphone

Inform participants in advance if you intend to record a session, and specify whether both audio or video will be collected. Also note:

- Participants are notified when the recording is activated.
- If you are using UBC's Zoom license (hosted in Canada) you will be able to store the recording in the Cloud and a link to the recording will be sent by email to the host.
- If you are unable to use a UBC licence, you must not store the recording in the Cloud; recordings can be stored securely only on the host device.
- Provide details in your ethics application of where and how the recording will be stored (e.g. Box 8.1: "Audio-only recording will be encrypted and stored on OneDrive").

Graduate students are strongly recommended to request a UBC Zoom license. Email [av.helpdesk@ubc.ca](mailto:av.helpdesk@ubc.ca) with your UBC email address (...@student.ubc.ca), first and last name and indicate that the license is for research. You will need to agree to have your name and email address visible to all users of the UBC Zoom license.

Instructors may obtain UBC Zoom accounts for course-based research projects by sending a spreadsheet to [av.helpdesk@ubc.ca](mailto:av.helpdesk@ubc.ca). Provide each student's first and last name with their UBC email address (@student.ubc.ca).