Hello CHS Faculty,

As everyone is working to adapt their in-person and hybrid courses to online, we have discovered a few issues to make you aware of:

**Zoom room security**
There are reports at ASU, as well as at other universities, of people joining Zoom meetings under inappropriate names, using offensive language and slurs in the chat, and displaying inappropriate content via screen sharing. This is otherwise known as Zoom bombing. These may be students or they may be outside intruders getting into rooms. PLEASE take a few minutes to review this Knowledge Base article and decide if you would like additional protection for your Zoom classes: [How to secure your Zoom meeting room](https://asu.service-now.com/kb_view.do?sysparm_article=KB0019319).

At minimum, we recommend the following:

a) **Limit screen sharing to “host only”** (While your Zoom class is running, next to the Share button, click the Carrot > Advanced Sharing Options)

b) Uncheck **Enable join before host**

It is also highly recommended that you have a TA monitor the Zoom room for any inappropriate behavior. Offending participants should be removed. ([https://support.zoom.us/hc/en-us/articles/115004834466-Managing-Participants-in-Webinar](https://support.zoom.us/hc/en-us/articles/115004834466-Managing-Participants-in-Webinar) and [https://support.zoom.us/hc/en-us/articles/206330935](https://support.zoom.us/hc/en-us/articles/206330935)).

You can also consider modifying the chat options in your Zoom room: [https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat](https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat)

If you are interested in **Only authenticated users can join**: [Sign in to Zoom](https://zoom.us) or [Require meeting password], keep in mind that the ASU Disability Resource Center enters Zoom classes as a “guest” (i.e., unauthenticated user) to provide accommodations (e.g., ASL signing services) and those settings would prevent them from entering the Zoom class.

**Respondus Lockdown Browser Issues**
Because of the online transition, many faculty are requiring a Respondus Lockdown Browser for their tests. If you are using Respondus, please note the following issues:

1. Respondus Lockdown Browser will **not** work on Chromebooks (Google tablet or laptop). If a student only has access to a Chromebook, they won’t be able to enable Respondus Lockdown Browser.

2. If you were planning to use the Respondus Lockdown Browser with Webcam, please understand that not all students have access to a webcam in their current location. Additionally, it is currently very difficult to buy a webcam. Amazon, for example, is out of stock or backordered on almost all reasonably priced webcams, no doubt due to the increased demand for telecommuting equipment. We are asking instructors who feel
strongly about using Respondus Lockdown Browser with Webcam to consider waiting for at least 1.5 weeks to allow students to figure out how to access a webcam, if needed.

We are asking instructors to be as flexible as possible for the next 1.5 to 2 weeks as students adapt to the new online course delivery. Although students enrolled in ASU online courses know the equipment/technology requirements prior to registering, students in hybrid and in-person classes have found themselves suddenly faced with new and different requirements (some of whom are also in the midst of moving back home).

Remember that Respondus LockDown Browser is not a foolproof method to prevent cheating. However, security can be increased if question banks are utilized, answers are shuffled, and short answer/scenario questions are included.

- [Respondus LockDown Browser (RLDB) Guide](#)
- [Computer Requirements to run RLDB](#)

Also please be open to the adoption of alternate approaches to providing formative assessments in classes (reflective papers, portfolios, presentations, etc.). This might relieve the burden of creating tests in a short period of time. If you would like additional help designing or implementing your Canvas tests or discussing alternative formative assessments, please reach out to the CHS Instructional Support team by submitting a [ServiceNow ticket](#).

**Technology access on campus**

Regarding access to technology on campus, the ASU Computing Sites have changed their hours (as of 3/20/2020) so that students who depend on those computers will have access in the evenings/night.

Lab hours have been updated:

- **Downtown, UCENT L1-02**: M-Sat, 9a to 5p; Su, 12p to 5p
- **Tempe, CPCOM 102**: M-Th, 7a to 11p; F, 7a to 6p; Sat, 10 to 5; Su, 12p to 10p
- **West, FLHLB 100**: M-Sat, 9a to 5p; Su, 12p to 5p
- **Poly, CNTR 150**: M-Th, 7a to 11p; F, 7a to 9p; Sat, 10 to 7; Su, 12p to 11p

More information is available here for each ASU campus:
- Downtown Phoenix: [https://uto.asu.edu/services/campus-it-sites/downtown](https://uto.asu.edu/services/campus-it-sites/downtown)
- Tempe: [https://uto.asu.edu/services/campus-it-sites/tempe](https://uto.asu.edu/services/campus-it-sites/tempe)
- West: [https://uto.asu.edu/services/campus-it-sites/west](https://uto.asu.edu/services/campus-it-sites/west)
- Polytechnic: [https://uto.asu.edu/services/campus-it-sites/polytechnic](https://uto.asu.edu/services/campus-it-sites/polytechnic)

Thank you for your hard work during this transition! Please do not hesitate to reach out to us if you have any questions or issues.

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