

# zoom QUARTERLY

## Announcements, Feature Updates, Host Spotlight, & Pro Tips

### Staying Up to Date

**Live Transcription for Free** - Zoom has now made the Live Transcription service available to all Zoom accounts, including Basic and free accounts. Please refer to our support article on [Zoom Live Transcription](#) to get started.

**Waiving Service Fees** - There will be no service fees for Zoom charged internally for April and May 2022. Billing is expected to resume in June 2022.

### New & Improved Features

**Poll Access for Alternative Hosts** - Assigned meeting [alternative host\(s\) now have the ability to add or edit polls](#) both directly in the meeting or from the auto-generated alternative host email from Zoom.

**Polling Enhancements** - Meeting hosts can [build advance polls/quizzes](#) that contain multiple question and answer types, add images, and automatically record answers/responses. New question types include match combinations, rank answers, and fill in the blank. Client version 5.8.3 or higher is required.

**Two-Way Chat with Waiting Room Participants** - The meeting host and any co-host(s) can now [send chat messages to participants in the Waiting Room](#). Messages can be sent to all participants or just individual participants and only the host/co-host(s) can see the responses. Client version 5.8.0 or higher is required for ALL users.

**Simplified Emoji Selection for In-Meeting Chat** - No need to sift through the never-ending list of emojis any longer! Search for an emoji by entering a colon ':' and two or more letters. Any available emojis matching the description will be returned.

**Presentation Slide Control** - [Control the progression of presentation slides](#) without having to ask the participant who is screen sharing to advance to the next slide. Presentations in Google Slides, PowerPoint, and Keynote are supported. Client version 5.8.3 or higher is required.

**Optional Reclaim Host when Joining** - When the original host of a meeting rejoins or joins their meeting after their alternative host has started the meeting, they now have the option to reclaim host controls or remain as a participant, reducing disruption to the current host. Client version 5.8.3 or higher is required.

### Client Version

The **Zoom Desktop Client Version 5.8.6** is available for managed machines across the enterprise. If you are not on a managed machine, please refer to the [Desktop Client Setup page](#) for instructions on checking your client version and downloading the latest update.

### How To's

Further protect your Zoom meetings by referencing [Securing your Zoom Meetings](#) page.

To manage and view your Zoom resources, please visit the [Zoom Resource Management Portal](#).

### 2021 Q4 User Stats:

- *Total Number of Meetings Hosted:* 475,936 meetings (Q3 2021: 470,205 meetings)
- *Total Number of Meeting Minutes:* 140,811,470 minutes (Q3 2021: 144,704,813 minutes)
- *Total Number of Participants:* 2,774,236 participants (Q3 2021: 2,695,104 participants)



## Host Spotlight

**Name:** Ellen Bonta

### 2021 Q4 Zoom Stats:

Meetings: 14

Meeting Minutes: 509 (~8.5 hours)

### What is your role at Johns Hopkins?

*I'm an Executive Assistant in the Office of the Provost, directly supporting Stephen Gange, Executive Vice Provost for Academic Affairs, and Janet Schreck, Senior Associate Vice Provost for Academic Affairs. I keep their work lives organized so they can focus on the projects and issues important to their roles in the Provost's*

*Office. I spend a lot of time scheduling and re-scheduling to shoehorn high priority meetings into already busy schedules and ensure their calendars are accurate, so they always know where they should be and when.*

### How do you utilize Zoom in your daily work-life?

*In the Provost's Office, we work on a lot of interdivisional initiatives, and meetings often include participants from all nine (9) divisions. Prior to the pandemic our team started using Zoom more to allow those who couldn't travel from other campuses to join meetings virtually. For some of the regular meetings that occur with participants from multiple divisions, especially meetings that are rotated between campuses, we can now meet in a productive way using Zoom. Leadership is often in meetings all day, so saving this travel time allows them more time to focus on high priority projects and issues. Although more face-to-face meetings are being scheduled as we return to campus, hybrid meetings are a great option which are becoming the norm.*

*Zoom has also been effective as a way to share screens when training others or receiving information. I've used it to train our student workers to update our website, and have also received individual SAP tutoring on how to submit invoices on the new Payment Request app.*

### What features of Zoom do you like the most/use the most frequently?

*[Access to scheduling on behalf of those I support](#) has been critical to my work. I have access to five accounts, which allows me to set up meetings for others so they can use the host features in meetings.*

*[Zoom waiting rooms](#) is a feature we use to allow core meeting participants to join meetings first and have a discussion before guests are admitted. This works well for interviews and committee meetings with guest participation. While we don't always make full use of Zoom's robust features, it's definitely a workhorse for our office.*

### How have you made yourself a Zoom 'Pro'?

*I wouldn't call myself Zoom Pro, but I certainly am a very high-volume user, setting up Zoom meetings as part of my regular workflow throughout every day. I tend to mostly use the basic features of Zoom, but when I do need to learn more about a feature, I go to [jh.zoom.us](http://jh.zoom.us) for resources and support. I've also tested options such as breakout rooms with my peers to make sure we have hands-on practice before using it meetings.*

## Did you know?

**Want to know more about who is planning to attend your meeting?** Capture information about your participants ahead of time and determine your expected attendance by [enabling registration for your meeting](#). Hosts have the ability to manage attendees, send follow-up emails, and even generate registration reports.

### Need Help?

Check out Zoom's Help Site for [Live Training Webinars](#) and [support documentation](#).

For more Hopkins-centric inquiries, visit the [Johns Hopkins' Zoom Support Site!](#)

If you're part of a school/division, you can find whom to direct your questions through [Faculty and Staff Zoom Support by School/Division](#)

Please contact the [Johns Hopkins Zoom Support Team](#) for other support needs, suggestions, or improvements.

### Ellen's Zoom Pro Tips/Tricks:

- ✉ [Use passcodes!](#) This has helped to protect our meetings from Zoombombings and other unwanted interruptions.
- ✉ A feature that has been a game changer is the ability to [set up recurring meetings](#) with no fixed time. This has been extremely useful for small recurring meetings that cannot be scheduled at the same time for each occurrence or ones that frequently need to be moved.
- ✉ When scheduling Zoom meetings on behalf of someone else, the meeting uses the setting on that person's advanced options versus my own.