HOW TO REACT TO DISRUPTIONS IN
ZOOM MEETINGS

Disruptions are problematic in any learning environment, whether physical or virtual. Dealing with disruptions in Zoom presents new challenges, and so the Center for Teaching & Learning offers the information below to help faculty prepare and respond accordingly.

Addressing Disruptions from Students Enrolled in Your Class(es)

While we do not anticipate disruptive behavior occurring with SFA students, we encourage faculty to familiarize themselves with the following techniques so that they are able to utilize them when appropriate:

- **Mute all participants and disallow participants from unmuting themselves.** Hosts can mute/unmute individual participants or all participants at once. Hosts can also choose whether to mute participants upon entry and whether to allow participants to unmute themselves.
- **Disable participants' video.** Hosts can take this action to block unwanted, distracting, or inappropriate gestures on video.
- **Prevent participants from screen sharing.** Hosts can ensure that only they can share a screen, thus preventing participants from sharing unwanted content.
- **Remove unwanted or disruptive participants.** Hosts can remove from a meeting any individual they deem disruptive.
- **Put participants on hold.** Hosts can put individual participants on a temporary hold, which locks the individual out of participating in the session.
- **Disable chat and/or private chat.** Hosts can control who participants are allowed to chat with. Hosts can also disable the chat for all participants or disable private chat, so participants cannot send private messages.
- **Turn off annotation.** Hosts and attendees can annotate and draw on a shared screen or whiteboard. Hosts can disable the annotation feature in Zoom settings.

What to Do if Your Meeting is Zoombombed

The act of using the features of the Zoom video-conferencing platform to disrupt a meeting or class is known as "Zoombombing." SFA is instituting several measures to prevent Zoombombings from occurring in live classes or meetings. Faculty can add additional layers of protection by managing participants in the ways listed above or by managing meetings in additional ways discussed in this helpful article from ITS (e.g. enabling a waiting room, locking the meeting, etc.)

Should a Zoombombing occur in your class despite preventative efforts, the Center for Teaching & Learning encourages you to follow these best practices:

Best Practice #1: Have a plan and communicate that plan to your students.

Finding yourself in the middle of a Zoombombing can be alarming. Decide ahead of time how you will react and communicate that plan to your students.

Best Practice #2: End the meeting.

Rather than try to control the actions of Zoombombers, it is easier to end the Zoom meeting by clicking **End meeting** in the lower right-hand corner of the Zoom window and choosing **End meeting for all participants**.

Depending on the plan you've communicated to your class, you may choose:
- not to reconvene the class until the next scheduled class meeting or
- to schedule a new meeting with additional controls in place and to email the meeting information to your students.

Best Practice #3: Address the situation with your students.

Zoombombings can be traumatic for all involved and can add an unnecessary layer of anxiety during an already stressful time. SFA is committed to providing an online learning and working environment that is secure and inclusive. If you feel comfortable doing so, discuss the experience with your students and, as appropriate, direct your students to Counseling Services.

Best Practice #4: Report the incident.

It is the policy of the university, in accordance with federal and state law, to prohibit unlawful sex or gender-based discrimination, violence, harassment, and misconduct. Additionally, pursuant to Title IX and Texas State law, employees of the university are determined to be responsible employees. A responsible employee is a mandatory reporter when in the course and scope of their employment at SFA, witnesses or receives information regarding the occurrence of an incident that the employee reasonably believes constitutes prohibited behavior defined in Policy 2.13 (Sex and Gender-Based Discrimination, Violence, Harassment, and Misconduct), when the incident is alleged to have been committed by or against a person who was at the time of the incident a student, employee, or visitor of the university.

If you are aware of prohibitive behavior as outlined above, including incidents of Zoombombing, please submit a responsible employee report to the Title IX office. The Title IX office is focused on stopping, preventing, and remedying the effects of any report of sex-based discrimination.

Additionally, please report these incidents to IT Security by completing the Security Related Incident form with information about any incidents.