

Minute

The 27th Information Communication and Technology Learning Forum

“How to Use ZOOM for Virtual Meeting/Workshop”

24 June 2020, 9:30 am – 11:30 am

Virtual Platform through Google Meet

ICT Learning Forum :

How to Use ZOOM for Virtual Meeting or Workshop

24 June 2020 | 9:30 am to 11:30 am
Virtual Forum: **Google Meet**

Sessions

- 1.) Presentation on ZOOM: Introduction, Pratical Uses, Security
- 2.) Discussion

Registration :



COMPARE ZOOM TO OTHER PLATFORMS

	Zoom	SKYPE	GOOGLE MEET	JITSI
Zoom		Skype for Business		
Cost	Free – \$19.99/mo. +	Free – \$12.50/mo. Per User	Free – \$20/mo. Per User	FREE
Basic Features				
Supported Devices	Android, iPhone/iPad, Mac, Web-based, Linux, Windows	Windows, Android, iPhone/iPad, Mac, Web-based, Windows mobile	Windows, Android, iPhone/iPad, Mac, Web-based, Windows mobile, Ubuntu and other Debian-based Linux distributions	Windows, Android, iPhone/iPad, Mac, Web-based, F-Droid
Support	Online Support	On-Demand Support	On-Demand Support	Limited support
Participants	Up to 100 Participants	Up to 250 Participants	Up to 250 Participants	Up to 100 Participants
Supported Integrations	Google Drive, OneDrive	Agile CRM, Slack, Microsoft Customers, Greenhouse & More	Cisco, Polycom, Lifesize, Sony, Microsoft Skype for Business and	Google calendar, Microsoft Calendar, Penelope (microsoft)

M
Moses Ngeth

Khmer Poster

S
San Sothorn

M
Mavannara Chan

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1. Introduction

In order to respond to the needs of NGOs/Associations' Capacity Development and join to prevent and protect the spread of Covid-19 through implementing Cambodian Government's Instruction and Advisory, CCC will conduct the 27th Virtual platform of ICT Learning Forum through Zoom on **"How to Use Zoom"**.

As the largest membership-based platform for Non-Governmental Organizations (NGOs) in Cambodia. December 2019, the Cooperation Committee for Cambodia (CCC) has 208 International and Local NGOs as members and other networking with NGOs and Associations in 15 provinces, working on different development sectors in the country.

2. Objectives of the Learning Forum

- To increase understanding and knowledge on Using ZOOM for Virtual Meeting/Workshop
- To build up more network and relationship among ICT practitioners and professionals for ongoing learning on ICT and related issues through online.

3. Process and Result

The forum was conducted via online (Google Meet) which there were 75 participants from both Local and International NGOs including CCC members and non-CCC members.

3.1. Open Remarks by Mr. Soeung Saroeun, Executive Director, CCC

The opening remarks was provided by Mr. Soeung Saroeun, Executive Director of CCC. He mentioned that I am pleased to say how do you do to all participants, especially to the guest speaker, Mr. Ngeth Moses, and ICT Working Group members. And, I hope that everyone are fine and stay far from COVID-19.

Reality, when we cannot work closely with each other as the usual, it requires us to stay far from each other. We need the supporting tools to continue our communication, discussion, advocacy to make decision through the reliable communication tools. So that, we have to decide which online communication tools that they are more familiar, confidential and high security. Today forum, ZOOM will be the topic introduced by the speaker.

Actually, ZOOM is not preferred by CCC and no reasons that CCC promotes this virtual platform. Nowadays, there are so many systems and applications which have been used included Skype, WhatsApp and Google Meet and so on. Today ZOOM was selected by all of you through online survey to be discussed; it does not mean that we forget other applications. After the forum, if you think ZOOM is good for you, use it. However, I think that you should learn about other applications and consider using the one is more convenience, better benefit and high

security. I encourage you all to ask the speaker about the other applications because our speaker has knowledge, skills, long and valuable experience in technology system, especially in digital security.

Finally, I would like to announce from now to the end of 2020, if CCC's members wish to arrange any meeting or event through online, you can contact to CCC for technical support or consultation. I hope that the topic today will benefit to you all. And, I thank to ICT Working group for their effort in setting vision and important agendas to help CSOs to gain knowledge of technology. I also thank to CCC staff who arrange this event especially CD Component.

3.2. Setting the Ground Rules

Mr. Sok Neng facilitate the participants to set the ground rules such as

- Use computer/laptop for better connecting to the virtual ICT learning forum
- Use the quiet and stable internet room
- Use earphone/headset in the forum, it will support to avoid the voice from the background
- Mute/turn off the mic and do not use video webcam if it is not necessary
- Please use the chat box for communication, request and questions to the speaker
- Please do not open your video webcam, if it is not necessary because it will affect to the speed of internet
- Please do not mute the speaker or the facilitator, if anyone do it again and again; CCC reserve the right to remove from the virtual forum.

3.3. The presentation on How to use ZOOM for Virtual Meeting / Workshop by Mr. Ngeth Moses

The speaker briefs his background of working included working for CLEC (2008-2015), CENTRAL Org 2016-2018), and DCA as a digital expert position. Now, he is a freelance consultant of digital security.

Mr. Ngeth Moses introduces the 6 main points and its detail as the following:

1. What is Zoom?

- Founded: April 21, 2011
- Headquarters: San Jose, California, U.S.
- Founder(s): Eric Yuan
- Services: Videotelephony, Online Chat, Business telephone systems
- Revenue: \$622 million (2019)
\$622.7 million (FY 2020)
- Zoom peak daily meeting participants: 300 million + (counted multiple times)
- Employees: 2,532 (2020)

Features - Zoom Meeting

Features - Zoom Meeting



Free and Personal Meeting
- Host up to 100 participants

Devices friendly
- Mobile phone, PC, Laptop

Training, workshop, breakout session, webinar...

2. Quick start guide for new users

- You all must follow its official guideline
- The formal link to use ZOOM
https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users#h_e678acaf-3d2c-4afd-8411-ea60b6ec5f10
- Please note: Zoom is recommended to be downloaded via only App Store (IOS) or Play Store (Android) for safety.
- Zoom also is able to allow to create group chart, charting

Quick start guide for new users

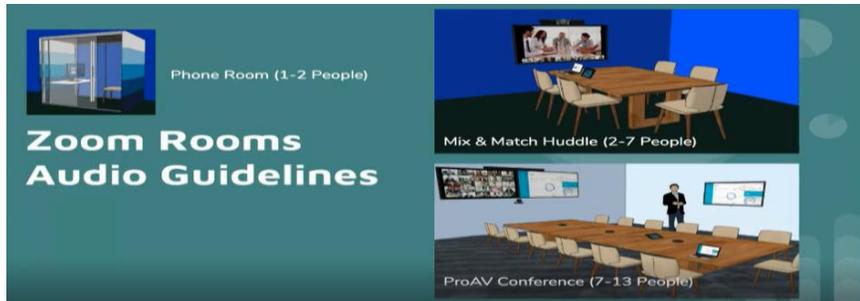
- Sign up (<https://zoom.us/signup>)
- Sign in (<https://zoom.us/signin>)
- IMPORTANT:
You can download the Zoom Desktop Client for Mac, Windows, ChromeOS and Linux, (<https://zoom.us/support/download>) as well as the Zoom Mobile App for iOS:
<https://itunes.apple.com/us/app/zoom-cloud-meetings/id546505307?mt=8>
Android:
<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

3. Zoom Rooms Audio Guidelines

3 Models:

- Phone Room (1-2 people),
- Mix & Match Huddle (2-7 people): Board meeting,
- ProAV Conference (7-13 People):

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4. How to use Breakout Rooms

ZOOM allow to create and separate group for discussion, 20 room maximum and 500 p/per room (you need to pay money)

How to use Breakout Rooms

Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

Number of breakout rooms	Maximum number of participants per room*
20 breakout rooms	Up to 500 participants
30 breakout rooms	Up to 400 participants
50 breakout rooms	Up to 200 participants

5. Compare Zoom to Google Meet, Jitsi and Skype.



Please see the attached file (Annex 2- Comparison Table)

6. Zoom security

- Zoom claims that the app uses “AES-256” encryption for meetings where possible but it is not.
- Security issue with the Zoom waiting room feature.
- Is it safe to use Zoom for semi-public / public activities like taking a course or keeping in touch with friends and family?
- Zoom allows End-to-end encryption to paid users only (for the payer only).
- So, should we use Zoom or not? -Based on your kind of meeting it confidential or not.

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- Security issue with the Zoom waiting room feature.
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- Zoom allows End-to-end encryption to paid users only.

4. Questions and Answers session

Question 1: Should we use General ID or Personal ID for the schedule meeting in ZOOM?

Answer 1: In case of external/public work, recommend to tick General ID-it automatically generates the Meeting ID differently, so the organizer are easy to control the participant list. For internal work (regular meeting with your team in your organization) recommend to tick Your Personal ID-it remains the same Meeting ID, your team use the previous meeting ID to access your meeting room.

Question 2: How to use pole voting in ZOOM?

Answer 2: Pole voting is used in two ways, one for meeting room and another pole is for webinar (big seminars), but for more detail please follow the link <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>

Question 3: Where is the recording stored?

Answer 3: It is stored in both location at the Cloud storage and locally in your computer (you can see it in the comparison sheet) for paid user, but I am not sure in case of a free user.

Question 4: Is the recording easy to be stolen/hatched?

Answer 4: It is based on the storage tool, how and where you store it. If you stored where someone can steal, then it will be stolen.

Question 5: Free user, it is allowed 40 minutes for a meeting, how many time of 40 minutes can be allowed?

Answer 5: It is allowed 40 minutes for 3 times.

Question 6: Among Zoom, Skype and Jitsi, which one is more safety? And which one should be used by NGOs?

Answer 6: Review the above comparison among the 3 platforms, you should consider that it is the real need of your organization, the purpose of the meeting (is it sensitive or confidential?), the history of the companies of each platform and how often it will be used. The paid user is more safety. But, if your organization does not have enough budget, I recommend to use Gmail

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Account with a small amount about 5 to 10 \$ per user/month so you can use Google Meet (unlimited time) for online event or Jitsi is a free platform with unlimited time and safety.

Question 7: What can the Admin control in ZOOM meeting?

Answer 7: It is noted that, the host of event is not an Admin. Admin is an owner of your account even the account is under your organization, you can control your account in many functions. Staff can be a host of an event, he can monitor meeting room admit someone to join meeting, share his role to his co-host.

Please do not confuse between the host event and Admin. Admin control account and host control event.

Question 10: Does ZOOM has function to change/translate the language where the meeting have the participants used different languages?

Answer 10: Subtitle is possible to be include in Zoom. But translation, the speaker has no idea.

5. Closing Remark

Mr. Chy Sophat, a member of ICT Working Group, he has comment that the technology has a lot of benefits, but it also has the challenge. If you are not familiar or the knowledge with online especially, security and safety system, you should try to understand more about the security of online. I recommend you seek to understand more about the security of technology from other sources included website, YouTube, and the speaker's sources and so on. At the end, he wishes to all participants are safe.

6. Feedback Survey Result

After the virtual learning forum, Mr. Sok Neng, Learning Specialist, requested the participants to provide feedback on the M&E Learning Forum through Google Form. Below is the result of feedback survey's result on the M&E learning forum which was 13 responses who provided the feedback among 75 participants participated the virtual learning forum and this forum experience would be useful in my work.

6.1. Overall Learning Forum

Based on the result, the total average was 37 (37/10=4); it meant that the participant is satisfier to the learning forum. The topic covered were relevant to me was provide 39% at the highest scale and 46% as higher scale was given to this forum experience would be useful in my work. Moreover, 62% as the higher scale was provided to the forum objectives were met while

8% at lower scale. Please see the table below:

How do you feel about the statement below? Rating Scale from 1 to 5. 1=Lowest, 5=Highest	1	2	3	4	5	Total	Average
	%	%	%	%	%	%	
1. Participation and interaction were encouraged.	0	0	39	39	23	100	4
7. The topic covered were relevant to me.	0	0	31	31	39	100	4
8. The content was organized and easy to follow.	0	23	31	39	8	100	3
9. The materials distributed were helpful.	0	0	54	23	23	100	4
10. This forum experience will be useful in my work.	0	0	39	46	15	100	4
11. The speaker/facilitator was knowledgeable about the forum topics.	0	0	39	39	23	100	4
12. The speaker/facilitator was ready.	0	15	39	39	8	100	3
13. The forum objectives were met.	0	8	23	62	8	100	4
14. The time allocated for the forum was sufficient.	0	8	46	31	15	100	4
15. Overall feeling about this forum.	0	0	54	46	0	100	4
Total Average							37/10=4

7. Annex

1. The whole result of feedback survey
2. Detail Agenda

Time	Key Contents	Resource persons
09:00-09:30	Online registration to join the learning forum	<ul style="list-style-type: none"> • CCC Team
09:30-09:35	Introduction objectives of learning forum and general announcements	Mr. Sok Neng Learning Specialist, CCC
09:35-09:45	Welcome and Opening Remarks	Mr. Soeung Saroeun

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		Executive Director, CCC
09:45-10:30	Session 1: Presentation about ZOOM for Virtual Meeting/Workshop: <ul style="list-style-type: none"> • Introduction to ZOOM • How to Use ZOOM and Real Practice • Increase security 	Speaker: Mr. Nget Moses Freelance Consultant
10:30-11:20	Session 2: Discussion <ul style="list-style-type: none"> • Questions and Answers 	Speaker: Mr. Nget Moses Freelance Consultant
11:20-11:30	Closing the event	Mr. Chy Sophat Freelance Consultant and ICT WG member.

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