

Zoom To the Next Level - First Friday Webinar, 12/7/18			
Q&A Report			
#	Question	Answer	
1	Can audio transcript be made if languages other than English are spoken during the Zoom meeting?	Hi Nancy, This is Heather. The following languages are supported for Zoom clients: •Chinese (Simplified and Traditional) •English •French •German •Japanese •Portuguese •Russian •Spanish  However, I do not know if this also applies to the automatic transcripts. Donna may know, otherwise we will need to ask this question to Zoom directly and we can get back to you."	
2	Can you set up a waiting room for PMI meetings?	Hi. This is heather. You absolutely can. Here is a link to the instructions that will enable you to do this <a href="https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room">https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room</a>  I have set them in Scheduled Meetings but wasn't sure if the same was for the PMI. Good to know! Thanks so much!	
3	Adjunct Faculty teaching at multiple institutions: Can I set up an account for each .edu account? Is there a "linked" method for multiple accounts?	Hi Tamara, This is Heather. There is not currently a ""linked"" method, so you would probably like to set up an account for each school, and we are happy to assist you with that."	Sounds good! thanks for response. Perhaps a feature that would add value (enhancement) down the road? I like how Canvas allows linking of a few social media apps (I think LinkedIn is one of them).
4	How long can the recordings be stored on cloud?	Hi Sona, This is Heather. Currently we have a large amount of storage and do not have a time limit, however, this may change in the future. Should this change in the future, users will be notified and given a reasonable amount of time to retrieve their recordings."	
5	What is the max file size of recording that I can upload on to Canvas?	Hi Mindy, This is Heather. The upload size is determined by your Canvas admin, not by us. Anecdotally, I have heard from several instructors that their own Canvas instances allow 1GB total storage.	
6	Hi! This is a great presentation. Thank you. I'd like to know more about the accessibility features/settings. Also, the Audio Transcript is a wonderful feature. Is speech-to-text technology used to create the transcript? Is it fairly accurate? What about Math and Chemistry, for example? If it is fairly accurate, I'd really like to know what technology is used because we're always looking for better speech to text. Many thx! Nan, Mission College DSPS	Hi Nan, This is Heather. I don't have specific accuracy percentages or anything that refers directly to Math or Chemistry, But I have done some measurements on my own recordings and found the files to be 95% accurate or even higher. Additionally, it is very easy the adjust the transcripts afterward to achieve 100% accuracy.	Hi Heather. Thanks for that info! Do you know what software the system uses to create the audio transcript?
7	when inviting others to meetings, do I need to make sure they all have zoom accounts?	Hi Sona. A Zoom account is not required to join a meeting.	
10	How do I convert from a basic account to Pro?	Hi David, Please snd your request to <a href="mailto:support@ccctechconnect.org">support@ccctechconnect.org</a> or <a href="mailto:clientservices@cccconfer.org">clientservices@cccconfer.org</a>	