
LGUSD & ZOOM



Tim Landeck
Matt Mullikin
LGUSD Technology Services

▶ LGUSD and Zoom

- ▶ When lockdown went into effect in March of 2020, the District was faced with the challenge of quickly developing a framework to allow teachers to synchronously interact with and instruct their students in a virtual environment.
- ▶ Both [Google Meet](#) and [Zoom](#) platforms were offered as solutions for teachers.

► About Zoom

- ▶ In December 2019 ~ 10 million users a day
- ▶ Spring 2020 ~ 300 million users a day.
- ▶ More than 100,000 K-12 schools added since the pandemic started.
- ▶ Exponential growth creates bad actors who exploit Zoom's security deficiencies.
- ▶ Resulted in instances of "Zoombombing" = uninvited person joins a meeting in order to sabotage it through chat, audio and/or video.

The District's Response to Zoombombing

- ▶ To mitigate zoombombing risks, Technology Services worked with Zoom, the Santa Clara County Office of Education and other surrounding school districts to come up with a list of security best practices.
- ▶ These best practices were shared out in professional development workshops, posted on the district's internal websites and sent out through staff emails.

Key Security Practices Shared Out with District Staff

- ▶ **Recording set to Off** - Under no circumstances are Zoom meetings with students to be recorded
- ▶ **Waiting Room set to On** - This allows staff to identify unknown participants and not admit them if they are deemed a risk
- ▶ **Mute Participant on Entry** - Prevents verbal zoombombing at the start of a meeting. Can be used in conjunction with in-meeting audio controls to further lock down abusive audio behavior during the meetings entirety
- ▶ **Disabling Whiteboard, Annotations and private Chat** - Prevents bad actors from drawing anything on the screen and stops unmonitored chatting

Key Security Practices Shared Out with District Staff

- ▶ **Screen Sharing set to Host Only** - This safeguards against the possibility of a meeting attendee suddenly sharing offensive material from their device's display
- ▶ **Turn File Sharing Off** - Stop the possibility of a bad actor sharing a malicious file with other meeting participants
- ▶ **How to mute and unmute** during a meeting
- ▶ **How to turn a participants video off and on** during a meeting
- ▶ **How to remove an unwanted participant** from a meeting
- ▶ **How to lock a meeting**
- ▶ **Steps to take if you find yourself being zoombombed**

Other Practices the District Employs

- ▶ Technology Services staff regularly monitor the Zoom webinar series and security documentation so that it can update all district employees to important security changes and practices in a timely fashion.
- ▶ Public meetings are conducted as webinars whenever possible to eliminate the possibility of Zoombombing.

Support of Zoom in the Virtual Classroom

In addition to protecting staff and students from the threat of Zoombombing, the district has enacted the following plans in order to make Zoom a more effective teaching tool:

- ▶ Initiated the implementation of an Educational Zoom account to combine all LGUSD accounts into a “group subscription”
- ▶ Moved from an entirely free Zoom service to a paid subscription to provide the option to hold larger meetings


► Support of Zoom in the Virtual Classroom

- ▶ Worked with the Clever platform and with teachers to give them a more secure place to post zoom meeting information that is easy for students to access
- ▶ Developed a system to allow day substitutes to host zoom meetings for classes with absent teachers



Moving Forward

The district strives for continuous improvement in everything we do and providing a secure, effective and easy to use virtual conferencing platform is no exception. The following steps are now being undertaken to better enhance virtual classroom communications:

- ▶ Teachers and substitutes are organized into their own groups inside the Zoom Education platform. This will allow the district to determine whether certain key features are turned on or not. Such features include, but are not limited to, the use of breakout rooms, waiting rooms and whether or not a meeting can be recorded.
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Moving Forward

- ▶ Working with Zoom to create student accounts that are managed by the district and requiring only authenticated users to join a Zoom meeting. This will help to eliminate zoombombing from outsiders
- ▶ Piloting GoGuardian's (the district's student Chromebook monitoring system) virtual meeting system
- ▶ Moving forward with licensed accounts for teachers to increase teacher feature sets such as the ability to assign meeting alternative hosts.

