TECHNICAL SPECIFICATIONS & ZOOM INSTRUCTION
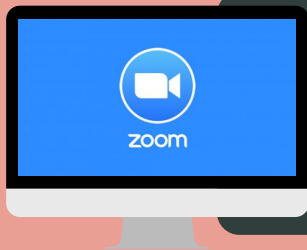
For Online/Remote Site Visit in the AUN-QA Programme Assessment

1. PREREQUISITE
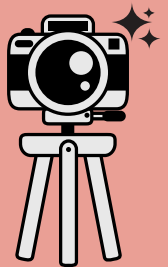
Study Programme(s) and University should prepare the following items for AUN-QA Remote/Online Site Visit:

EQUIPMENT

Laptop/tablet Device (compatible for Zoom calling) with web camera for each interviewee.

Camera for seeing the whole interview room (for on-campus interview)

Internet Connection (minimum speed of 10 Mbps and maximum ping of 30 ms for each device)

Camera Device (preferably compatible for live streaming) and Gimbal (camera stabilizer)

SOFTWARE

Zoom Application/ Program

- The AUN-QA Secretariat will provide Zoom pro account (with unlimited meeting time) for each Study Programme during assessment dates.
- AUN-QA Secretariat will make PIC a co-host during the interviews for management purposes.
- University will ensure that each interviewee has Zoom installed in their device.

Internet Browser

2. INSTRUCTION ON "HOW TO USE ZOOM?"

1. Download and Install Zoom

For Computer

Please **CLICK** to download "Zoom Client for Meetings" and follow simple installation steps by Zoom.

For Tablet and Phone

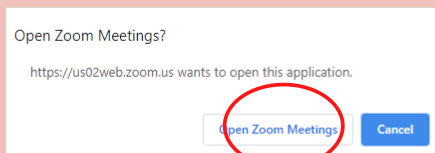Please **CLICK** to download and install Zoom application in App Store/ Playstore.

Download on the App Store

ANDROID APP ON Google play

2. Joining Zoom Meeting

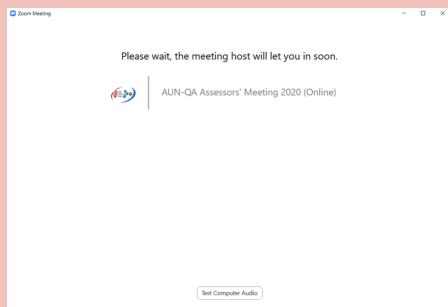Link to the Zoom Meeting will be sent to the Study Programme(s) and University prior to the assessment

For Computer

After Clicking the link, a window will pop-up, please follow the steps:

1. Click "Open Zoom Meetings"

> Open Zoom Meetings?
> https://us02web.zoom.us wants to open this application.
>
> Open Zoom Meetings   Cancel

2. After that, you will be in the "waiting room". AUN-QA Secretariat will accept meeting participants at the scheduled time.
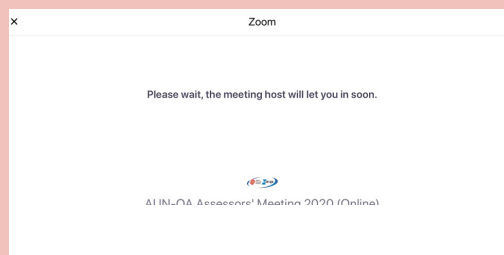
> Please wait, the meeting host will let you in soon.
>
> AUN-QA Assessors' Meeting 2020 (Online)
>
> Test Computer Audio

For Tablet and Phone

After Clicking the link, Zoom application will be opened, please follow the steps:

1. Click "Join with Video"
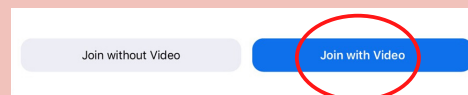
> Join without Video   Join with Video

2. After that, you will be in the "waiting room". AUN-QA Secretariat will accept meeting participants at the scheduled time.

> Zoom
>
> Please wait, the meeting host will let you in soon.
>
> AUN-QA Assessors' Meeting 2020 (Online)

3. Zoom Functions

Change video display layout
Speaker View: display active speaker
Gallery View: Shows all attendees

AUN Secretariat

Speaker View
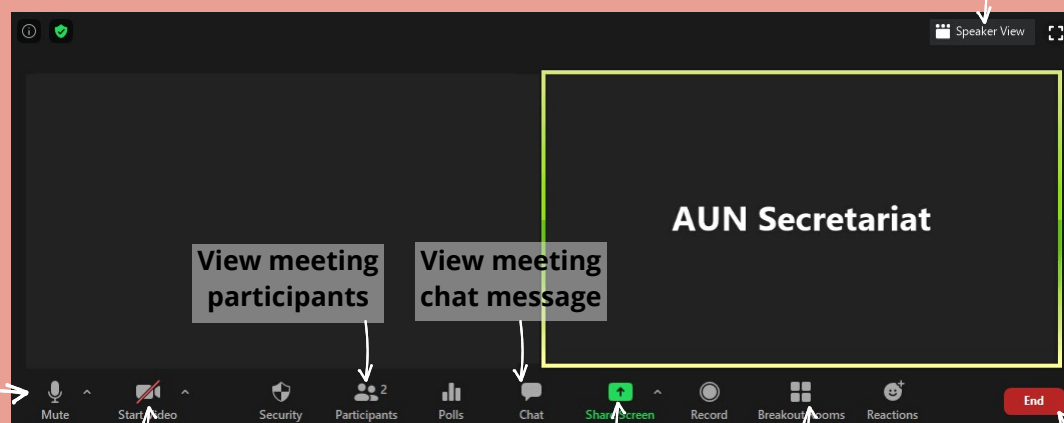
Mute/ Unmute
You can mute and unmute your microphone. The host also has the ability to mute you. If you click on the arrow next to the mute button, you will have additional options for audio settings..

View meeting participants

View meeting chat message

Mute   Start Video   Security   Participants   Polls   Chat   Share Screen   Record   Breakout Rooms   Reactions   End

Start/ Stop Video
You can turn your camera on or off with the Start/Stop Video button. By clicking on the arrow next to the start/stop video button, you can change webcams, access your Zoom video settings, or select a virtual background (if enabled).

Answer polls

Share content from your device
(only applicable for specific users)

Join Breakout room

Leave the Meeting

3. Expected Problems and Solutions

These are problems frequently encountered by participants in previous AUN-QA online activities and the possible solutions provided by AUN-QA Secretariat

CLICK HERE

4. Rules and Etiquette

1. Interviewee should understand the purpose of AUN-QA Assessment.
2. Participants should enable their camera throughout the interview.
3. Participants should stay in quiet atmosphere.
4. Participants should mute their microphone when they are not talking.
5. Interviewee should be on time for the interview. Those who come late may not be allowed to join the meeting room.
6. If someone wishes to speak, please kindly use "Raise Hand" function by clicking "Participants" -> "Raise Hand" and wait for the signal from the assessors.
7. Please keep the meeting information (eg. join meeting button, ID) secured and do not share with anyone.
8. Interviewees and assessors should communicate with one another in respectful manners.
9. If any technical difficulties arise, please contact PIC of the study programme or AUN-QA Secretariat.

3. INTERVIEW SESSIONS

The **AUN-QA Secretariat**, as a host, will:

1. Create and Start meeting
2. Make PIC of the Study Programme a co-host
3. Assign assessors and interviewees to the designated breakout rooms
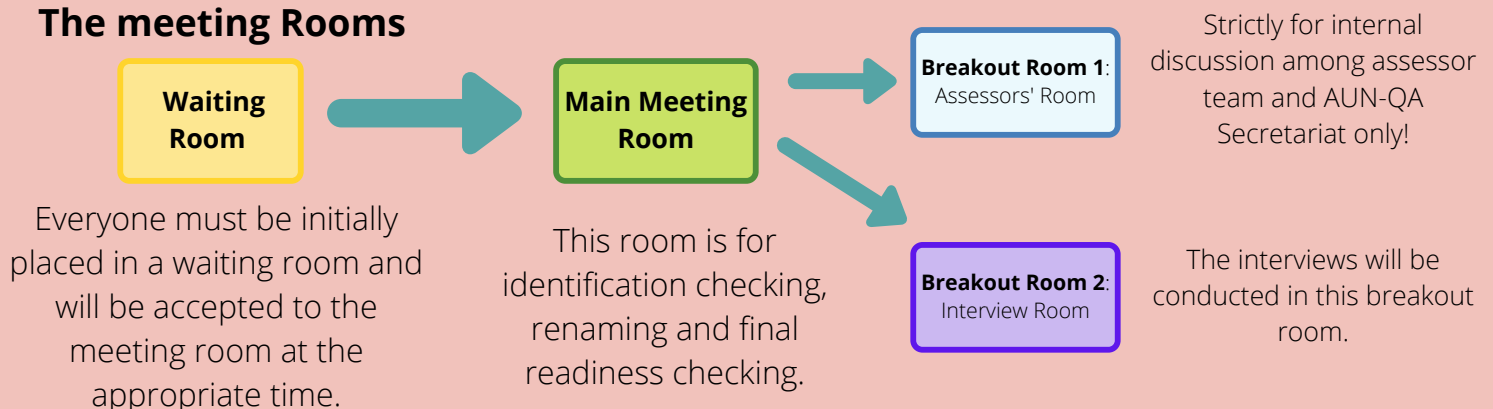4. Provide assestance to AUN-QA Assessors when needed

PIC of the **Study Programme**, as a co-host, will:

1. Check interviewees' identification
2. Change Interviewee name according to the interviewee list submitted to AUN-QA Assessor Team (eg. 01 Mr. David Lee)
3. Perform last-minute readiness test (i.e. Sound, Microphone, Camera, Internet Connection, etc.)
4. Provide assistance to interviewees when needed.

Sequence of the interview

1. The AUN-QA Secretariat and PIC of the Study Programme will standby in the meeting 15 minute prior to the interview session.
2. AUN-QA Assessors will enter the meeting and wait in Breakout Room1: AUN-QA Assessors' Room.
3. PIC of the Study Programme will accept interviewees from Waiting Room to the Main Meeting Room, check their identifications and ensure that their Zoom name match the list of interviewees submitted to AUN-QA Assessor.
4. Then, the AUN-QA Secretariat will transfer all interviewees to Breakout Room2: Interview Room.
5. AUN-QA Assessors will conduct the interview with utmost efficency.

The meeting Rooms

Waiting Room → **Main Meeting Room** → **Breakout Room 1**: Assessors' Room

→ **Breakout Room 2**: Interview Room

Everyone must be initially placed in a waiting room and will be accepted to the meeting room at the appropriate time.

This room is for identification checking, renaming and final readiness checking.

Strictly for internal discussion among assessor team and AUN-QA Secretariat only!

The interviews will be conducted in this breakout room.

4. SYNCHRONOUS FACILITY VISIT

1. It is suggested that the university use camera or camera equipped devices (eg. Mobile phone with high quality camera) and Gimbal to live stream facility inspection.
2. Synchronous facility visit will be conducted via Zoom call. Assessor Team will gather in the call with a person from study programme/ university holding a camera and move to the points requested by AUN-QA Assessors.
3. A staff should be positioned at each stop and explain when the camera arrived.
4. Assessors may ask questions or request to see any area of the facility.
5. University should ensure uninterrupted connection throughout the visit.