Security Considerations for Virtual Activities

With the increase of virtual meetings and events, it is important to use available security features to minimize the risk of unwanted disruptions and inappropriate behavior, or "zoombombing." The considerations below are specific to CarmenZoom. If you choose to use a different platform, look for comparable features. Contact your student org team at csls@osu.edu with questions or for additional consultation.

Pre-Activity Zoom Considerations:

- When setting up your Zoom meeting room, select these security settings:
  - Require registration
  - Require authentication to join (for activities with only Ohio State attendees)
  - Enable and use the Waiting Room as a screening tool
  - Mute all participants (only allow Host to unmute)
  - Only host can share screen
  - Do not allow removed users to rejoin
  - Do not allow private chat between participants
- Create a unique meeting for each activity
- Do not use your Personal Meeting ID to host public activities
- Use Go Links (go.osu.edu) instead of the actual Zoom link in your marketing materials (website, social media, calendar)
- Review the registration list and assess the validity of the associated emails
- For additional security, turn off the embedded passcode and send the passcode separately to approved participants
- Send a registration confirmation email with information about participant behavior expectations, warning to potential disruptors
- Consider keeping Video off for participants
- Consider Locking the Meeting to close access to the activity after it begins
- Consider recording the activity (select Record to Cloud) to provide documentation of any disruption and/or use as a reflection tool
- Consider requesting a Zoom webinar if you only want the host and designated panelists to share during the activity

Pre-Activity General Considerations:
- Review the privacy settings on social media accounts being used to promote the activity (organizational and/or personal accounts)
- Monitor the social media activity around your activity
  - What are people saying? Can you anticipate possible disruptions?
- If your activity is open only to Ohio State attendees, consider including language on marketing materials
  - "We have a right to reserve access to this activity to registrants with an osu.edu email address only"
- Within the context of your activity, consider what would be considered free speech and what would be considered a legitimate threat or unwanted disruption
  - Unwanted and repeated behavior/ contact or statements that include a threat of harm or injury to a person should not be tolerated
- Create a plan for how you will manage disruptions
  - Will you remove disruptive participants?
  - Will you resume the activity?
  - Will you move to a new/ authenticated virtual space to continue the activity?
  - Will you end the activity?

In-Activity Considerations:
- Share a statement about behavior and engagement expectations for all participants, how disruptions will be addressed, and reporting/ support resources
  - Use and adapt the "Suggested Opening Script" below
- Have a co-facilitator or moderator manage the Waiting Room and be ready to [address disruptive behaviors](#) by
  - Removing users
  - Putting users on hold
  - Disabling video
  - Muting participants
- Use the Raise Hand feature to manage individual contributions during the activity

In Case of a Disruption or Inappropriate Behavior:
- Acknowledge the disruption – offensive speech and images can impact individuals in a variety of ways
- Remove disruptive attendees
- Consider whether you will resume or end the activity
- Share reporting and support resources with attendees
- Save the Chat text
- If your feel your safety is threatened, contact OSU Police at 614-292-2121 (non-emergency)

Post-Activity Considerations:
- Notify your student organization advisor
- Notify the Student Org Team (csls@osu.edu)
- Notify eLearning Support Staff (carmenzoom@osu.edu)
- Submit a report to the Office of Institutional Equity (equity.osu.edu)
- Submit a report to OSU Police (dps.osu.edu)
- Send a follow-up email to all valid participants to share support resources:
  - Buckeye Peer Access Line (PAL)
  - Let's Talk Consultations
  - Counseling and Consultation Service

Additional Resources and Information:
- CarmenZoom Resource Center
- CarmenZoom Meeting Security
- IT@OSU: "Authentication and Other Best Practices for Secure Zoom Meetings"
- Inside Higher Ed: "A Plan for Resisting Zoombombing"

Suggested Opening Script:

Hi everyone and thank you for joining us for (insert name of event). We want to take a quick moment to orient you to this virtual space and tools that can be utilized. If you would like a live captioning of this event, please click on the Live Transcript button at the bottom of your Zoom window. If you would like to ask a question or share your thoughts on any of the content, please use the Chat or the Reactions emojis.

As we prepare for an exciting evening of (insert type of content), we want to honor that the content impacts all of us differently. We want to assure you that the (insert name of sponsoring organization strive to create safe virtual spaces for authentic conversations. In having these conversations, we ask that as a community everyone respects the diversity of people, thoughts, and ideas represented during the program.

We have done our best to ensure the security of this virtual space by (insert preventative actions taken e.g. requiring pre-registration, requiring authentication to register, requiring a password, creating a wait room, not allowing screen shares, muting microphones, etc.).

Despite these efforts to protect our community from disruption and inappropriate behaviors, it is still possible that this virtual space could be compromised. Should a disruption occur that goes unnoticed by our facilitator, (name of primary facilitator), please message our room host, (name of other person).

In some cases, the words, images or sounds associated with the disruption could be harmful or disturbing. We assure you that we will address the situation as quickly as possible. That said, please also take care of yourself in the moment in whatever way that you need.

Any disruption will be reported to the OCIO. Any disruption that involves discriminatory, racist, sexist or otherwise hateful content will also be reported to the Office of Institutional Equity for investigation. To ensure the most accurate reporting, we may follow up with you via email after this event to help coordinate all materials to file this incident.

We share this with you in an effort to be both vigilant and aware, but also to let you know that your safety is a top priority. If you want to chat more about our efforts, please reach out after this event to (name of person and/or contact information).