

Guide to Zoom Needs Assessments

Needs Assessments are a one on one appointment with a member of our disability support team where we discuss the supports/ reasonable accommodations which we can provide to you during your time in UCD. Usually these appointments are held on-campus. However, currently we are holding these appointments virtually via Zoom video call in order to adhere to public health advice.

If a video call is not accessible for you, please notify the disability team immediately by email disability@ucd.ie to make alternative arrangements. This is a one to one appointment, should you wish for another person to be present for the Needs Assessment you must alert the Needs Assessor prior to the meeting, by emailing disability@ucd.ie. In this case, an additional member of the Access & Lifelong Learning team may need to present.

Zoom is a free website which can be used for video calls. Students do not need a Zoom account for their Needs Assessment. Student's will be sent a website link before their meeting. Clicking on this link will open the video call between the student and Needs Assessor.

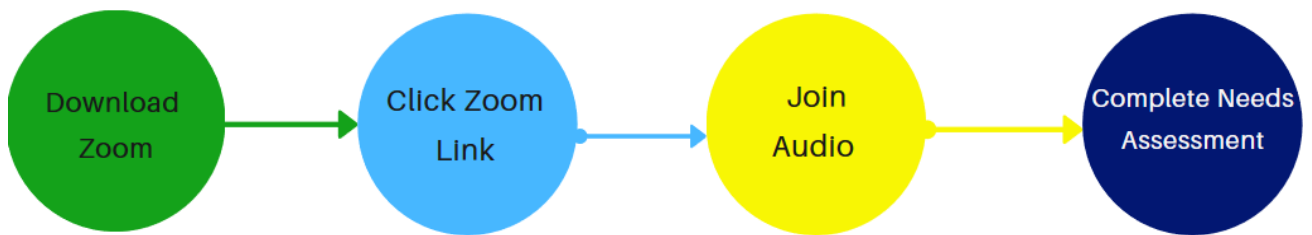
We advise that Students use a laptop or desktop for their Zoom Needs Assessment, where possible. However, Zoom is available for use on Android tablets, Android smartphone, iPhone and iPad.

We hope this user guide will help you prepare for your Zoom Needs Assessment and please feel free to contact our team on disability@ucd.ie if you have any queries or concerns. One of our team members will be happy to help.

Needs Assessment Process

You will have received notification of your Needs Assessment Appointment to your UCD Connect email account. This email will include the time and date of your Needs Assessment and a website link which will connect you to your Zoom Meeting. The appointment will also appear in your UCD Connect Google Calendar with a Zoom Link in the description.

Steps to a Needs Assessment Zoom Call



1) Download Zoom to your Laptop or Device

Before your meeting please download Zoom to your laptop or device. You do not need a Zoom Account to use the Zoom Link. If you have used Zoom on your device before, you will have already completed this step. If not, please see below for the instructions to download Zoom:

- **On a laptop or computer:**
 - Please visit Zoom's website to download Zoom to your computer;
<https://zoom.us/download>
 - Select "Download" for Zoom Client for Meetings
 - The software should start to download and will appear as a box in the bottom left hand corner of the screen.
 - Click on this box, and you will be asked permission to run the Zoom software.
 - Click "Yes"

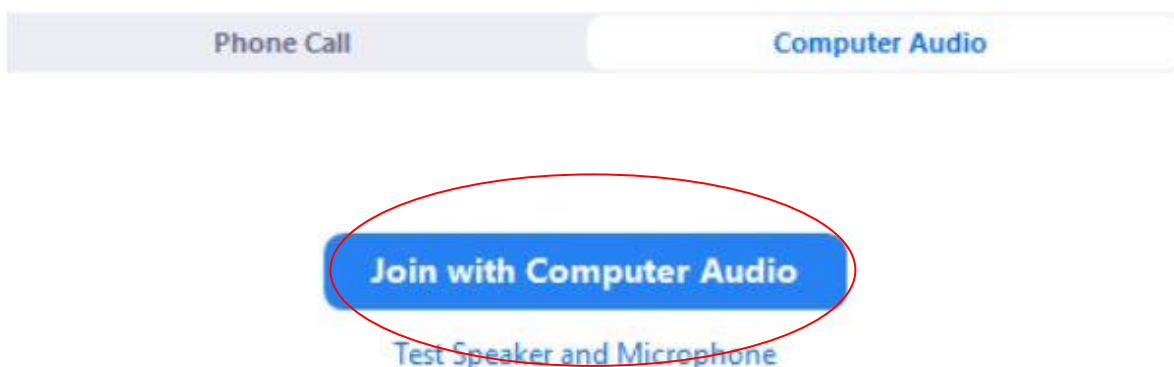
- **On Play Store (Android) or App Store (iPhone):**
 - Search “Zoom” and select the “ZOOM Cloud Meetings” app. This is a free app.
 - Click “Install”, as circled in the below image



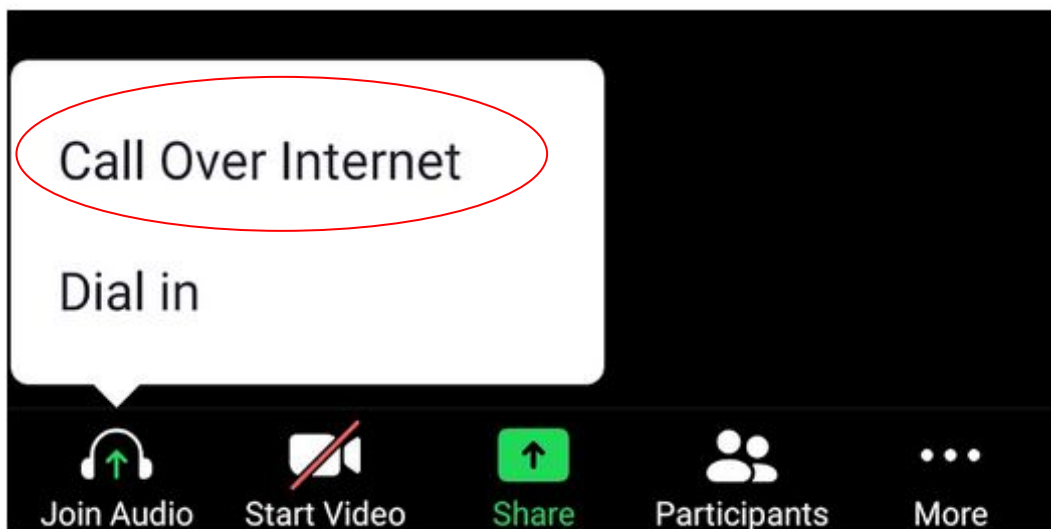
2) The Day of your Needs Assessment

- You do not need anything with you for Needs Assessment except your laptop, computer, tablet or smartphone for a Zoom call and a quiet place. If your Wi-Fi is spotty you may wish to move closer to your broadband router, use an ethernet cable and/or refrain from using heavy streaming services during the meeting (e.g. Netflix or YouTube). Remember to plug in your device so you do not run out of power.
- **At the time of the meeting, click the Zoom link in your email, the same link will be available in your UCD Connect Google Calendar.** You can also join using the Meeting ID. On the Zoom App, Click “Join a Meeting” followed by the Meeting code and Password in your Google Calendar Invite.

- If joining from a computer or laptop, you will be asked to “Join with Computer Audio”, as in the image below. Please select this option as it will allow you to hear your Needs Assessor, and for them to hear you.

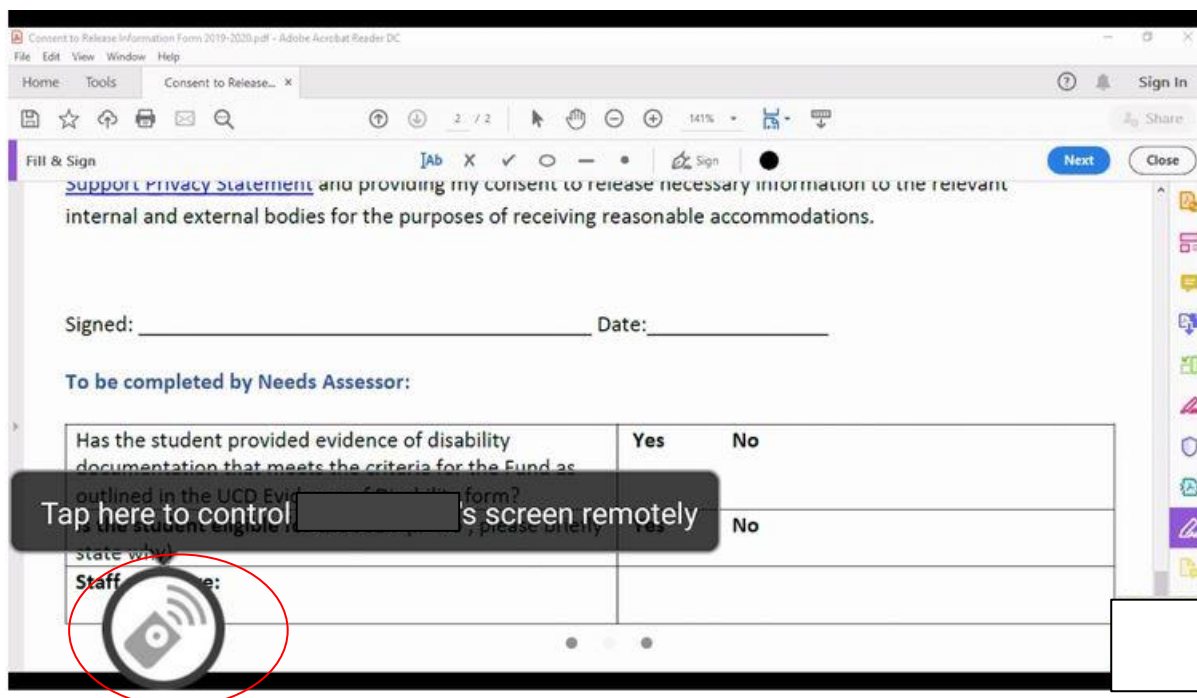


- If joining from a smartphone or tablet, you may need to connect audio by selecting “Join Audio” and then Select “Call Over Internet”, as circled in the image below.



- Once connected to the Zoom call, you will be able to see and hear your Needs Assessor.
- As part of the Needs Assessment you will be asked to sign a few forms. To make this as quick and easy for you, your Needs Assessor will share their computer screen with you so you can see a digital copy of the form. Your Needs Assessor will go through the form with you and help you complete it.

- If you are completing a Needs Assessment on a tablet or phone you may need to tap the white and grey icon in the bottom left corner of the screen, as circled below.



Zoom Security

There are inherent risks of using Zoom or any video conferencing platform. However, UCD’s IT Services have implemented several measures in order to increase the privacy and security of using Zoom for University meetings. The Access & Lifelong Learning team will follow these measures. Only the student and Needs Assessor will be invited to the Needs Assessment. Should the student wish for another person to be present for the Needs Assessment they must alert the Needs Assessor prior to the meeting. In this case, an additional member of the Access & Lifelong Learning team may need to present. A waiting room will be enabled on the Zoom meeting, and the Needs Assessor will admit only the invited student, and any additional persons discussed by the Needs Assessor and student.

Needs Assessments will not be recorded and messages sent via the chat function are not saved. The student will only receive an invite to the Needs Assessment via their @ucdconnect.ie email address. UCD ALL are not responsible for third parties who may gain access to a student’s UCD Gmail and/or Google Calendar account either via their own device or other devices.