Zoom Polling and Waiting Room

Contents

Polling in a Zoom Meeting

In a Zoom meeting, you can launch a poll to:

- Engage the participants
- Improve attentiveness
- Get a gauge on your participants
- Gather data from the participants
- Provide instant feedback on your presentation

You can also develop other surveys or polls outside the meeting using other tools: Google Forms, Microsoft Forms Survey. Monkey (the free version), SoGoSurvey, Soho Survey and many more. These allow open-ended questions.

Ensure the Polling is enabled in your Settings

As the host, you should have an icon on the tool bar for Polling – if that icon is not there, you need to change your settings.

1. Go to **CSUS.Zoom.US** (portal).
2. Sign in and go to **Settings.**
3. Scroll down to **Polling** (In Meeting Basic section).
4. The indicator should be blue to show it is turned on.
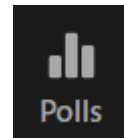
Meeting Polls

Allow host to use 'Polls' in meetings. Hosts can add polls before or during a meeting. [V.]

Create the Poll

1. Go to CSUS.Zoom.US (portal).
2. **Sign in** and go to **Meetings** on the left.
3. Find the meeting where you want to create a poll and click the **meeting name** in the **Topic** column. The meeting has to be scheduled before you can add a poll.
4. At the *very* bottom, click **Add** to the right of "You have not created any poll yet."
5. In the pop-up dialog box, put in a meaningful name.

   You have not created any poll yet.   Add

6. Indicate if the entire poll will be **Anonymous**. You can have multiple polls within one session, but each *poll* has to be marked if you want it Anonymous.
7. Type in the question.
8. Decide if for that particular *question*, if they should just have one **Single Choice** or have **Multiple Choices**.
9. Type in the different possible answers.

10. At the bottom, you can **Add a Question** repeating the steps above. When you are done with all your questions, click or **Save.**

So if you want some poll questions anonymous and some not, they have to be in different polls.

But, within a poll you can have single choice on some of the questions and multiple chose on other questions.

Add a Poll

Enter a title for this poll.

☐ Anonymous? ⓘ

1.

Type your question here.

⦿ Single Choice   ○ Multiple Choice

Answer 1

Answer 2

Answer 3 (Optional)

Answer 4 (Optional)

Answer 5 (Optional)

Answer 6 (Optional)

Answer 7 (Optional)

Answer 8 (Optional)

Answer 9 (Optional)

Answer 10 (Optional)

Delete

+ Add a Question

Save   Cancel

Sample questions & choices:

1. Have you answered a poll in a Zoom meeting before?
   - Yes
   - No
2. What type of device are you currently using?
   - Windows PC
   - Windows tablet
   - Mac computer
   - iPad
   - iPhone
   - Android tablet
   - Android phone
   - Other (please send type in the Chat feature)
3. Click all that apply.
   (Multiple Choice)
   - This is my first Zoom meeting
   - I have been in less than 20 Zoom meetings
   - I have been in more than 20 Zoom meetings
   - I have been in other Zoom meetings besides this class
   - I have my own Zoom basic account (the free one)
   - I have a paid Zoom account
   - I have hosted a Zoom meeting
   - I have scheduled a Zoom meeting & invited others
4. Zoom is very hard to use
   - True
   - False

While you are crafting your poll questions, determine when is the best time to launch the poll(s).

How Many Polls/Questions Can You Have?

- You can have up to ten questions and up to ten answers for each question.
- You can have a maximum of 25 polls for a meeting.
- If you scheduled a meeting to occur 13 times, you can only have 25 polls over that 13-week period.
- You can set them up to have one or two each week or a number of them in one meeting.
- If near the end of the semester you want to have more polls and have already used a lot, you can edit a previous poll and use it like a brand-new poll. So, you could do five polls a week for five weeks and then redo those polls (edit them) and use them for you next following weeks.
- In the sample below, I put the week number in the name of the poll to make it easier for me.
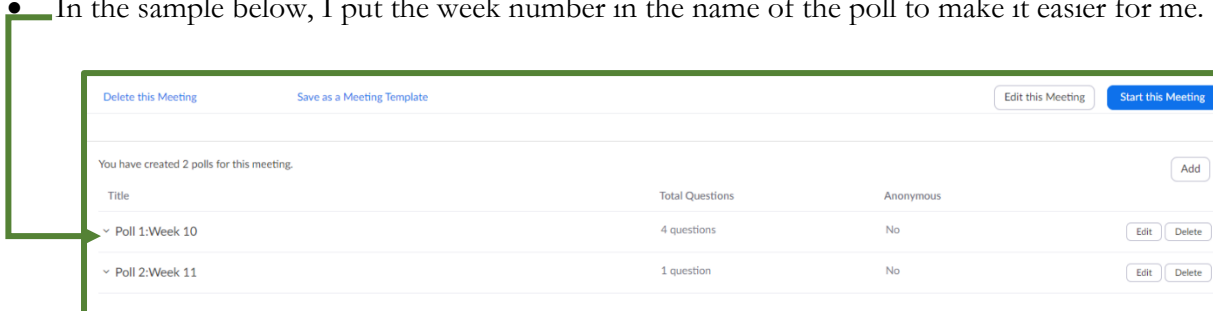
Launch the Poll

The host or co-host can launch the poll.

1. Start the scheduled Zoom meeting that has polling enabled.
2. Click **Polls** in the meeting controls.
3. Select the poll you would like to launch.
   If there is more than one poll, use the down arrow to find the poll you want.
4. Click **Launch Poll.**
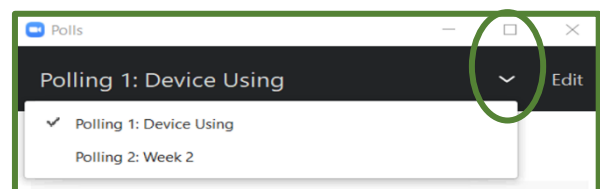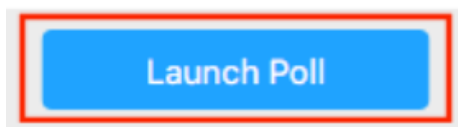
Monitor the Poll

1. The participants in the meeting will now be prompted to answer the polling questions.
2. The host will be able to see the how many have voted.
3. While waiting for the participants to complete their poll, you might want to talk to them so there is no dead air time but don't overwhelm them so they cannot concentrate. *It looks like 50% have submitted – Now we are up to 75% – I will end in 15 seconds.*
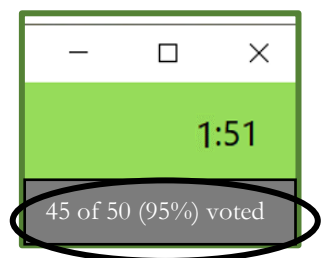
End the Poll

You will get a pop-up box that shows you if the poll is complete or close enough to close the polling.

You can then click on **End Polling**

You can then click to **Share Results** or **Re-launch Polling.** Or you can click on the **X** in the top right corner but the participants will not see the results.

When you share the results, it appears in the middle of all of the participants' screens.

When you are finished, close the poll by clicking on the close button (**X)** in the top right corner.

The co-host(s) can not participate in the poll, and closing the poll does not close the polling screen on their device. They need to click on the **X** in the top right corner on their screen.

> Later in the meeting, you can show the results again if needed.

Creating the Poll During the Meeting

You can also create a new poll during the meeting by clicking the Poll icon which will open up your web browser and you can go to CSUS.Zoom.us and create the poll per instructions above. However, this is very time consuming during a meeting and your participants will be waiting while you type.

Keep in mind, only the original meeting host can edit or add polls during a meeting. If the host or co-host role is transferred to another user, that user will only be able to launch polls already created.

Duplicate a Poll in Another Meeting

We cannot import a poll into another existing meeting, but if we will be scheduling a new meeting, there is a way to make this happen.

1. Go to the **meeting** that has the poll(s) we want to copy.
2. Click on the **meeting**.
3. Scroll down near the bottom.

Delete this Meeting	Save as a Meeting Template	Edit this Meeting

4. Click on **Save as a Meeting Template**.
5. In the popup dialog box, put in a **meaningful name** regarding the poll.

6. You can click on the **"Save the recurrence"** if you want that information captured within the template.
7. Click **Save as Template.**
8. Schedule a new meeting using the saved Template that includes your poll(s).

Save as a Meeting Template ✕

This template will copy all settings from the original meeting except for Alternative Hosts and Time.

Template Name

Has one poll regarding what device they are using

☐ Save the recurrence

[Save as Template] [Cancel]

Meeting Templates

You have saved 1 template(s) so far. You can save up to 40 templates.

Template Name	Modify Time	Action	
Has one poll regarding what device they are using	Jul 9, 2020 05:21 AM	Schedule Meeting with this Template	Delete

Tool to Compile Poll Questions

The poll needs to be entered into the meeting itself on the CSUS Portal. So, if the seminar leader or a presenter in the meeting wants to conduct a poll, you can gather the information in a spreadsheet similar to this one.

Here are sample instructions that can be provided to the leader/presenter.

#	Question	Choice - Single/Multiple	Anonymous - Yes/No	Answer 1	Answer 2	Answer 3	Answ
	Will your poll be Anonymous?						
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Great to use if you have guest speakers.

Use this template to enter your questions for polling in your Zoom session. You might want to take a look at the sample first. After completing your polls, send the file to your host or technical host, and they will create the polls in Zoom for you.

Keep these points in mind:

Name your poll: Change the default "Poll Title" name to a specific one that makes sense to you.

Additional polls: Worksheets for 3 polls are provided, If you need more, copy a poll worksheet (before you fill it out) for the additional polls that you need.

Max number of polls: You can have up to 25 polls in your meeting or a total of 25 polls for a series of recurring meetings.

Max questions & answers in a poll: You can have up to 10 questions in a poll, and each of your 10 questions can have 10 answers.

Single or Multiple Choice: Indicate whether the participant can select only one answer or can select several

Anonymous: Indicate with Yes, if the poll will be anonymous, or No that you want to track who provided what answers. Pick one to apply to all the questions in a poll.

Tip: Everyone has to select at least one answer so if you are not sure if you covered everything, you can also put in None of the above, All of the above, or Other. If you use Other, you may want to tell them to send specific information using Chat.

Polling Reports

You can download a report of the poll results. When viewing a report of the poll results, take note of these things:

- If **registration was on** and the poll was not anonymous, it will list the participants' names and email addresses.
- If **registration was not on**, the polling report will show the profile names of participants.
- If the poll was **anonymous**, it will show "anonymous" for the participants' names and email addresses.
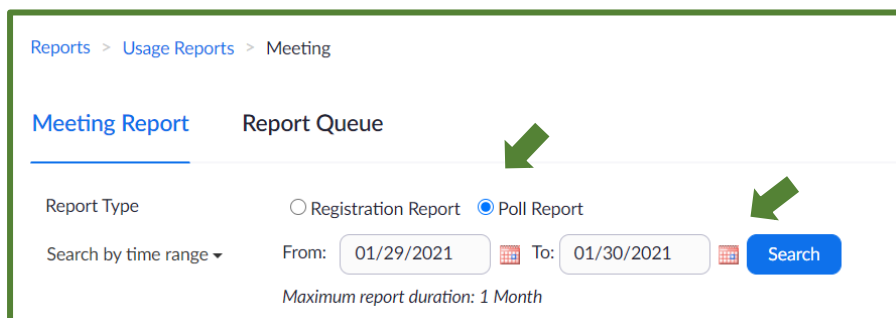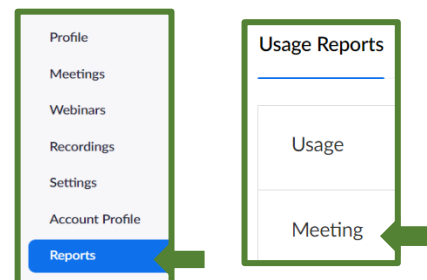
If you only want the overview of the results of the survey, make a screen print while it is on the screen and save; maybe on a document. (You might want to ask someone else to do this so don't have to worry about it.)

If you want to have the details of the report (who select what), then you will want to use the polling report. You might need to sort the data to make it meaningful.

Topic	Meeting ID	Actual Start Time	Actual Duration (minutes)				
Writers Group I	**960 1338 4638**	1/30/2021 0:42	16				
Poll Details					Question 1		Question 2
#	User Name	User Email	Submitted Date/Time				
1	George Jones	GJ27@gmail.com	1/29/2021 16:50	What type of dev	Mac iPad	Color	Blue
2	Theresa Smith	TSmith45@yahoo	1/29/2021 16:51	What type of dev	iPhone	Color	Green
3	John Jones	JJ1942@me.com	1/29/2021 16:51	What type of dev	Windows PC	Color	Purple
4	Maria Morgan	MorganMM@gma	1/29/2021 16:52	What type of dev	iPhone	Color	Blue
5	Richard Kile	RKile46@yahoo.c	1/29/2021 16:52	What type of dev	Windows PC	Color	Green

Downloading

1. Go to **CSUS.Zoom**.US (Portal).
2. **Sign in** and click on **Reports** on the left side.
3. Under **Usage Reports**, click on **Meeting.**
4. Click on **Poll Report.**
5. Set the search calendar for what you need.
6. Click on **Search**.

Profile
Meetings
Webinars
Recordings
Settings
Account Profile
Reports

Usage Reports

Usage

Meeting

Reports > Usage Reports > Meeting

Meeting Report   Report Queue

Report Type   ○ Registration Report ● Poll Report

Search by time range ▾   From: 01/29/2021 To: 01/30/2021   Search

Maximum report duration: 1 Month

7. Now find your meeting based on **Meeting Id** or the **Start Time** which might be different than the **Scheduled Time**.
8. Click on **Generate**.

	Scheduled Time	Start Time	Topic	Meeting ID	Attendees	
☐	02/04/2021 09:30:00 AM	01/29/2021 05:03:54 PM	Writers Group I	960 1338 4638	4	Generate
☐	02/04/2021 09:30:00 AM	01/29/2021 04:42:31 PM	Writers Group I	960 1338 4638	3	Generate

Note: If you click on the box in the top left corner, you can generate all of the items that are checked.

	Selected 2 item(s). Generate		
☑	Scheduled Time	Start Time	Topic
☑	02/04/2021 09:30:00 AM	01/29/2021 05:03:54 PM	Writers Group I
☑	02/04/2021 09:30:00 AM	01/29/2021 04:42:31 PM	Writers Group I

9. Find the report you want, and click on **Download**.

☐ Include reports that failed to generate results

Report Type	Scheduled Time	Start Time	Topic	Meeting ID	Generate Time	
Poll Report	Feb 4, 2021 09:30:00 AM	Jan 29, 2021 05:03:54 PM	Writers Group I	960 1338 4638	Jan 30, 2021 12:35:11 PM	Download
Poll Report	Feb 4, 2021 09:30:00 AM	Jan 29, 2021 04:42:31 PM	Writers Group I	960 1338 4638	Jan 29, 2021 05:06:29 PM	Download
Registration Report	Jan 28, 2021 09:30:00 AM	Jan 28, 2021 06:54:15 PM	Writers Group I	960 1338 4638	Jan 29, 2021 04:52:40 PM	Download
Poll Report	Jan 21, 2021 09:30:00 AM	Jan 16, 2021 03:46:14 PM	Writers Group I	960 1338 4638	Jan 16, 2021 03:48:54 PM	Download

10. Usually, the CSV file will be with your other downloads and right there on the screen for you to open.

Tips for Poll Reports

- Poll reports can be generated and downloaded during the live session. Host must be on desktop client version **5.4.7** or higher. *(I was not able to access the poll until after the meeting.)*
- You should generate meeting reports after your meeting has ended. If you generated a report before starting the meeting, you should re-generate the report to obtain the data collected during the meeting.
- If you want to capture the names on the reports that are not anonymous, be sure to look at the participants list and ensure they are using meaningful name (not iPad or CSD.)
- If a poll is relaunched in a meeting, the poll report will only display the last poll's occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a second poll with the same questions as the original to avoid re-launching.
- Meeting reports are automatically deleted 30 days after the scheduled date. This is also when the meeting is removed the from the Previous Meetings page in the web portal.
- If you delete a meeting from your Meetings list in the web portal, you cannot generate reports for that meeting. You can still download any reports you generated before deleting the meeting.

Using Yes/No Reactions

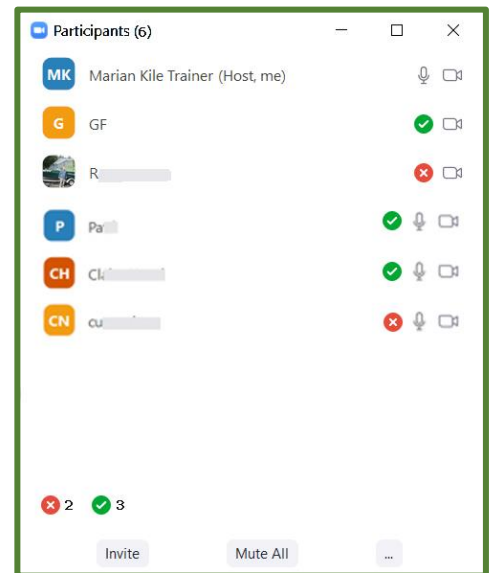In place of a poll, you can do a Yes/No question during the meeting.

Ask everyone to click on their Reactions icon (cell phone click on three dots).

Tell them they will need to click on the Yes or the No button.

Then ask them the question.

You will see the total count on the bottom of the Participants list.

⭐ Be careful because the reaction only stays up for about 12 seconds

Additional Tips:

1. Sometimes at the beginning of a presentation, you can have a poll for "Quiz to see what you already know." Ask
   ⭐ questions that will be answered during the presentation. Its basic purpose is just to engage the participants but it can also let you know if there are areas that the participants already know a lot about or that most of them don't know.
2. The host and co-hosts cannot take the poll.
3. You need to let the participants know that they cannot submit the poll unless they have
   ⭐ selected an answer all of the questions.
4. If the meeting is being recorded, the poll will not show up in the recording so the poll questions and answers should be read out loud. Or you can pause the recording and start it up after the poll.
5. If you start the poll and then participants are asking for clarification on the questions or answers, you can click the **Re-Launch Polling.** You can give more instructions. But be careful because if some members have already complete the poll, they will have to do it again.
6. Participants on the iOS or Android mobile app can use polling, but hosts need to be using the desktop client to manage polling.
7. If might be helpful if you wrote your poll question and answers ahead of time and think about it before you actually enter them in zoom.
8. When you first open up the meeting, it is a good idea for the host/co-host to double check to ensure they can access the poll. It appears that if two people enter the meeting from the CSUS portal, the first one will not be able to start the poll but the second one can. The first person will not even see the poll results. The message the first person get is below:

<div align="center">You are logged in from another device. Your Polling session is inactive.</div>

Waiting Room in Zoom Meeting

The Waiting Room feature allows the host/co-host to control when a participant joins the meeting or they can move a participant into the Waiting Room.

Since you see the names that the participants are using, it can add a level of security. It can also be used to control the flow of participants into the main room.

Instructors sometimes use this for their "office hours" so there is only one student in the main room at a time.
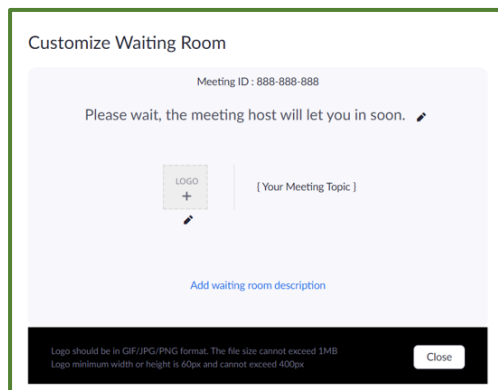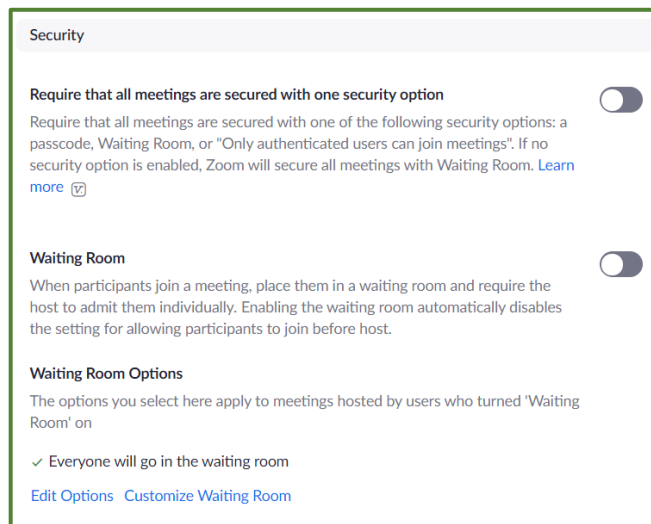
Account Level Settings

If you need to view or change the account setting:
1. Go to CSUS.Zoom.US (portal).
2. Sign in and go to **Settings.**
3. In the first section, **Security**, check the setting.

Renaissance doesn't insist on Waiting Rooms. That is up to the discretion of the leader and Technical Host.

⭐ It is recommended that all scheduled meeting do require a passcode for security purposes.

Security

Require that all meetings are secured with one security option
Require that all meetings are secured with one of the following security options: a passcode, Waiting Room, or "Only authenticated users can join meetings". If no security option is enabled, Zoom will secure all meetings with Waiting Room. Learn more ⓥ

Waiting Room
When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Waiting Room Options
The options you select here apply to meetings hosted by users who turned 'Waiting Room' on

✓ Everyone will go in the waiting room

Edit Options   Customize Waiting Room

Customize Waiting Room

Meeting ID : 888-888-888

Please wait, the meeting host will let you in soon. ✏

LOGO +   [Your Meeting Topic]
✏

Add waiting room description

Logo should be in GIF/JPG/PNG format. The file size cannot exceed 1MB
Logo minimum width or height is 60px and cannot exceed 400px   Close

If you click on the bottom item, you can customize the sign that the participants will get. This only works if enabled at this level.

You can edit the title, message and add a logo if you want.

But keep in mind, this is at the account level so it will apply to all meetings in that account that enable Waiting Rooms.

⭐ If the waiting room is enabled here, at the account level, you cannot use the Join Before Host.
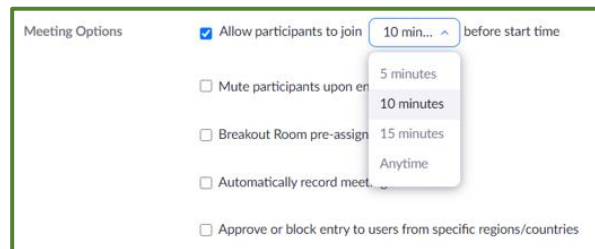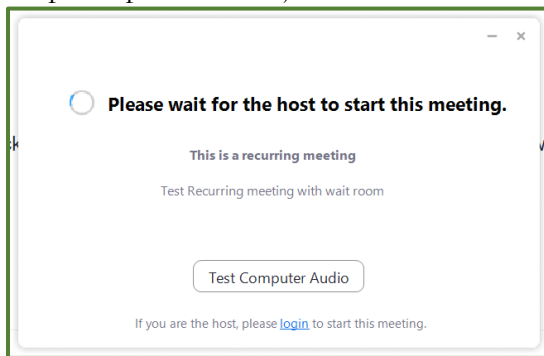
Join Before Host
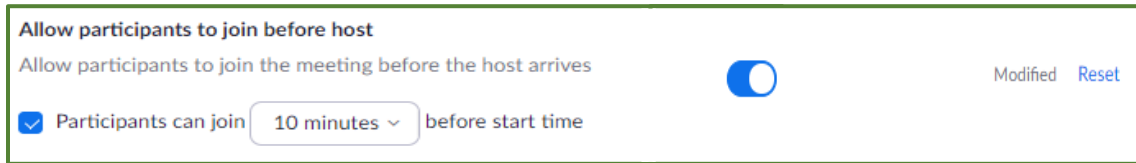
This setting is at the account level, CSUS portal, but can be modified at the meeting level for that particular meeting.

It will apply to all occurrences of that meeting.

If a participant tries to join before the allotted

minutes, they will get this generic notice.

As soon as it becomes the allotted time, they will go directly into the room.

If they try to join **within** the allotted time, they will go directly into the meeting.

If it is **not** in the allotted time, but the meeting has been **started** by the host, the participants will go directly into the meeting.

Sample: You meet on Friday at 10:00 - your scheduled time, but your meeting is going too long. You can tell the participants to use the same meeting link and come back on Saturday at 10:00. As long as you open the meeting early, they will all go directly into the meeting.

If the meeting is started by a participant joining before the host, and that host is still in another meeting, the participant will be in the waiting room and they will receive a message that the host has another meeting in progress.
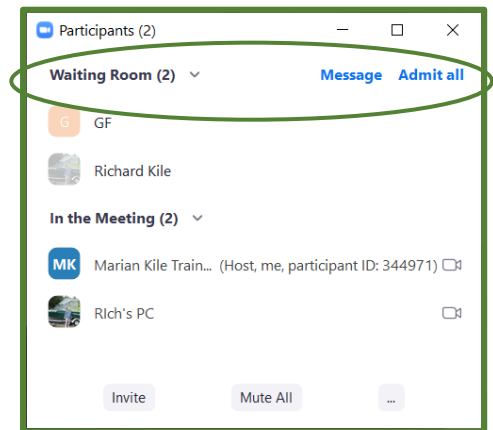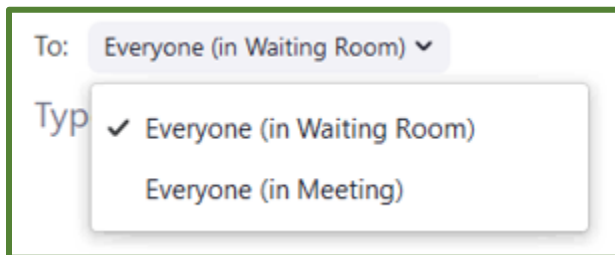
Admit to Room

If the waiting room is enabled, the host/co-host will get a notification that there are participants in the waiting room. It sometime is very hard to see.

> 2 people entered the waiting room **View** ✕
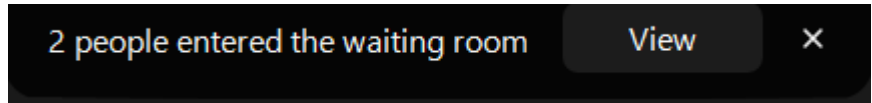
The host/co-host can click on the **View** and it will take them to the Participants list where they can **admit** them one at a time or everyone on the list.
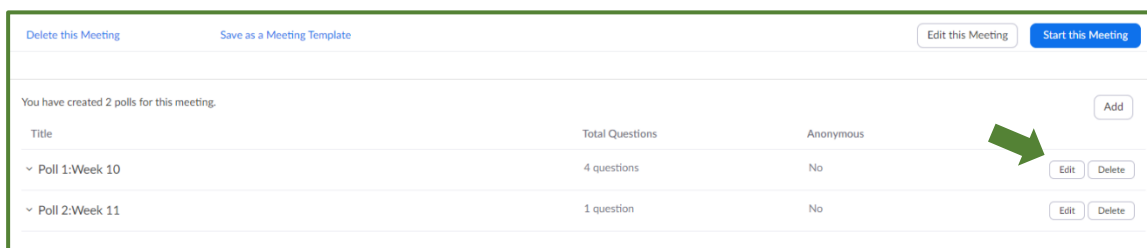
If there is a need, the host/co-host can message waiting participants.

They can also **Chat** with **Everyone (in Waiting Room).**

To: Everyone (in Waiting Room) ⌄

Typ ✓ Everyone (in Waiting Room)

Everyone (in Meeting)

Participants (2) — ☐ ✕

Waiting Room (2) ⌄   Message   Admit all

G   GF

Richard Kile

In the Meeting (2) ⌄

MK Marian Kile Train... (Host, me, participant ID: 344971) ▢

RIch's PC   ▢

Invite   Mute All   ...

Edit a Poll

1. Go to **CSUS.Zoom.US** (portal).
2. Sign in and go to **Meetings** on the left.
3. Find the meeting you want to edit and click the **meeting name** in the **Topic** column.
4. Go down to the bottom and find the poll you want to change.
5. On the right side, click on **Edit** or **Delete.**

Delete this Meeting   Save as a Meeting Template   Edit this Meeting   **Start this Meeting**

You have created 2 polls for this meeting.   Add

Title   Total Questions   Anonymous

⌄ Poll 1:Week 10   4 questions   No   Edit   Delete

⌄ Poll 2:Week 11   1 question   No   Edit   Delete

6. If you clicked edit, you will see the original poll and you can make whatever changes you want.
7. When you are done, click on **Save** on the bottom.

Edit Poll 2

Week 11

☐ Anonymous? ⓘ
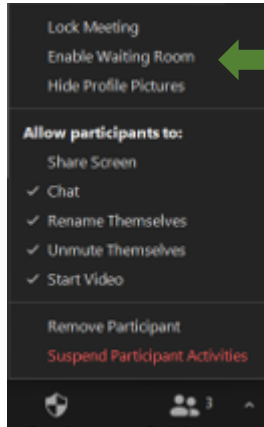
Enable Wait Room

During the meeting, if you want to enable the waiting room so any other participants will have to wait to be admitted, the host/co-host can click on the Security Icon and select the second one, Enable Waiting Room.

You can also do that from the Participants list. On the bottom right corner click on the three dots (more) and then select Enable Waiting room.
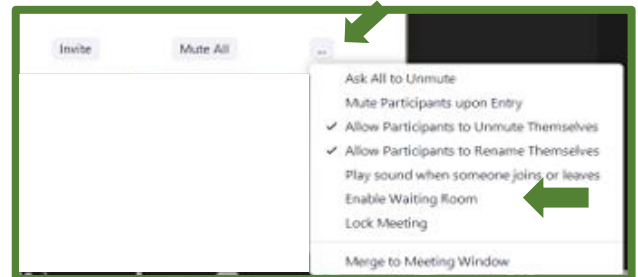
You can then click on either one of these again to disable the waiting room.

Move Someone to Waiting Room

If you need to move one or more participants to the waiting room during the meeting, you can open the Participants list, hover over their name, click on More and select Put in Waiting Room.
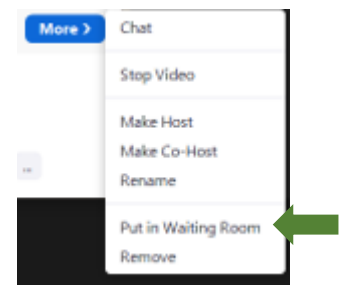
Participants

The participants will get a sign asking them to wait.

The host/co-host can admit attendees one by one or hold all attendees in the Waiting Room and admit them all at once.

Please wait, the meeting host will
let you in soon.
[name of the scheduled meeting]

The participants in the waiting room cannot see each other; they don't even know I they are the only one there.