

# Zoom as an Enterprise Service at UNM

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# The Media and Collaborative Apps Team

- Around 30 combined staff and students
- Based in Woodward Hall Video production and live meeting support
  - Production Studio
  - Web Services
  - Classroom and Conference Space Design
  - Training and Technical Support

## What is Zoom?

- Video Conferencing to the Desktop
- High Quality, Easy to Use, Reliable
  - HD Video
  - High Quality Audio with built-in Noise Suppression and Acoustic Echo Cancellation
- Extensible
  - Large Meetings and Webinars
  - Integrations with Legacy Video Conferencing Systems
  - Simple Recording Tool (some cautions here)

## What is an Enterprise Service?

- Support at the institutional level
- Exists within Policy and Regulatory Frameworks
  - Privacy (HIPAA, FERPA, Human Research, ...)
  - Homeland Security
  - Consumer Protection Laws
  - Accreditation and Budgeting
  - Sharing of Intellectual Property

## Zoom Use at UNM

- If we have Skype (and Collaborate), why do we need Zoom?
- Zoom and Synchronous Online Classes
- Department and Individual Zoom Purchase Proliferation
- Enterprise Subscription Purchase in Fall 2019 – close collaboration with the HSC CIO's office
- Currently migrating the multiple Zoom subscriptions into the Enterprise Subscription

## Zoom Use-Cases

- Meetings with non-UNM participants (be thoughtful about meetings that do not require authentication)
- Large meetings or webinars (possibly with support from my team)
- Meetings that require high quality audio and video

# Who is eligible for a Zoom account?

Essentially everyone at UNM.



## How do I get an account?

Send a request to [media@unm.edu](mailto:media@unm.edu)

# How do I request support for an event?

Send a request with a description of the event to [media@unm.edu](mailto:media@unm.edu)

# How do I request Zoom training?

Send a request to [media@unm.edu](mailto:media@unm.edu)

## What are the different types of Zoom Accounts?

- Basic (provisioned to anyone who logs in with their NetID)
- Pro (provisioned by request)
- Special Entitlements
  - No charge for the use one of shared Large Meetings and Webinars
  - Additional cost for a dedicated entitlement

## Best Practices for Zoom Meetings

- Be careful when posting links to recurring meetings
- An inexpensive USB headset or speakerphone is better than built in speakers/microphones
- Mute your microphone when you are not speaking to limit background noise for others
- Test your meeting and equipment in advance
- Use authentication to protect privacy
- Avoid recording meetings with students
- Do not share cloud recordings
- Do not hesitate to reach out to us. We are here to help you succeed.

## Hardware Discussion

- Simple and Inexpensive USB Devices
- Integration with Room A/V Systems
- Some Show and Tell





Use a live collaboration technology or record video of students in a way that potentially violates student privacy protections.



Require authentication to verify institutional identity and only share with students enrolled in the class.



## Support Resources

<https://unm.zoom.us>

<https://zoom.us/resources>

<https://online.unm.edu/help/learn/students/web-conferencing/zoom/index.html>

<https://hsc.unm.edu/about/cio/user-support/support/Zoom.html>

<https://registrar.unm.edu/privacy-rights/ferpa.html>

<https://hsc.unm.edu/admin/compliance/HIPAA.html>

<https://irb.unm.edu/>

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# Thank You

Questions?