

Zoom as an Enterprise Service at UNM

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Item 2 Item 2 Item 3

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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





How do I request support for an event?

Send a request with a description of the event to media@unm.edu



How do I request Zoom training?

Send a request to 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



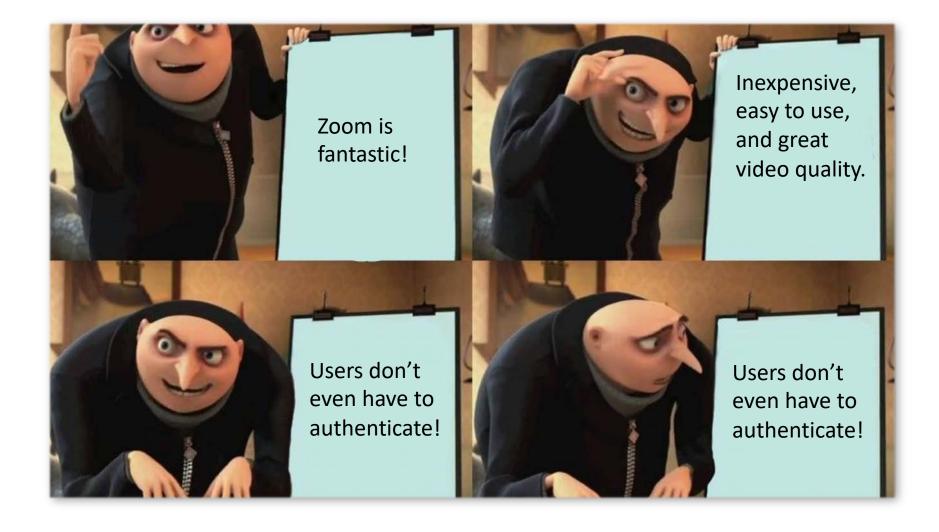
Best Practices for Zoom Meetings

- 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

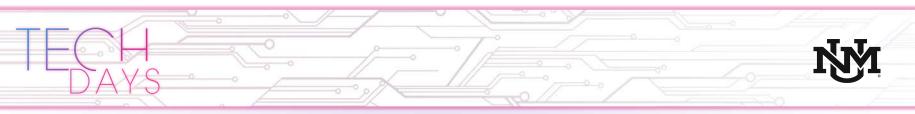
- Simple and Inexpensive USB Devices
- Integration with Room A/V Systems
- Some Show and Tell





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?