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
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
Zoom is fantastic!

Inexpensive, easy to use, and great video quality.

Users don’t even have to authenticate!

Users don’t even have to authenticate!
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?