

March 20, 2020

## **Guidance for Faculty utilizing free Zoom web conferencing**

ITS has received many requests for Zoom to facilitate synchronous virtual instruction. ITS provides WebEx to all faculty, staff and students to meet this need, however there may be cases where WebEx does not meet the instructional requirement. While ITS is exploring an enterprise license with Zoom, this will take time as Zoom is processing a high volume of requests from schools and companies nationwide.

We are aware that some faculty have explored Zoom's free service. We are not in a position to prevent faculty from using this resource and believe it is important that faculty are aware of the following:

The Zoom Terms of Service and Privacy Policy are made between the faculty and students who are signing up for the service and Zoom. Faculty should still practice best data privacy standards within the virtual environment:

- don't post lists of students in the chat
- don't share e-mail address lists
- never post grades in a chat

Also, students cannot be forced to share information or download software. Mason does not have a contractual agreement with Zoom at this time and are not under any controls or protections regarding the use and maintenance of education records.

If a student expresses concerns that cannot be worked out through an alternative arrangement, faculty should contact the Office of the University Registrar at [ferpa@gmu.edu](mailto:ferpa@gmu.edu).

ITS has compiled addition information and FAQs for faculty at <https://its.gmu.edu/knowledge-base/covid19-information-and-faqs-for-faculty/>