Video Conferencing

This is a simple guide to the video conferencing platforms offered to faculty, staff, and students here at Purdue. The items listed in the table of contents link directly to that section in the document. If you have questions outside of what this guide may answer, please contact us by phone or email.

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Feature Comparison

Please use this table as guide to compare features each platform offers. They should be considered when making a choice on which tool to use for a given scenario.

	Microsoft Teams	Cisco WebEx	Zoom
Free	X	X	
Max Meeting Size	300	8 (Students) or 1000 (Faculty, Staff)	300
Telephone Call in		X	
Brightspace Integration			X
Mobile Application	X	X	X
Desktop Application	X	X	X
Accessible via Web	X	X	X

Microsoft Teams excels at managing internal communications between groups and departments.

Cisco WebEx works well for hosting very large meetings and gives the ability to call in to the meeting directly through a provided phone number and meeting password.

Zoom can integrate directly with Brightspace to allow for straightforward virtual teaching.

All three services can be accessed by a dedicated application for Windows PCs, Macs, iPhones, iPads, Android Phones and Tablets or through a web portal.

Microsoft Teams

Please note the following disclaimers, as it is important to communicate the limitation of the Microsoft Teams Environment at Purdue:

1. The requestor of the Team is responsible for internal support questions and membership adjustments.
2. There is no automated way to keep a group up to date based on status, title or other memberships. All group member changes must be done by the administrator of the Team.
3. Copies of any documents that are shared inside of Teams must be saved in a space that is backed up by HHS IT if you wish to retrieve copies. HHS IT is **UNABLE TO RESTORE LOST DATA FROM AN MS TEAMS INSTANCE**
4. MS Teams instances are **NOT APPROVED** for storage of Sensitive or Restricted data. Storing Proprietary/intellectual property data on Teams is at your own risk. Please reach out to us if you need to store restricted data.
5. You cannot have the course number or name in the name of the Team due to FERPA restrictions.
6. Microsoft Teams currently has no way to "call-in" to meetings if you are unable to access Teams from a computer or mobile phone.
7. Inactive Teams are automatically deleted after approximately 12 months. We cannot retrieve data from such Teams.

After considering the above, reach out to us to request a Team to be created. We will need the following information:

Requestor (You) and any additional owners for the group. You will be able to add owners directly after the Team is created.

Will this be a Staff, Class, PLC or Other type of Team? While the full breakdown of differences can be seen here, Staff and Class are the two most common.

Name compliant with the following naming convention - HHS Department Group

We will reply if any additional information is needed or to let you know the request Team(s) has been created.

For additional resources on Microsoft Teams, please explore the following links:

How to use Microsoft Teams (20 minutes)

How to join a Teams Meeting (3 minutes)

Microsoft Teams Online Training and Resources in Higher Education

Spotlight – Dr. Kellerman Ignite Presentation

Spotlight – Customer Teams Presentations (FlipGrid)

Teams University

Teams for Education

Microsoft Teams Help Center

Teams Adoption Guidance

Educator Center – Online Teams Courses

Staff

Collaborate Faster using Microsoft Teams for Higher Education Staff

Supporting Learn Initiatives with Staff Teams

Faculty/Students

Transform Learning with Microsoft Teams

Crafting a Collaborative Learning Environment with Class Teams

Training Teachers to Author Accessible Content

Microsoft Teams Course 1: All about Teams (presenter-led training)

Microsoft Teams Course 2: Let's Share (presenter-led training)

Microsoft Teams Course 3: Working with Students (presenter-led training)

Microsoft Teams Course 4: Assignments and Feedback (presenter-led training)

Microsoft Teams Course 5: Class Notebook in Microsoft Teams (presenter-led training)

Cisco WebEx

Cisco WebEx is a web conferencing tool for Purdue faculty and staff. WebEx is a great solution for meetings and office hours. Using WebEx, Purdue faculty and staff can schedule meetings in which anyone can participate or present information. Once the meeting has begun, hosting authority can be transferred to any participant, including students.

Please note the following disclaimers:

BoilerKey authentication and a Purdue email are required to host a meeting.

Computer audio is the preferred method as the University pays a per minute per participant cost when using the phone-in method.

Please be aware of applicable state and federal laws when recording. WebEx is not intended to be used to display or discuss controlled or restricted data. Instructors should be aware of resources and best practices for teaching online while keeping student data secure and complying with the Family Educational Rights and Privacy Act, known as FERPA:
https://www.purdue.edu/registrar/FERPA/index.html

Do **NOT** record class. Teaching and Learning Technologies recommends not using WebEx for instructional delivery. If you need to record your lectures, use one of the tools recommended by Purdue Innovative Learning. Options may be viewed at:
https://www.itap.purdue.edu/services/webex.html

Faculty, Staff, and Students all have different access to the service. The following table breaks down the main differences.

Faculty & Staff	Students	Teaching Assistants
purdue.webex.com	purdue-student.webex.com	Access to purdue.webex.com by request
1000 Participant limit	8 Participant Limit	No limit specified
Access to recording, personal room, and telephony	No access to recording, personal room, and telephony	No access to telephony, personal room and recording allowed
Access to WebEx Events and Trainings	No access to WebEx events and Trainings	Access to WebEx Events and Trainings

If you are Faculty, Staff, or otherwise given access to purdue.webex.com, you will always have a persistent meeting room available that can be utilized for impromptu meetings. It can be accessed at purdue.webex.com/meet/username where username is your Purdue Career Account username.

WebEx meetings may be recorded by clicking the record button. WebEx meetings are moved automatically to Kaltura although it may take up to 24 hours to transfer. Events and Trainings are stored in WebEx for at least one week.

For additional resources on Cisco WebEx, please explore the following links:

WebEx Resources:
https://www.purdue.edu/innovativelearning/supporting-instruction/instructional-technology/webex.aspx

Cisco's 'Get Started with Cisco WebEx Meetings for Hosts' may be found at:
https://help.webex.com/en-us/nrebr3c/Get-Started-with-Cisco-Webex-Meetings-for-Hosts

Cisco's 'WebEx Audio Troubleshooting' may be found at:
https://help.webex.com/en-us/WBX12581/Webex-Audio-Troubleshooting

How do I schedule my WebEx meetings?

How do I access and share my WebEx recordings?

How do I secure my WebEx meetings?

Zoom

Zoom is a relatively new video conferencing platform that works great for virtual classrooms. Purdue University has entered into an agreement to Zoom at a **heavily discounted** rate. West Lafayette, Northwest, and Fort Wayne campuses can use Zoom by purchasing use licenses at a price 70% off the regular rate and 50% lower than the educational bulk rate. This new agreement will allow consolidation of accounts already using Zoom with an @purdue.edu, @pnw.edu or @pfw.edu to ensure that approved security procedures are being following and enterprise tools can be properly configured.

Within the coming weeks (if not already completed) all Zoom accounts created with a Purdue email address from all three campuses, paid or free) will be brought into this central enterprise agreement. The following link provides information on how departments can order licenses.

https://www.pnw.edu/information-services/services/zoom/

Please note that Zoom is authorized for use of Sensitive and FERPA data *with caution*. It **IS NOT** authorized for use of Restricted/Proprietary, HIPAA, GLBA, or Controlled-Unclassified data. Visit the SecurePurdue page for more information.

Virtual Classroom Tool

Zoom will also be integrated within the D2L Brightspace learning management system and can be used as a virtual classroom tool for online courses and to facilitate interaction with students who are not able to participate in face-to-face instruction.

Courses seeking to use Zoom must have a license, which will be charged to the department. More information about using Zoom and obtaining a license is provided by Purdue Northwest, which is overseeing the Purdue system account.

For more information about selecting a virtual classroom tool for your course, contact one of the following campus teams:

- West Lafayette: tlt@purdue.edu
- Purdue Fort Wayne: petersta@pfw.edu

- Purdue Northwest: csc@pnw.edu

This brief FAQ from ITaP also has additional information.

For any additional questions, please contact HHS IT via phone at 765-496-2896 or email at hhshelp@purdue.edu