



MEMORANDUM

To: Academic Deans

From: Charles F. Zukoski
Provost and Senior Vice President for Academic Affairs

Date: August 11, 2020

Subject: Zoom Updates

You recently received an [email](#) regarding the launch of auto-generated, pre-configured and auto-recorded USC Zoom meetings for every fall semester course in USC's Blackboard Learning Management System (LMS). These auto-generated Zoom sessions will be the default for the USC Zoom tenant (i.e., usc.zoom.us) and for classes taught in Blackboard.

The auto-generated Zoom sessions will:

- Save faculty time from setting up their own Zoom meetings
- Be pre-configured with the recommended [security settings](#) to help avoid Zoom classroom intrusions and other issues
- Be automatically recorded and available for students to watch and re-watch on their own schedule

As we have discussed, Zoom intrusions are a serious problem and we need to address the prevention of these incidents together. We are accountable to our students, faculty, and staff. On our end, we are strengthening our systems to help prevent this from happening. We need your partnership and leadership in helping our faculty learn and confidently apply guidance and best practices.

To ensure the safety and security of our online classes:

- Schools are required to use the USC Zoom tenant for all online classes.
 - If a school uses their own Zoom tenant, the school must ensure that their local Zoom tenant is configured according to USC standards. For more information about these settings, visit [this page](#) on the Keep Teaching website.
 - Note: Some schools may have classes that are delivered through third-party providers or through means other than Zoom and would be exempted from this requirement.
- Faculty are required to use these auto-generated, pre-configured and auto-recorded USC Zoom meetings.
 - If a faculty member objects to this, they must submit a [request](#) by Thursday, August 13 to opt out. This request must be approved by you.
- All staff and faculty who facilitate and/or moderate Zoom sessions are required to review and be knowledgeable of [Zoom Moderation Best Practices](#) and [Zoom Security Settings](#).

Faculty have several location options for teaching remotely this fall based on their needs. These include:

- Teaching from home
- Teaching from their USC office
- Reserving a USC classroom via spaces@usc.edu or using a [USC Zoom Studio classroom](#)

August 11, 2020

Page 2

If there are ways we can help make this transition smoother and [support](#) you as we continue through this together, please feel free to contact ITS. You are also encouraged to share this guidance with the information technology teams that support your school. If you or your faculty encounter issues or need additional support, please contact the ITS Customer Support Center at 213-740-5555 or email consult@usc.edu.