Zoom Security & "Zoombombing"

Zoom has quickly become the conferencing solution of choice for many higher education institutions across the country, and recent media coverage about Zoom privacy and security settings has led to an increasing number of questions related to the service. To ensure the Northwestern community is prepared to respond to these questions and concerns, the University wants to make sure you are aware of the following information and efforts.

"Zoombombing"

Several universities, including Northwestern, have reported cases of "Zoombombing"—when uninvited guests intentionally join Zoom sessions and sometimes share their screens to disrupt meetings with disturbing imagery and comments. To address this challenge, Northwestern IT has guidance on how to restrict access to Zoom meetings so that our community is better prepared to manage these concerns.

- IT News Article—"Tips for Protecting Your Meetings from 'Zoombombing'" is available on the Northwestern IT website and was shared via the *Canvas Minute*.
- Knowledge Base—The IT Knowledge Base includes numerous Zoom self-help articles, including steps for managing security and privacy in Zoom meetings. This information is also referenced on the Zoom service page.
- Remote Teaching—The Guidance for Remote Teaching page includes a link to the Zoom Understanding Zoom Privacy and Security Settings page, and faculty have been directed to this page in previous messaging.
- Other Postings—Additionally, Northwestern IT continues to promote this information via social media posts and a web banner on the IT homepage.

Northwestern IT will continue to monitor this trend and update the support information as it becomes necessary. If you receive reports of this issue, please contact the Law IT group.

Zoom Privacy

Northwestern's contract with Zoom includes terms negotiated by Internet2 on behalf of many universities that ensure strong security and data-privacy protections. The Office of General Counsel reviewed those terms, and Zoom's information security practices were scrutinized through a rigorous and comprehensive review—including a Service Provider Security Assessment—that Northwestern IT applies to all software purchases. If you are receiving inquiries related to Zoom privacy, please be aware that more information related to privacy and Zoom is available online to all faculty, staff, and students.

- Zoom Service Page—For more information on Zoom's privacy policy, FERPA compliance, and how Northwestern IT keeps University information secure when selecting providers, please visit the Zoom service page.
- Downloading Recordings—Some faculty have inquired about the availability of recordings as downloads. By default, recordings are **not** available for download.

Instructions for changing this setting are available on the [Understanding Zoom Privacy and Security Settings page](#) under the "Post-Meeting Recording Controls" section.

The University's [Resources for Teaching, Learning, and Working Remotely page](#) continues to be updated and contains information for students, faculty, and staff asking questions about how to secure their home devices.

Adapted from an email sent to NU Faculty and Staff by:

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