Greetings students, faculty, and staff,

We need your help!

The past year has presented us all with extraordinary circumstances that have led to the significantly increased adoption of a number of tools - none more so than Zoom. This increase in usage has led to a similar increase in the number of cloud recordings within our UMS Zoom account. The published policy, as noted on all Zoom cloud recording notification emails, is that Zoom recordings will not be guaranteed to be kept for longer than 14 days. However, in practice, this policy has not been enforced, and we are fast approaching our contracted limits for recordings. Given that, we need your assistance in freeing up space on Zoom and making sure we can move to enforce the space policy starting in early 2021.

As an alternative to storing recordings on Zoom, our Kaltura contract does provide us with both unlimited storage and an unlimited number of uploads and downloads of recordings. This was one of the factors that led to the decision to make Kaltura our designated storage solution for video content. Other benefits of Kaltura include:

- Advanced content publishing options, allowing for better control and security of recorded content
- Robust integration with the Learning Management System
- Built-in tools that allow for the editing and categorizing of content
- The ability to order professional captions for recordings that are required to meet legal obligations regarding accessibility

How you can help:

1. Review your Zoom cloud recordings by logging in at maine.zoom.us and clicking on Recordings.

2. Any recordings that you no longer need should be deleted. Deleted items go to a Trash folder for 30 days and can be individually retrieved, if necessary, or permanently removed to help free up space. If you are certain that you do not need any of the recordings in the trash, you may select 'Empty Trash' from the upper right hand corner, expediting the cleanup of your deleted recordings.

3. For recordings that you wish to keep for later use, verify that they exist in Kaltura by reviewing your My Media at video.maine.edu or within Brightspace.

   a. To access "My Media." Click the "Kaltura" Icon in your MyCampus portal.

   b. Then click your name in the top right and choose "My media".

4. If they do not exist in Kaltura, you can follow the steps on this guide to manually move them over. Alternatively, recordings can be downloaded from Zoom and stored in another location - Google Drive, OneDrive, local hard drive, etc. Note: It is the content owner's responsibility to make sure locally-stored recordings are backed up and secured appropriately.

What happens next?

In the future, the 14-day auto cleanup feature for Zoom recordings will be turned on, per the stated policy. US:IT will work with campus stakeholders to identify a date for turning on this feature which will be dependent upon how much storage is freed up by the above activities. Additional warning and communication will be provided prior to any changes going into effect. Information will also be posted on the Zoom Support Page.

We appreciate your continued support and are committed to working with the UMS community and Zoom to provide the best web conferencing experience possible.
With regards,
The US:IT Zoom Support Team

Zoom Cloud Recording Communication.pdf