

Foothill-De Anza Community College District

Zoom AI Companion Reference Guide

Zoom AI Companion Overview

Zoom AI Companion is an AI-based digital assistant that delivers real-time capabilities and functionality when using Zoom. Zoom's AI Companion introduces a range of features designed to boost productivity and accessibility in meetings and communications.

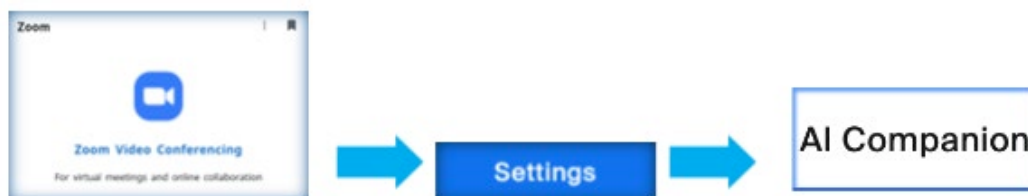
- **Companion Questions:** AI Companion lets you quickly catch up and clarify what you missed in a meeting without interruption. This can spark engaging discussions and ensure everyone's voice is heard.
- **Smart Recordings:** AI Companion brings intelligence to your recordings, allowing you to quickly revisit key moments and insights. This feature is enhanced with conversation analytics, topic-tracking indicators, and playlists.
- **Meeting Summaries:** AI Companion provides meeting summaries and tells you who said what, highlights essential topics, and outlines the next steps. This ensures everyone leaves with the same conversation record and understanding of action items.

Please note these features are not automatically enabled for employees with district approved Zoom accounts; however, individual users can now opt in to enable them.

The district has approved the use of Zoom AI Companion as the one of only two designated AI meeting summary option, advising against other free or paid third-party tools or plug-ins (e.g., Otter.ai, Fathom, etc.) due to privacy and data security concerns. For more information, please refer to the district's [Artificial Intelligence Use and Adoption Considerations](#) guide.

Turning on and using this feature in your Zoom account:

To enable the Zoom AI Companion, please (a) click on your Zoom tile in MyPortal, then (b) click on Settings, then (c) click on AI Companion tab on top of the page, followed by (d) turn on AI Companion panel. A visual walkthrough is included below:



General

AI Companion panel in Zoom Workplace NEW



AI Companion smart assistant will appear in the Zoom Workplace app and can be opened with the AI sparkle icon in the app header. Users in your account can ask questions of AI Companion smart assistant. AI Companion will be able to access Zoom data available to a specific user (e.g. meeting summaries, Team Chat messages, Docs), as well as any enabled third-party data sources, to help answer those questions. ☒

Privacy and Security

When using any of the features included with Zoom AI Companion, please be aware of the following restrictions and requirements:

Public Records

Like other district meeting summaries and/or recordings, those created using AI tools may be considered public records and are subject to public records requests and discovery during litigation. Please handle information generated by Zoom AI Companion in accordance with the [California Public Records Act](#) and the process outlined by the [Chancellor's Office](#) and [Administrative Procedure \(AP\) 3300](#).

Accuracy and Completeness

If you enable any of the Zoom AI Companion features, please review all recordings and summaries generated by Zoom for accuracy and completeness, and to correct any errors or inaccuracies.

Respecting Meeting Participants

- At the beginning of any meeting where the use of Zoom AI Companion is intended by the host, the host should inform attendees and allow for objections. There may be situations in which a mandatory attendee elects to opt out. In such cases, the host should not use the Zoom AI Companion features.
- The Zoom Meeting Summary can be enabled/disabled by the meeting Host, Alternate Host, or Co-Host at any time.
- An attendee's request to opt out of the use of Zoom AI Companion should not be used as a basis to exclude the attendee from that or other meetings, discipline the attendee, or otherwise treat the attendee differently than those who consent to the recording (e.g., by excluding the attendee from future meetings, or challenging the attendee's opinion).
- Be aware of both faculty and student copyright rights in materials that may be recorded or shared using Zoom AI Companion.

Accessibility

- Please review Zoom's [Accessibility Support Page](#) for more information about the accessibility features of Zoom AI Companion.
- To enable captions (Zoom live transcripts), click on the *Show Captions* button () in the Zoom toolbar.
- Ask participants to enable their video, especially while speaking, to help people who lip read.
- Encourage speakers to describe visual images and any action for people who cannot or are unable to see the screen.

Data Protection

- Exercise caution when deciding whether to use the Zoom AI Companion features in meetings where particularly sensitive, privileged, or confidential data or information may be discussed.

- Consider your audience and be cognizant of the meeting summaries and smart recordings that will be shared, especially with information that is sensitive.
- Do not use the Zoom AI Companion in any clinical, telemedicine, or healthcare settings that involve protected health information (PHI) governed by the Health Insurance Portability and Accountability Act (HIPAA). Additionally, do not use the Zoom AI Companion to process, transmit, or store any personally identifiable information (PII) protected under the Family Educational Rights and Privacy Act (FERPA), such as names, birthdates, addresses, student or employee ID numbers, or any combination of data that could be used to identify an individual or result in identity theft or misuse.
- If it becomes necessary to discuss sensitive matters, the meeting host should (a) stop the *Meeting Summary* tool by selecting 'Stop Summary' on the Zoom toolbar, or (b) stop the *Smart Recording* tool by selecting 'Stop Recording' on the Zoom toolbar.
- Familiarize yourself with the following Board and Administrative Policies: (a) [Electronic Information Security BP/AP 3260](#), (b) [Computer and Network Use: Rights and Responsibilities BP/AP 3250](#), and (c) [Disclosure of Student Records BP/AP 5050](#).
- Zoom has indicated that it does not use your audio, video, chat, screen sharing, or any other communication content (e.g., poll results, whiteboard, and reactions) to train Zoom's or its third-party AI models. Please refer to the [How Zoom's Terms of Service and Practice Apply to AI Features](#) blog post.

Retention

- Zoom Meeting Summaries, Smart Recordings, and Whiteboard Content are stored on the Zoom cloud for 30 days. If you need access to a recording or meeting summary after the Zoom video file retention date, they should be moved to a different file location.
- Please engage in best practices for data storage and adhere to district guidelines for the storing of sensitive files (as applicable), as outlined in [Classification, Retention and Destruction of Records \(BP/AP 3410\)](#).

Additional Resources

- [Zoom AI Companion Support](#) and [Zoom AI Assistant](#) (Foothill-De Anza AI Resources Website)
- [Unleashing the Power of AI: Exploring Functionalities & Possibilities in Zoom](#) (CCCTC Webinar)
- [Zoom AI Companion Information](#) (Riverside Community College District)
- [Zoom AI Companion Guide for Faculty](#) (California State University Long Beach)
- [About Zoom AI Companion](#) (George Mason University)

Frequently Asked Questions

Why don't I have access to Zoom AI Companion tools?

To use Zoom AI Companion tools, you must be logged into the Zoom client [using your FHDA zoom account](#) either on your computer, a mobile device, or through Canvas.

- **Hosts:** To access Zoom AI controls as a meeting host, you must first ensure AI Companion is enabled in your Zoom settings.
- **Attendees:** You will only be able to access AI Companion tools if the host has enabled them. If you see the AI Companion option in a meeting but it is not enabled, you can send a request to the host that they enable AI Companion.

Is Zoom using content to train its AI (Artificial Intelligence)?

- No, Zoom does not use user-provided content to train its artificial intelligence. Please refer to the [How Zoom's Terms of Service and Practice Apply to AI Features](#) blog post.
- Zoom does not use any of your audio, video, chat, screen sharing, attachments, or other communications like customer content (e.g., poll results, whiteboard, and reactions) to train Zoom's or other third-party artificial intelligence models.

If the host enables Zoom AI Companion, are attendees notified?

- Yes, attendees are notified and if they have any concerns, they should notify the host.
- A Zoom pop-up notification will alert the meeting attendees that the host has enabled the features.

What can AI Companion in meeting questions answer?

- AI Companion can only access information discussed in the meeting.
- It does not have access to the internet so it cannot answer general questions.
- It also cannot answer questions about in-meeting chat.

What are Zoom Notes?

- Hosts and attendees can easily take notes that can be restricted or shared with others for collaboration.
- If Zoom AI Meeting Summary is not used, Notes provides an integrated option to take notes.
- Notes are retained for 30 days. If longer retention is needed, they should be moved to a different file location.