

VIDEO CONFERENCING AT NWU

The developments around COVID-19 resulted in a large increase in videoconferencing use, also at NWU.

1 Official NWU-IT supported videoconferencing platform:

Vidyo: Supported through the Tertiary Education and Research Network of South Africa (TENET). Vidyo is currently being utilised near the limits of its capacity for the number of concurrent users. NWU-IT would prefer reserving Vidyo use for strategic meetings, especially those coordinated by NWU Corporate Governance and Information Services.

2 Other Video conferencing options

NWU staff spontaneously utilise a variety of videoconferencing services on their own (**not officially supported by NWU-IT**). The platforms most popular at the NWU, are:

Zoom: Has grown in popularity in this time, also at the NWU, but has been in the news concerning serious security issues. When continuing to use Zoom, **allocate passwords to meetings** and be mindful of security threats. For protective measures click [here](#). When using the free version of Zoom, note the restrictions when planning your meeting

Teams: NWU is licensed for Teams as part of our Office 365 Agreement. Click [here](#) to see how to access and use Teams for video conferencing.

Google Meet, and

Skype and WhatsApp are also Apps used for chatting and video calling for smaller groups.

3 Videoconferencing etiquette

NWU videoconferencing users are realising the importance of videoconferencing etiquette, as set out in the following [documents](#) on the NWU-IT Service Catalogue, in order to optimise videoconferencing efficiency.

These include taking care when joining a meeting in progress and keeping microphones muted when it is not your turn to speak, so that interfering sounds and echoes in your environment do not interrupt the person addressing the meeting.

Common practices for promoting productive meetings include using a backchannel communication environment, such as the meeting chat function, to assist in meeting progression and reaching consensus.

4 Contact

For further information, contact your campus IT service desk

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