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# **Gear Up for 2025...**

## **Zoom Tools with AI Companion**

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January 22, 2025 | 12:00 pm – 1:00 pm

Presenter: Donna Gustafson

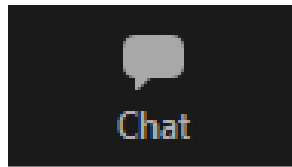


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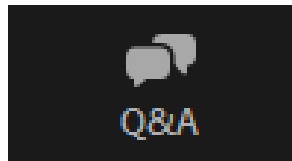
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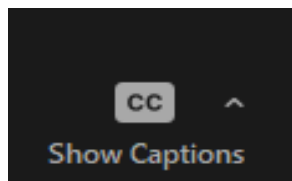
# Housekeeping



Click “Chat” to read chat messages from the presenter.



Click “Q&A” to submit a question and/or read other questions.



Click “Show Captions” to read live captions.

# About TechConnect

TechConnect is a grant funded project from the California Community Colleges Chancellor's Office that provides multiple technology services to the students, administrators, faculties, and staffs of all colleges in the system. Its products and services are specifically designed to:

- Enhance the quality of learning materials
- Promote faculty-student engagement
- Streamline learning collaboration
- Promote consistency in the use of online learning technologies throughout the CCC system

# CCC TechConnect Services



TechConnect Zoom	TechConnect Cloud	
e- Conferencing Services	Video Services	Online Teaching Conference
<p>Online meeting collaboration</p> <p>Web and video conferencing</p> <p>Virtual office hours management</p> <p>Auto-generated captioning for all meetings</p> <p>Instant sharing</p> <p>Integrates with Canvas</p>	<p>Securely store your media in one place</p> <p>Share your media to any audience</p> <p>Viewable on any device, with no ads</p> <p>Add media interactivity</p> <p>Closed captioning available</p> <p>Live event coverage, video production &amp; editing</p> <p>Integrates with Canvas</p>	<p>Annual premier event for CCC faculty, staff and administrators</p> <p>3 days of learning and sharing best practices for teaching in the classroom and online</p> <p>Over 70 sessions, offering 10 hands-on pre-conference workshops</p> <p>Serves nearly 1000 attendees</p> <p>Over 40 sponsors and exhibitors</p>

Gear  
Up...

It's 2025!



zoom  
**AI Companion**



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- AI Settings
- Workplace
- Team Chat
- Meetings
- Recordings



# AI Account Settings

The screenshot shows the Zoom web interface. At the top, the Zoom logo is on the left, and navigation links for Products, Solutions, Resources, and Plans & Pricing are in the center. On the right, there are links for Schedule, Join, Host, and Web App, along with a user profile icon. A left-hand sidebar lists various settings categories: Personal Devices, Whiteboards, Notes, Docs (marked NEW), Surveys, Workflows (marked BETA), Recordings & Transcripts, Summaries, Clips, Scheduler, Settings (highlighted with a yellow box), and Reports. The main content area has a search bar labeled 'Search Settings'. Below it, a tab bar includes 'AI Companion' (highlighted with a yellow box), General, Meeting, Recording, Mail & Calendar, and Audio Conferencing. Under the 'AI Companion' tab, a sub-menu lists 'General' (highlighted with a yellow box), Meeting, Team Chat, Recording, and Whiteboard. An arrow points from the 'Meeting' sub-item to the 'AI Companion panel in Zoom Workplace' (marked NEW) section. This section features a toggle switch (highlighted with a yellow box) that is currently turned off and labeled 'Locked by admin'. Below the toggle, a paragraph explains that the AI Companion smart assistant will appear in the Zoom Workplace app and can be opened with the AI sparkle icon. It also states that users can ask questions of the AI Companion smart assistant, which will be able to access Zoom data available to a specific user (e.g., meeting summaries, Team Chat messages, Docs), as well as



# AI Settings for Meetings

Notes

Docs NEW

Surveys

Recordings & Transcripts

Summaries

Clips

Scheduler

Settings

Reports

ADMIN

Dashboard

> User Management

Scheduler Management

> Team Chat Management

> Device Management

Node Management

Meeting

Allow users to ask AI Companion questions about the meeting   
Allow hosts and invited participants to ask questions to AI Companion during a meeting. Questions are answered based on the conversation transcript.   
☐ Automatically allow access when the meeting starts   
Share access with:   
☐ All participants and invitees  
☒ All participants only from when they join  
☐ Participants and invitees in our organization  
☐ Participants in our organization only from when they join  
☐ Only meeting host  
Meeting summary with AI Companion   
As a host, you can generate a summary. Summaries are sent after the meeting has ended based on the share options.   
☐ Turn on meeting summary automatically when meetings start  
☒ Send an email notification when sharing with users  
Include summary text in the email   
Automatically share summary with:





# AI Created Meeting Summary

Whiteboards

Notes

Docs NEW

Surveys

Recordings & Transcripts

**Summaries**

Clips

Scheduler

Settings

Reports

ADMIN

Dashboard

> User Management

Scheduler Management

> Team Chat Management

> Device Management

Summary

My Summaries

Shared with me

Trash

Q Search by topic or Meeting ID

From 

MM/DD/YYYY

To 

MM/DD/YYYY

Search

<input type="checkbox"/>	Topic	ID	Host	Date Created	
<input type="checkbox"/>	Donna Gustafson's Zoom Meeting	862 9074 7848	dgustafson@ccctechcon...	Jan 14, 2025 12:20 PM	↗
<input type="checkbox"/>	Donna Gustafson's Zoom Meeting	817 0187 9362	dgustafson@ccctechcon...	Dec 4, 2024 10:16 AM	↗
<input type="checkbox"/>	Evic & Donna - Recoding Roadmap	818 8231 8810	dgustafson@ccctechcon...	Nov 14, 2024 01:52 PM	↗
<input type="checkbox"/>	CCCCO - Recording Retention in Subaccounts	873 3662 3966	dgustafson@ccctechcon...	Oct 22, 2024 01:01 PM	↗
<input type="checkbox"/>	Palomar Flex Day - Zoom Notes	864 1137 1181	dgustafson@ccctechcon...	Aug 21, 2024 02:06 PM	↗



# AI Summary Example

[My Summaries](#) > Meeting Summary for Evic & Donna - Rec...

## Meeting Summary for Evic & Donna - Recoding Roadmap

Nov 14, 2024 01:42 PM Pacific Time (US and Canada) ID: 818 8231 8810

### Quick recap

Evic and Donna discussed the process of informing colleges about upcoming changes in their recording management system, emphasizing the importance of tracking responses and potential follow-up actions. They also discussed the timeline for Zoom recording deletions, which was initially set for November but was moved to December, and the possibility of pushing the deletion dates back to October 2025. Lastly, they addressed technical issues Donna was experiencing with her computer and a meeting with Zoom scheduled for the next day.

### Next steps

- Evic to confirm with Zoom if they can schedule deletions back to 2017 through July 31, 2024, during the meeting scheduled for tomorrow at 11 AM.
- Donna and Evic to prepare and update the webinar content for the upcoming Q&A session, focusing on recording management and deletion processes.
- Evic to create a recommendation for campus notification regarding the Zoom recording management timeline and policy.

### Summary

#### College Communication and System Changes

In the meeting, Evic and Donna discussed the process of sending out information to colleges about upcoming changes in their recording management system. They emphasized the importance of tracking who opens and reads the emails to ensure accountability. Evic suggested following up with phone calls to colleges that haven't responded or taken action. They also discussed the possibility of reusing a webinar about recording management for colleges that haven't attended one yet. The team agreed to monitor the situation closely, particularly in the months leading up to the changes, and to be prepared for potential inquiries and concerns from the colleges.



# AI in the Workplace App



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# Companion Panel

The screenshot shows the Microsoft Teams interface. The top navigation bar includes Home, Team Chat, Calendar, Notes, and More. The Companion Panel on the right displays AI-generated responses to queries about calendar events and shared whiteboards.

**Top Navigation Bar:**

- Home
- Team Chat
- Calendar
- Notes
- More

**Left Sidebar:**

- All notes
- New
- Search
- Modified (new-old)
- Owned by anyone
- Donna Gustafson's Zoom Me...
- Donna Gustafson
- modified at Dec 19, 2024 by Donna Gustafson

**Companion Panel:**

AI Companion

Calendar events this week?  
01:15 PM

According to my search results, you don't have any calendar events scheduled for this week, Donna. If you need to add or check events, please let me know.

Do I have any shared whiteboards?  
01:16 PM

Based on my search results, you don't have any shared whiteboards at the moment, Donna. If you need to create or access a shared whiteboard, let me know and I can guide you through the process.





# Team Chat

The screenshot displays the Microsoft Teams application interface. On the left is a dark blue sidebar with the 'Team Chat' header and a list of navigation options: Mentions, Drafts (1), Bookmarks, Reminders, and More. Below these are 'Messages' with sub-options: Starred, Project Team, SUPPORT TEAM, Work Crew, Check In/Check Out, Team Interactions (highlighted in blue), PRIVATE Heather & Lucy, Recents, and Apps. The main area shows a chat window for a group named 'Te...' (EXTERNAL) with 6 members. The chat history includes two messages from 'You' at 4:20 PM. The first message asks, 'Is everyone ready for the big presentation in January?' and has one thumbs-up reaction. The second message states, 'Last version of the outline and power point is store in our shared drive account.' Below the chat is a status bar indicating 'External members present'. On the right, the 'AI Companion' sidebar is open, showing a summary of recent messages: 'The recent messages in this chat are from Donna Gustafson on December 24, 2018. She asked if everyone is ready for the big presentation in January and mentioned that the latest version of the outline and PowerPoint is stored in the shared drive account.' Below the summary are buttons for 'Show sources (1)', 'Summarize recent messages' (highlighted with a yellow box), 'List recent action items', 'Write a short message to share gratitude', and 'Summarize new messages'. At the bottom of the AI sidebar is a text input field 'Write a message or type / for more' and a disclaimer: 'AI can make mistakes. Review for accuracy.'



# Docs

**Docs**

Search Ctrl/ +

Notifications

Recent

My meetings

My docs

Shared with me

Starred

Shared folders +

Shared folder is a central place for your team to seamlessly share and collaborate on docs.

[New shared folder](#)

Settings | Trash

**Recent**

New document Create from me... Templates Import

Name	Creator	Last viewed
Review	Donna Gustafson	4 minutes ago
RECORDING STORAGE: DRAFT DEC REMINDER #2	Donna Gustafson	2 weeks ago
Subs - AI Enabled Status 110724	Donna Gustafson	2 weeks ago
Ticket-Category-Tags-Selecting to Use	Donna Gustafson	2 weeks ago
RECORDING STORAGE: OCT NOTIFICATION #1	Donna Gustafson	3 weeks ago
Team Meeting - Palomar Flex Day Planning	Donna Gustafson	3 weeks ago
RECORDING STORAGE TIMELINE & ACTION STEPS 1...	Donna Gustafson	3 weeks ago
Evic Oropilla's Personal Meeting Room 2024-10-16 0...	EO Evic Oropilla	1 month ago



HomeTeam ChatCalendarDocs

More

Docs

SearchCtrl/+

Notifications

Recent

My meetings

My docs

Shared with me

Starred

Recent

New documentCreate from me...Templates

Name	Creator	Last viewed
RECORDING STORAGE: DRAFT DEC ...	Donna Gust...	2 w
Subs - AI Enabled Status 110724	Donna Gust...	2 w
Ticket-Category-Tags-Selecting to U...	Donna Gust...	2 w
Review	Donna Gust...	2 w

HomeTeam ChatDocs

More

Review

Donna Gustafson Updated at 10:52 01/07/2025

Meeting Information

Event name	Review
Time	Dec 13, 2024, 08:25 AM - 09:00 AM (PST)
Participants	Donna Gustafson Gabrielle Lieberg

Quick recap

The meeting covered various aspects of ticket handling and user management in a Zoom-related system, including processes for adding new users, transferring information, and addressing account settings. Discussions also touched on maintaining neutrality in acknowledgments,



# Surveys

The screenshot displays the Microsoft Teams Surveys application. The top navigation bar includes icons for Home, Docs, Team Chat, and Surveys (highlighted with a yellow box). The main area is titled "Design survey" and contains a section for "Untitled Survey 1". Below the title is a prompt "Describe your survey..." and a list of questions. The first question is "1. Untitled question" with two radio button options: "Choice 1" and "Choice 2". A "+ Add question" button is located at the bottom of the question list. On the right side, there is an "AI Companion" panel. At the top of this panel is a notification: "Answering questions about this product area using the AI Companion panel will be coming soon. [Learn more](#)". Below the notification is a text input field containing "survey about eating ice cream" (highlighted with a yellow box). An arrow points from this input field to the "Ice Cream Survey" section. The "Ice Cream Survey" section includes an introduction and a list of questions: "1. Introduction: This quick survey aims to understand your ice cream preferences. It should take about 2-3 minutes to complete. Your responses are anonymous." and "2. Questions: 1. How often do you eat ice cream? (Daily, Weekly, Monthly, Rarely, Never), 2. What's your favorite ice cream flavor? [Open-ended response], 3. On a scale of 1-5, how much do you enjoy ice cream? (1 = Not at all, 5 = I love)". At the bottom of the AI Companion panel is a text input field with the placeholder "Write a message or type / for more" and an upward arrow button. A disclaimer at the very bottom of the panel states "AI can make mistakes. Review for accuracy."





# Clips

The screenshot displays the Zoom Clips application interface. The top navigation bar includes icons for Home, Team Chat, Calendar, and Clips (highlighted with a yellow box). The main content area shows the 'Recent' tab with a '+ New clip' button (highlighted with a yellow box) and a search bar labeled 'Search by clip name'. Below the search bar is a video player showing a clip titled 'Donna Gustafson's Clip 12/11/2024'. The clip's thumbnail shows a woman speaking. The AI Companion sidebar on the right is active, displaying a prompt: 'produce actual video or audio clips. Is there some specific information about ice cream you'd like me to provide instead?'. Below the prompt is a text input field containing 'ideas for creating a clip about ice cream' (highlighted with a yellow box). The AI Companion also shows a timestamp '02:35 PM' and a list of 'Ice Cream Clip Ideas'.

**Recent** Feedback 2/5 clips

+ New clip

Search by clip name

Zoom Clips

Welcome to Zoom Clips

Based on your current screen, you can:

- Create up to 5 clips
- Record up to 2 minutes for a single clip
- View to see

Contact your account owner to upgrade your license too:

- Create unlimited clips
- Share longer clip length
- More premium features
- Learn more

Donna Gustafson's Clip 12/11/2024

Donna Gustafson  
Dec 20, 2024

AI Companion

produce actual video or audio clips. Is there some specific information about ice cream you'd like me to provide instead?

ideas for creating a clip about ice cream

02:35 PM

**Ice Cream Clip Ideas**

- Theme:** "The Sweet Journey of Ice Cream"
- Key elements:**
  - Ice cream making process
  - Variety of flavors
  - Cultural significance
  - Health benefits
- Visuals:**
  - Close-ups of colorful scoops
  - Time-lapse of ice cream melting
  - People enjoying ice cream
- Sound:**

Write a message or type / for more



# Notes

The screenshot displays the Microsoft Teams interface with the 'Notes' tab selected. The top navigation bar includes 'Home', 'Team Chat', 'Calendar', and 'Notes' (highlighted with a yellow box). A yellow circle highlights the AI Companion icon. The main pane shows 'All notes' with a search bar and filters. A list of notes is displayed, including 'Donna Gustafson's Zoom Me...' and 'Flex Day with Palomar Colleg...'. The right pane shows the 'AI Companion' view for a note titled 'Note for January 7, 2025', which includes a date, time, key points, and next steps. A yellow box highlights a prompt 'write a note about today' with an arrow pointing to the note title.

**Notes Interface Components:**

- Top Navigation Bar:** Home, Team Chat, Calendar, **Notes** (highlighted), More, AI Companion icon (circled in yellow).
- Left Sidebar:** Navigation icons for Home, People, Favorites, Recent, and Search.
- Main Pane (All notes):**
  - Search bar
  - Filters: Modified (new-old), Owned by anyone
  - Notes list:
    - Donna Gustafson's Zoom Me...**  
Donna Gustafson  
modified at Dec 19, 2024 by Donna Gustafson
    - Donna Gustafson's Zoom Me...**  
Donna Gustafson  
modified at Dec 19, 2024 by Donna Gustafson
    - Flex Day with Palomar Colleg...**  
Donna Gustafson  
modified at Dec 19, 2024 by Donna Gustafson

**AI Companion View (Right Pane):**

- Note for January 7, 2025**
- Date:** Tuesday, January 7, 2025
- Time:** 1:25 PM PST
- Key points:**
  - No calendar events scheduled for this week
  - No shared whiteboards currently active
  - Recent communications with Bryan:
    - Article edits completed
    - SmartSheet updates made
    - Training host changes implemented
    - Holiday break message cleared
    - New 2025 caption SmartSheet in progress
  - To-do: Follow up on 3C Media upload issue with Bryan
- Next steps:**
  - Review upcoming tasks and priorities
  - Consider scheduling any necessary meetings for the week
  - Check on progress of new SmartSheet project



# Whiteboards

The image displays the Zoom Workplace interface, specifically the Whiteboards section. The top navigation bar includes 'Home', 'Meetings', 'Team Chat', 'Whiteboards' (highlighted), 'Notes', 'Apps', and 'More'. A search bar and a user profile icon are also present. Below the navigation bar, the main workspace is a grid of dots. On the left, a sidebar contains various drawing tools. A 'Whiteboard content generation with AI Companion' panel is open, showing a text input field with 'Bake a pie', a 'Generate stickies' dropdown, and a blue arrow button. Below this, 'Suggestions' are listed: 'Give me a list of successful presentation techniques' and 'List the tools that would be helpful for hybrid work'. An inset image shows the result of the AI generation: a grid of 10 colorful sticky notes with pie-making instructions. An orange arrow points from the 'Generate stickies' button in the AI panel to the sticky note grid in the inset.

zoom Workplace

Home Meetings Team Chat Whiteboards Notes Apps More

Donna Gustafson Dec ...

Whiteboard content generation with AI Companion

Bake a pie Generate stickies

Suggestions

- Give me a list of successful presentation techniques
- List the tools that would be helpful for hybrid work

Buy pie ingredients Preheat oven to 375°F Make pie crust Prepare filling Assemble pie Crimp edges of crust

Bake for 45-50 mins Check pie at 30 mins Cool before serving Don't forget vanilla ice cream!



# AI in Your Meetings



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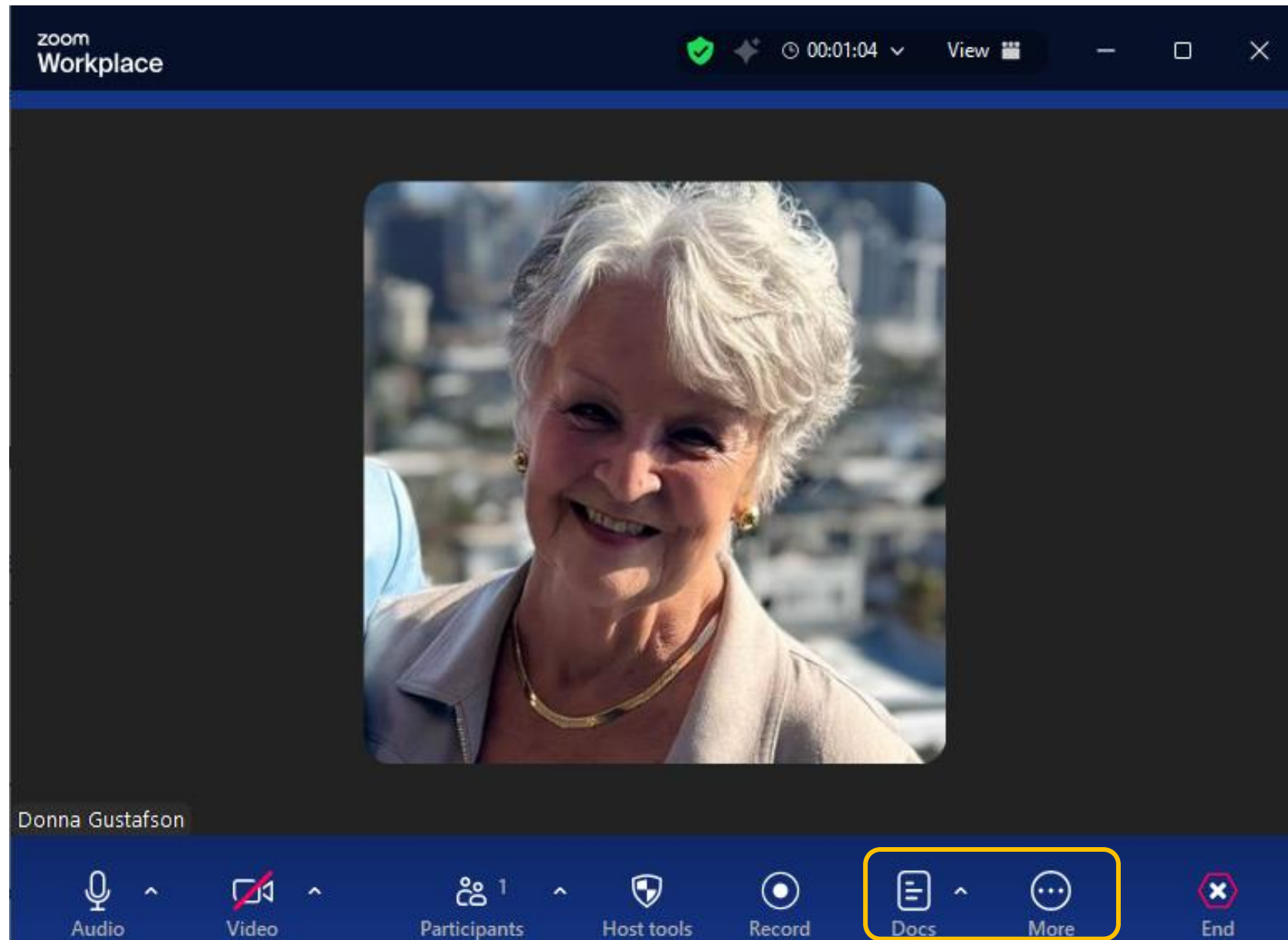
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# Docs



## Zoom Docs

Templates

More >

Meeting Agenda

Meeting Minutes

1:1 Meeting

Brainstorm

Recent

Search docs to share

Take notes

+ New

Docs tab - Take notes

Owner: Donna Gustafson

Untitled

Owner: Donna Gustafson

Untitled

Owner: Donna Gustafson

Review

Owner: Donna Gustafson

Open for myself

Share

RECORDING STORAGE: DRAFT DEC REMINDER #2

Owner: Donna Gustafson

Subs - AI Enabled Status 110724

Owner: Donna Gustafson

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# Whiteboard

zoom Workplace Meeting My whiteboard 00:09:03 View

Donna Gustafson's Zo...

Whiteboard content generation with AI Companion

List the tools that would be helpful for hybrid work

Generate stickies

Suggestions

- Give me a list of successful presentation techniques
- List the tools that would be helpful for hybrid work

Generate stickies

- Generate table
- Generate text
- Generate mindmap
- Generate flowchart
- Generate sequence diagram

Audio Video Participants Chat React Share Host tools Whiteboards More End



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zoom Workplace Meeting My whiteboard 00:11:02 View

Donna Gustafson

Donna Gustafson's Zo... Project management software Video conferencing tools

Refine results Add more

Virtual whiteboard Time tracking software VPN for secure remote access Ergonomic home office setup Digital signature tools Screen sharing software

Task management apps Collaborative document editors Virtual team building activities Remote desktop software Mobile hotspot device Dual monitors

Portable power bank Cybersecurity tools

Docs

75%

Audio Video Participants Chat React Share Host tools Whiteboards More End



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# Smart Recordings




# Smart Recordings



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## All About Using Zoom Notes



00:00:02 / 00:33:13


Speed

🔍

🗑️

📄

🔍

Only play highlights 

Edit Highlights Save highlights


Summary and smart chapters

My meeting coach


Summary

Donna introduced the new Zoom feature, Zoom Notes, and explained its benefits for improving student-instructor connectivity and streamlining learning. She also detailed the services offered by Palomar to enhance online meetings and webinars, and announced the annual Online Teaching Conference. Lastly, she demonstrated the functionality of Zoom notes and encouraged participants to contact the support team for any questions or issues.


Smart Chapters




From 00:00  
Introducing  
Zoom Notes an...



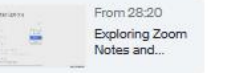
From 03:47  
Improving  
Connectivity an...



From 07:38  
Exploring Zoom's  
Built-in Note...



From 21:03  
Zoom  
Synchronizatio...



From 28:20  
Exploring Zoom  
Notes and...

Donna Gustafson

2024-08-21 14:19:17

Audio Transcript Chat Messages

Q Search transcript

response meeting.

I can click on these

or find any from here. And in the all notes. This dropdown menu is going to tell me that I can look for my notes, for shared notes, for whatever options are there, I can't recall off the top of my head suddenly, but you'll see a dropdown menu here.

So that's accessing already created notes. But I want to create a new note, because we're gonna

document


some information from this meeting that may not be part of the conversation. And remember keeping in mind that AI is going to only document conversations, notes allows you to. You do have to type. But you're entering the information

that you want. So you could be creating a document, as we have a conversation of brainstorming ideas on how you're going to do something in your next team meeting. But you don't need to talk about it. So everybody's just putting their ideas in there for the next time you get together.

↑ Resume autoscrolling

Next Steps

1. Donna will check with the LTI specialist to see if Zoom notes will be integrated with Canvas in the future and get back to




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# My Meeting Coach

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2024-08-21 14:20:02

Only play highlights ⓘ ☐


Edit Highlights Save highlights


Summary and smart chapters [My meeting coach](#)

 Donna Gustafson (Host) ^

Talk-listen ratio	Longest spiel	Filler words	Talk speed	Patience
🔴 96 %	🔴 26:17	⬇️ 0.34 words/min	🔴 163 words/min	🟢 0.65 seconds

👤 Your meeting coach is visible only to you and admin.

 Danielle Fox External ▾

 Janeen Johnson-Foster External ▾

Talk speed

🟢 Recommended: 110 - 160 words/min

🔴 Take Note: 95 - 109 and 161 - 175 words/min

🔴 Caution: < 95 and > 175 words/min

[Learn more](#)



# Final Comments

- If your account does not have AI settings available, ask you IT team about plans to enable some or all the features.
- The tools are to assist.
- Experiment...see what you like and don't like.
- Use only the tools you feel benefit you, your students, and your colleagues.



# Contact Us!

## CCC TechConnect

Email: [support@ccctechconnect.org](mailto:support@ccctechconnect.org)

Website: [www.ccctechconnect.org](http://www.ccctechconnect.org)

Support Website: [ccctechconnect.zendesk.com](https://ccctechconnect.zendesk.com)

c/o Palomar College  
1140 W. Mission Road, San Marcos, CA 92069

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June 16 – 18, 2025  
Long Beach Convention Center

[www.onlineteachingconference.org](http://www.onlineteachingconference.org)