



TO: All Users of California Community Colleges/TechConnect Cloud Services

FROM: Valerie Lundy-Wagner, PhD, Vice Chancellor
Office of Information, Data, Evidence, and Analytics (IDEA) Digital Innovation and
Infrastructure Division

RE: (REVISED) Implementation of Zoom Recordings and Transcripts Retention Policy

The Support Services Grant, managed by TechConnect at Palomar Community College District, aims to provide the California Community Colleges system with foundational technologies, processes, architectures, and technology standards. As part of this grant, TechConnect Zoom is offered as a secure, web-based meeting tool that delivers high-quality audio and video communications. This tool is tailored specifically for community college needs and integrates seamlessly with Canvas, allowing for efficient scheduling, virtual office hours management, session recordings, and more. TechConnect Zoom offers provisioning of accounts for all faculty and staff within the California Community Colleges system, along with additional services such as Webinars, Zoom Rooms, captioning, support, and many add-ons. This contract provides all faculty and staff with free Pro Zoom accounts, making it easy and convenient for them to use the tool.

As part of our ongoing commitment to maintaining efficient and effective use of resources while ensuring compliance with relevant regulations, the California Community Colleges Chancellor's Office is implementing a [Zoom Recordings and Transcripts Retention Policy](#) within the California Community Colleges System.

Rationale: To ensure equitable access to short-term cloud storage provided with your free Zoom Pro account, it is imperative to manage our storage resources judiciously. Exceeding storage limits poses challenges not only in terms of budget but also in compliance with our institutional license terms. Therefore, it is necessary to delete older Zoom cloud recordings and transcripts from user accounts.

Policy Implementation: Effective October 1, 2025, all Zoom recordings and transcripts created before July 31, 2024, will be deleted from user accounts. Deleted recordings and transcripts will be stored in the Zoom "trash" folder for 30 days, during which they can be retrieved. However, after this grace period, recordings and transcripts will be permanently removed and inaccessible.

Implementation of Zoom Recordings Retention Policy

September 9, 2024

Action Required: To ensure retention of recordings and transcripts you may need for future reference, please proactively manage your Zoom recordings and transcripts by moving them to alternative long-term storage resources as per your college's policies. This will prevent unintended deletion and contribute to preserving cloud storage for short-term use by all users.

Compliance and Support: The Zoom Recordings and Transcript Retention Policy is aligned with legal requirements and reflects our commitment to data security and compliance. For further details on the policy and its implications, refer to the attached draft for your reference.

Your cooperation in adhering to this policy is vital to maintaining the integrity and efficiency of our cloud storage resources. For help with tools and resources to manage your Zoom recordings and transcripts, please contact California Community Colleges TechConnect Support by emailing support@ccctechconnect.org.

If you have any questions regarding this policy, please reach out to jhetts@cccco.edu.

Thank you for your attention to this matter.

cc: Sonya Christian, Chancellor
John Hetts, Executive Vice Chancellor
Ernest Shih, Vice Chancellor
Erik Cooper, Vice Chancellor
Rebecca Ruan-O'Shaughnessy, Vice Chancellor
Anthony Cordova, Vice Chancellor
John Stankas, Vice Chancellor
Michelle Smith, Assistant Vice Chancellor
Tech Connect Team, Palomar Community College District