To: Remote Teaching Coordinators  
From: Chris Dellarocas, Associate Provost for Digital Learning & Innovation  
Date: March 24, 2020  
Subject: Alternate methods for making recorded class sessions available to students  

Over the past week, several faculty have been experiencing long delays when uploading recorded class sessions on BU My Media (Kaltura). These delays are due to the processing that is needed to render the videos on the overloaded Kaltura servers. Following our communications with Kaltura, we do not anticipate that the problem will be resolved very soon.

While it is still recommended to store recorded class sessions in BU My Media, faculty who wish to make their Zoom class recordings available to students fast, may follow an alternate approach. Specifically, faculty may post direct links to Zoom cloud recordings of their class sessions on their Blackboard course site. To be FERPA-compliant, such Zoom cloud recordings must satisfy the following:

1. They need to be protected with an additional, recording-specific password, which must be shared only with enrolled students.
2. Direct download of those videos to the user’s computer needs to be disabled (this means that videos can be streamed, but not downloaded)

Faculty are responsible for enabling these protections on Zoom before sharing links to their Zoom cloud recordings on Blackboard. All protections can be selected easily at the Zoom pop-up window that is used to generate a Zoom recording link. Detailed information is provided on this page. Faculty should contact their Remote Teaching Coordinator for questions and technical support.

There is one exception to this recommendation: Faculty teaching class sections that include one or more students with documented reasonable accommodations by the BU Office of Disability & Access Services that require closed captioning, MUST upload their class videos on BY My Media ONLY, to comply with the “equal opportunity” provisions of the Americans with Disabilities Act (ADA). MyMedia allows for providing ADA-compliant captioning. Making uncaptioned versions of those videos available sooner via the above workaround method constitutes a form of discrimination that violates ADA provisions. (The machine-generated Zoom transcripts do NOT qualify as ADA-compliant captions.)