

Sent: Thursday, April 9, 2020 9:08 AM
To: medicaidops <medicaidops@schools.nyc.gov>
Subject: Message from NYCDOE regarding Zoom

Dear Program Leaders,

The New York City Department of Education (DOE) understands the urgency around providing safe and secure virtual meeting solutions to protect our students while delivering the best possible remote learning experience.

The DOE has received requests to credential Zoom for use by staff, students, and service providers. In the course of its credentialing process, the DOE has received various reports documenting issues that impact the security and privacy of the Zoom platform. **Based on the DOE's review of these documented concerns, the DOE will no longer permit the use of Zoom at this time.** DOE staff and service providers should cease using Zoom as soon as possible. The DOE has determined that Google for Education applications—including Google Hangouts Meet—are safe to use for video conferencing. We recommend that programs use Google Hangouts for video and audio conferencing with children and families. We may update this guidance when we have reviewed and approved additional platforms for use.

The DOE also continues to review and monitor developments with Zoom, which may be approved for use at a later date, when security and data privacy concerns are met.

Sincerely,
Special Education Office
New York City Department of Education

Office of Medicaid Operations
New York City Department of Education