Zoom v. Blue Jeans

[*Modified from Penn Center for Teaching and Learning*](https://www.ctl.upenn.edu/zoom-and-bluejeans-synchronous-course-meetings)

University of Pennsylvania faculty, staff, and students have access to both programs, but in general, ***BlueJeans is preferred for sensitive content***. Both Zoom and BlueJeans offer:

* Synchronous meetings with audio and video options for all participants.
* Host control over participant abilities (such as screen sharing and chat). [Zoom](https://support.zoom.us/hc/en-us/articles/201362623-Changing-Settings-in-the-Desktop-Client-or-Mobile-App) | [BlueJeans](https://support.bluejeans.com/s/article/BlueJeans-Desktop-App-2-0?r=4&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1" \t "_blank)
* Screen sharing for showing slides, images, and documents. [Zoom](https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-in-a-meeting) | [BlueJeans](https://support.bluejeans.com/s/article/Screen-Sharing-on-the-Desktop-App-2-x" \t "_blank)
* Whiteboarding and annotation for live drawings and text during meetings. [Zoom](https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard) | [BlueJeans](https://support.bluejeans.com/s/article/Annotation-and-Whiteboard-in-the-Desktop-2-0-App" \t "_blank)
* Live chat during meetings, including the ability to share links. [Zoom](https://support.zoom.us/hc/en-us/articles/203650445-In-meeting-chat) | [BlueJeans](https://support.bluejeans.com/s/article/Chat-with-participants-in-your-BlueJeans-meeting" \t "_blank)
* Breakout rooms for breaking classes into smaller groups for group or pair work. [Zoom](https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms) | [BlueJeans](https://support.bluejeans.com/s/article/Chat-with-participants-in-your-BlueJeans-meeting" \t "_blank)
* Recording. [Zoom](https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording#h_7420acb5-1897-4061-87b4-5b76e99c03b4) | [BlueJeans](https://support.bluejeans.com/s/article/Recording-and-Playback-instructions" \t "_blank)
* Security settings. [Zoom](https://www.sas.upenn.edu/computing/remote-teaching/zoom-privacy) | [BlueJeans](https://www.bluejeans.com/products/secure-video-conferencing" \t "_blank)

**Zoom & BlueJeans Comparisons**

* Some users find Zoom controls and settings more intuitive and easier to use.
* Most users prefer Zoom’s capabilities for breakout rooms which make possible small group work in classes. However, recent BlueJeans updates added some helpful features that better allow the host to communicate with participants while they are in breakout rooms.
* Users at Penn report fewer issues with lag on Zoom.
* Zoom includes more collaborative whiteboarding and annotation features, allowing participants in the whole class or groups to collaboratively annotate on the same screen.
* BlueJeans has seen fewer security concerns and may be more appropriate for courses that include particularly sensitive information, such as information protected under HIPAA. However, Zoom has made substantial security updates and, with certain settings, may be suitable for sensitive data.