Managing Meeting Assistants (AI Bots) in Online Meetings

New England College of Optometry (NECO) faculty, staff, and students should exercise caution when using third-party AI transcription tools in online meetings.

Some commonly used options include **Read.ai**, **Fireflies.ai**, and **Otter.ai**, but new AI transcription bots are constantly emerging.

While these tools can help record meetings, generate transcripts, and create AI-powered summaries, **they also collect, store, and potentially sell data—often using it to train AI models outside NECO's secure cloud environment.**

Risks of allowing AI meeting assistants

When AI meeting assistants are permitted, they may inadvertently:

- Record without authorization. Some AI tools can automatically join, and record meetings linked to a user's calendar, even without host approval.
- Share meeting details that were not intended for a broader distribution.
- Share personally identifiable information (PII) of hosts and attendees.
- In some instances, AI bots could violate the Family Educational Rights and Privacy Act (FERPA) and other compliance frameworks.

Identifying AI meeting assistants

Check for unfamiliar participants labeled as bots or AI assistants in the Participants list.
AI Bots may appear with app-specific names (e.g., Read.ai Assistant).
In Zoom, unauthorized transcription tools may join under generic usernames.

## Alternatives to using AI meeting assistants

Zoom offers live transcription and recording features which prioritize security & privacy and should be used in place of third-party AI transcription tools. Meeting participants are notified of the recording, and hosts can save recordings at their discretion.

How to block AI meeting assistants

If your meeting involves confidential or sensitive topics, it's best to keep AI bots from participating. Notify participants in advance that automated transcription tools will not be allowed. If you didn't set up a waiting room, you can manually remove them during the meeting as well.

Before a meeting: To prevent unwanted bots and unauthorized guests, require participants to wait in the lobby before granting admission. Additionally, you can modify your meeting settings to restrict who can skip the lobby.

During a meeting: If a message appears in the chat from an AI meeting assistant (e.g., Read.ai), you can remove it to delete all recorded data by typing "opt out" in the chat.
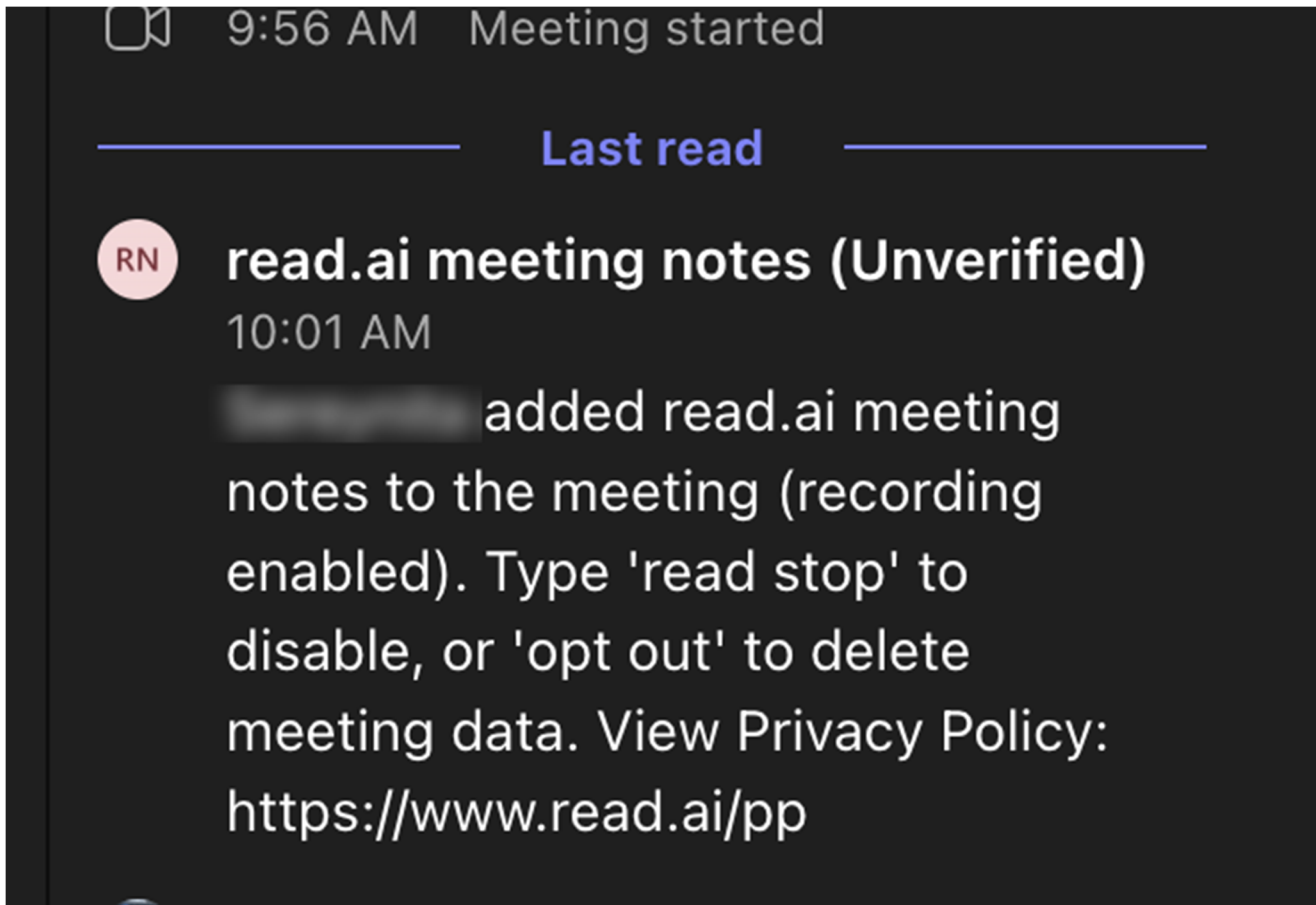
Deleting AI meeting assistants and data

If you use AI meeting assistants, assess the sensitivity of the meeting data. If you're unsure whether to store it, delete it. Follow the instructions for each tool to ensure proper handling.

✔ **Read.ai**—delete your account and delete your stored data.

✔ **Fireflies.ai**—delete your account and delete meetings.

✔ **Otter.ai**—delete your account and delete conversations.

✔ **Other tools**—Consult the vendor websites for instructions on deleting your account and stored data.