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TIP SHEETS SERIES:
SUPPORTING HEALTHCARE RESEARCH
WITH COMMUNICATION TECHNOLOGY

Consumer and Community Involvement with Google Hangouts and Google Meet

[Google Hangouts](#) and [Google Meet](#) are two similar but different web-based communication platforms. They provide a range of tools to keep connected to consumers, when meeting in-person with consumers is not an option. It is especially good for users with a [Gmail account](#) or paid [Google \(G-suite\) access](#).

Hangouts is available to anyone with a Gmail email address (account) and allows you to set up video calls and group chats, and it can also make phone calls (calls incur a fee). Google Meet has some additional features; however, it requires the meeting organiser to have a [G-suite account](#).

The benefit of these Google platforms is that while the meeting or group organiser needs a Gmail or G-suite account, everyone else can join via the meeting/group weblink or their email address.

Features of Google Hangouts and Google Meet

The links below will take you to How-To videos.

Google Hangouts

- [No software installation](#) needed as it runs in an internet browser (i.e. Google Chrome). However, use on the phone requires an app.
- Meeting participants don't need an account, simply invite users to join video or online chat forums an email invitation or weblink.
- The meeting host can [directly add participants into the meeting](#) (by adding email addresses). Participants receive a call/invitation to join the session (rather than joining themselves.)
- [Create meeting invitations](#) ahead of time via Google calendar.
- Meeting organisers/host can create participant groups ahead of time for group chat or video calls.
- [Screen sharing](#).
- [Google message chat](#), a typed discussion forum, has a history function so you can retain the group chat for later reference.
- Google Hangouts and Meet both have unlimited video time.

“The benefits are that while the meeting or group organiser needs a Gmail or G-suite account, everyone else can join the meeting via weblink or email address.”

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Google Meet

- Usually requires meeting organiser to have G-suite (business) Gmail account, allowing meetings up to 250 participants.
- [Video calls have 'captions'](#) function where talk converts to text, an excellent feature where meeting participants may have hearing impairments. Captions function has a reasonable level of accuracy but is not perfect and misreads some words.
- [Easy meeting calendar invites](#) in Google Calendar.
- A dial-in number for consumers preferring to call in.
- [Whiteboard function](#), by adding Google apps Canvas or Jamboard.
- [Meeting recording](#).

When to use Google Hangouts and Google Meet

Ideas for Google Hangouts and Google Meet in Consumer and Community Involvement:

- Meet with consumers to get feedback on research questions and research proposals.
- Pilot data collection tools (interviews, focus groups, surveys).
- Present results of analysis to consumers.

Further support and advice

Register your project via [the Research Advice Form](#).

For further questions on Consumer and Community Involvement and how it can improve your research outcomes contact [Darshini Ayton](#) or [Sandra Braaf](#).

“Use Google Hangouts and Google Meet to meet with consumers to get feedback on research questions and research proposals.”

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