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](https://developers.google.com/meet/公顷/shorten) (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.”

monashpartners.org.au
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.