Virtual Meeting Protocol

Virtual meetings have enabled ongoing business operations during this pandemic, and as these can be convenient, cost-effective, and efficient, they are likely to continue. It is important that all participants in virtual meetings have a clear understanding of the College's expectations for appropriate etiquette and professional online behaviour, especially for public meetings, such as Council.

The Rules of Order apply to all virtual meetings but recognize that Council (Board) meetings are held in a public forum and thus professionalism and adherence to these protocols is even more important. The expectations for all committee and board members are outlined below.

Pre-Meeting

- Prepare for the meeting by reviewing the meeting materials.
- Arrive a few minutes early to the meeting and complete a sound check.
- Arrange your viewing options to allow you to see both the materials and the virtual platform (second screen or split screen).
- Ensure you are fully visible by the camera and that you have adequate lighting to be seen.
- Reduce external distractions as much as possible and ensure that for committee meetings you are in a private space that ensures confidentiality of meeting activities and materials.
- Dress as you would to attend in-person.
- All attendees (except observers and non-senior staff during Council (Board) meetings) are asked to have their cameras on, except if they are experiencing a poor internet connection or are only on the phone due to technical arrangements. If on the phone, identify yourself to staff.

Meeting Navigation

- As with in-person meetings, these are to start on time. Frequent lateness is disruptive and will be addressed directly by the Chair with the member.
- Only the person speaking should have their microphone on. When done speaking signal this by turning the microphone off. The Chair should then be the next to

speak. Limit your speaking to pertinent and relevant points as you would in-person. 1-2 minutes per point is preferred.

- The Chair identifies who will speak next by viewing those with their hand up.
- Reference page numbers when referring to documents in your package, to help others navigate to the same place.

Voting

- To vote in favour of a motion, raise your hand and keep it raised until the Chair asks those in favour to lower their hands; or, if not on camera say our name and say "in favour".
- To oppose a motion, raise your hand when asked for "all opposed", keep it raised until the Chair asks those opposed to lower their hands; or if not on camera say your name and say "opposed".

Use of Chat Function

- The Chat function is to be used for emergency purposes only (i.e. leaving meeting quickly, technology issues).
- All comments in the chat function are recorded including comments directed to "everyone" and to specific individuals. All comments are to be professional and limited.
- Any comments in the chat will be monitored and managed by College staff and brought forward to the Chair as appropriate.

Breaks

- Cameras and microphones are to be turned off during breaks. It is preferred that participants NOT disconnect from the meeting to avoid delays when the meeting reconvenes.
- All participants are asked to return from breaks at the time indicated by the Chair.
- For public Council (Board) meetings, please refrain from eating on camera.

Post-Meeting

- All participants are required to safely and securely dispose of any confidential College materials.

- Delete any electronic materials from your devices and empty the deleted folder.
- Securely shred all hard copy materials. If secure shredding is unavailable to you, please return the meeting materials to the College office for safe shredding.

Technology Troubleshooting

Poor Sound Quality

- Consider using a different option for sound. This could include a different headset, or the computer sound system.
- If sound issues persist, try turning off the camera until sound is resumed, then turn your camera back on.
- If there is an echo, ensure you are muted unless you are speaking.

Internet Connection Notifications

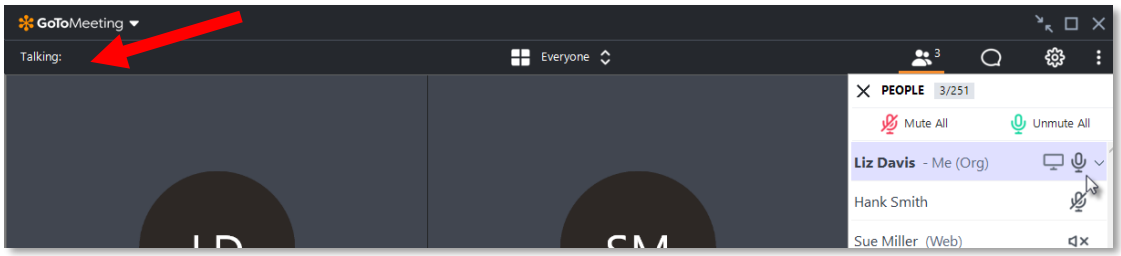
- If you receive a notification that you are having connectivity issues, turn off your camera until the notification goes away. Then turn your camera back on.

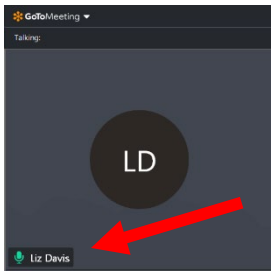
Loss of Internet or Power

- If you lose your internet or power during the meeting, use your phone to reconnect to the meeting until your internet is restored. Or consider tethering your phone to your computer, provided you have adequate data to do so (charges may apply).

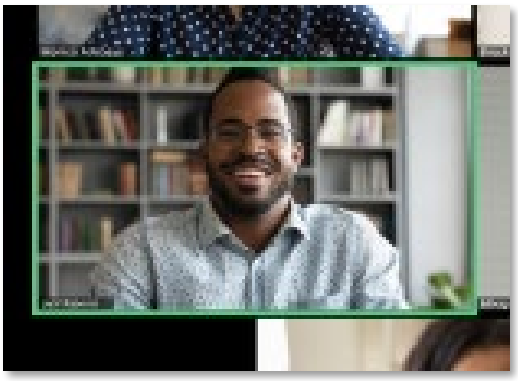
Knowing Who is Speaking

- Typically, the platform will highlight or outline the person speaking, and on some platforms their name may appear in the top left of the screen.

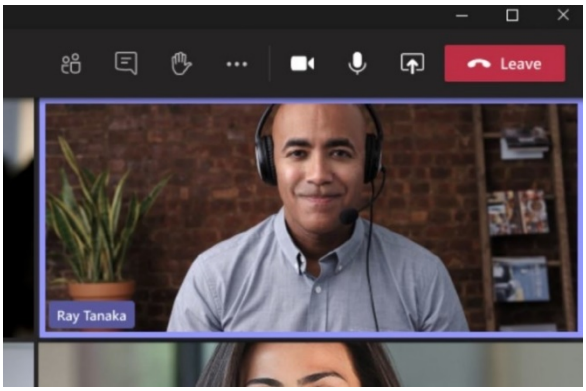




GoToMeeting active speaker

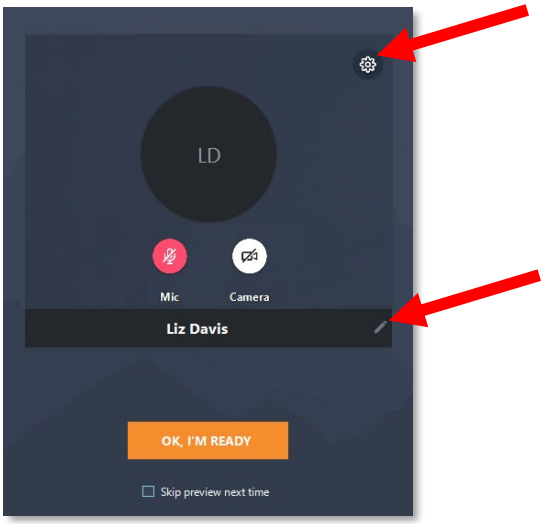


Active speaker on Zoom

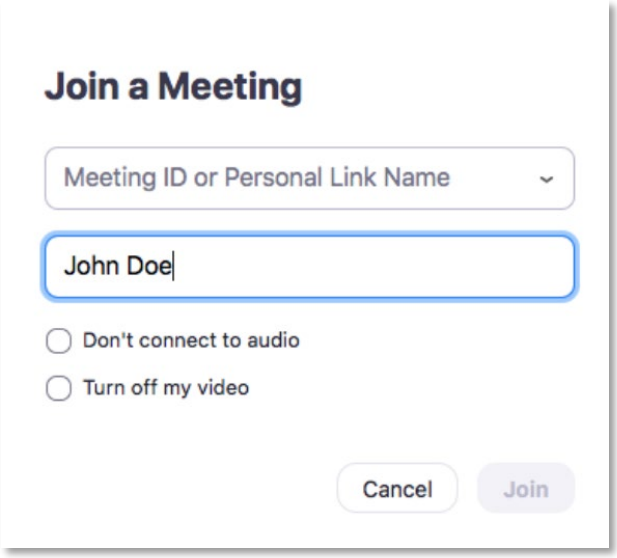


Active speaker on Teams

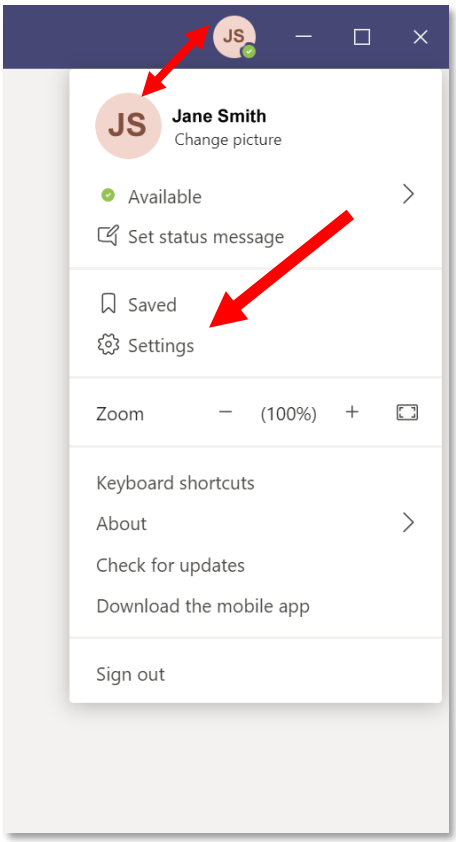
- Ensure you have your name properly listed by using the "settings" to add or change this.



GoToMeeting name change



Entering name on Zoom



Changing screen name on Teams: First click smaller name icon in menu bar, then click larger name icon to change name. Alternatively, click settings (gear) icon to change.