Organization-Wide Protocols:
Virtual Community Meeting Procedures

The virtual community meeting procedures outlined in this document are required to host a virtual community meeting.

Examples of these community meetings are neighborhood meetings for City planned construction projects, City Mobility Plan feedback sessions, Parks Master Plan meetings, etc. These community meetings do not have statutory requirements and are only to gather feedback or informational sessions.

NOTE: If you are hosting an internal or stakeholder meeting, you will need to do so through Microsoft Teams and will not need to refer to the guidelines outlined in this document.

Scheduling a virtual community meeting

Departments that have Zoom account access with the webinar add-on feature are required to notify the Public Affairs (PA) Department (using the virtual community meeting form) up to 3 weeks before scheduling and promoting a virtual community meeting (see Virtual Community Meeting Protocols).

Once confirmation is received from the PA department, the requesting department can begin scheduling their virtual community meeting. If approval is not provided by the PA department, the requesting department will receive feedback for the denial reason and can resubmit their virtual community meeting request.

Once the PA department has approved the requested virtual community meeting, departments must follow the following scheduling procedures to schedule a webinar using Zoom.

(Departments that do not have Zoom account access will have the scheduling completed by the PA department and can skip to section 2 –Before the meeting)

1. Scheduling a virtual community meeting via Zoom

1. Sign in to the Zoom web portal using your departments credentials

    - If you need help with your department login information, contact Technology Services.

2. Click **Webinars**. You will be able to see the list of scheduled webinars.

3. Select **Schedule** **a** **Webinar**.
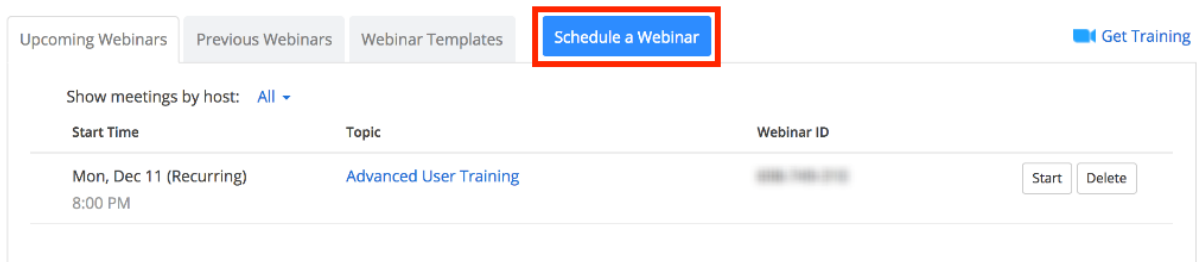
4. Choose the desired webinar settings.

Schedule a Webinar

Topic	My Webinar
Description (Optional)	Enter your webinar description
Use a template	Select a template ▼
When	12/02/2017 🗓 11:00 ▼ PM ▼
Duration	1 ▼ hr 0 ▼ min

- **Topic**: Choose a topic/name for your webinar.

- **Description:** Enter the community meeting description—this will be displayed on your registration page.

- **Template:** Do not select a template.

- **When**: Select the date and time for your webinar.

  - When scheduling the meeting, the start time should be one hour before the advertised start time. Ex. Community meeting begins at 7 PM, select 6PM during scheduling.
    See the best practices below for more information.

- **Duration**: Choose the estimated duration of the community meeting.

  - **NOTE**: This is only for scheduling purposes. The webinar will not end if the meeting is not completed in the time provided.

- **Time Zone**: By default, Zoom will use the time zone that you set in your Profile. Click on the drop down to select a different time zone.

  - **Recurring webinar**: Do not select a recurring webinar.

  - **Recurrence**: Do not select a recurrence option.

  - **List this webinar in the Public Event List**: Do not select this option to include this webinar in a Public Event List.

- **Registration**: Do not select this to require registration.

- **Webinar Passcode**: Do not select this to require a webinar passcode.

- **Video**: Select for host and panelists video to be enabled during the webinar.

- **Audio**: Select BOTH.

- **Webinar Options**: Additional options that give you greater control of the community meeting.
  - **Q&A**: Check this option to use a [question and answer panel](#) in your community meeting.
  - **Enable Practice Session**: Check this option to [start your community meeting in a practice session](#) instead of a live broadcast.
  - **Record the webinar automatically in the Cloud**
  - **Only authenticated users can join**: Do **NOT** select this option to require users to be signed-in to a Zoom account before joining your community meeting.
  - **Do NOT make the webinar on-demand**
- **Alternative Hosts**: Do NOT add an alternative host. Add all staff as panelist during scheduling. (see step 6).
- **Interpretation**: Do **NOT** enable the inclusion of interpreters.

5. Click **Schedule**.

6. Add staff that will be involved in the meeting using the **Panelist** feature.

- Click Panelist tab
- Select Edit
- Add staff name(s) and email address(es)
- Select the "Send invitation to all newly added panelists immediately" option
- Click save

NOTE: All staff will be added as Panelists during scheduling. Once the meeting begins, the Host can assign a co-host and other roles as needed.
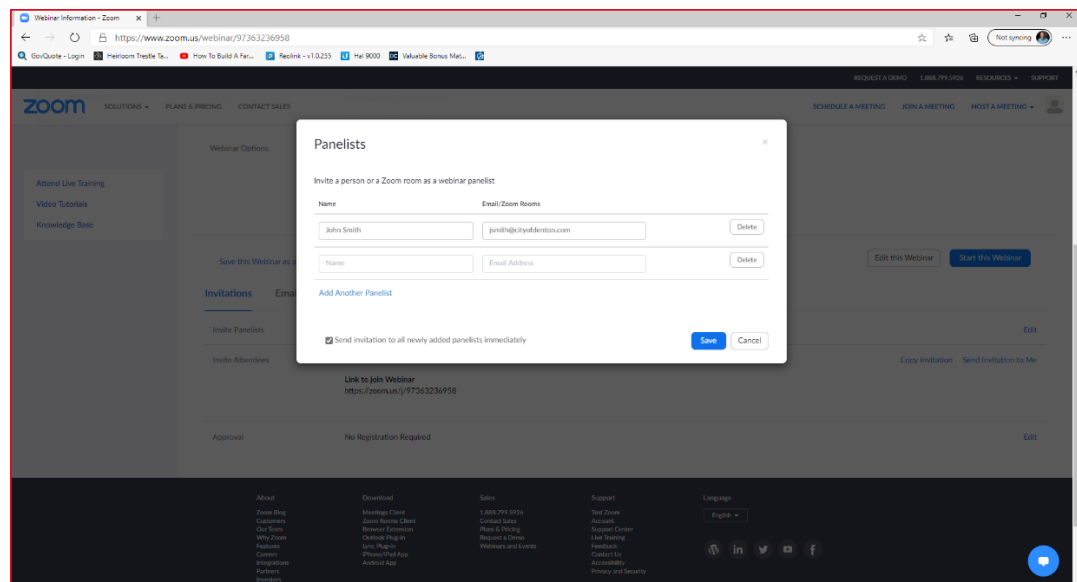
2. Before the meeting

After your webinar is scheduled in Zoom, the department can begin publicizing the virtual community meeting. The following are guidelines for promoting the meeting.

Do:	Do Not:
Share the virtual community meeting information including purpose, date, time, additional input methods (email or phone), online platform, registration deadline, and special accommodation requests guidance	Mass distribute the Zoom webinar link on social media, websites, or any other communication platforms
Encourage residents to sign up for meeting at least 24 hours in advance to receive the meeting link.	Provide the Zoom webinar link to residents that are not willing to provide their contact information
Give instructions on the ways residents must submit their Name, Contact Number, and Email to attend the virtual community meeting	
Inform residents that they will receive a meeting link once they have submitted their information to join the community meeting	
Privately share the registration information for interested residents to attend the meeting through their submitted email	
Provide system requirements for Zoom	
Optional: Provide meeting agenda or materials for residents to view before meeting	

Accommodations

If requested by a participant, certain accommodations may be made for the community meeting. The process for submitting accommodation requests must be included by the hosting department with the original promotion of the virtual community meeting, using the language below:

"The City will provide select accommodations, such as sign language interpreters for the hearing impaired, if requested at least 48 hours in advance of the scheduled meeting. Please email **(department contact email)** so that accommodation requests can be reviewed and processed."

Language Translation Requests

If a language translation request is submitted by a resident, the hosting department must contact the City's contracted language interpretation company, Translation & Interpretation Network, at least 48 hours in advance of the meeting to process the request. Departments that submit requests to TIN must copy the City Secretary Office (City.Secretary@cityofdenton.com) on the request for invoicing. If the request is made by phone, email the City Secretary Office the submitted request.

> **Meredith Chacin**
>
> Translation Service Coordinator
>
> **Translation & Interpretation Network**
>
> Main 817.289.0050 | Direct 817.289.0346
>
> www.tintranslation.com

To determine if a non-language related accommodation can be made, departments are asked to consult with Public Affairs (communications@cityofdenton.com) when the request is received. Every reasonable effort will be made to accommodate these requests.

Registration

Residents that request to attend the virtual community meeting must be directed to submit their contact information to the designated department email or staff contact number. This is done to ensure the integrity of the meeting as staff will confirm those attending the meeting are interested participants as well as coordinate the appropriate amount of staff to provide the best experience for residents. The residents must be informed that the email and phone number provided should be the same for the device they will use to attend the meeting. Once they join the meeting, the designated staff member will rename their device to their submitted contact name. Registration deadlines are one hour before the start of the meeting, and should be clearly communicated in all promotion of the virtual community meeting. In the promotion of the upcoming virtual community meeting, direct residents to the virtual community meeting webpage on the City's website (www.cityofdenton.com/virtualcommunitymeeting) for more information on participating in the meeting.

Communication

Departments should send a reminder email to all registered meeting attendees with the meeting details, materials, and/or any related information at two (2) days before the virtual community meeting is held.

Practice mode

An hour before the virtual community meeting is scheduled to begin, the host must begin the meeting in practice more to test the presentation, audio, video, and overview staff roles during the meeting. While in test mode, the meeting is only visible to the host, co-host, and panelists.

15 minutes before the meeting is scheduled to begin, the host must broadcast the meeting to welcome any early guests before the meeting is scheduled to begin. Once broadcasted, the meeting stream is now live to attendees.

3. During the meeting

Once the virtual community meeting begins, the host must clearly state the following:

- City staff/ or representatives in the meeting
    - **When staff is not being introduced to the virtual community meeting attendees or presenting, their video should be off to minimize distractions or interruptions during the meeting.**
    - The virtual community meeting is being recorded and will be available for viewing at www.cityofdenton.com/virtualcommunitymeetings.
        - NOTE: To join the meeting, a recording reminder notification must be accepted by attendees. This reminder informs attendees that the meeting is being recorded and allows them to continue and join the meeting or leave the meeting.

- Overview a clear and concise meeting agenda
- General housekeeping
  - Attendees videos are all disabled during the virtual meeting
  - Attendees are muted during the virtual meeting
- Opportunities for Q&A before, during, or after the meeting
  - How to submit a question
  - When will questions be answered
- Follow-up process by City staff
  - Virtual community meeting recording will be available online
  - If the meeting materials or presentation uploaded to website and/or emailed
  - Resident feedback on virtual community meeting experience

Attendee Questions

Live Q&A:

When the host begins to allow live questions from meeting attendees, the staff member designated by the host to manage questions during the virtual community meeting can see the hands raised and unmute the appropriate attendees. Once unmuted by staff, the attendee must select the unmute option on their device as well if it is their first time speaking. After they are initially unmuted, the host and co-host has the ability to mute an attendee at any time, if necessary.

Written Q&A:

The staff member designated by the host to manage questions during the virtual community meeting can respond to questions privately during the meeting so only the attendee can see the response or publish the question so all attendees can see the response. A Q&A report can be generated after the meeting to capture all the submitted Q&A from attendees (see "#4 After the meeting" for more information).

There are three categories for attendees that submit questions:

- Opened
  - Opened questions have not been answered and are not visible to the meeting chat
- Answered
  - Answered questions have been answered privately or is answered and published to the meeting chat by host, co-host, or panelists
- Dismissed
  - Dismissed questions are unanswered and hidden from the meeting chat. Dismissed questions can be reopened by the host, co-host, or panelists.

4. After the meeting

Once the virtual community meeting has ended, the host **must** select end meeting for all to end the stream.

Meeting Materials

If used throughout the meeting, materials and presentations should be made available to attendees and online. To publish your meeting materials to your department page, email webmaster@cityofdenton.com.
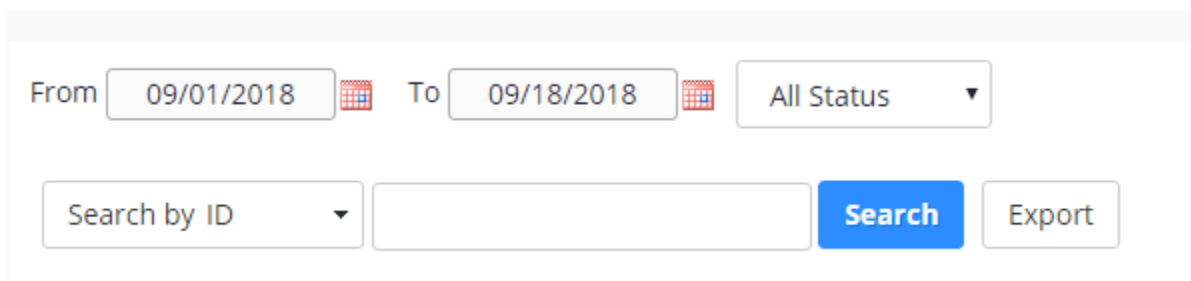
Post Meeting Survey

Share the public meeting survey link (https://www.surveymonkey.com/r/virtualcommunitymeeting) to all attendees to learn how their virtual community meeting experience was and any improvements the City can make for future meetings. The PA department will compile and share the survey results with the hosting department within 1 week of the virtual community meeting.

Recording

After the meeting has ended, the video and audio files will be available to for editing and publishing on the City's website.

1. In the navigation menu, click Account Management then Recording Management
2. Adjust the date range and status, then select by host, meeting ID, topic, or keyword.

3. Save the file in your department folder.
4. Upload the recording to Google Drive. (Instructions can be found here)
5. Send the Google Drive link to DTV at Adam.Scott@cityofdenton.com
6. Within 3 days of the file being sent to DTV, the video will be edited and published to the City's YouTube playlist that is accessible at www.cityofdenton.com/virtualcommunitymeetings

Reports

Once completed, data reports can be generated through Zoom for virtual community meetings. To access the reports, select reports under Account Management.

- Click Account Management under the Admin section
- Select reports
- Select the report type you would like to export
- Select the meeting title

- Generate report to export the excel file
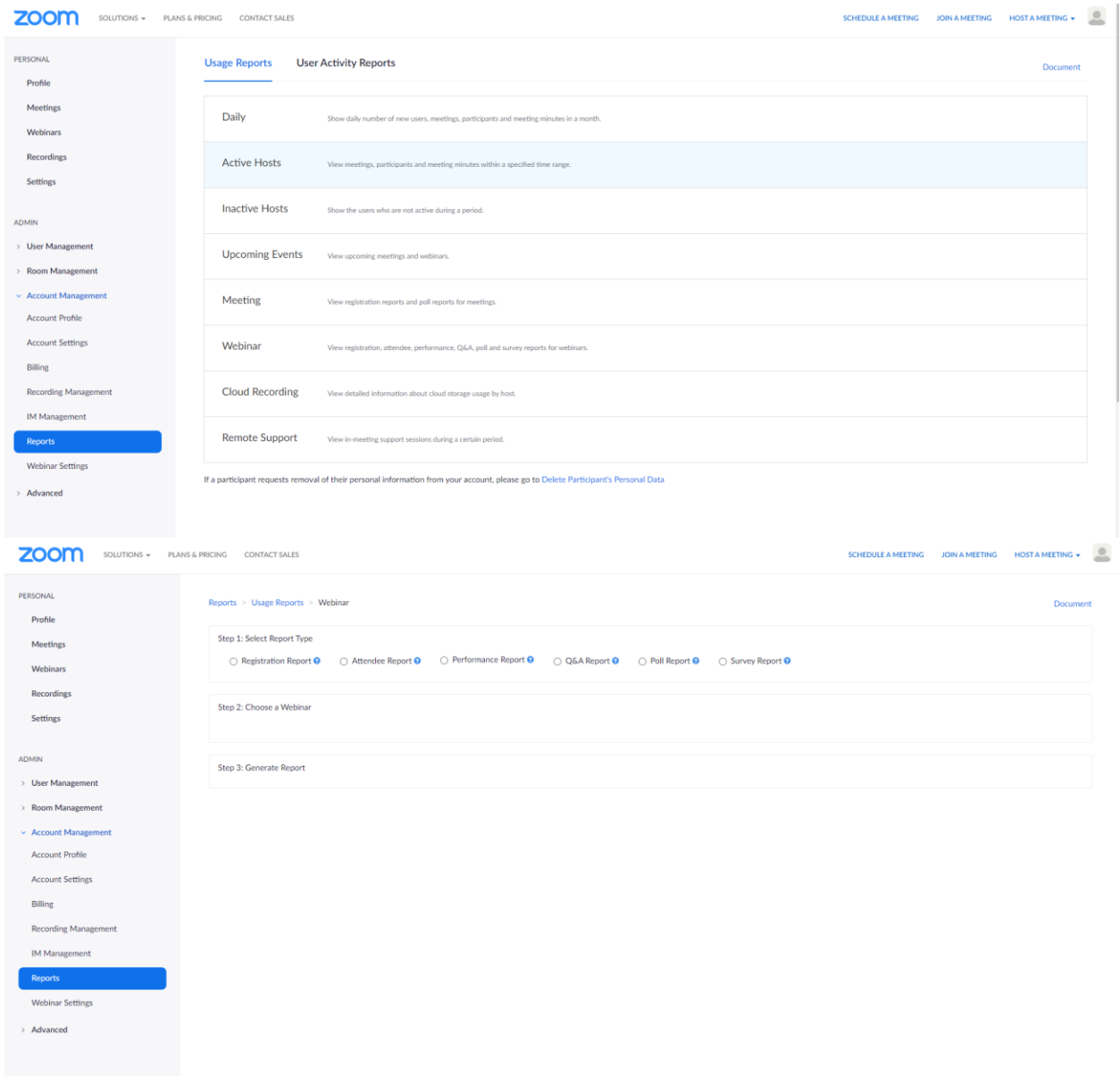
Virtual community meeting best practices

Keep in mind some of these best practices to ensure a smooth, productive virtual community meeting.

- Regularly remind the attendees of feedback and engagement opportunities while presenting topics that are of broad interest or maybe concerning to attendees
    - Q&A
    - Live chat
    - Email
- Depending on your meeting topic, allowing questions only at the conclusion of the meeting could allow the meeting to stay on track
- Clearly overview the significant takeaways from the meeting to recap at the conclusion of the presentation.
- Leave plenty of time for discussion
- Designate a note taker
- Disable all participants to record
- Remove unwanted or disruptive participants