

Guidance on running an online AGM using Zoom

Section 1 –Process

Section – Zoom operational skills

Practice, Practice, Practice

Using Zoom for your AGM

- This document aims to provide general guidance on how to hold a u3a AGM using Zoom.
- The material within the document has been compiled by reviewing the experience of u3as who have held Zoom AGMs*, and by reviewing guidance prepared and posted to the Internet by a wide range of organisations: the broad guidelines and Do's and Don'ts are very similar across organisations
 - The approach taken will vary significantly based on the size of the organisation and the level of formality applied to the AGM. The reader will have to decide which approach is appropriate
 - *Particular thanks are due to Laurence Wales of Worcester U3A
- Where specific Zoom operational skills are needed then links are given to publicly posted YouTube videos.
 - The reader does, of course have the option to obtain instruction from the Zoom website , www.zoom.com, however, some of these are quite fast paced, though they do have the advantage of being both up to date and correct
- Much of the guidance will be relevant to u3as who use other Video Conferencing tools, Zoom does, however, appear to be the dominant technology used in the West Midlands Region
- Section 1, focuses on procedural issues. Section 2, looks at the Zoom operational skills required.

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Section 1 - Procedure

- **Decide on the need for Zoom Basic (free) or Pro version**

- Zoom basic, the free version has a 40 minute meeting limit, and a limits participants to 100. This might be acceptable to some u3as. The 40 minute limit will just require re-joining the meeting at the point of time-out
- Zoom Pro, has a very high time limit, and an add-on costed feature to allow up to 1000 participants
 - Ref <https://zoom.us/pricing> for latest pricing and features.
 - It is not attempted to fully define the feature differences here as they are changing regularly

- **Establish a project timetable**

- Typically allow 2 to 3 months prior to the meeting to plan the virtual AGM
 - This may seem excessive but it is realistic when allowance is made for draft documents, final agreements, instructions to participants, practice sessions etc
- List all project actions with clear timescales and responsibilities. This may include:
 - Committee meetings to agree the scope of the agenda, draft documents and final agreements
 - Firm cut off dates for key actions. E.g Nominations, questions
 - Email to participants
 - Postal communication, where necessary
 - Zoom instructions to participants, to ensure that they are familiar with the use of the chosen Zoom features. e.g Polling, Registration, Chat, Mute ...
 - Reminder emails 7 days prior to meeting
 - Final reminders 2-3 days prior to meeting

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Section 1 - Procedure

- **Documents to prepare:**

- Prepare a paper listing all documents that may need to be prepared for the AGM.
- Decide which of the documents need to be emailed/posted to attendees
- Example documents:
 - Agenda
 - Chairs report
 - Resolutions
 - Committee nominations
 - Treasures report
 - Including independent examiners report
 - Questions submitted prior to AGM
 - Zoom instructions
 - As previously noted, this will alert the participant to those zoom features with which prior familiarisation is advised
 - Meeting protocol
 - This will be the invite to all members setting out exactly how the meeting will be managed.

*** the last 2 points are covered further on a separate slide (meeting invite)**

Section 1 - Procedure

Practice, Practice, Practice

- **Voting/Polling:**

- Within Zoom there appears to be 3 methods of managing votes:
 - Using the Chat function
 - Using the Raise Hands function
 - Polling
- Section 2 refers the reader to Youtube links that show to use the above features
 - Whilst Polling works well, consideration must be given as to whether this additional level of complexity is needed
- Where a joint membership household uses a single zoom account consideration must also be given to de-duplicating the vote
 - This could easily be managed by chat , for the few members involved. Just request in advance that such households submit multiple votes, by name
- Telephone attendance to Zoom, if used, does not support voting
 - This may require a postal vote
- Make allowance for postal voting
- Consider including nominations for all committee members under one Vote
- Ensure that the order of voting and the wording is identical between Zoom and postal votes
- Formally record who will be acting as the assigned proxy for the meeting.
 - Most likely the chairman

Section 1 - Procedure

- Assigned roles during the meeting:
 - There are a number of specific roles that need to be assigned in order for the meeting to run smoothly.
 - **Presenters:** if there are a number of presenters then it is may be best to have one person assigned to managing the technology with regard to slides.
 - One person with ownership of a single presentation pack may be a smoother process than transferring between presenters during the meeting
 - In the Zoom Pro version an option is to pre-assign co-hosts. These co-hosts can manage their own slides when presenting
 - Make sure that only the co-hosts have the Zoom Share Screen capability
 - Make sure any co-hosts have a clear definition of their role.
 - **Muting:** in anything but a small informal meeting it will be essential to mute all attendees other than the presenters. If this is not done then chaos may well ensue: it will only take one attendee to be unknowingly rustling a paper near their microphone to obscure the sound of the presenter.
 - If you choose not to auto-mute all participants, except presenters, then assign someone to control mute/unmute during the meeting.
 - In a large meeting it can be difficult to find the individual who needs to ne muted. If you mute all then you also mute the presenters which will be disruptive

Practice, Practice, Practice

Section 1 - Procedure

- **Assigned roles** during the meeting: cont'd
 - **Polling:** whichever method is used to manage polling, then an individual should be assigned the role of managing the polling process.
 - This will include responsibility for running and analysing poll results
 - **Chat:** in addition to possible use for polling, Zoom Chat, is likely to be used for questions and any required interaction between presenters and the attendees.
 - Assign a role to monitor and respond to chat.
 - If you elect to record chat for the purpose of review after the meeting (e.g. assistance with minutes) then make the attendees aware of this
 - **Waiting room:** if you elect to require that attendees enter the meeting via the Waiting Room, then assign a role to managing the room, otherwise attendees will not be able to enter the meeting

Section 1 - Procedure

- **Meeting invite:** the meeting invite should, in addition to the normal agenda and associated documents, include Zoom specific information:
 - The Zoom invite: the URL that allows the attendee to join the meeting
 - With meeting ID and password
 - Any Zoom specific protocols applied by the meeting host: e.g.
 - Mute policy
 - Voting policy
 - Recording policy
 - Waiting Room policy
 - Any specific Zoom capabilities that the attendee should be familiar with to fully participate in the meeting.
 - **This should be supported by a strong recommendation that all attendees should ensure the required level of Zoom competence before joining**
 - An encouragement for attendees to practice the Zoom features prior to the meeting is advised
 - Refer the participants to the numerous Zoom YouTube tutorials , if necessary

Section 1 - Procedure

Practice, Practice, Practice

- **Did I mention practice?**

- An online AGM , especially with a large u3a using some of the advanced Zoom features, is not to be undertaken lightly, though reports back from a number of sources have been very positive
- Try to find a u3a that has already completed one, and request assistance
- **As a minimum do a dry run and test out all of the required Zoom features, including the participant role.**
 - The Zoom You Tubes that will be referred to in the next section provide good tuition , but the experts that present often assume product knowledge. There will be no substitute for practice sessions to ensure that all goes well on the day

Section 2 - Zoom Operational Skills

- This section focusses on Zoom features.
- The technical detail on how to use each feature is covered by reference to a YouTube video –in some cases options are given covering the same topic.
 - The videos are likely to cover numerous features including some that are not relevant, these can be bypassed
- Where appropriate, screen shots are also given
- As previously stated, tuition on all Zoom features can be found on the Zoom web site www.zoom.com , however, these are fast paced and appear to be aimed at technicians

Section 2 - Zoom Operational Skills

- Setting up the meeting:
 - In creating the meeting the organiser can control numerous important features, including:
 - Mute
 - Sharing
 - Allocation of co-hosts
 - Joining process: waiting room or direct entry, security
 - Recording
 - Polling
- A small informal AGM may well need only the basic meeting controls available via the standard “Schedule” screen.
 - A sample screen is shown on the next slide
 - On this screen the organiser can select:
 - Waiting room or allow direct entry
 - Mute on entry
- Advanced features are accessed by selecting “settings” on the “schedule” screen
 - A sample screen is shown 2 slides below

Section 2 - Zoom Operational Skills

- Basic settings:
 - The standard” schedule” screen is here →
 - The key selections are noted
- The basic meeting features are also covered in the YouTube videos below:
 - <https://youtu.be/iYR-sFCjzM8>
 - <https://youtu.be/PGhkn7HfZaE>

Glynn Emery's Zoom Meeting test1

Start: Tue April 20, 2021 21:00

Duration: 0 hour 30 minutes

Recurring meeting Time Zone: London

Meeting ID

Generate Automatically Personal Meeting ID 205 436 1116

Security

Passcode 34sWBp
Only users who have the invite link or passcode can join the meeting

Waiting Room
Only users admitted by the host can join the meeting

Video

Host: On Off Participants: On Off

Calendar

Outlook Google Calendar Other Calendars

Advanced Options

Allow participants to join anytime


Mute participants upon entry

Automatically record meeting on the local computer

Approve or block entry for users from specific countries/regions

Save Cancel

Section 2 - Zoom Operational Skills

- Advanced settings:
 - The advanced settings can be accessed by selecting the cog shape top right on the schedule meeting screen 
 - There are now numerous options available that allow control over the various meeting features that may be required.
 - Again the YouTube links that follow below generally cover all settings, the reader may need to skip forward on the video to the relevant section. Each of the videos below cover the necessary features
 - <https://youtu.be/pV23NRxXSsQ>
 - <https://youtu.be/g-pHmVOfgbM>
 - <https://youtu.be/-aqdZQ-0004>
- Separate YouTube links are given to focus topics on the next slide:

Section 2 – Zoom operational skills

- These slides give YouTube links to specific topics that may be used within the AGM. Each of these topics will require prior familiarisation
 - Screen Share ref:
 - <https://youtu.be/YA6SGQIVmcA>
 - <https://youtu.be/h4wu1CYEIRo>
 - <https://youtu.be/P0gaNrNseXQ>
 - Polling ref:
 - <https://youtu.be/UrNAXPloan4>
 - <https://youtu.be/erz4xtQHoVs>
 - Using Chat Ref:
 - <https://youtu.be/LNnUqWJMxJU>
 - <https://youtu.be/x-P51CzaJeU>

Section 2 – Zoom operational skills

- Continued...
 - Waiting room ref:
 - <https://youtu.be/-aqdZQ-0004>
- There are numerous additional YouTube videos covering every aspect of operating Zoom. Just search for the required feature either within Google or within YouTube search
- Please note that the U3A UK site also has supporting information on Charity Commission guidelines for online AGMs, and an instructional video, ref. <https://youtu.be/JsocJJ0LqOQ>
- **Good Luck**