

Framingham Democratic Committee

Zoom Best Practices and Etiquette for Attendees

Until we can gather again, the Framingham Democratic Committee is using Zoom to hold all general and subcommittee meetings. The rules of civility and etiquette we value and require for in-person meetings still apply to this new digital forum.

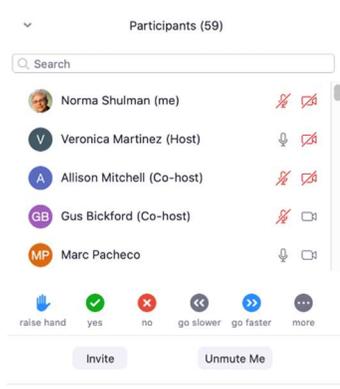
The Framingham Democrats are a vibrant, passionate group of people representing many of Framingham's diverse population. At times that passion has overridden good manners and decorum, leaving the group with meetings that last longer than it should, upset members and visitors alike who leave early and, in some cases, never return.

To help you use Zoom better, please take note of the following **best practices and technical tips for our meetings:**

- Please do not interrupt anyone who is speaking. If you want to speak, use the raise your hand feature or make a comment in the chat.
- If you wish to speak, click on "Participants" in the lower menu of your screen. Then click on "Raise Hand" in the options. The chair will call on you to speak when it is your turn.
 - If you are calling into the meeting with a phone, press *9 to raise your hand.
- When you have spoken, please "lower your hand" (toggle *9 on the phone to lower hand).
- If you have not been called on yet, please be patient. The Chair will call on you - do not unmute yourself to announce to the group you haven't been called on.
- If you are experiencing a technical issue, please send a zoom comment/email/text to our tech support: Jim Hansen (egbdfine@gmail.com / 508-395-8251) or Ohad Klopman (ohad.klopman@gmail.com / 508-733-7997) Do not make a verbal announcement during the meeting if you are having an issue. People are here to help.
- Please keep your microphone on mute unless you are speaking. The mute is a toggle. Pressing once will unmute. Pressing again will mute.
- Mute your microphone as soon as the meeting begins. (The host might have muted you already upon entry.)
 - This is critical for keeping background noise, which is distracting to the meeting participants, to a minimum.
 - The mute is a toggle. Pressing once will unmute. Pressing again will mute.
 - The mute button is the microphone symbol on the lower left of the screen, or a "mute" button on your video chip, or if you are calling into the meeting press *6.
- Be respectful when speaking. Our group is as diverse in opinions as individuals. Follow Aretha Franklin's words of wisdom: R-E-S-P-E-C-T!

- Do not shout into the microphone. Please speak in a normal tone. If you cannot be heard, the chair will let you know.
- Remember you are on camera. Do not do anything you do not want everyone else to see.
- People in the meeting on their phones need to be acknowledged as equal members of the meeting. Do not assume they can follow everything you rely on as being seen in video.
- Be flexible and patient. For most of us, this is not our preferred way to interact. Also, the software interface might change at any time, moving buttons around to different places, or changing defaults.
- If you feel the need to talk and socialize on zoom, do so BEFORE the meeting is underway. Open the participants list to see the full list of attendees instead of introducing yourselves verbally.
- Be mindful of background noise.
 - When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers. If there is background noise, the chair can mute all, and you may then have to unmute yourself when you are called on.
- Position your camera properly, so we can see you, not just your chin or your forehead.
 - This is a meeting and it is important everyone can see each other clearly for it creates a more direct sense of engagement with the other members.
- If you are experiencing lagging or skipping in video or audio, here are suggestions to fix the issue:
 - Use your computer to access video, while simultaneously dialing in by phone for the audio;
 - Or turn off your video while leaving your audio on.
 - Do not have both the computer audio and the phone audio on. This causes an echo. If using the phone for audio, turn your computer volume all the way down.
- When we are voting on an issue by raising hands, to vote click on “Participants” in the lower menu of your screen. Then click on “Raise Hand” in the options when it is time to vote.
 - If you are calling into the meeting, press *9 to raise your hand.
- Voting may be done with the polling feature, where a question will pop up on your screen with response buttons.
 - The chair will call on people on the phone to add their votes to the poll tally.
- Alternatively, to vote on an issue you may be instructed to use the Yes/No buttons at the bottom of the participants list (see below). For people on their phones to vote, the chair can ask anyone on the phones to use *9 to vote yes, then lower their hands; then do the

same for voting no, and then to abstain.



- Please use the chat feature found in the lower menu to share links or comments without interrupting the meeting.
 - Click the Chat icon at the bottom of the Zoom window to toggle open or close the chat window.
 - Use the dropdown menu at the bottom of the chat window to select the person to whom you are directing your message.
- Help everyone focus. Please don't have side conversations.
- Turn off your camera (Stop Video button or the Stop Video item in the “...” menu of your video chip) if you need to take care of business outside of the meeting (ex. someone in-person needs your attention). Turn the camera back on when you are present in the meeting again.
- Please be polite. Repeatedly interrupting the meeting will result in a reprimand from the Chair, or removal from the meeting if necessary.
- Exit at the right time. If it's appropriate, let people know you are leaving. Use a note in the chat. If not, just leave quietly.
 - Make sure you have disconnected from the meeting before you start doing anything else