UNDERGRADUATE MEDICAL EDUCATION

SCHULICH SCHOOL OF MEDICINE & DENTISTRY

**VIDEO CONFERENCE ETIQUETTE IN MD PROGRAM-
STATE OF EXPECTATIONS**

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PURPOSE

The Doctor of Medicine (the Program) or Undergraduate Medical Education (UME) in the Schulich School of Medicine & Dentistry at Western University supports student learning in a variety of formats. An evolving best practice for education and meetings is the use of video conferencing – for example, using Zoom or Blackboard Collaborate.

This guideline outlines the process for appropriate professional actions and behavior for learning sessions in the MD Program using Zoom or other platforms for video attendance and collaboration.

DEFINITION

Video Conference: a meeting between people in different places who are able to see and hear one another using audio and video technology1

Zoom: a registered IT entity used by Western University for governance, operation and education video conference sessions. https://zoom.us/

PROCESS

A key competency is effective, safe and collaborative communication in small group, individual and committee meetings. This is essential for in-person and video (virtual) meetings. This statement outlines expectations of the MD Program for students and faculty who take part in video conference Learning sessions.

All learning sessions will provide opportunity for participation by all attendees while focusing on discussion that supports achieving the outcome objectives of the learning sessions. Expectations for these sessions include:

- Recording/screen capture and/or distribution of materials from learning sessions is strictly prohibited without specific authorization and will be considered professional misconduct
- Sessions will start with introductions and the outcomes of the meeting/session will be shared
- The group may (and is encouraged to) delegate a member to monitor the "Participants" and "Chat" function
- All attendees will have their first and last names visible in their window for all attending to see
- All attendees will mute their microphones until speaking
- All attendees will ensure that where they participate ensure confidentiality and with no distractions (noise, background movement)
- All attendees are expected to have cameras on when possible.
- Using the "Chat" function outside of the session between participants for the purpose of a "counter meeting" – i.e. a meeting within a meeting. "Chat" will be used for providing key information missed; suggestions for additional information or clarification; simple communication of leaving or entering the meeting.
- All communication relevant to the session outcomes will be delivered verbally.
- A summary document can be found in Appendix A for Zoom Etiquette

1 https://www.macmillandictionary.com/dictionary/british/video-conference

Zoom Meetings – Etiquette and Best Practices

Here are some great tips on etiquette and best practices for you and your participants when joining a Zoom meeting. We hope these help you get the best out of your experience!!

BEFORE THE MEETING		
	Test Your Technology	Test all your technology *(including camera/video, Wi-Fi, and screen sharing if you are the host or presenter)*
	Practice Speaking to the Camera and Not the Screen	Our tendency is to look at the person on the screen, but you should look at the camera when you speak so the audience feels like you're talking directly to them.
	Dress Appropriately	Take a few minutes to throw on a clean shirt and brush your hair. The best part of actually getting ready while working remotely is that you'll put yourself in the right headspace to be productive.
IF YOU ARE HOSTING		
	Be Prepared	Review your agenda and presentation
	Make time for Casual Conversation	Before and/or after the meeting; *Including a few minutes of friendly interaction before diving into a meeting can really build the necessary rapport for a successful session—and keep the team engaged when the conversation jumps to business talk.*
	Be Aware of Your Surroundings	Adjust your work setup so that you face a window or are exposed to plenty of light. And make sure your background is professional and work appropriate!

	Introductions	If you have one or more guests, introduce everyone at the start of the meeting/session
IF YOU ARE PARTICIPATING		
	Speak Up Upon Entry	When you enter a small meeting (around 2 to 5 people) announce yourself when you join. Just make sure not to interrupt someone mid-sentence.
	Be Attentive	Don't stare at your phone while other people are presenting, be attentive and present.
	Silence Your Phone	Turn off all notifications and make sure your cell phone is on silent
	Don't Type in the Background	Leave your keyboard alone Unless you want to ask questions and make comments silently if desired using the "Chat" feature. In this case make sure your microphone is muted.
	Be Respectful – Raise Your Hand	Don't interrupt other people when they're speaking (or attempt to speak over them) If you want to speak, physically raise your hand or use the "raise hand" feature that is available in the participant panel.
	Mute Yourself	Mute your microphone when you're not talking. This will help eliminate any feedback or background noise that can be heard in your environment.

[2] https://ottawa.cmha.ca/wp-content/uploads/2020/04/Zoom-Meetings-Etiquette-For-Online-Meetings.pdf

	Don't Multitask	Don't work on other tasks (like checking email) during the virtual meeting It may be tempting to check your inbox or carry on a side conversation during a dull moment in a meeting, but don't do it! You might miss out on key information or an opportunity to give input
	Stay Seated and Stay Present	If you're using your webcam, use attentive body language: sit up straight, don't make big extraneous movements, and don't let your eyes wander too much.

QUICK DO's AND DON'Ts

DOs	8 **Do's** of Video Conferencing Etiquette	1. Do be courteous to other participants 2. Do speak clearly 3. Do keep body movements minimal 4. Do move and gesture slowly and naturally 5. Do maintain eye contact by looking into the camera 6. Do dress appropriately 7. Do make the session animated 8. Do be yourself and have fun!
DON'Ts	7 **Don'ts** of Video Conferencing Etiquette	1. Don't make distracting sounds 2. Don't shout 3. Don't make distracting movements 4. Don't interrupt other speakers 5. Don't carry on side conversations 6. Don't wear "noisy" jewelry 7. Don't cover the microphone