

Unitus Community Credit union hosted our 83rd Annual Meeting of Membership on Tuesday, March 17, 2020. Typically, a few of our heritage members, the Board, Audit Committee members, and staff attend the meeting onsite. This year, due to the COVID-19 social distancing guidelines, we determined it was best to make adjustments to the meeting and offer a virtual/video conferencing option using Zoom. These are the steps we took in order to make this transition as smooth as possible, while ensuring we were able to determine our quorum:

1. Executive Assistant worked with IT and Security teams to ensure we could safely collect information needed in order to verify primary memberships and acquire our necessary 30-person quorum.
2. We scheduled a Zoom meeting and posted registration information as soon as possible, requiring each registrant to complete a Zoom registration form (via a link on our website, see item #3), which included the following required fields: first and last name (associated with their Unitus account), email address, phone number, last 4 digits of SSN, and a fill-in field to specify one of these options: I am a Unitus Primary Member, Joint Member or Guest/Not a Member. NOTE: In the Zoom registration settings, you can change/choose which email address folks can reach out to if they have questions; we used our generic web@unitusccu.com address and had someone monitoring any activity throughout the meeting in case anyone was having issues with the platform. We did not get any responses.
3. We added links the Zoom/video meeting registration, along with the following tips on our website calendar event, as well as Facebook event for members, staff and Board to access:
 - For those who opt to join us via video conferencing, please note after registering, you will receive a confirmation email containing information about joining the meeting via Zoom (web, mobile device or telephone). To access all documents needed to follow along for the meeting, *click here* [linked to our Annual Reports webpage that had the Annual Meeting Agenda, 2019 Annual Meeting minutes, 2019 Annual Report, and 2019 Community Impact Report].
 - Before using Zoom from a **mobile device** (Android smartphone/tablet, Apple iPhone/iPad) *for the first time*, please download the **Zoom Cloud Meetings** app from the App/Play Store. You will then be able to join the meeting by clicking on the link provided in your registration confirmation email, entering your name [for Unitus members, please use the same name that is listed on your account(s)], and then entering the Meeting ID provided.
 - Before joining a Zoom meeting from a **computer**, click on the meeting link provided and ***for the first time only, you will be prompted to download (Run) a small application file*** before entering your name [for Unitus members, please use the same name that is listed on your account(s)] and the Meeting ID provided.

- If you are experiencing difficulty with audio, we encourage you to use your mobile device to access the meeting.
4. Separate emails were sent as reminders to staff asking primary members to register by EOD on March 16th so we could start crosschecking the registration report with our database to ensure we were on track to meet our quorum and allow for faster quorum determination as participants actually joined the meeting.
 5. Executive Assistant and Marketing determined it was best that we keep podium rental and headtable with branded linens for the meeting as we wanted it to look presentable on the video conference.
 6. We hosted the meeting in our Community Room at Unitus Plaza with an upgraded camera for better video quality. We used a speaker phone for audio of our presenters, who all took turns standing at the same podium (never more than one speaker at a time).
 7. The day before the meeting, we did a trial run, creating a fake meeting in Zoom to test on, and have one person see what a participant would see and the other what someone running the meeting from the backend would see. We tested all features – computer audio, phone audio, chat, Zoom waiting room & admitting people into the meeting, screen sharing, etc., to ensure all was running smoothly.
 8. Important note: You'll notice on Zoom that they have a notification on their website indicating delays due to increased volume usage on their platform. This caused things like call-in audio to have longer delays from desktop (hence the notes we put on our website for tips – see point #3 above) and also created a very long delay for generating Zoom reports, creating some manual work for us to verify primary members prior to the meeting. Another part of this that we feel was extremely helpful was timing. Our meeting took place at 5:15pm PST, which was a lower volume time (i.e., most meetings in other time zones have concluded at this point, not a peak hour for Pacific time, etc.) We think this further added to how smooth the picture was (no delays in audio/video, etc.).
 - Something else to note on the audio piece: those that call in using their phones, as opposed to their computer audio, are not identified with first/last name when joining the meeting; all you have is their phone number, which takes more time to crosscheck with your reports and find out who the individual is and determine if they count toward the quorum. Fortunately, we were able to get our quorum without including those who called in, but another reason to encourage your participants to use computer audio instead of phone/conference bridge line.
 9. Before the meeting started day-of, we had plenty registered to ensure we would get our quorum – but in order to get it, we needed them to actually join the Zoom meeting/conference at 5:15pm.
 10. We suggest having one person (Executive Assistant) taking meeting minutes and handling any necessary Board/presenter requirements; one person (Marketing Manager) doing room set-up and handling any in-person check-ins; and one person

(Social Media Engagement Officer) owning the backend of Zoom and processing the virtual/Zoom check-ins.

11. For Zoom – we had already vetted a spreadsheet of registrants with verified primary members. Due to COVID-19 implications, we were most worried about getting our quorum. We added a column for ‘Check In’ and went through the list, putting Xs as we admitted attendees into the Zoom meeting, counting as we went to track our numbers for the quorum requirement.
12. Our biggest hiccups were: AUDIO; Zoom allows you to mute anyone using computer audio from home. However, for those that call in for audio using the conference bridge line, you as the host are unable to mute them. This makes it extremely difficult as many people don’t know how to mute their phone. We made a few housekeeping announcements at the beginning of the meeting and asked everyone to mute themselves, but many either didn’t hear that or didn’t know how. We also had several people on chat (as a host, you can chat to everyone or chat with individuals privately) saying they weren’t getting audio on their end. We suggested they exit the meeting and re-enter. However, when they do that, you have to remember to re-admit them back into the meeting or they are stuck in the waiting room. For our group, this technique did the trick and they could hear everything they needed. Hindsight, we should’ve taken more time at the beginning to detail how exactly you can mute your phone or computer and explain it further (a few barking dogs in the background from participants, but other than that, we pulled it off).
13. Reporting afterwards wasn’t what we had hoped either. Zoom does not have an ‘attendance/participant’ report to list the people who actually participated in the Zoom meeting/conference; it only offers a registration report (or a polling report). Therefore, the manual check as participants joined the meeting/call was critical, as we captured the information we needed to move forward and verify our quorum.
14. Success of attendance? We had over 50 people on Zoom and a few members show up onsite. We well exceeded our quorum, which was a pleasant surprise (as this was our first time hosting the meeting virtually and with the COVID-19 complicating factors, we were feeling unsure as to if we would hit it). We’re already in discussions about wanting to do this again in 2021, COVID-19 aside, as it was very convenient for people to attend from their own homes. We’re also considering using the Zoom feature to record the meeting next year, so those who may not be able to attend could watch it later on their own time if they wanted to.