The New Norm of Hybrid Meetings

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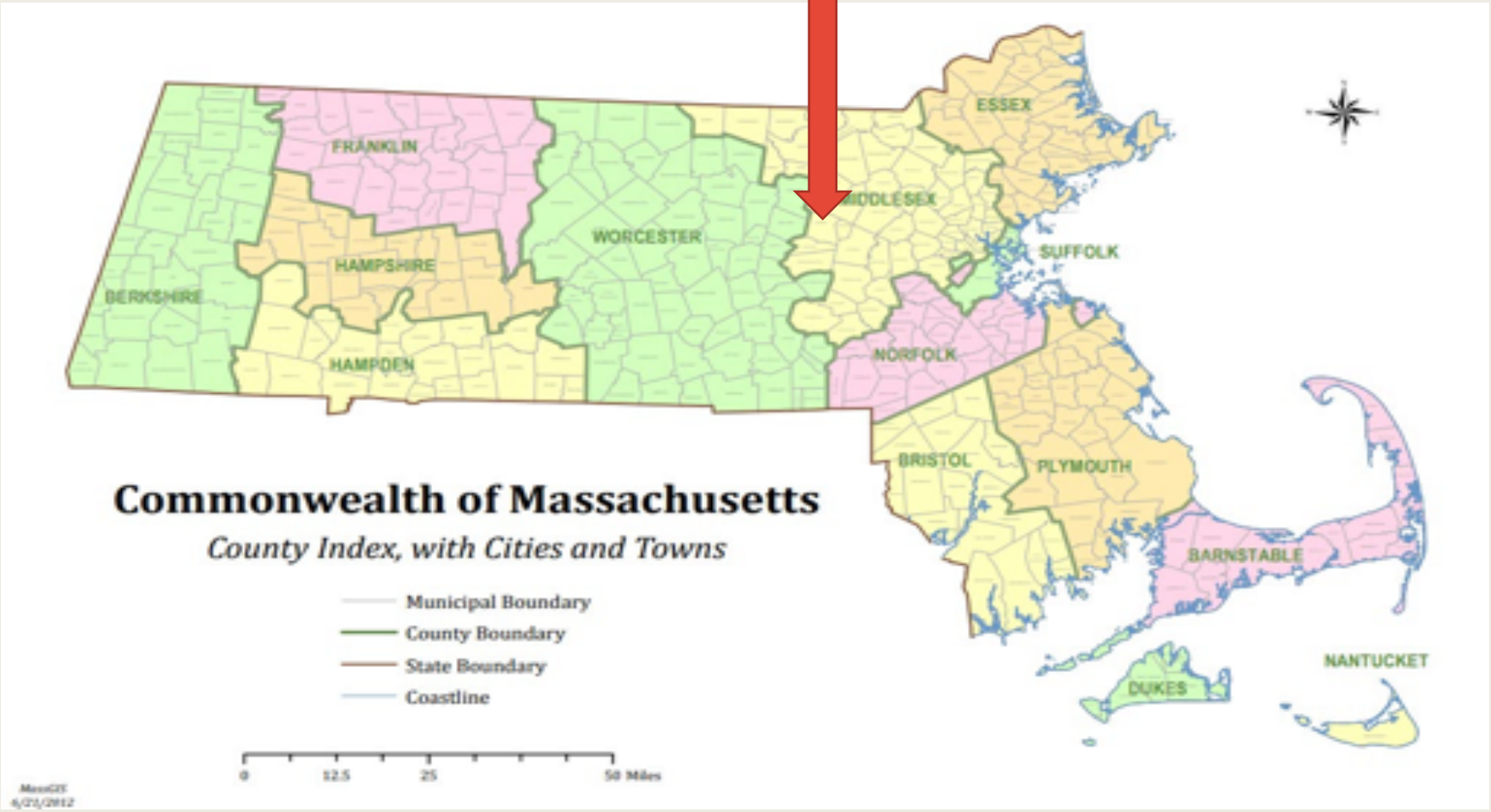
Stow Town Administrator

MSA Presentation – July 28, 2021

About Stow



Population ~7,200,

Western Middlesex County

5 Member Select Board – Open Town Meeting format

The evolution of our meetings

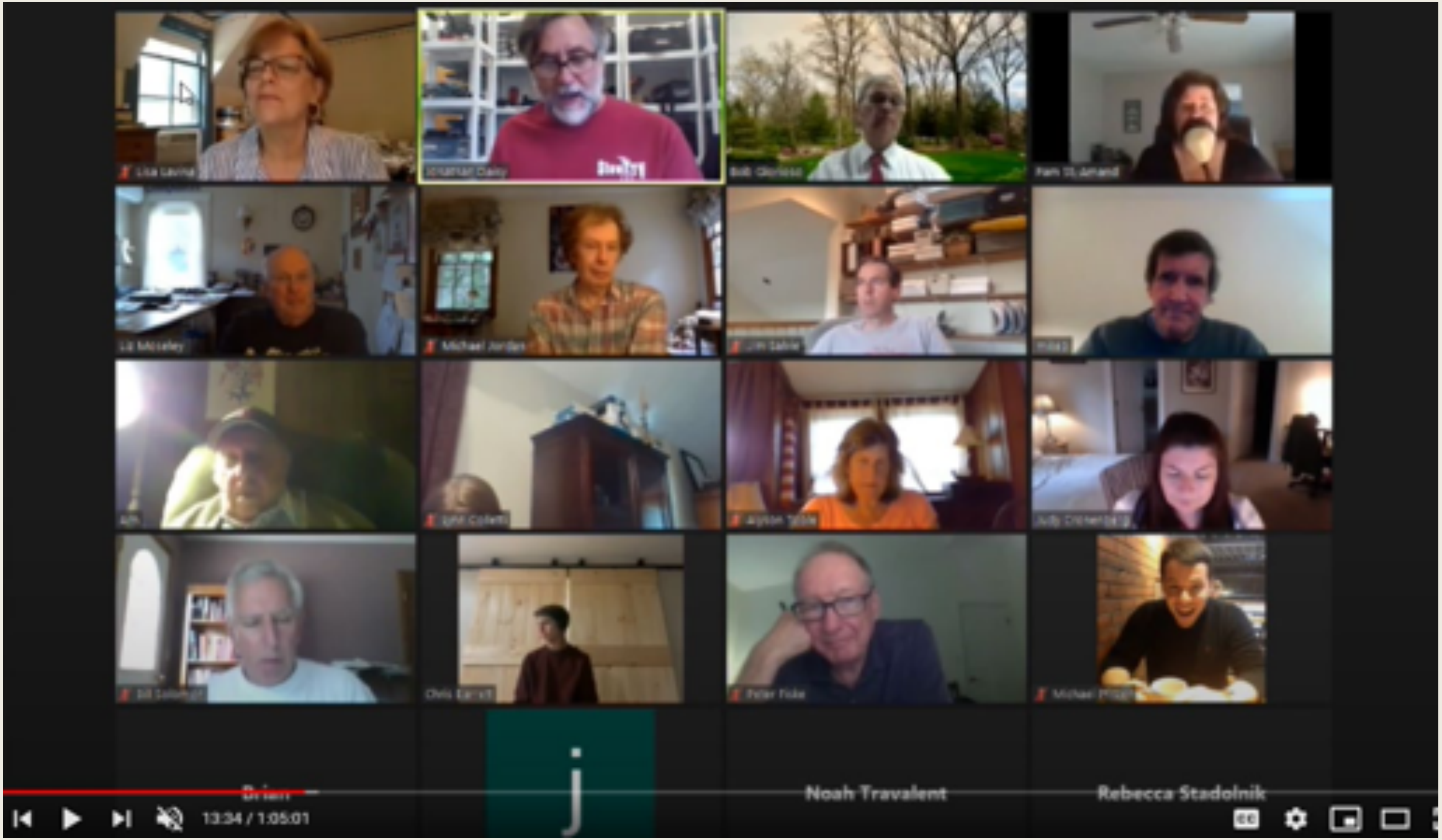
What our meetings looked like before COVID

Hybrid Meetings early on in COVID

- All Boards & Committees were fully remote except the Select Board.
- The Select Board was meeting in person, socially distanced, with all public participating via Zoom.
- Board members used their own laptops or tablets to connect to Zoom.
- During the winter months, Board members alternated 3 in-person, 2 remote to provide a more distanced setting.

Meetings at the start of COVID

zoom


Noah Travalent
Rebecca Stadolnik
13:34 / 1:05:01

Superintendent...
Ellen Sturgis
Rachel Gwaltney
Bob Wilber
Correspondence

Changes to
the Meeting
Room

Zoom Meeting
Kathy Sferra
Lissa coolidge
Leave

Upgrades to Technology

Logitech Meet Up System
65” Touch Screen Monitor

Logitech MeetUp Video and Audio Conferencing System

- Good for smaller meetings
- Very easy to set-up, it's plug and play
- Camera, speakers, and microphone in one device – additional microphone for better quality
- Was ideal when it was just the Board and no public in attendance
- Manual remote control
- But it was not easy to watch Zoom, pay attention to meeting, and control the camera – It was better for us when the camera was set stationary
- Received some criticism that it was difficult for Zoom audience to see who was speaking – due to the distance of camera

Using the Logitech Meet Up System

Zoom Meeting
Warren Room
Alyson & JT Toole
Ann Needle
Steve Nadeau
Certificate of Appreciation for Eric S. Kraus D.D.S

Hybrid Meetings as of June 2021

- As of June 15, 2021, when the State of Emergency was lifted, and with all Select Board members, and myself, fully vaccinated, we welcomed the public back in-person to their meetings, but remote participation through Zoom remains an option.

- We've had a handful of attendees (6 to 8) in-person at each of our last three meetings since we brought the public back in.

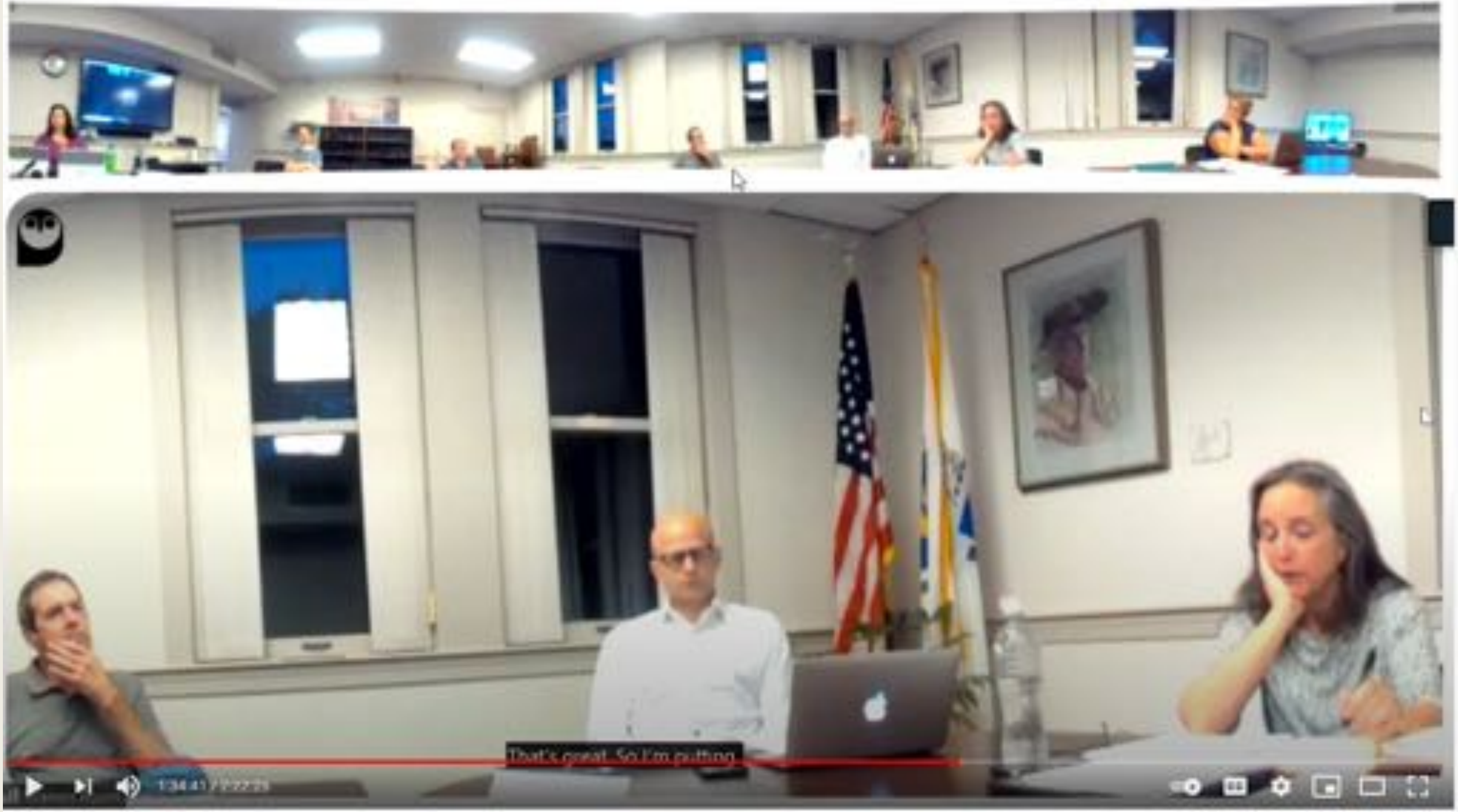
- Other Boards are slowly returning to some in-person participation, mostly by Board members.

- We have now changed over to Meeting OWL Pro camera system

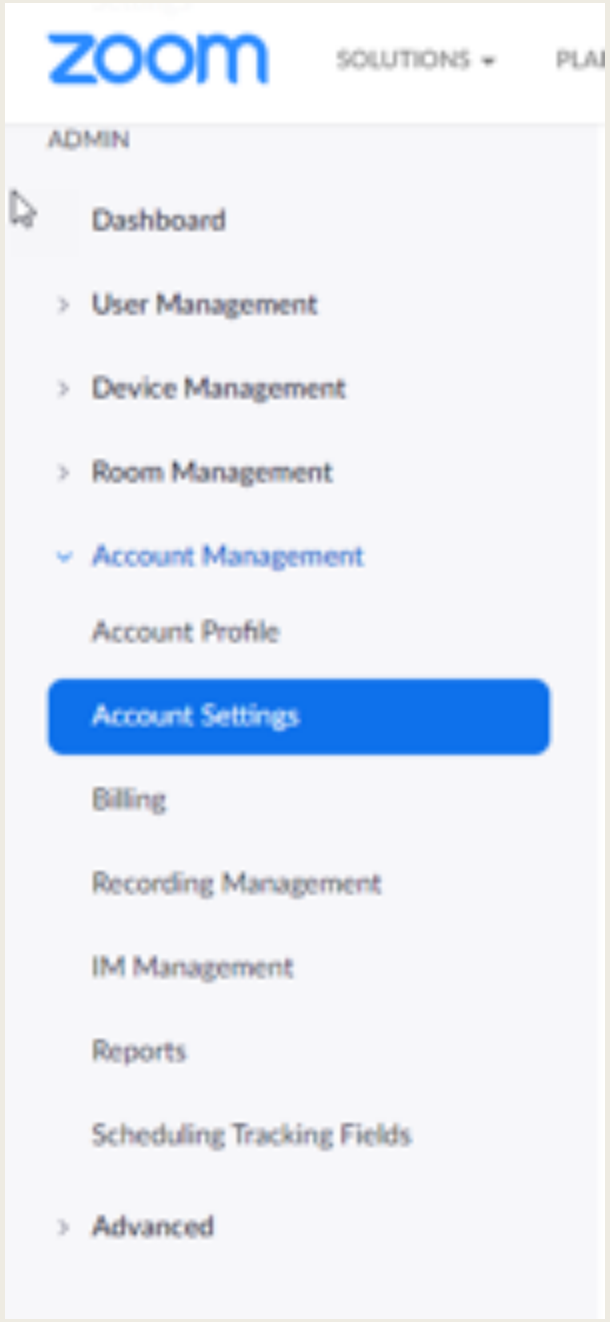
Meeting OWL Pro Camera

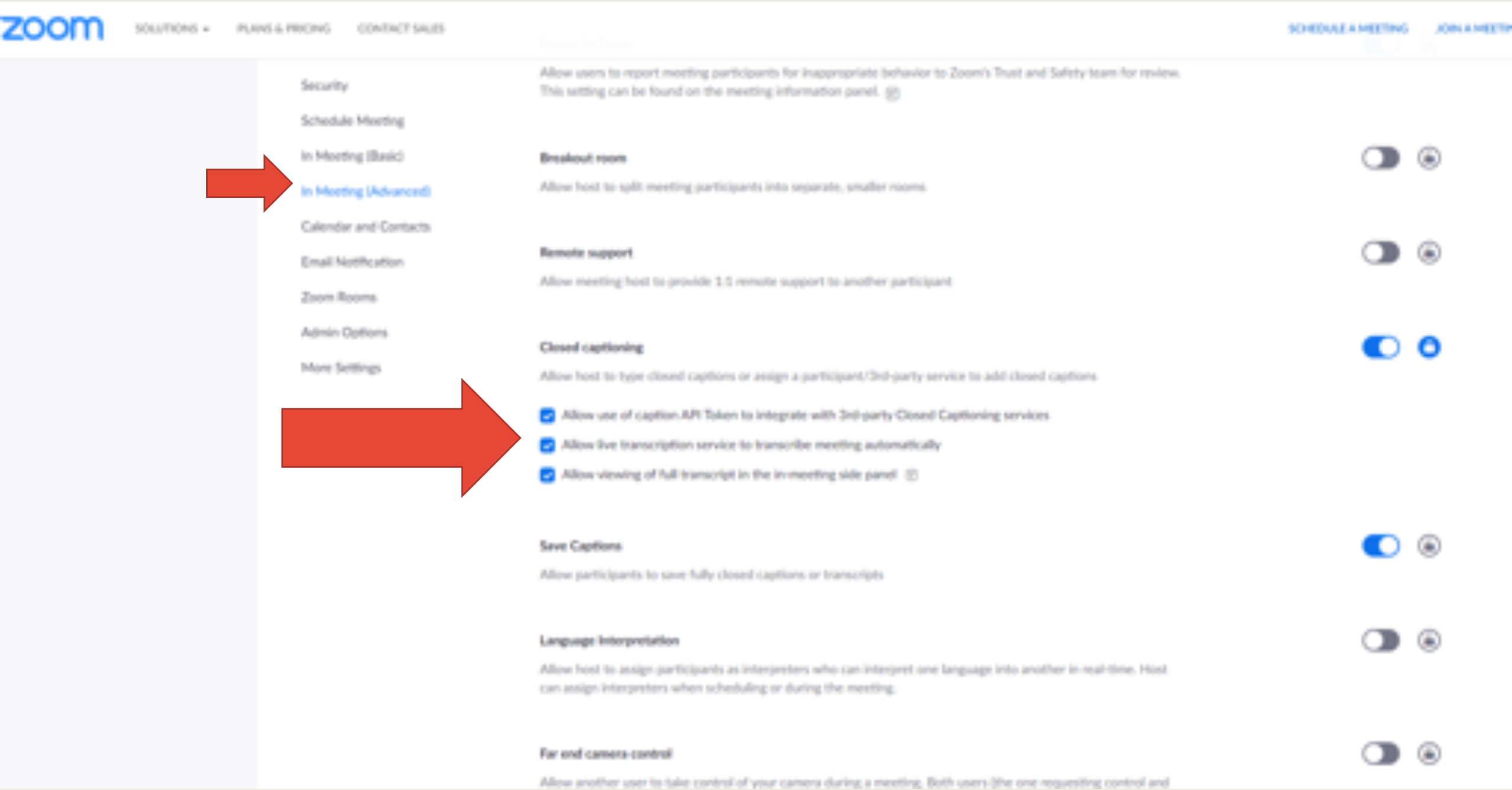
Meeting OWL Pro System

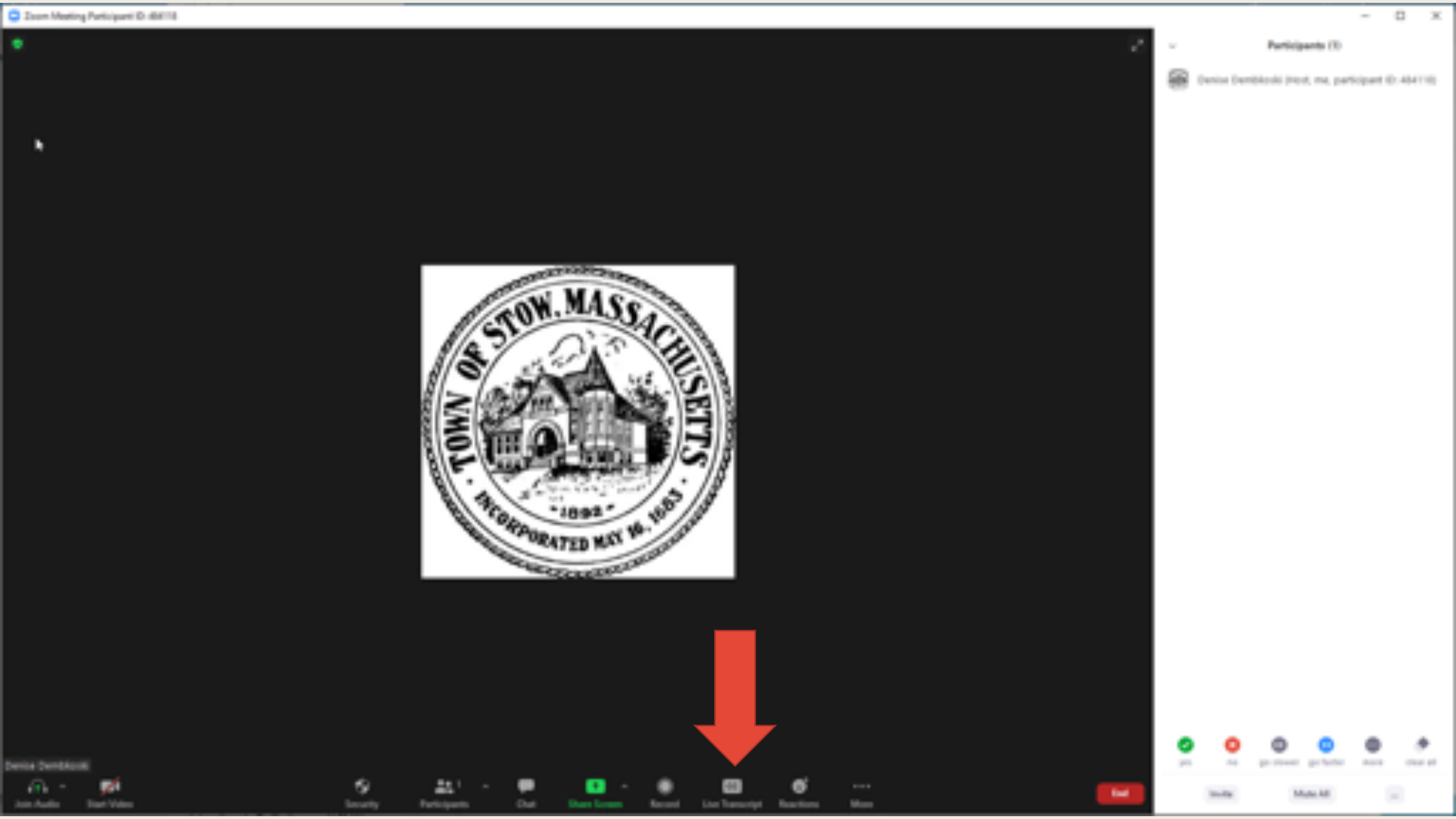
- Good for meetings of any size
- Mainly plug and play, but needs a little bit of set-up, if you want to pair more than one camera (Can use 2 through one Zoom session, if necessary)
- Camera, speaker, and microphone in one – Nice, loud sound quality
- Responds to voices – changes camera position automatically
- Extremely easy to use – set it and forget it – it does all the work
- 360 Degree view and side-by-side images
- Feedback has been extremely positive

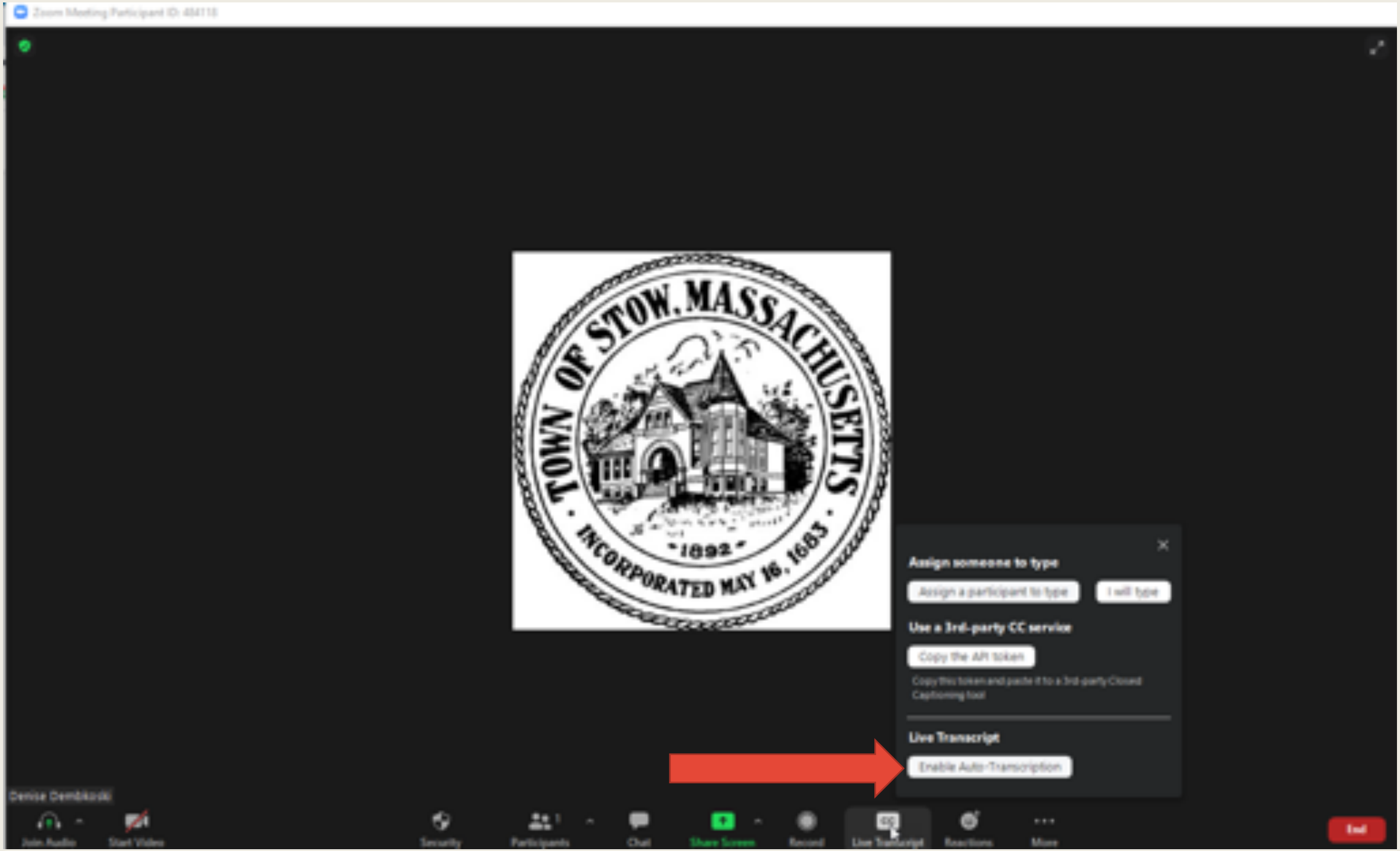

That's great. So I'm putting

ADMIN
Dashboard
Account Management
Account Settings

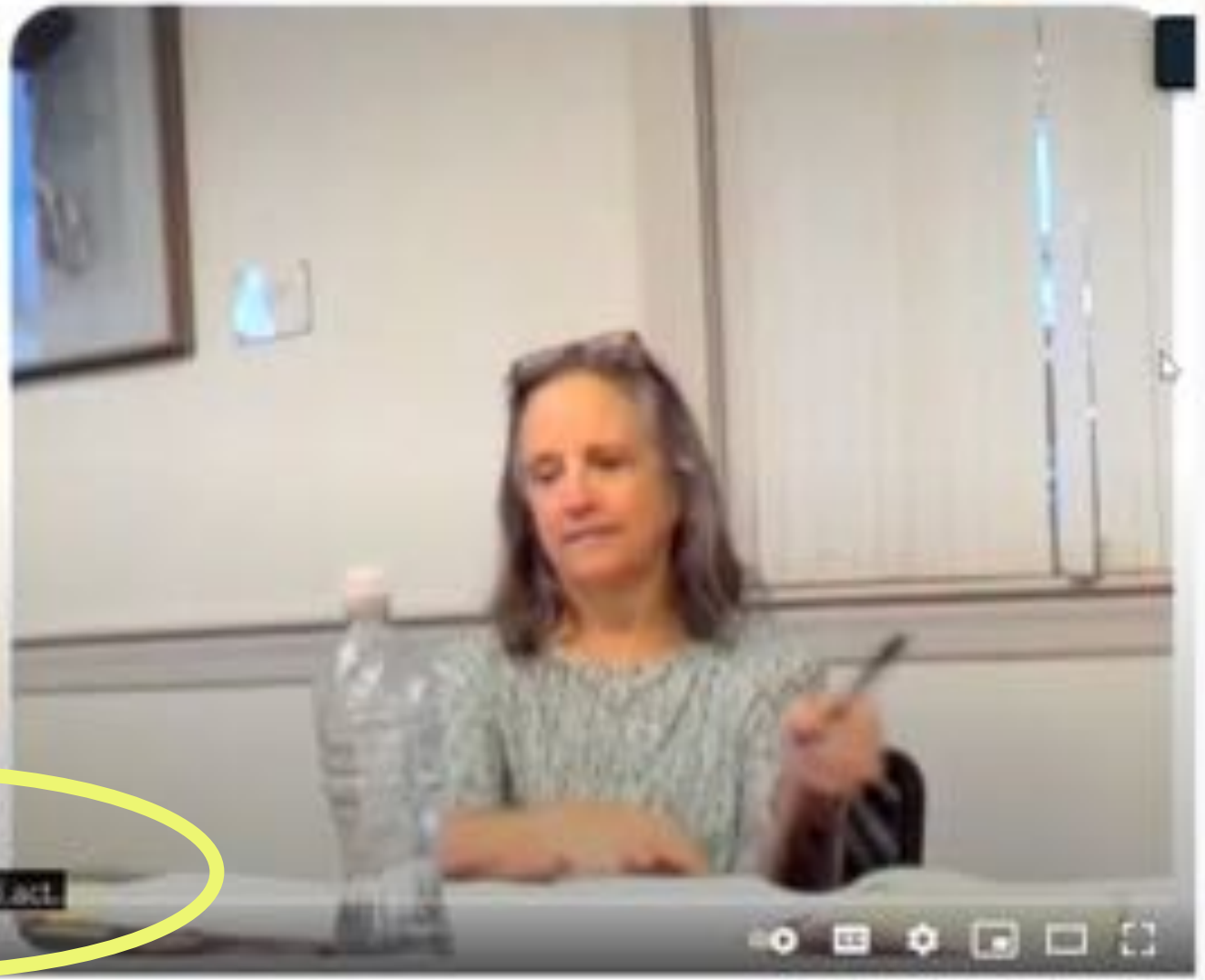



zoom
SOLUTIONS
PLANS & PRICING
CONTACT SALES
SCHEDULE A MEETING
Security
Schedule Meeting
In Meeting (Basic)
In Meeting (Advanced)
Calendar and Contacts
Email Notification
Zoom Rooms
Admin Options
More Settings
Allow users to report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the meeting information panel.
Breakout room
Allow host to split meeting participants into separate, smaller rooms
Remote support
Allow meeting host to provide 1:1 remote support to another participant
Closed captioning
Allow host to type closed captions or assign a participant/3rd-party service to add closed captions
Allow use of caption API Token to integrate with 3rd-party Closed Captioning services
Allow live transcription service to transcribe meeting automatically
Allow viewing of full transcript in the in-meeting side panel
Save Captions
Allow participants to save fully closed captions or transcripts
Language Interpretation
Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during the meeting.
Far end camera control
Allow another user to take control of your camera during a meeting. Both users (the one requesting control and


Participants (1)
Denise Dembkoski (Host, me, participant ID: 494110)
TOWN OF STOW, MASSACHUSETTS
INCORPORATED MAY 16, 1683
1692
Denise Dembkoski
Join Audio
Start Video
Security
Participants
Chat
Share Screen
Record
Live Transcript
Reactions
More
End


Zoom Meeting Participant ID: 484118
TOWN OF STOW, MASSACHUSETTS
INCORPORATED MAY 16, 1683
1892
Assign someone to type
Assign a participant to type
I will type
Use a 3rd-party CC service
Copy the API token
Copy this token and paste it to a 3rd-party Closed Captioning tool
Live Transcript
Enable Auto-Transcription
Denise Dembkoski
Join Audio
Start Video
Security
Participants
Chat
Share Screen
Record
Live Transcript
Reactions
More
End

I enjoyed my time and act.



In Closing...

- All equipment and technology featured in this presentation was covered by CARES Act funding. (cameras, monitor, Zoom)
- Highly recommend the Logitech MeetUp System and the Meeting OWL Pro System depending on your needs.
- Both systems are plug and play and very easy to use.
- Board members, ancillary staff, or managers can easily run meetings with either system.
- These 2 systems have exceptional microphones and speakers, and users are heard clearly, both in-person and on Zoom.
- We have now put the OWL cameras in multiple meeting rooms and can be used through a wall mounted Monitor/TV or through a USB on a laptop.

Thank you!

If you have any follow-up questions, feel free to reach out to me.

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