Canadian Conference
of Mennonite Brethren Churches

Planning A Virtual AGM/Large Meeting

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Bylaws and Governance

As stated in the CCMBC bylaws (section 3), the Executive Board shall give at least six (6) weeks notice of any annual or special Convention. Such notice shall stipulate the date, location and agenda with associated documents of such Convention. Notice shall be deemed to have been sufficiently given if sent by electronic means or ordinary mail to the Member Churches, or if given by announcement in the Conference periodical publications distributed to the members of Member Churches.

The bylaws also state that 100 delegates are needed to meet quorum. The quorum is reduced to 30 delegates if the agenda is limited to the appointment of an auditor, approval of the annual budget, and the receiving and approving of the financial statements.

As the notice of motions and agenda are being created, it is valuable to bring in the parliamentarians into the conversation and process early on (1 months prior to the date of notice).

Rules of Order for an online gathering:

1. We strive for unity and respect, involving the participation of all assembled, as we deliberate decisions that shape the future of our conference.

2. Delegates should stand to speak at a nearby microphone or indicate you want to speak by using the "raise hand" function in Zoom. Please use the following protocol:

   a. Wait for acknowledgement by the moderator.

   b. State your name, church and community you come from.

   c. Address the moderator. Delegates may not dialogue with each other on the floor.

3. Keep remarks to the point. Avoid repeating statements already made by another delegate.

4. Take care to confine remarks to the motion or resolution under discussion.

5. A delegate may speak to an issue more than once, unless there are other delegates who wish to address an issue. A delegate should not ask for the floor more than 3 times on one issue. The mover of a motion may answer questions to a motion as often as they are raised.

6. Individuals other than delegates may be permitted to speak, subject to the decision of the moderator. The assembled delegates may, by a simple majority vote, override the decision of the chair.

7. Only delegates are permitted to vote.

8. For online delegates, the "Digital Voting Policy for Conventions of the Conference" will be followed. Additional instructions may be provided by the Moderator regarding any other meeting procedures required by online delegates.

9. In general, Robert's Rules of Order will be followed.

It is important to follow Robert's Rules of Order throughout the meeting, however, due to the lack of community that is felt when using a digital platform, it is equally important to create a family gathering-type environment. We are a family of churches who engage in conversation with one another.

Parliamentarians (2-3 individuals)

- It is beneficial to appoint parliamentarians who are physically able to be in the same space during the meeting so that they can easily converse on matters with one another.

Ballot Counters (3 individuals)

- It is recommended that ballot counters be together in one physical space during the meeting so that they can easily converse on matters with one another.
- Ballot counters be receiving/tallying votes using QuestionPro or the Zoom polling feature. Votes are tallied through each of these programs in real time.
- Once all voting submissions on a particular motion have come in, a ballot counter will record the information in a spreadsheet (for record purposes) and report results back to the Moderator.
- Only the ballot counters are able to see the results, however, results and voting data can be saved as a document through QuestionPro or Zoom.
- One motion should be dealt with and voted on at a time before moving on to another motion.

Technology

When hosting an online AGM or any large meeting, it is important to have a good tech team, with clear roles and back-up plans.

- Minimum 1 person designated to manage online chat/Q&A, in whatever form is available
- 1 contact person who can be reached by phone
- Separate people managing event tech and troubleshooting as needed
- 1 person designated to manage the documents/links to motions/on-screen material throughout the meeting.

Voting Options

1st Choice - *QuestionPro*

https://www.questionpro.com/features/

The cost is $85 per month. As a not-for-profit, we paid for 1 month and got a 2nd free. This rate was given to us when we emailed QuestionPro directly and inquired about any deals they had for not-for-profit groups and this is what they came back with.

There was a free option, but it required an acknowledgement /advertisement on your website, which we did not want to do. One positive to using QuestionPro is that it allows voting to happen on individual motions one at a time. This is accomplished by assigning users with unique delegate

numbers, which served as their access code. It also provides the ballot counters with a more real-time detailed analysis of voting results.

2nd Choice – Zoom

www.zoom.us

This can be done directly through the Zoom call. The cost for this is included with the Zoom account. One downside to the Zoom polling option is that delegates could potentially vote on motions prior to them being discussed on the floor. It is also difficult to manage who can vote (delegate) and who cannot (guests).

Tech Support

Bitrix24

Bitrix24 is a communications platform that offers an online telephone system that simulates a call-in centre service. In our experience, Bitrix24 was a little complicated and glitchy. If your organization has a toll-free number, we would recommend you provide that to your users and dedicate a tech person to managing incoming tech-support calls.

Tidio - Website Help Desk

Tidio provides a live chat feature on your website which gives anyone on your site (in this context, event attendees) immediate access to back-end tech support (your dedicated staff people). This worked well for CCMBC during their AGM, and continues to be a valuable contact point between website visitors and the organization beyond the event. We reached out to Tidio to explore not-for-profit pricing and were offered six-months of free service. Not-for-profit cost is $18/month. This is our preferred method of providing support to event participants.

Registration

Eventbrite

There is no cost for using Eventbrite if you are hosting a free event. If there is a charge for the ticket, there is a handling fee (3.5% + $1.59 per ticket) that Eventbrite takes, but this can also be built into the ticket price as paid for by the registrant.

CCMBC Communications already has an Eventbrite account:

Email: communications@mbchurches.ca

PW: W27xmP8GkrKv

When setting up a new event, it is important to ensure that the event is set up as "private". This will prevent strangers and those outside of the CCMBC organization from accessing information on the event (like Zoom links, etc.).

There were two different ticket options for attendees to choose from: Delegate or Guest. Delegates are asked to keep their 10-digit order number associated with their Eventbrite registration to be added to their Zoom account name (eg. John Smith 1234567891) as one way of confirming that they are indeed a delegate during the online meeting. This ten-digit number is then assigned as their unique identifier in QuestionPro. Additionally, delegates needed to be affirmed by each church they were representing indicating that the individual was a delegate. Messaging looked like this on the ticket:

The ticket information also included instructions for joining the Zoom meeting:

JOINING THE MEETING:

1. Please note that an authenticated zoom account is required to join this meeting. Follow the instructions at https://zoom.us/signup to set up an account You will be prompted for an email address, we ask that you enter the same email address used during registration of the event.
2. Keep this Zoom link handy, you'll need it to enter the National AGM gathering on June 5-6: https://zoom.us/j/94204467472?pwd=VVpFNVcySDA3aTkvc2oybWNCZTh4dz09
   Password: na2020agm

A schedule for the event was also included on the event registration page.
Eventbrite allows for the option of sending email updates to all registered attendees. There is also the option to send distinct emails to delegates and/or attendees if information being communicated needs to be different. Post-event surveys can also be sent to all attendees using Eventbrite by pasting the Survey Monkey link into the body of the email.

Post-Event
Survey Monkey was used to poll responses from AGM attendees post-meeting.
Email: surveys@mbchurches.ca
PW: Y(4i9(rkte

Zoom
Depending on the meeting size, ensure that your Zoom account is set up to accommodate anticipated attendance. You may need to upgrade your Zoom account to a Large Meeting.

- Large Meeting – up to 500 participants $50/month USD. This can be added to an account and then cancelled after the event is over if no longer needed. Please note: You must enable the large meeting (checkbox) setting on your Zoom account page before the meeting starts – More information.
- Webinar – up to 10,000 participants ***this is an expensive option and not recommended unless you really need the high participant numbers. The webinar option does not provide attendees with chat, camera and microphone access.

1000 participants = $340/month per host
5000 participants = $2,490/month per host

Settings for Zoom should be set as follows:

Specific Meeting Settings:

- Mute participants upon entry
- Enable waiting room
- Once the meeting starts, it may be necessary to have multiple co-hosts.

General Account Settings

- Require a password for all those joining
- Enable waiting room
- Prevent participants from using chat (if hosting an AGM as per Roberts Rules of Order – there should not be conversation happening between attendees related to any motion. All comments/questions need to be directed through the moderator).
- Depending on the polling option set up, you may need to enable the polling feature if the host wants to send a poll through Zoom to attendees.
- Host can start sharing screen when someone else is sharing.
- Disable annotation and whiteboard use.
- Disable removed participants from re-joining the meeting.
- You may want to enable breakout rooms if necessary.

Communicate instructions on how to use the 'raise hand' function for Q&A and responding to any motions. Using the 'raise hand' function in Zoom puts a participant in a queue and then the moderator informs the participant when he or she can speak (as per Roberts Rules of Order).

Chat communication for an AGM should only be one way – from the host to the entire group for the purpose of posting motions and communicating any announcements. Co-hosts can also communicate with one another.

For an AGM, attendees who are delegates should have their unique delegate number attached to their on-screen Zoom name (i.e. John Smith 1234567891). This will allow the ballot counters and moderator to differentiate between delegates and guests for voting, quorum, and speaking to a motion.
Other individuals may want to consider using labels for key people within their zoom names (i.e. "John Smith – Moderator", Jane Jones - Secretary) to help attendees recognize staff and roles.

Attendees are encouraged to keep their video on during the Zoom call. This is for the purpose of building community, creating a 'family gathering' atmosphere and aids presenters and fellow attendees in engagement.

Include basic Zoom Instructions to email new users and Instructions to set up Zoom and connect for the first time.

Remember you need something which has a microphone, speaker and camera so you can be seen and heard. Most laptops have these built in. A headset is optional but helpful if you're in a noisy space. Please note that if you are using a phone or tablet, you will need to download the zoom app prior to our meeting. This is explained in the notes below.

From a Computer:

- From this email, simply click on link
- it will take you to the zoom website and you will wait a moment as the meeting loads
- you will see a pop-up screen momentarily in which will appear the meeting screen and you're in!
- you will get prompts asking you to select to use computer video and internet audio (as applicable)

From a Phone/Tablet

Video Call – Zoom App (recommended)

- First, before our meeting, download in advance the Zoom app (blue w/ white camera icon – named "Zoom cloud meetings")
- To join the meeting, from this email, simply click on link highlighted in yellow (included both above and below)
- It will open the app and take you straight into the meeting!
- You will get a prompt to choose your audio source (internet audio)

Audio call – No app needed (audio only, no video)

- Click on or dial any one of the Canada phone #s in blue below
- You will be asked for the meeting ID
- You will be asked for a participant ID – just press # (no other number needed)
- You will be asked for the meeting password – in red above
  It will add you into the meeting!

Reports

In compliance with the CCMBC by-laws for AGM meetings, it is required that all reports be posted and available to members of the constituency 6-weeks prior to the start of the AGM. This means that agencies, partners, and departments need to be given ample notice to send their 1-page report to the communications team at least 2 weeks before the 6-week deadline. This 2-week gap allows for any troubleshooting or formatting and design work to happen.

Report get posted on the CCMBC website and are compiled into an event book, which is kept for archival purposes and distributed to attendees when gathering in person.

Reports can be submitted one of two ways:

1. 8 ½ x 11 print ready PDF (colour or b&w). You and your team would do all of the design work.
2. We can do the design work on your behalf. We would just ask that you send us an 8 ½ x 11 word doc with images/graphs, etc. sent separately as high res images (at least 300 dpi) so that our team can re-size and format as needed. This will also ensure that images print well.

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Voting

Prior to the Event

Using the QuestionPro or Zoom platform, any items being voted on will need to be entered into the program ahead of time by simply entering the motion(s), using the prompts and instructions given in each of the digital voting platforms (e.g. Motion 1: It is moved that naps should be mandatory in all workplaces in Canada.). It is important to give delegates an "abstain" option in their voting as this will allow the ballot team to see if a lack of response to a motion is due to technical difficulties or if delegates are choosing to not vote on a particular motion.

> Motion 1: It is moved that naps should be mandatory in all workplaces in Canada.
> Yes
> No

It will be important to test out the voting a couple of different times leading up to the event to ensure that all glitches are worked out and the process is accurate.

If possible, create opportunity for attendees to have some practice using the voting software by creating some fun voting questions prior to voting on actual motions.

Day of event

Voting is done one motion at a time. One of the tech team members will paste the wording of the motion into the Zoom chat window to allow delegates to see the actual wording of the motion. The moderator will call for a seconder for the motion, which a delegate will do using the 'raise hand' function. Once discussion around the particular motion is completed, the tech team will paste a link to the QuestionPro motion where delegates only are able to vote using their 10-digit order number. Once voting has been completed, the ballot counters will report results verbally to the Moderator.

Troubleshooting

In the event that a delegate loses internet access during voting or if the voting link does not work for them, there should be a plan b and a plan c in place so that delegates can still cast their vote.

Plan A – Delegates vote using the link put in the Zoom chat using their unique delegate number.

Plan B – Go to the CCMBC website and use the chat box where a member from the tech team would receive and record the vote and inform the ballot team. The tech team member will verify with the caller their name and their unique delegate number.

Plan C – Delegate calls into the 1-800 number and verbally communicates their vote with one of the ballot counters, who then records the vote on a spreadsheet. The ballot team will verify with the caller their name and their unique delegate number.

CCMBC Digital Voting Policy
Created April 2020

Preamble

A Digitally Registered Delegate is entitled participate online and vote using the digital communications technology selected by the staff of the Conference who are responsible for hosting the Convention. This technology will be provided at no cost to each registered delegate.

Article 1. Registration Procedure

To be enrolled and participate as a Digitally Registered Delegate, the following procedure will be used:

1. Each church will register all of the names of its authorized delegates, whether in person or attending online, with the Conference staff at least 48 hours prior to the start of the Convention.
2. For each church delegate who is attending online, their name and a unique email address must be provided.
3. Each delegate must have their own digital device, such as a computer or smart phone, that is capable of running the communications software being used by the Conference. For reasons of authentication and vote tabulation, multiple delegates cannot share a single device.
4. At least 24 hours prior to the start of the Convention, each Digitally Registered Delegate will receive an email with a password and instructions on how to attend the Convention online. Delegates will have time to load and test any software before the start of the Convention.
5. Each delegate will receive a unique identifier from the Conference that must be used when logging into the online convention so that their identity can be validated. Anyone who does not have an identifier will be disconnected from the online service.

Article 2. Voting Procedure

When a call for a vote is made by the Moderator, each Digitally Registered Delegate will indicate their vote using the method described by the Moderator. This might include, but is not limited to, any of the following:

a. Sending their response using an online chat feature. (Note: If chat responses are sent to "Everyone", the voting can be validated by all delegates as well as by the Ballot Team.)
b. Using a voting or polling feature provided by the online software.
c. Using a separate online survey tool provided to each delegate.

The members of the Ballot Team will be responsible to tally the result of the votes from all delegates.

Article 3. Call for a Ballot

If a vote by ballot is required, the Moderator will indicate how responses from the Digitally Registered Delegates will be received. This might include, but is not limited to, any of the following:

a. An email with the ballot information may be sent from a member of the Ballot Team to the address provided by each Digitally Registered Delegate so that their response can be received.
b. Each Digitally Registered Delegate may be asked to use SMS text technology to send their response to the Ballot Team.
c. Using a voting or polling feature provided by the online software.
d. Using a separate online survey tool provided to each delegate.

The members of the Ballot Team will be responsible tally the ballots from all delegates.

Article 4. Motion Discussion Procedure

Prior to voting on a motion, the Moderator may open the floor for questions. The Moderator will be responsible for managing questions from all delegates in person as well as Digitally Registered Delegates. The same rules of order for the Convention, as set by the Conference, will apply to all delegates. The following guidelines apply to Digitally Registered Delegates:

a. All microphones of online participants will be muted. (It may be required that all video be turned off excepts for the speakers.)
b. A Digitally Registered Delegate may send a chat message, raise a hand, or use appropriate features of the software as designated by the Moderator to signal their desire to speak to the motion on the floor.
c. The Moderator will identify the delegate to speak next and the microphone will be unmuted.
d. The Moderator may also ask that the delegate use video, if available, when speaking.

Note: Equipment will be put in place at the Convention location for any in person delegates to speak to the motion so that they can be seen by all online delegates.

Article 5. Scrutinizing Voting Results

There can be times when technology fails. The Ballot Team will be given the discretion to request that a vote be retaken if they feel that a significant portion of the delegates were somehow prohibited from participating in the vote and would have impacted the results of the vote.

In order for the Ballot Team to evaluate if a vote was impaired, it may be necessary for each Digitally Registered Delegate to indicate a YES, NO, or ABSTAIN response to a vote so that the online results can be validated. For instance, if only 45% of the delegates vote YES and 30% vote NO, it is important to confirm that the remaining 25% abstained as it could change the outcome of the vote.

Note: Members of the Ballot Team shall be at the Convention site as well as online to confirm all results.

Article 6. Restarting the Online Session
In the event that there is a failure in the online technology, the Moderator may discern the need to postpone the meeting temporarily until communication issues are resolved. Email will be used to communicate to all Digitally Registered Delegates. Rules for quorum will still apply once the online meeting is restarted.

DIGITAL VOTING POLICY FOR CONVENTIONS OF THE CONFERENCE

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Production

Slides

Slides are created by the Communications team. They will create a template, which will be used on all slides in order to create a cohesive style throughout the event. Content for the slides is given by the ministry support team.

Slides are needed of the following:

- Zoom etiquette (to be shared for 30 minutes prior to the meeting beginning and during meeting breaks).
- Any announcements that need to be communicated prior to the meeting started and/or at meeting breaks (e.g. communion instructions, voting instructions, etc.).

Pre-Recorded Videos

To minimize technical difficulty during the meeting by switching between speakers, it is helpful to have a mixture of live and pre-recorded reporting. If including worship as part of the event, it is helpful to have the worship band be pre-recorded on video with the lyrics to the song(s) visible on the video.

Pre-recorded video reports can also be made available on the website for attendees to watch prior to the meeting beginning. Holding a meeting on Zoom will already feel more exhausting for both attendees and staff, so the more information (like reports) that can be viewed ahead of time will not only keep the meeting time shorter but also keep attention spans longer.

Event Book

With a virtual AGM, it will still be important for a physical event book to be created for archival purposes. Uploading a digital copy of the event book to the website is also important for all attendees to be able to access. Only a couple physical books will need to be printed though. That can be done in-house using the printer at the office.

Voting

When using QuestionPro as the voting platform for an AGM, all motions (including any mock voting questions) need to be entered in prior to the event. Additionally, once registration has closed for the event, all unique delegate identifiers (the 10-digit order number if using Eventbrite for registration) will need to be loaded into QuestionPro. The unique identifiers will be used by delegates when voting on a particular motion as a verification that they are in fact a delegate and not a guest.

If using Zoom Polling as your voting platform, all motions will need to be pre-loaded into Zoom ahead of the event. Note, there is no unique identifiers that can be set up using the Zoom polling feature. It is difficult to control who is able to vote as a delegate and guests who cannot vote, which, if holding an

AGM where proper process needs to happen, Zoom is not the best platform to use for voting on motions.

Event Schedule

An event schedule will be important to create leading up to the event. This will ensure presenters, organizers, and the tech team are all on the same page. Distribute well in advance (at least 1 week), so that adjustments can be made if necessary.

Plan a time for all involved to do a walk-thru of the event, so ensure that technology is working as it should be and the flow makes sense.

Sample event schedule:

6:00 PM CDT - Friday, June 5
Co-hosts: Elton, Bruce, Bomba, Carson, Kara

Time:	Min:	Activity:	Who:	Sound:	Visual:	Notes:
5:00	:30	Production Walk Through & Prayer	Elton, Bruce, Bomba, Carson, Kara, Amanda			
5:30		Open Doors to Zoom	Carson/Bomba	Bomba	PPT – welcome slide	Communion instructions, Zoom etiquette
6:00	:03	Welcome & Prayer	Elton			
6:03	:10	Worship	CCMBC band		Pre-recorded video with lyrics	"Raise A Hallelujah" "No Longer Slaves"
6:13	:07	Fun voting practice & Introduce MWC	Elton			Announcements
6:20	:08	Mennonite World	Gerald Hildebrand		MWC video	Gerald will begin with a 2-3 min live greeting, followed

		Conference Report				by a 5 min video.
6:28	:01	Introduce MDS	Elton			
6:29	:10	Mennonite Disaster Service Report			MDS video	
6:39	:01	Introduce MCC	Elton			
6:40	:10	Mennonite Central Committee Report	Rick Cober-Bauman		MCC video	
6:50	:01	Introduce ICOMB	Elton			
6:51	:10	ICOMB	Rudi Plett		ICOMB video	
7:01	:15	Meditation	Bruce			
7:16	:07	Communion	Elton/Bruce			
7:23	:15	Prayer Breakout Rooms				Participants are randomly put into breakout rooms of 5 people to pray for the weekend, the conference and one another.
7:38	:05	Voting Questions on Reports	Elton		Links posted to Zoom chat	Practice voting questions Link will be posted into Zoom chat.
7:43	:10	Worship	CCMBC band		Pre-recorded video with lyrics	"Be Thou My Vision" "Goodness of God"
7:53	:05	Closing Remarks	Elton			Instructions for tomorrow: 1. For delegates have 10-digit number accessible - you will need to copy and

						paste this number multiple times while voting. 2. When logging in, please re-name your Zoom screen name in include in brackets your 10-digit delegate number or guest 3. Start time is 10:00am CDT. Please be on time so we can record delegate numbers accurately at the opening of the AGM

Communication

If meeting hosts and members of the production team are all located in different places, it will be important to agree upon a method of communicating with one another. The easiest is probably to communicate through the Zoom Chat function (as long as everyone is made a co-host so that chat is available). In case of internet issues and the meeting suddenly stops, you will need to have phone numbers for all those involved in presenting and managing the meeting.

Alternative options for communication during a meeting could be WhatsApp or cell phones.

For an AGM it will be important to have contact information for parliamentarians, ballot counters, moderator, national director, production team, and the tech team.

Communication is crucial when hosting a virtual event, especially if this is a new platform for attendees. It is important to be reminding attendees of what they can expect, important information they will need to know for logging in, etc.

Communication can be largely distributed using Eventbrite to ensure that information is being sent to all those registered. Using Eventbrite will allow you to separate instructions between delegates and guests if needed. For example, a guest does not need to know all of the information pertaining to voting, since they are not eligible to vote. Two separate emails can be created and distributed, one for delegates and the other for guests.

Sample Email:

Dear AGM Attendee,

Our 2020 Virtual AGM on June 5 & 6 is right around the corner. We want to make you aware of specific details so that we can make the most of our time together.

TECH REQUIREMENTS

Please ensure that you have a reliable internet connection. A tech support team will be available, but they will not be able to help with poor internet connections.

JOINING THE MEETING

Upon registration, you will have received a confirmation email from Eventbrite. Please be sure to keep this email accessible during the AGM as it contains the ZOOM link required to join the meeting (same link for both days). The meeting will open 30 minutes before the official start time on both days.

ZOOM ETIQUETTE

Mics & Video

All mics will be muted upon entry. We ask that you keep your mics muted at all times unless the moderator has invited you to speak. This will minimize distracting noises.

You are welcome to keep your camera on. Since we are unable to gather in the same room together, we can at least see each other's faces. If you experience slow internet speeds, you may have to turn off your camera to use up less bandwidth.

Chat

We will practice Roberts Rules of Order that will govern process and etiquette throughout the AGM. The chat function will be disabled for all attendees. Only the production team and hosts will be able to utilize the chat to send links for voting and announcements.

COMMUNION

We will partake in communion together on Friday, June 5. Please gather the elements before the beginning of the service. You can use whatever you have around the house – it does not have to be juice and bread.

START OF SECTION THAT WILL ONLY BE INCLUDED IN THE EMAIL TO DELEGATES

MOTIONS & VOTING

Requirements

- As a delegate, you have been assigned a unique identifier that confirms your eligibility to vote. The 10-digit order number you received in your confirmation email from Eventbrite is your unique identifier.
- You will need to use this number multiple times, so we ask that you please keep it accessible for
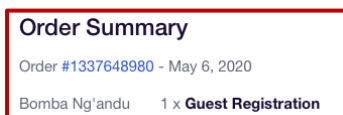
the entire duration of the AGM.
- Each delegate will need to log in using their own device. The sharing of devices is prohibited and will hinder your ability to vote.

Speaking to a Motion

Similar to what occurs in an in-person meeting, we will be following Roberts Rules of Order. Any delegate wishing to comment on a motion on the floor will need to indicate so by using ZOOM's 'raise hand' function.

1. Click on the icon labelled "Participants" at the bottom center of your screen.
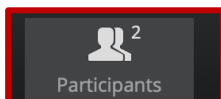
2. At the bottom of the window that opens, click the button labelled "Raise Hand."
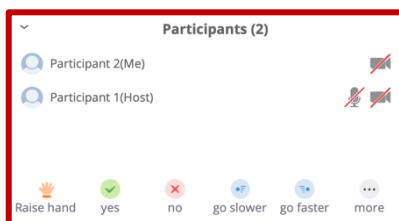
3. Your digital hand is now raised. This puts you in a queue, which will signal the moderator that you want to speak. Please wait for the moderator to call on your name before you start talking.
4. Unmute your microphone and state your name and church community before asking your question or making your comment.
5. Once you are finished, lower your hand by clicking the button, "Lower Hand."
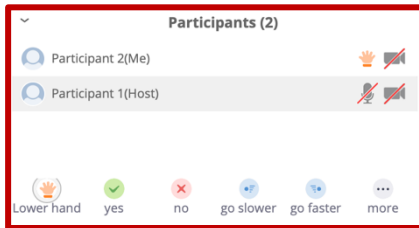
The same method can be used to raise your hand on a mobile device. Tap "Raise Hand" at the bottom left corner of the screen. The hand icon will turn blue, and the text below it will switch to say "Lower Hand" while your hand is raised.
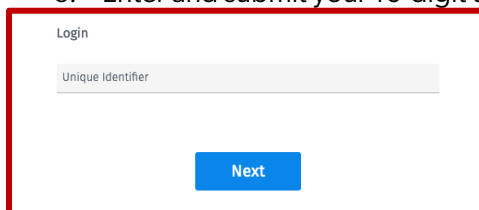
Seconding a Motion

When a motion is made on the floor, the moderator will call for the motion to be seconded. Any delegate wanting to second the motion should use the 'Raise Hand' function as mentioned above. The moderator will then acknowledge the first hand that goes up. Once the motion has been seconded, those with their hand raised should lower them.
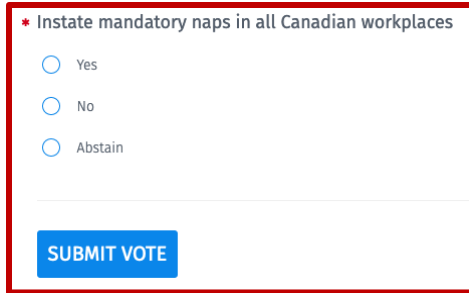
Submitting votes

All voting on motions will proceed through a program called QuestionPro, which will be hosted on the CCMBC website. This software does not need to be downloaded.
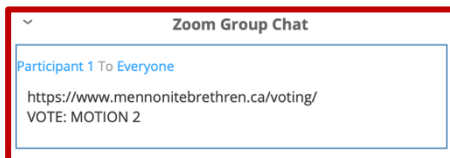
1. The production team will send a link for each motion through the ZOOM chat.
2. You will be instructed to click on the link at the appropriate time, which will open a new window in your internet browser.
3. Enter and submit your 10-digit unique identifier, which will enable you to vote

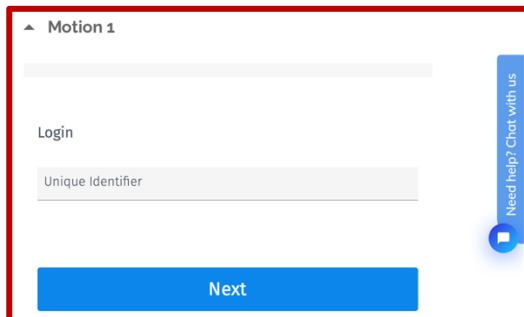4. Once you have selected one of the three options (yes, no or abstain) click on the button "SUBMIT VOTE")

5. The Ballot Team will see the results for each motion in real-time. Once the passing threshold has been reached, ballot counters will report the results to the Moderator. The Ballot Team will monitor the number of submitted votes so that we can determine how long to wait before moving on to the next motion and when we can declare a motion's result.
6. This process will be repeated for each motion on the floor.

HELP! I'm experiencing trouble with voting!!

The Ballot Team will be able to identify if there are individuals who did not vote due to choice, or due to technical difficulties based on the 'abstain' option provided on each ballot. In a scenario where too many delegates are experiencing technical issues, the Ballot Team will notify the Moderator, and

further instructions will be emailed out to you. If your internet connection cuts out or the ZOOM call is dropped, you will be able to submit your vote directly with the Ballot Team using the live chat support feature on the far-right side of the voting page. The Ballot Team will request your 10-digit unique identifier before you indicate your vote.

END OF SECTION THAT WILL ONLY BE INCLUDED IN THE EMAIL TO DELEGATES

TECHNICAL DIFFICULTIES

Dropped ZOOM call

If the ZOOM call gets dropped for all participants, CCMBC will email each person with instructions on how to proceed. If you do not receive an email from CCMBC, the call was not dropped for everyone.

Tech Support team

A tech support team that will be available to help attendees out with technical difficulties. Please use the live chat feature which can opened on the far hand side of the AGM page on the CCMBC website. Your name & email will be required.

A training session will be held on Thursday, June 4th, at 6:00 pm - 7:00 pm (Central Time). This is a dedicated time to practice the voting process before the AGM and get you comfortable with how ZOOM works. Join the training session at the link: https://us02web.ZOOM.us/j/88962603954. Our tech support team will walk you through the voting process from start to finish and address any questions you might have.

Registration

Using Eventbrite

When setting up a new event, it is important to ensure that the event is set up as "private". This will prevent strangers and those outside of the CCMBC organization from accessing information on the event (like Zoom links, etc.).

There were two different ticket options for attendees to choose from: Delegate or Guest. Delegates are asked to keep their 10-digit order number associated with their Eventbrite registration to be added to their Zoom account name (eg. John Smith 1234567891) as one way of confirming that they are indeed a delegate during the online meeting. Additionally, delegates needed to be affirmed by each church they were representing indicating that the individual was a delegate. Messaging looked like this on the ticket:

> DELEGATE REGISTRATION & VOTING
>
> PLEASE NOTE:
>
> As a delegate of your church/organization, you have been assigned an unique identifier.
> Your 10 DIGIT ORDER # which you received IN YOUR EMAIL after registering, is your unique identifier.
>
> Please keep this number handy as you will be required to present it to confirm your eligibility to vote during the Virtual AGM.

The ticket information also included instructions for joining the Zoom meeting.

> JOINING THE MEETING:
>
> 1. Please note that an authenticated zoom account is required to join this meeting. Follow the instructions at https://zoom.us/signup to set up an account You will be prompted for an email address, we ask that you enter the same email address used during registration of the event.
>
> 2. Please keep this Zoom link & info handy, you'll need it to enter the National AGM gathering on June 5-6:
>
> https://zoom.us/j/94204467472?pwd=VVpFNVcySDA3aTkvc2oybWNCZTh4dz09

A schedule for the event should be included on the registration page.

Eventbrite allows for the option of sending email updates to all attendees to the email registrants registered with. There is also the option to send distinct emails to delegates and/or attendees if information being communicated needs to be different.

Under the board approved digital registration policy, the churches are required to send us their list of delegate names with emails which we can also cross reference to online registrations. Engaging in this process with the churches when registration opens is helpful rather than waiting until AGM registration closes 48 hours prior to the event beginning.

Once registration closes for the event, all unique delegate numbers (Eventbrite order number) need to be entered into the voting platform (if using QuestionPro) to ensure all delegates registered are able to vote on the motions.

Tech Support

Dropped ZOOM call

If the ZOOM call gets dropped for all participants, CCMBC will email each person with instructions on how to proceed. If you do not receive an email from CCMBC, the call was not dropped for everyone.

Tech Support team

A tech support team that will be available to help attendees out with technical difficulties. Please use the live chat feature which can opened on the far hand side of the AGM page on the CCMBC website. Your name & email will be required.

Voting Troubleshooting

In the event that a delegate loses internet access during voting or if the voting link does not work for them, there should be a plan b and a plan c in place so that delegates can still cast their vote.

Plan A:

Delegates vote using the link put in the Zoom chat using their unique delegate number.

Plan B:

Go to the CCMBC website and use the chat box where a member from the tech team would receive and record the vote and inform the ballot team. The tech team member will verify with the caller their name and their unique delegate number.

Plan C:

Delegate calls into the 1-800 number and verbally communicates their vote with one of the ballot counters, who then records the vote on a spreadsheet. The ballot team will verify with the caller their name and their unique delegate number.

Training & Testing

Prior to the virtual meeting beginning, it is important that the production and tech teams test out all software and programs being used throughout the meeting to ensure kinks are worked out.
If voting is taking place, it will be important to test out with a number of individuals the voting platform to ensure that unique identification numbers are working properly and that everyone is able to vote.

It may also be useful to set up a time the day before for those who want, a training session where the tech and production team walk through some of the features of Zoom to aid those who are less familiar with the program. This is a great way for those who may not be as well-versed in technology to ask any questions or receive step-by-step assistance.

The training session can be advertised through different social media channels and communicated to all meeting attendees through Eventbrite.
Sample communication through Eventbrite to all attendees:

TRAINING SESSION - JUNE 4
A training session will be held on Thursday, June 4th, at 6:00 pm - 7:00 pm (Central Time). This is a dedicated time to practice the voting process before the AGM and get you comfortable with how ZOOM works. Join the training session at the link: https://us02web.ZOOM.us/j/88962603954.
Our tech support team will walk you through the voting process from start to finish and address any questions you might have.

Debrief

Just before the virtual meeting is ending, a Survey Monkey should be sent to all attendees through Eventbrite as a means of receiving feedback around the event.

Survey Monkey login information:
Email: surveys@mbchurches.ca
PW: Y(4i9(rkte

Once logged in, set up a new survey, by clicking on "create survey" located in the top right corner of the page.
You can choose to copy a past survey and change the questions or create a survey from scratch.
Follow the prompts.

Questions can include (but is not limited to) the following:

1. In what capacity did you attend?
   - Church Delegate
   - Guest
2. In what area/topic would you have liked to have more conversation about?
3. Did you have to make use of any technical support from CCMBC?
   - Yes
   - No
4. If you required technical support at any point, was it helpful?
   - Sliding scale ranging from 1) not helpful at all to 10) extremely helpful
5. What was your experience using the virtual voting platform QuestionPro?
   - Sliding scale ranging from 1) Incredibly difficult and confusing to 10) easy and accessible to use
6. Based on the communication you received leading up to the AGM, did you feel prepared?
   - Sliding scale ranging from 1) not at all prepared to 10) extremely prepared
7. Did you feel free to participate in the conversations throughout the AGM?
   - Sliding scale ranging from 1) it was difficult to contribute to conversation to 10) felt freely able to contribute to the conversation
8. General comments

To share the survey with participants, copy the link and paste into the email drafted in Eventbrite.

If desired, you can include a custom "thank you" message to be sent by Survey Monkey once an individual submits feedback. Similarly, a custom reminder can also be sent to anyone who has not submitted feedback after a few days.

This is all done under the "Collect Responses" tab in Survey Monkey.

The production and planning team should also conduct a debrief meeting within a week or two following the event to discuss what worked well, what needs changing for future events and to review the feedback received by participants.