

Video Conferencing Policy and Procedure

1. Orientation to video conferencing technology will take place prior to curricular activity. We will ensure that both parties are acquainted with how to utilize the technology through arranging a test run prior to an event (interview, individual supervision, or didactic). Currently AWHCSC utilizes Zoom or Teams conferencing technology. Therefore, during the orientation process, the utilization of the Zoom and Teams conferencing technology will be addressed. For the interview process, the applicant also must be given time to get acquainted with the technology and time to test that the technology is working properly.
2. CPE Students must be equipped with a computer which must have a camera and audio capacity. Prospective students being interviewed remotely must also provide technology compatible to be seen on the interview.
3. Utilization of headphones for videoconferencing is recommended to ensure privacy of conversation and to minimize sound feedback and distortion. One example of when headphones should be used is during Individual Supervision. However, when a person engages a group (interview process or didactic presenter) this may only apply to the person who is engaging by themselves.
4. Ensure confidential space. The student and educator must ensure that there are no other persons present in the space where they are. If a third party enters the space, the session must be stopped until the privacy can be reinstated. This also applies for the interview process. The interviewee must be given these guidelines to prepare in advance to ensure privacy and confidentiality.
5. Ensure connectivity. Educational seminars interrupted by technological problems may not be counted toward the 100 hour requirement for a unit of CPE.
6. Maintain patient/family/Airmen confidentiality by utilization of pseudonyms as is the standard of presentation of verbatims and reflection reports.
7. Utilize the program feedback process to evaluate the effectiveness of utilizing videoconferencing technology in the learning process (include a question directly addressing this mode of learning).

Video Conferencing Etiquette

- 1) Make sure to get ready few minutes before the group begins.

- 2) If, for some reason, you will be late for joining the Zoom meeting, text or email the educator and your peers.
- 3) An online group meeting or supervision deserves the same respect as anyone you would meet with in person. Please keep your attention focused on the conversation at hand. Do not read email, text people, or focus on other distractions during online time.
- 4) It is your responsibility to be in an environment that is free of distractions and interruptions. It is not appropriate to turn off your camera during class times, unless we have a weather problem with the computer. Please know that it IS obvious to others when you check email while in class. This is highly disrespectful.
- 5) It is polite to mute your sound when you are not speaking. Turn on your speaker only when you speak. When your Certified Educator sees your mike button turns on, he/she will recognize you and your desire to contribute. You may also use "raise hand" button when you wish to speak.
- 6) It is your responsibility to make sure you are in a physical location that has a good internet connection for group and individual supervision. Prepare for your time online by moving to a private, quiet space where you won't be interrupted and can have privacy.
- 7) Because CPE is considered graduate-level education, all participants are expected to bring their feelings and unfinished business back into the group or supervisory process. Gossip with peers outside of the group or with people in your clinical setting is not acceptable. If a peer tries to gossip with you, it is your responsibility to expose it to the group and educator. Disagreements, complaints, and conflict will be managed live during group time, not on email or outside of class. Please forward hostile or grumbling emails to the whole group and the educator. IPR is specifically set aside for such topics.
- 8) Show respect for the group, yourself, and the educator by being on time for appointed meetings and remaining in the group until class ends. If you cannot make an individual supervisory appointment, it is your responsibility to trade times with another peer and notify the educator by email prior to the meeting time.
- 9) It is inappropriate to send jokes, forward junk mail, and send any political or religious put-downs on email. Please use email only for CPE-related communication.