Participating in Remote Reviews
Guidance for Panel Members

Frequently Asked Questions (FAQs)

1. **How can I participate in the review?**
   All reviews will be conducted using Zoom, a free videoconferencing service offered by the University. All participants will be expected to participate in the review using video and audio. For more information on Zoom, please view the following link: https://blink.ucsd.edu/technology/file-sharing/zoom/index.html

   In order for you to maximize your ability to participate in the process, you are expected to make arrangements to accommodate video participation.

2. **What do I do if I do not have access to a reliable computer with audio and video capabilities?**
   Notify AIO via email (aio@ucsd.edu) as soon as possible! We understand that not everyone has consistent and reliable access to resources essential in participating in a remote review. These resources include a laptop with video and audio capabilities.

   For Students: UCSD Student Affairs has developed resources to address students technology needs during this period, please view those resources here: https://vcsa.ucsd.edu/news/covid-19/#Internet-and-Technology-Access

3. **Can I participate by phone?**
   All participants will be expected to participate in the review using video and audio. In the event you experience technical difficulties during the review, you will be provided with a phone number and meeting access code which will allow you to participate via phone. This option is for emergency or extenuating purposes as only as you may experience difficulty fully participating in the review. Please contact AIO via email (aio@ucsd.edu) if you have questions.

4. **I do not have a private room in which to participate in the Review, what should I do?**
   AIO takes its responsibility to maintain the confidentiality of the Reviews and the privacy of those involved very seriously. In order to protect the confidential and sensitive information conveyed during reviews, you are expected to participate in a space which is private.

   If acquiring a space which is private will be difficult for you, please use a virtual background and headphones.

If you have concerns about your ability to meet the expectation of privacy, please notify AIO as soon as possible by emailing aio@ucsd.edu.

For additional information about FERPA and student privacy, please visit: https://evc.ucsd.edu/units/privacy/covid-19.html?_ga=2.97764255.1603283420.1586064 383-86160265.1565204372

5. **Can others listen into the review?**
No. In order to protect the confidential and sensitive information conveyed during reviews, no non-relevant parties (e.g., lawyers, parents, friends) are NOT permitted to be in the Review.

If during the review, the Presiding Officer becomes aware that there are unauthorized individuals either overtly or covertly observing or listening to the proceedings, they will pause the Review until non-relevant parties have been removed.

6. **How is AIO protecting against "zoom bombing"?**
The AI Office is following campus directions to protect against zoom bombing: our Review zoom URLs are not posted publicly, we are using the waiting room feature to control the admittance of guests.

7. **What if the Panel/Presiding Officer needs assistance during the Review?**
If the Panel or Presiding Officer need assistance from AIO during the Review, the Presiding Officer will pause the Review, but keep the recording going, and step out of the Review Room into the Main Zoom Room where there will be an AI Office staff member ready to assist. The recording will continue to ensure that the case is not being discussed while on pause.

8. **Will the review be recorded?**
Yes, per Policy, the review will be audio and video recorded to maintain an accurate case record. The breakout rooms will not be recorded.

9. **How will I receive the review packet?**
You will receive a link which will bring you to a secure website containing the review materials. However, you won't be able to access that site until you arrive in the Zoom Review room. Please download the material in the event you lose connectivity during the review. **If you do download, please help us protect student confidentiality (FERPA) by deleting the Packet from your computer as soon as the Review is over.**

10. **Why is there a watermark on the Briefing Packet materials?**
To protect the Instructor's intellectual copyright and to prevent distribution of the Review Packet.

11. I have questions about Zoom, what do I do?
You can learn more about Zoom by visiting the following websites:
https://blink.ucsd.edu/technology/file-sharing/zoom/index.html or https://ucsd.zoom.us/

1. **How do I log into the review?**
The Zoom URL will be included in the appointment reminder from aio@ucsd.edu about 2 business days before the date of the Review.

2. **How do I know if I logged into the review correctly?**
In your review notice, you will be provided the link to accessing the review. You will be placed in a "Waiting Room" so the message "XXX" will appear on your screen until you are admitted into the review room.

3. **When should I log into the review?**
You should log in at the "arrival time" indicated in Acuity - so usually 1:30 pm for afternoon reviews or 9:30 am for morning reviews. We'll let you know if you are needed to log in earlier or later.

4. **What happens if I cannot log in?**
Take the following steps:
   1. Take a deep breath, you got this!
   2. Close out your internet browser and restart Zoom. Attempt to sign back in.
   3. Double check your review notice and make sure you entered the correct room information.
   4. Clear your cache in your web browser and try again.

5. **What do I do if I am having trouble either seeing or hearing what is happening?**
(Citation: https://www.mailman.columbia.edu/people/current-students/student-resources/tips-attending-class-zoom)
   a. If you can't see or hear what is going on, check the status of your hardware by opening a video on Youtube and seeing if you both hear and see the video.
   b. If it is only Zoom audio or video that is not working:
        i. You may not have joined Zoom audio. Go to your audio settings in the bottom left-hand corner of the meeting toolbar. Join audio here.
        ii. You may have selected the wrong audio. Go to your audio settings in the bottom left-hand corner of the meeting toolbar. Click on the arrow (^) next to the mute/unmute option on the Zoom toolbar. From there you can select which microphone or speaker Zoom will use for audio.
        iii. The same solution works for video issues. Click on the arrow next to the start/stop video button.
   c. If the issue seems to be with your Wifi internet connection
        i. Move closer to your Wifi router.

        ii.   Shut down any other programs currently running on your computer if you can, particularly any browsers that may be streaming content.

    d.   Additional Resources: **https://support.zoom.us/hc/en-us** **https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio**

6. **How do I participate if I can only be on the phone?**
All participants are expected to participate by video, but in the event you can only participate by phone, keep your phone on mute and the Presiding Officer will call on you to ask if you have questions, to answer questions, etc.

7. **What can I expect in the review room?**
We recommend using gallery view so you can see everyone in the room on the screen. In the first ½ hour, you will just see the Presiding Officer and other panel members. When the Panel is ready for the Review to begin, the Presiding Officer will let AIO know and we'll move the relevant parties from their breakout room into the Review Room. Your audio should be muted unless you are speaking, and your video should always be on. If you

8. **What should my Zoom setting be?**
Please mute your microphone unless you are speaking and keep your camera on at all times. You can use a virtual background if you are uncomfortable with having your personal space visible to the board; however, be mindful with the background you choose to be sure you are clearly visible and that it is not distracting to other participants.

9. **What happens if I turn my camera off?**
If you turn your camera off, the review will stop until you resume your video. If you do not turn your video back on within a few minutes, the Presiding Officer may remove you and the review will continue in your absence. Do not turn off your camera to signify you want a break!

10. **What if I think someone in the Review needs a break?**
Raise your hand and when the Presiding Officer calls on you, request a break. You can also send a message via the chat requesting a break.

11. **I have something to say! How do I participate in the conversation?**
Please keep your audio muted during the review until you are called to speak. All participants will be asked to raise their hands in order to speak to prevent participants from speaking over one another and to make sure everyone can be heard. The Presiding Officer will call on you so either physically raise your hand so that it is visible in your video or click the "Raise Hand" by selecting the "Participants" icon at the bottom of the screen, then selecting "More" and "Raise Hand"

12. What will happen if someone tries to introduce new documents?
Relevant parties cannot share new documents that are not in the Briefing Packet within 5 business days of the Review or at the Review without Presiding Officer approval. If a relevant party has new information that they want to present, they are asked to raise their hand and describe it. The Presiding Officer may ask to review the document before either granting or denying your request. If the Presiding Officer grants the request, the Review will be paused and everyone may be moved back into their original "Breakout Rooms" so everyone has time to review the new documentation before the Review continues.

13. I lost my connection! What do I do?
Breath! This will be okay. The review will pause while you are attempting to log back into the room. Do the following:
1. If you still have internet connection, attempt to sign back into the review. You will be readmitted to the review.
2. If you lost internet and do not think you can get connection back within two minutes, call the phone number listed in your review notice and use the meeting confirmation code to log in. You can continue to try to log back in via your computer if your internet resumes.

14. What happens if we take a break?
During a break, the relevant parties will be moved back into their original "Breakout Room" that they were in prior to the review starting. The recording will continue in the Review Room so the student is assured that the Review was not discussed without them in the Room.

15. How do I most effectively refer to the case documents during the Review?
Familiarize yourself with the names of the documents and while speaking, refer to the document and the page numbers. Allow everyone sufficient time to navigate to the information you are referring to before you continue speaking or asking your question.