

Summary of Feedback about the Tele-linked VICC Meeting (December 12, 2001)

41 responses (10 from the DIT main room, 12 from DIT remote room, 13 from Catawba and 6 from Tidewater)

1. 36 respondents could hear very well or ok. The three who reported they could not hear very well were in the DIT main room; the one person who couldn't hear most of the meeting was in the DIT remote room.

Suggestions included:

- Use more microphones (lots of the difficulty occurred when the microphone was moved or when people spoke when the microphone was not in front of them)
- Provide handouts about how to use teleconferencing equipment

2. 36 respondents indicated they could see very well or ok. One person in each of the 4 sites could not see very well and one person in the DIT remote room couldn't see most of the meeting.

Comments and Suggestions included:

- Show all four sites during the meeting
- Lighting in remote sites was poor
- Camera did not focus on speaker at times
- Picture blurry at times

3. 30 respondents reported that they were able to follow the meeting discussions and 9 responded that there were able to follow the discussions somewhat. (No one indicated that they were not able to follow the meeting discussions).

4. Respondents listed the following as things that went well:

- *Public comments*
 - Public comments from around the state
 - All sites able to share public comments
 - Opportunity to hear other people's concerns from various areas
- ***Ability to have people attend in other localities***
 - Convenience of traveling shorter distances.
 - "The remote location enabled me as a provider to travel to a VICC meeting for the first time."
- ***The agenda – very little deviation; staying on track, timelines, meeting well organized***
- ***Increased participation; good turnout***

5. Respondents listed the following as things that did not go well:

- ***Location related comments:***
 - Parking in Richmond
 - Complexity in getting to the rooms and moving within the building in Richmond due to security procedures
 - Challenging directions and parking (Richmond)
 - Two hour drive to be in a remote room; would like NOVA sites
 - Bathroom facilities and directions to hospital (Catawba)
- ***Comments related to technology aspects of the meeting:***
 - Lack of connection with participants

- Sound difficult to hear at some locations; volume fluctuated
- Lack of give and take in VICC meeting
- Difficulty with microphones picking up sound and with transferring mic
- People not visible on screen when speaking
- “Felt like spectators at a closed meeting instead of being a part of the VICC process”
- Seeing visuals; visuals incomplete
- **Comments related to the organization and facilitation of the meeting:**
 - Agenda
 - Use of time – started late, some people went over time limit, rushed at end
 - Not knowing who the VICC member was who was speaking

6. Participants listed the following benefits for having/attending remote locations:

- VICC members more focused, fewer distractions, ending on time
- Increased attendance (particularly at distant remote sites); more providers attended
- Parking not a problem at remote sites
- Less distance to travel
- Putting names and faces together
- Easier access
- Cost savings (travel costs)
- Time savings (travel time)
- Local networking

7. Participants listed the following disadvantages for having/attending remote locations:

- The meeting being cut off, no time for meaningful discussions
- Everyone in Richmond not in one room
- Not feeling included; lack of sense of participation
- Not able to network and meet others from throughout the state
- Refreshments not provided for some remote locations
- Not being able to see or hear well
- Feeling degraded being separated from the VICC while in the same building
- Lack of Northern Virginia remote site
- Not getting handouts

One person suggested that a large screen with 4-way vision be used to make it possible to see all sides of the room at one time.

8. Recommendations for future meetings:

- **23 people recommended that every meeting be tele-linked**
- **4 people recommended that three of the four meetings be telelinked**
- **2 people recommended that 2 meetings a year be tele-linked**
- **6 people recommended that one meeting per year be tele-linked**
- **2 people recommended that no meetings be tele-linked**

Specific recommendations include:

- Tele-link the December and June meetings
- Tele-link Northern Virginia
- Catawba allows for more attendance
- Rotate meetings to various locations in the state

9. Suggestions for improving future meetings:

- ***Related to site location and meeting space***
 - Larger room (DIT Main room)
 - Have participants in same location all in the same room (DIT Main and Remote)
 - Better seating and tables (DIT remote)
 - Don't use DIT, consider Henrico or the Valley
 - Don't use site that is in center of town
 - Provide better directions and information about parking
- ***Related to technology of tele-linking***
 - Use presentation software for/with reports
 - Have VICC sit across from the video
 - Each VICC member have a microphone
 - Have more than one camera in the room
 - Extend tele-linking availability
 - Change the positions of the cameras
- ***Related to planning for the meeting***
 - Provide all handouts to all locations
- ***Related to meeting content and facilitation***
 - Start on time
 - Allow time for introductions
 - Provide remote site attendees with a list of VICC members (roles and agencies)
 - VICC should know who is in the audience
 - Give more opportunities for questions/interactions
 - Address the concerns raised during public comment
 - Adhere to timelines
- ***Other: Assurance that the VICC will summarize the public comments into a format that communicates the major points with emphasis to our legislators***

10. Other comments and suggestions

- Maybe Board members could attend at satellite sites
- Room temperature was chilly
- Explain all acronyms
- Include summary of items in packet
- Time restraints not flexible enough; very little time for VICC to discuss or act on issues brought forth
- VICC meetings need to take more than 3 hours. Schedule more honestly
- Microphone should be stationary on a tall book or something
- Thanks for making this available