

**The Pennsylvania State University**

**Youth Programs, Activities and Services**

**Virtual Program Delivery Guidelines**

**Introduction**

This tool kit has been designed to provide Penn State Youth Program staff with information and tools to promote a safe on-line, virtual environment for youth programs. All guidelines and standards contained within must be followed and implemented.

Virtual Youth Program Delivery Checklist

* Approval to conduct a virtual camp has been granted by Unit, Department or College Leadership
* A University-approved platform (currently, only Zoom) is being used to conduct the virtual youth program
* AT LEAST 2 Authorized Adults will be present during all times during all program sessions, including virtual breakout rooms
* All staff members have obtained appropriate background clearances in accordance with State law and University policy
* All staff members have taken Reporting Child Abuse training per University policy AD72
* All staff members have taken the Learning Zoom training on the LRN through LinkedIn Learning
* All Zoom settings are in accordance with the guidelines that have been set by the Offices of Ethics and Compliance, Information Security, and Information Technology
* All required liability releases approved by the University for online virtual learning involving minors have been obtained from the participants prior to the start of the program
* ALL virtual learning session login information has been provided to the Youth Program Compliance Specialists within the Office of Ethics and Compliance for monitoring purposes
* All staff had been trained on appropriate virtual interactions with minors
* Appropriate virtual interactions within the camp code of conduct have been reviewed with participants/parents/guardians and staff
* Parents have been made aware of the age requirement (12 years old) for campers to participate without parental supervision during virtual classroom experiences during camp
* Procedures are in place to address accessibility concerns for participants if necessary (ADA concerns, technology considerations, etc.)

**Definitions**

**Approved Delivery Platform –** refers to any virtual platform that the University has vetted, and approved, for use involving youth programs, activities, and services.

**Program Participant -** any minor, as defined in policy AD39, that is participating in a virtual youth program, activity or service sponsored by the University. Sometimes referred to as a camper.

**Virtual Platform –** any web-based platform being used to deliver virtual youth programs, activities, or services.

**Virtual Youth Program –** any youth program, activity or service that is operating through a university-approved virtual delivery platform.

**Virtual Program Approval**

Programs interested in delivering youth programs via a virtual platform must obtain approval from the individual Unit/Department/College Leadership. University Policy AD03 is still applicable.

**Youth Program Inventory**

All programs, activities, and services, virtual or in-person, must be entered in the Youth Program Inventory. All the previous requirements for inputting programs into the inventory still apply to programs delivered virtually. Use the link provided below to access the Inventory. For all virtual programming, a link to the Zoom sessions must be included in the program description. This required link ensures that a Youth Program Compliance Specialist can enter your session for compliance monitoring purposes, as they may do during in-person programs.

Link: [Penn State Youth Program Inventory](https://app.ohr.psu.edu/youthprograms)

**Approved Delivery Platforms**

Due to University contracting and licensing guidelines, currently the only approved virtual delivery platform for youth programming is Zoom. Also, the University has approved the use of Google Drive for storage of program materials that can be accessed by participants. If, through the course of events, another platform is deemed appropriate for youth programming by University administration, that information will be sent to all youth program directors who have an active program in the youth program inventory.

**Specifics in Marketing**

Marketing materials for youth programs, activities and services should contain very clear and concise details in order to provide parents and guardians a complete picture of what the virtual program entails. This level of detail for specific programs is not included in the parental consent, so this is essential for communicating program activities to parents so that they may give informed consent for their child to participate.

**Registration Systems**

Registration for virtual programming should proceed as normal with continued use of the registration system that the program currently utilizes. At this time, the following systems are approved by Penn State (but not necessarily able to be used by all): Destiny, Active Network, CVent and Double Knot.

**Registration Forms**

Due to the delivery platform, participant information, releases and consents must be specific to the virtual environment. Certain participant information data points are no longer needed, therefore the language in releases and consents has been edited. For example, because Penn State will no longer have physical care, custody or control of participants, medical information, and consent to treat data will not be collected. However, due to the difference in delivery platform, the consent and liability language has been edited to fit the specific environment and related risks. In addition, specific conduct will be expected from participants, parents, and staff. Click to access the [Youth Program Registration Form](https://universityethics.psu.edu/youth-program-resources).

**Liability Insurance Information for Virtual Programming**

The University’s liability insurance coverage will respond to protect the University and its employees (in the course and scope of their job) and supervised volunteers from claims and lawsuits alleging bodily injury and property damage, where there was negligence on the part of the University, employee and/or volunteer.

**Medical Insurance for Program Participants**

Medical insurance for program participants is the responsibility of the participant. Some Penn State programs provide a supplemental accident/illness medical insurance program; however, such coverage can be limited in the cases where instruction is provided virtually for athletic or physical activity, body mechanics and proper body-to-body contact.

**Hiring Program Staff**

Work directly with Human Resources Strategic Partners to confirm that the hiring exceptions guidelines are met.

**Background Clearance Requirements**

In accordance with PA state law, as well as University policy, staff members participating in the delivery of virtual youth programs are required to obtain the 3 publicly available background clearances. For information regarding these guidelines, please refer to the links provided below:

[University Policy HR99 Background Check Process](https://policy.psu.edu/policies/hr99)

[University Policy AD39: Minors Involved in University-Sponsored Programs or Programs Held at the University and/or Housed in University Facilities](https://policy.psu.edu/policies/ad39)

[Background Clearance Application Procedures](https://hr.psu.edu/sites/hr/files/Clearance_Instructions-Employment.pdf)

**Staff Training Requirements**

In addition to program-specific required training and program orientation, all staff members for youth programs, activities and services to be delivered virtually must complete training on the use of the approved platform. Currently, Zoom is the only platform approved for virtual youth participation at Penn State University.

Learning Resource Network Zoom Training: [Learning Zoom](https://psu.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=0158d5dd-6110-5ec7-8b03-a32d0fbbf4bc&query=%3Fs%3D1%26q%3Dlearning%2520zoom&back_key=1#t=1)

Collaborate more seamlessly using Zoom, the popular video conferencing tool. In this course, staff instructor Garrick Chow shows how to schedule, moderate and participate in Zoom meetings. Garrick begins by showing how to set up your Zoom account and adjust audio and video settings. Next, he walks through joining and participating in meetings scheduled by others. Garrick covers how to use a variety of options during meetings such as adjusting views, muting your microphone, turning your video camera on and off, and sharing your screen. Finally, Garrick demonstrates how to host your own Zoom meetings, from scheduling and adjusting moderator settings to recording meetings.

Additional education must also be provided to staff members on how to appropriately interact with minors through virtual platforms. Topics and guidelines to be addressed are:

* Effective strategies for delivering quality virtual programs, activities, and services
* Private chats with, and between, participants are not allowed
* Participant personal email/social media accounts are not to be shared with other participants
* All camp communication with participants must involve another Authorized Adult and the participant’s parent (when appropriate).
* Appearance during video sessions must be professional including attire and backgrounds
* Maintaining professionalism throughout all communications is required

Finally, all presenters/facilitators should have training on how to enhance participant engagement in online sessions to make the most out of the virtual experience.

**Codes of Conduct**

Behavioral expectations, while different in a virtual setting, are still critical to the success of youth programs. Participants and staff must be held to the highest of expectations when conducting camp within a digital space in order to protect themselves, the other participants and the program.

Specific expectations for virtual programs to be communicated to participants, parents/guardians and staff include:

For Participants

* Be respectful of others; harassment will be not tolerated. Hazing of any kind is prohibited. Cyberbullying is prohibited.
* Using inappropriate imaging, screenshots and digital devices is prohibited.
* Follow staff, volunteer and guest instructions and raise concerns respectfully.
* Contribute ideas and adhere to a youth-driven group agreement (if applicable).
* Dress appropriately when on video.
* Use a neutral background that is unobstructed by objects that could be deemed inappropriate, reveal private/sensitive information about the participant and that cannot be interfered with or interrupted by others.
* Participation in the digital environment is held to the same standard as a physical environment, including participating when called on, listening attentively, and minimizing distractions to others.

For Parents/Guardians

* Make arrangements so your child is able to attend every day of the program, and able to sign-in on time and be prepared; this includes avoiding scheduling appointments during the program so that a child’s activity can be monitored (if your child is under the age of 12).
* Communicate with staff prior to program start time if your child must be absent.
* Work together with program staff to resolve issues that arise with your child.

 For Program Staff

* Maintain respectful and effective communication with all participants and their parents.
* Use appropriate imaging, screenshots, and digital devices.
* Help participants have a safe and fun experience.
* Staff may not post camp pictures to individual social media accounts; all camp communication must go through the proper channels.
* Do not share any personal information, email, or social media account with minor participants.
* Address problems that are brought to the attention of the staff.
* Create an environment where everyone is welcomed and given the opportunity to succeed.

**Ratios**

Regardless of the delivery method, University policy AD39 dictates that there be no one-on-one contact between adults and minors. While this policy makes clear the ratios for in-person camps, virtual camp ratios will be adjusted for the delivery method being used. The minimum number of Authorized Adults required for a virtual program is two. Additional Authorized Adults are required if the participant number is too large to manage the chat window/responding to questions or if the program chooses to use breakout rooms (minimum of two (2) Authorized Adults in each room).

**Virtual Delivery Platform Settings**

In order to promote a safe virtual environment, Ethics & Compliance, in collaboration with Information Technology and the Office of Information Security, has developed a list of all required settings within Zoom. These settings MUST be used throughout the course of all virtual youth programing involving the Zoom platform.

All University employees must sign onto Zoom through Penn State’s Video Conferencing portal: <https://psu.zoom.us/>

The following guidelines must be adhered to when using Zoom for virtual youth programming:

* No private chats between program staff and participants
* No private chats between participants
* No unsupervised Breakout Rooms (there must always be adequate supervision - which means a minimum of two adults in all sessions/breakout rooms)
* Annotations may be used but must be managed by the host (turning off and on) and the setting that includes the participant name must be utilized
* Appropriate backgrounds for all participants – no virtual backgrounds allowed by participants
* Appropriate attire for all staff and participants

A full list of required Zoom settings can be found in Appendix A.

**Reporting Suspected Child Abuse and Neglect**

Even in a virtual program setting, the chance of having abuse/neglect disclosed to program staff, or suspecting abuse/neglect, could still arise. It is also possible that an act of child abuse may be witnessed during a virtual session of the youth program, activity, or service. It is vital that your staff know their responsibilities and the procedures for reporting child abuse. Below is a link for University policy AD72 that explains all policies and procedures for reporting.

[University Policy AD72 – Reporting Suspected Child Abuse](https://policy.psu.edu/policies/ad72)

**Communication with Parents**

Communication and transparency with parents pertaining to youth programs, activities and services is critical. All aspects of camp should be communicated to parents in a timely manner. Some examples include:

* Meeting invitations and emails
* Schedules of events, activities, and assignments
* Resources regarding the delivery platform being used
* Resources that help extend the learning and experience of the participant based on the camp’s purpose/theme
* Program expectations, codes of conduct and any pertinent communication needed to address specific concerns/breaches of code

While having one-on-one communication with a participant is not allowed, it is allowable to have one-on-one communication with a parent, if needed. In the examples listed above, however, having both parents AND participants involved in the communication helps to keep information consistent among all stakeholders.

It should also be communicated to parents that guidelines set forth by the American Red Cross for what age minors may be left alone are being followed. Participants age 12 or older may participate in virtual learning sessions alone. Participants under the age of 12 must have an adult present with them during their virtual sessions. The adult does not need to be visible on camera but must be in the vicinity so that the participant and session are both observable and interruptible.

**Accessibility**

When conducting virtual programming, you must make sure that the content and materials are accessible to all participants. If a parent or guardian reaches out to request an accommodation, please discuss the need directly with the parent or guardian. If further assistance is needed, Youth Program Compliance and the University’s Affirmative Action Office will collaborate with the Program Director to discuss reasonable accommodations.

**Questions or Comments**

Please Contact Matt Germino, Youth Program Compliance Specialist at 814-865-4315 or mtg175@psu.edu.

**Appendix A: Zoom Platform Settings**

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| --- | --- | --- | --- |
| **Setting**  | **Functionality** | **Description** | **Yes/No** |
| Security | Require that all meetings are secured with one security option | Require that all meetings are secured with one of the following security options: a passcode, Waiting Room, or "Only authenticated users can join meetings". If no security option is enabled, Zoom will secure all meetings with Waiting Room | Yes |
| Security | Waiting Room | When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host | Yes |
| Security | Waiting Room Options | The options you select here apply to meetings hosted by users who turned 'Waiting Room' on | Everyone will go in the waiting room |
| Security | Require a password when scheduling new meetings | A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included. | Yes |
| Security | Require a password for instant meetings | A random password will be generated when starting an instant meeting | No  |
| Security | Require a password for Personal Meeting ID (PMI) |  | No  |
| Security | Webinar Passcode | A passcode will be generated when scheduling a Webinar and participants require the passcode to join the Webinar. | Yes |
| Security | Require a passcode for Personal Audio Conference. |  | No |
| Security | Require password for participants joining by phone | A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated. | Yes |
| Security | Embed password in meeting link for one-click join | Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password | No |
| Security | Only authenticated users can join meetings | The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting | Yes  |
| Security  | Only authenticated users can join meetings from Web client | The participants need to authenticate prior to joining meetings from web client. | Yes |
| Security | Approve or block entry for users from specific countries/regions | Determine whether users from specific regions or countries can join meetings/webinars on your account by adding them to your Approved List or Blocked List. Blocking regions may limit CRC, Dial-in, Call Me, and Invite by Phone options for participants joining from those regions | No |
| Meeting | Host Video | Start meetings with host video on | Yes |
| Meeting | Participant’s Video | Start meetings with participant video on. Participants can change this during the meeting. | Yes |
| Meeting | Audio Type | Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio. | Telephone and Computer Audio |
| Meeting | Join Before Host | Allow participants to join the meeting before the host arrives | No |
| Meeting | Enable Personal Meeting ID | A Personal Meeting ID (PMI) is a 9 to 11 digit number that is assigned to your account. You can visit [Personal Meeting Room](https://psu.zoom.us/meeting/6156482092) to change your personal meeting settings. | Yes |
| Meeting | Use Personal Meeting ID (PMI) when scheduling a meeting | You can visit Personal Meeting Room to change your Personal Meeting settings | No |
| Meeting | Use Personal Meeting ID (PMI) when starting an instant meeting |  | No |
| Meeting | Mute participants upon entry | Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. | Yes |
| Meeting | Upcoming meeting reminder | Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client. | No  |
| Meeting | Require Encryption for 3rd Party Endpoints (H323/SIP) | Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP). | No |
| Meeting | Chat | Allow meeting participants to send a message visible to all participants | Yes |
| Meeting | Chat | Prevent participants from saving chat | Yes |
| Meeting | Private Chat | Allow meeting participants to send a private 1:1 message to another participant | No |
| Meeting | Auto Saving Chats | Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts | Yes |
| Meeting | Play sound when participants join or leave | Play sound when participants join or leave | Yes |
| Meeting | File transfer | Hosts and participants can send files through the in-meeting chat | No |
| Meeting | Feedback to Zoom | Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting | No |
| Meeting | Display end-of-meeting experience feedback survey | Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong. | No |
| Meeting | Co-Host | Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host. | Yes  |
| Meeting | Meeting Polls | Allow host to use ‘Polls’ in meetings Hosts can add polls before or during a meeting | Yes |
| Meeting | Webinar Polls | Allow host to use ‘Polls’ in webinars. Hosts can add polls before or during a webinar. | Yes |
| Meeting | Webinar Survey | Allow host to present surveys to attendees once a webinar has ended. | Yes |
| Meeting | Always show meeting control toolbar | Always show meeting control toolbar | no |
| Meeting | Show Zoom windows during screen share |   | No |
| Meeting | Screen Sharing | Allow host and participants to share their screen or content during meetings | Host Only/Students may temporarily share if strictly monitored by host |
| Meeting | Who Can Share? |   | Host Only/Students may temporarily share if strictly monitored by host |
| Meeting | Who Can Start Sharing When Someone Else is Sharing? |   | Host Only |
| Meeting | Disable desktop/screen share for users | Disable desktop or screen share in a meeting and only allow sharing of selected applications | Host Only Share  |
| Meeting | Annotation | Allow participants to use annotation tools to add information to shared screens | Yes |
| Meeting | Whiteboard | Allow participants to share whiteboard during a meeting | Host Only |
| Meeting | Remote Control | During screen sharing, the person who is sharing can allow others to control the shared content | No |
| Meeting | Nonverbal Feedback | Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel | Yes |
| Meeting | Meeting Reactions | Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings. | Yes (only the ‘selected emojis’ option) |
| Meeting | Join different meetings simultaneously on desktop | Allow user to join different meetings at the same time on one desktop device | No |
| Meeting | Allow removed participants to rejoin | Allows previously removed meeting participants and webinar panelists to rejoin | Yes |
| Meeting | Allow participants to rename themselves | Allow meeting participants and webinar panelists to rename themselves | Yes |
| Meeting | Hide participant profile pictures in a meeting | All participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting. | Yes |
| Meeting | Report to Zoom | 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. | No |
| Meeting | Q&A in Webinar | Allow attendees to ask questions for the host and panelists to answer. | Yes |
| Meeting | Breakout Rooms | Allow host to split meeting participants into separate, smaller rooms | Yes (with 2 authorized adults present)\*breakout rooms must be setup prior to the start of the meeting and not randomly selected |
| Meeting | Breakout Rooms | Allow host to assign participants to breakout rooms when scheduling | Yes (with 2 authorized adults present)\*breakout rooms must be setup prior to the start of the meeting and not randomly selected |
| Meeting | Remote Support | Allow meeting host to provide 1:1 remote support to another participant | No |
| Meeting | Closed Captioning | Allow host to type closed captions or assign a participant/third party device to add closed captions | Yes |
| Meeting | Save Captions | Allow participants to save fully closed captions or transcripts | No |
| Meeting | 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. | Yes |
| Meeting | Far End Camera Control | Allow another user to take control of your camera during a meeting | No |
| Meeting | Virtual Background | Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings. | No |
| Meeting | Video Filters | Turn this option on to allow users to apply filters to their videos | No |
| Meeting | Immersive View | Allow hosts to curate case-specific scenes, such as a classroom or boardroom for their meetings or webinars. | No |
| Meeting | Identify guest participants in the meeting/webinar | Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests. | No |
| Meeting | Auto-Answer Group in Chat | Enable users to see and add contacts to 'auto-answer group' in the contact list on chat. Any call from members of this group will be automatically answered. | No |
| Meeting | Only show default email when sending email invites | Allow users to invite participants by email only by using the default email program selected on their computer | No |
| Meeting | Use HTML format email for Outlook plugin | Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin | No |
| Meeting | Allow users to select stereo audio in their client settings | Allow users to select stereo audio during a meeting | No |
| Meeting | Show a "Join from your browser" link | Allow participants to bypass the Zoom application download process and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited. | No |
| Meeting | Allow live streaming meetings |   | No |
| Meeting  | Allow live streaming of webinars |  | No |
| Meeting | Show a custom disclaimer when starting or joining a meeting | Create your own disclaimer that will be shown at the start of all meetings hosted by your account. | No |
| Meeting | Request permission to unmute |  | No |
| Meeting | When a cloud recording is available | Notify host when cloud recording is available. Recording sessions with minors is prohibited.  | No |
| Meeting | When a cloud recording is available | Send a copy to the person who scheduled the meeting/webinar for the host. Recording sessions with minors is prohibited. | No |
| Meeting | When attendees join meeting before host | Notify host when participants join the meeting before them | Yes - as long as they are in a waiting room  |
| Meeting | When a meeting is cancelled | Notify host and participants when the meeting is cancelled | Yes |
| Meeting | When an alternative host is set or removed from a meeting | Notify the alternative host who is set or removed | Yes |
| Meeting | When someone scheduled a meeting for a host | Notify the host there is a meeting is scheduled, rescheduled, or cancelled | Yes |
|  Meeting | When the cloud recording is going to be permanently deleted from trash | Notify the host 7 days before the cloud recording is permanently deleted from trash | No |
| Meeting | Blur snapshot on iOS task switcher | Enable this option to hide potentially sensitive information from the snapshot of the Zoom main window. This snapshot display as the preview screen in the iOS tasks switcher when multiple apps are open. | Yes |
| Meeting | Call a SIP/H.323 room system directly from the client | Direct call to a room system from client. This adds a ‘Call Room’ button to the client home page. | No |
| Meeting | Invitation Email | Meeting attendees will receive emails in language based upon their browser/profile settings. Choose languages which your expected attendees will receive content in to edit. | English |
| Meeting | Schedule Privilege | Assign scheduling privilege  | Yes |
| Meeting | Schedule Privilege | Administrator’s preference | Yes |
| Recording | Recording | **NO RECORDING. This applies to ALL settings under the recording tabs in the *Recording* settings section.** |  No |
| Telephone | Show international numbers link on the invitation email | Show the link for Zoom International Dial-in Numbers on email invitations | No |
| Telephone | Toll Call | Include the selected numbers in the Zoom client and the email invitation via the international numbers link. Participants can dial into meeting with the numbers. |   |
| Telephone | Toll-free and Fee-based Toll Call | Include the selected numbers in the Zoom client and the email invitation via the international numbers link. Participants can dial into meeting with the numbers |  US Only  |
| Telephone | Call me and invite by phone | Users can Call Me to join the meeting audio by entering their phone number, and hosts can Invite by Phone to invite others to join the meeting by entering a phone number to be called | No |
| Telephone | Choose where most of the participants call into or call from the meeting | An accurate selection can reduce unnecessary phone call delays to improve call quality | United States |
| Telephone | Personal Audio Conference (PAC) | Users can use a Personal Audio Conference (PAC) meeting ID that can be shared with participants at any time | No |
| Telephone | 3rd Party Audio | Users can join the meeting using the existing 3rd party audio configuration | No |
| Telephone | Telephone | Mask phone number in the participant list | Yes |
| Telephone | Global Dial-in Countries/Regions | Click the Edit icon to choose countries/regions that frequently have participants who need to dial into meetings. The dial-in phone numbers of these locations appear in the email invitation and can be used by participants dialing in from those locations. | United States of America |