Collaborative Learning – Getting the most out of your virtual meetings & events

Organisational perspective

- Online space- challenging for some members of the team, need to support staff and be well prepared for virtual sessions.
- Use of different platforms. Recent articles have documented the decrease in productivity and frustration of working with too many platforms- stretching staff too far to learn to operate so many systems; Teams, WebEx (2 types), Skype, Zoom. HR experts have identified that people lose an hour a day trying to manipulate different systems.
- What is it we want from our online presentation or meeting?
  - maintain professionalism and quality
  - minimise potential risks - particularly where we conduct activities involving young people
  - consistency of image which reflects our organisation

Meetings for replicating small/mid size in-person events

- If one of the purposes of your session is to connect community, and replicate some of the networking that would have happened at your in-person event – meeting format is best
- Consider using breakout rooms for networking time at start/end of session to replicate informal conversations that would happen in the room
- Meetings can feel less 'hierarchical' than webinars where only the facilitator and panellists have the opportunity to speak and be seen
- Consider utilising a 'waiting room' in mid-size meetings as well as webinars, our experience when hosting for community members is that they are keen and most will be online 10 minutes prior to start times

Webinars & managing panels

- Ability to communicate with attendees: Use of Eventbrite to register participants - ability to know who is attending, to provide links to meeting, distribute information after the event, including surveys (survey monkey)
- Be well prepared, have agenda / running sheet for session
- Login early to test/ troubleshoot
- Host joins first so that they can manage participants (eg waiting room) and allocate co-hosts
- Have a welcome background to be viewed once people join the webinar
- Create virtual background for host (relevant, professional, limit sharing home life)
- Explain appropriate online protocols, how to participate, ask questions etc,
- Tech support to have audio and video off
- Consider pre-recording audio for presentation – ensures you stick to time/ agenda, avoids nerves
- Or use interview as a method of eliciting information from nervous presenters
- Have a staff member act as an attendee; they can ask relevant questions from presenters, get experience from participant perspective
- Presenters to manage their own presentation if comfortable with the technology - PowerPoint works better if presenter has control
- Need to click audio box on PP so participants can hear audio
- Have an experienced facilitator who can adapt if there are any tech glitches
- Short is best
- Include breaks if longer than an hour
- Variety of presentations: break up presentations, video, images, graphics,

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- Consider ways to include participation - breakout rooms, feedback mechanisms , white board function, visual collaboration tools like Miro (sticky notes) www.miro.com
- Follow up thank you email to presenters
- Follow up email to attendees- providing supplementary information referred to in the presentation and or survey directly after the event (scheduled prior on Eventbrite)

Preparation & evaluation

- A team effort: plan and organise team according to strengths (Chair, tech support, attendee)
- Practise!! Shared sessions between staff – to practice skills, identify what can be seen on the screen by co-hosts, attendees
- Participate in webinars and community training – see what works well/ not so well.
- Learn from doing:
  - after each session have a dedicated reflection time for the team to discuss the learnings of the session.
  - regularly document the learnings, use to develop a 'protocol' document which outlines our agreed way of doing things
- Things will go wrong
  - We are all learning- including us as organisers, our presenters and attendees
  - When something goes wrong respond quickly *(importance of tech support in background to shut off camera or sound). Notify those impacted.
  - Have two co-hosts in case of internet issues
  - Protocol about online delivery needs to be updated/ risk management strategies.
- Evaluate efforts
  - Build in evaluation mechanism into communication with participants (survey monkey)
  - Include questions on the technical elements and accessibility of the technology as well as the quality of the presentation.

MS Teams (vs Zoom)

- Part of Microsoft Office 365
- Some improvements since COVID to compete with Zoom
- Uses Skype
- Very reliable
- Zooms seems more personal as you can see everyone – only see up to 9 on MS Teams
- Greater security than Zoom, fully encrypted – some organisations will not use Zoom
- Top level Zoom business accounts have encryption
- https://www.microsoft.com/en-au/microsoft-365/microsoft-teams/group-chat-software

Growing engagement/exposure – FB Live

- Webinars and meetings can be live streamed to a Facebook page – the meeting/webinar host must be an admin of the page you want streaming to occur on
- There are some settings that need to be enabled on your zoom account before you can live stream, instructions for that and launching a livestream here - https://support.zoom.us/hc/en-us/articles/115000350406-Streaming-a-meeting-or-webinar-on-Facebook-Live
- Stop live stream when breakout rooms are in use. If you forget, the stream will go black for the duration of time breakout rooms are occurring. If a host joins a breakout room the stream will restart and show the activity of the breakout room the host is in

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- Ensure you as host have 'speaker view' enabled during your live stream to limit the visual exposure of participants, the screen you see as host is what is livestreaming. Note that even when you have speaker view selected, Facebook viewers will still see 4-5 other participants as they are shown on the side screen of a host's view. Ensure participants, and any presenters, are okay with the session being streamed before you launch
- Give a team member the role of monitoring the Facebook livestream for any comments or questions so they can then copy/past or relay them into the meeting/webinar. This team member should be a participant on zoom on one device and watching the Facebook steam on another
- Ask partner organisations to share the live stream from your page to theirs, to expand audience (councils and health services have large followings and bring more viewers in!)
- Consider setting up a FB event for the livestream
- Share the recording again afterwards, the 'live' will save as a video on your page and you can then share it in a post as often as you like

Using Zoom: online Zoom training and resources

- Zoom meetings are more interactive than webinars, everyone can turn on their camera/ audio, share screen
- Co-hosts: in Zoom webinars and meetings you can have a co-host (nominate during the session, not before). The co-host has almost the same controls as the host.
- Zoom offer regular 30 minute live training sessions – to register: https://www.zoom.us/webinar/register/WN_Qkc7KpkNSFOdlTwpZkGFlQ?timezone_id=Australia%2FSydney
- To learn more about Zoom services and features, visit http://support.zoom.us, where you can search articles, watch training videos, and contact Zoom for assistance with your questions.
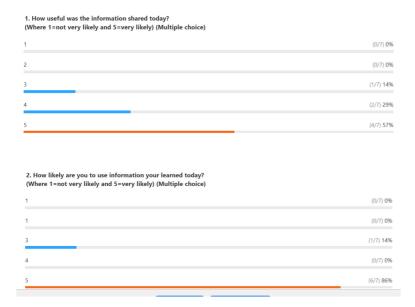
Registration for Zoom meetings & webinars

- Registration will allow you to have your participants register with their e-mail, name, other questions, and custom questions. You can also generate meeting registration reports   if you want to download a list of people that registered.
- If you have registrations you have more control. There are 2 types of approval:
  1. **Automatic Approval**: Anyone who signs up will receive information on how to join.
  2. **Manual Approval**: Anyone who signs up will need to be approved by the host on the meeting management page.
- You can customise the registration process for webinars, such as approving attendees, enabling email notifications for registrations, and adding registration questions. For meetings only one confirmation email will be automatically generated on registrations, however, you can add some customised information. With webinars you can send multiple emails both before and after the webinar takes place.
- Webinars: You can track traffic to your registration page by setting up Webinar Source Tracking to see where people have accessed the invitation (Facebook, Linked In, email) and whether how many have just visited the page, or followed through with registration
- Webinars: you can restrict the number of people who can register for a webinar. Once the webinar has the specified number of registrants, anyone who tries to register will be notified that the webinar is at capacity.
- Meetings: https://support.zoom.us/hc/en-us/articles/211579443-Registration-for-Meetings

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- Webinars: https://support.zoom.us/hc/en-us/articles/202835649-Webinar-Registration-Customization

Zoom Polls

- The polling feature for meetings allows you to create single choice or multiple choice polling questions for your meetings (no open ended questions).
- You need to enable polling in your meeting set up prior to the meeting.
- You will be able to launch the poll during your meeting and gather the responses from your attendees and share the results live.
- You also have the ability to download a report of polling after the meeting. Meeting reports are automatically deleted **30 days after** the scheduled date. However, a good idea to take a picture of results – my poll report didn't make sense! See examples from today's session, captured via snipping tool
- Polls can be conducted anonymously, if you do not wish to collect participant information with the poll results.
- Meetings: https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings
- Webinars: https://support.zoom.us/hc/en-us/articles/203749865-Polling-for-webinars
- Other polls/ participant engagement tools: Mentimeter https://www.mentimeter.com/, Slido https://www.sli.do/ and Kahoot https://kahoot.com/

1. How useful was the information shared today?
(Where 1=not very likely and 5=very likely) (Multiple choice)

1	(0/7) 0%
2	(0/7) 0%
3	(1/7) 14%
4	(2/7) 29%
5	(4/7) 57%

2. How likely are you to use information your learned today?
(Where 1=not very likely and 5=very likely) (Multiple choice)

1	(0/7) 0%
1	(0/7) 0%
3	(1/7) 14%
4	(0/7) 0%
5	(6/7) 86%

Positive impacts of working online

- Cost effective
- Saving resources; staff time, energy and travel costs
- All improving our capacity and often provides greater access/ new connections
- Non rural peers, departments, stakeholders have now had to use this technology- better inclusion, protocols and we hope less expectations of rural participants to travel 6 hours for a one hour meeting in Melbourne!
- Had to review and improve our processes. The GSG LLEN ran our AGM online- was our best meeting ever!
- Flexibility: Two edged sword. Potentially more home/work balance for staff. Requires trust and additional support for staff. Can lead to staff burnout!

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For further information from session panel 11/6/20:

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