

In Zoom (Windows), tools look like this.

Raise hand to indicate “yes”
and to ask permission to
respond verbally.



Raise Hand

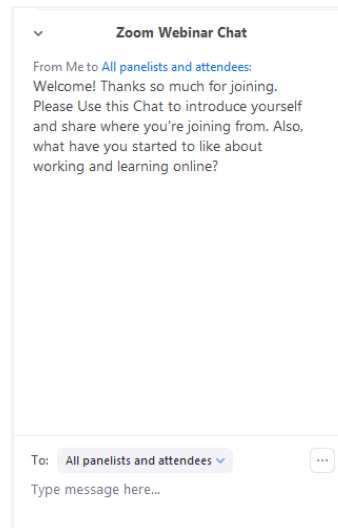
Non-verbal feedback Yes or
No (Binary poll)



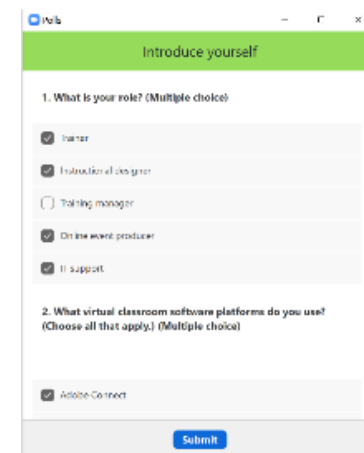
yes



no



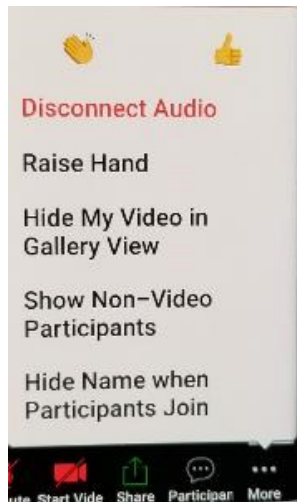
Chat for open-ended
questions with many
possible answers.



Polls for quiz-style questions
when there is one or more
RIGHT answers.

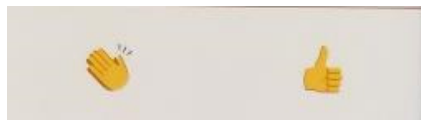


In Zoom (App), tools look like this.



Use the More menu (lower right corner) to click **Raise hand**.

Set Status to Clap or Thumbs up

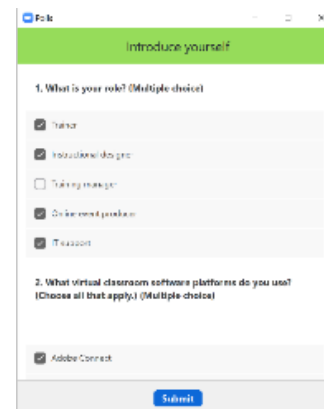


The Zoom logo, consisting of the word 'zoom' in a blue, lowercase, sans-serif font.

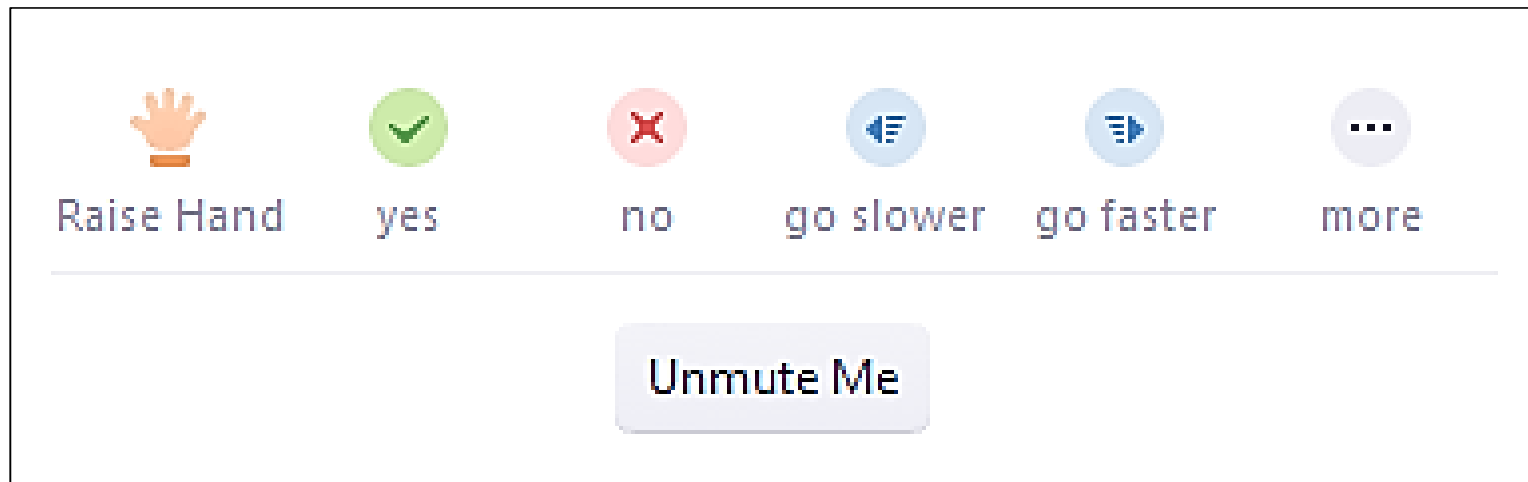
Chat for open-ended questions with many possible answers.



Polls for quiz-style questions when there is one or more RIGHT answers.



Zoom Meeting





Supporting live sessions as an online event producer.

Co-create successful live sessions

Which are you most interested in learning?

Respond to the poll



Critical steps for planning and managing live, online session



Recommendations to prepare and support Subject matter experts



Tips for mitigating technical issues before, during, and after virtual sessions

Ground rules for participation

- Contribute to the discussion by typing in Chat and responding to Polls
- Resist distractions
- Type to Matt Richter for tech support.
- Agree to participate...

A photograph of a person's bare feet standing on the edge of a white diving board. The board has a series of small black squares along its length. The background is a deep blue body of water.

Poll 0: Agree to participate?

Poll 0: Do you agree to participate in this session?

- Of course! I can't wait!
- We'll see how it goes. I'm multitasking.
- I'm not able to participate. I'll just listen.

Respond to the poll



You know how to...



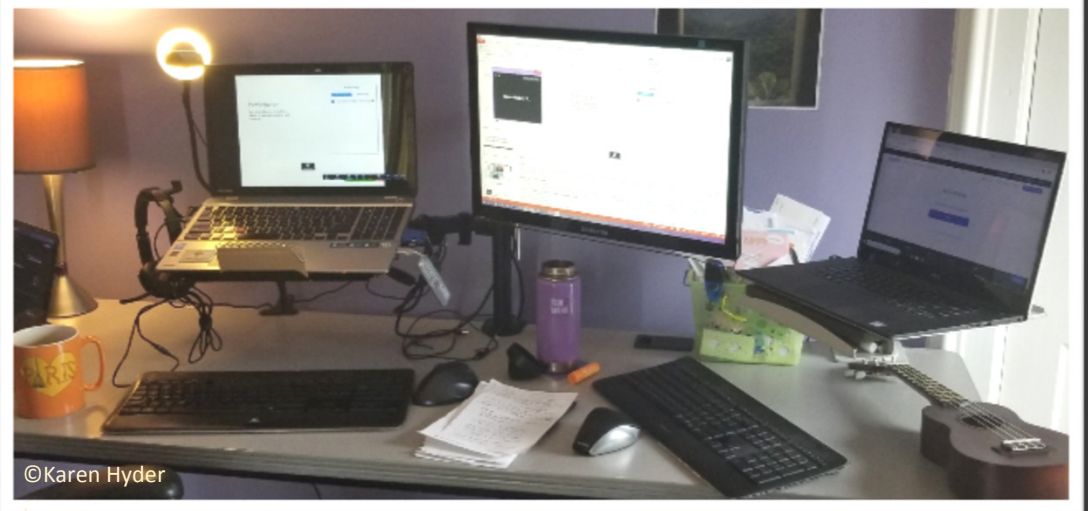
can't ya just...

run your training sessions online?

I was there.



Now, I'm here.



Up close, “here” looks like this.

The collage displays various components of the Adobe Connect user interface:

- Meeting Header:** Shows the Adobe logo, the word "Meeting", and icons for audio and participants.
- Share Menu:** A central menu with options: "Share My Screen", "Share My Screen" (sub-menu), "Share Document", "Share Whiteboard", and "Recently Shared".
- Context Menu:** A right-click menu with options: "Raise Hand", "Agree", "Disagree", "Step Away", "Speak Louder", "Speak Softer", "Speed Up", "Slow Down", "Laughter", and "Applause".
- Chat (Everyone):** A text chat window showing messages from Steve Francis, Karen Hyder, Jane Williams, and Chris Benz.
- Select Document to Share:** A dialog box with a table of documents.

Name	Type
OLP Spivon prep Connect Be-ver1.pptx	Presentation
copyright 2021.m23	MP3
OLP Spivon prep Connect Be-Genet.captx	Presentation
- Connect My Audio:** A dialog box for selecting a microphone.
- Adobe Flash Player Settings:** A dialog box for camera and microphone access.
- Adjust Mic Volume:** A slider control for adjusting microphone volume.
- Stop Sharing:** A context menu for stopping sharing with options like "Pause And Annotate", "Choose Window to Share...", "Stop Sharing this Window", "Stop Screen Sharing", and "Help ...".
- Mute My Microphone:** A context menu for muting the microphone.
- Engagement Dashboard:** A dashboard showing "Meeting Engagement" at 70% and "Average: 58%".
- Sharing Screen Notification:** A toast notification stating "You are sharing a part of the screen now. Please click here for additional options".
- System Tray:** Shows the taskbar with "Desktop", network, volume, and time (12:44 PM).

Identify Zoom features in 60 seconds

Type in chat

Let's brainstorm a list of the tools and interactive features in Zoom.

In Zoom (Windows), tools look like this.

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and to ask permission to
respond verbally.



Raise Hand

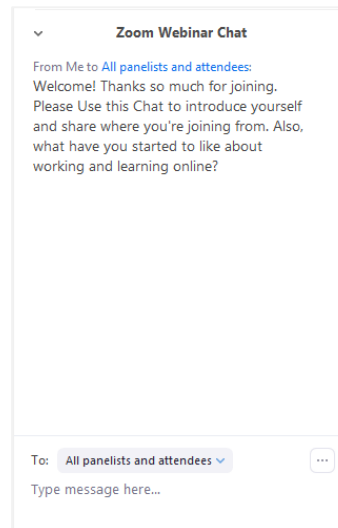
Non-verbal feedback Yes or
No (Binary poll)



yes

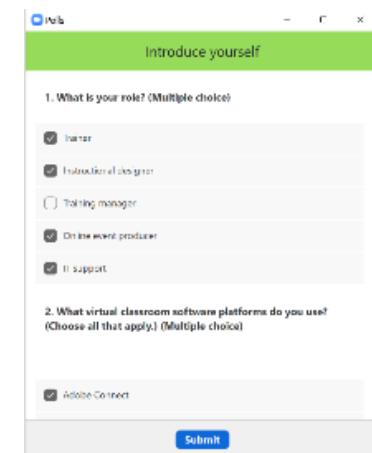


no

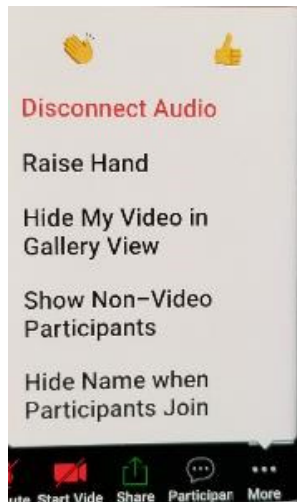


Chat for open-ended
questions with many
possible answers.

Polls for quiz-style questions
when there is one or more
RIGHT answers.

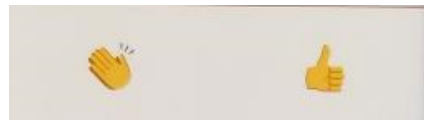


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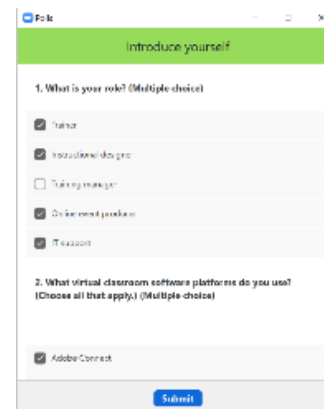
Set Status to Clap or Thumbs up



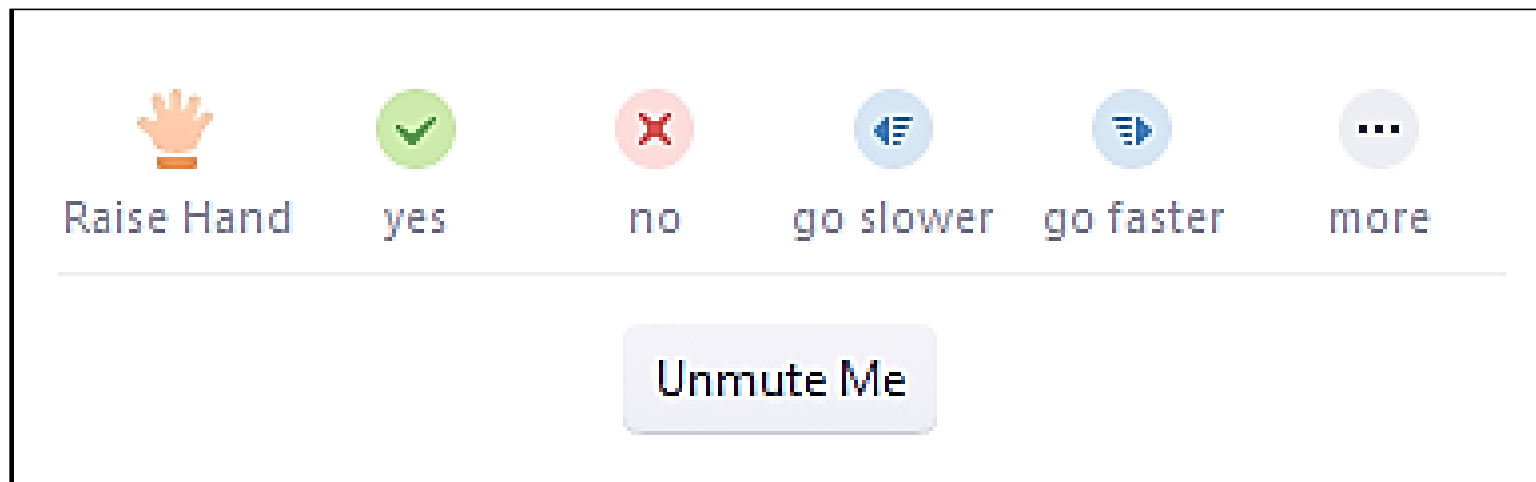
Chat for open-ended questions with many possible answers.



Polls for quiz-style questions when there is one or more RIGHT answers.

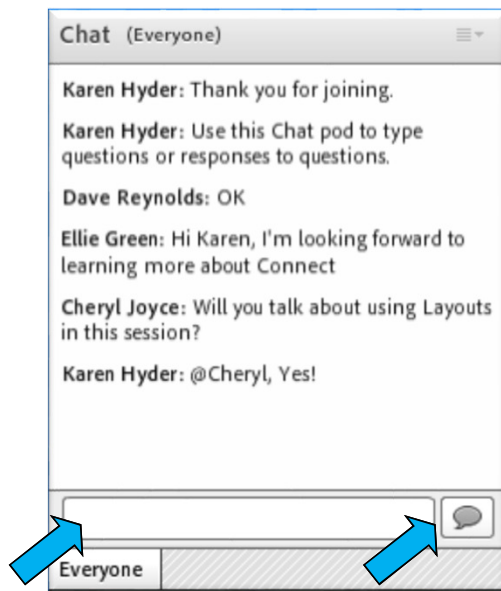


Zoom Meeting



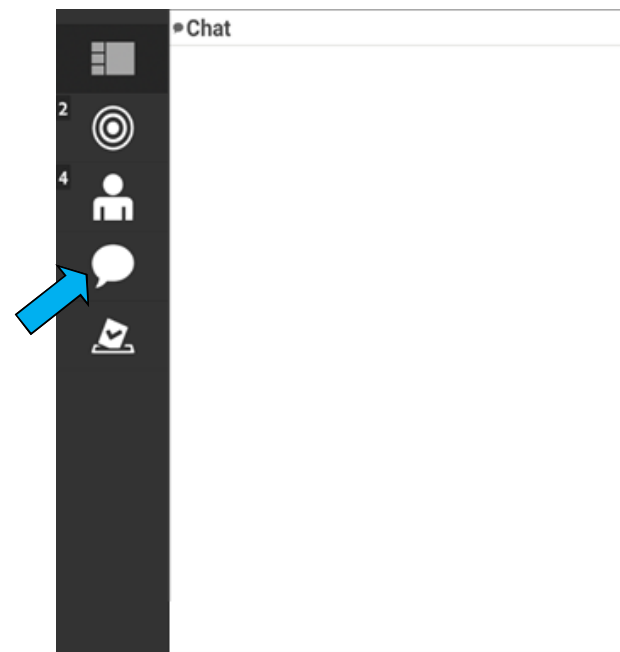
In Adobe Connect, Chat looks like this.

in the mobile app, like this.

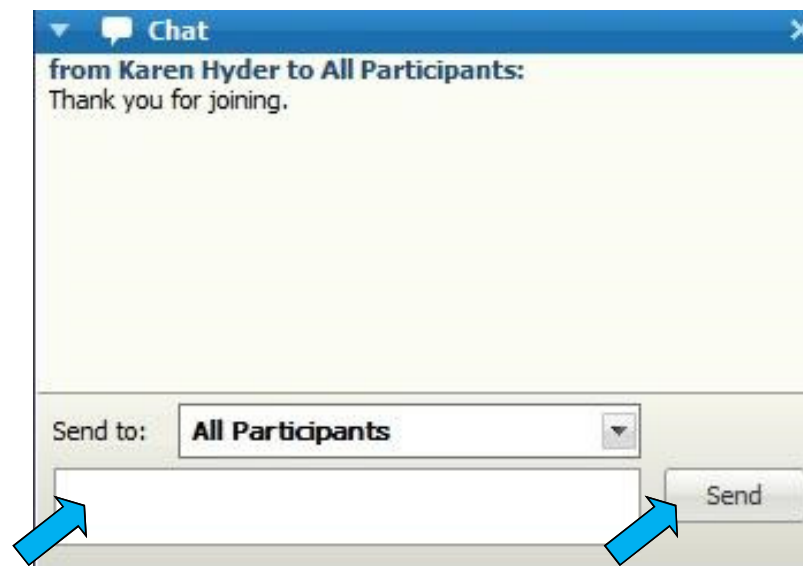


1. Type questions and responses

2. Click Send or press Enter



In WebEx, Chat looks like this.

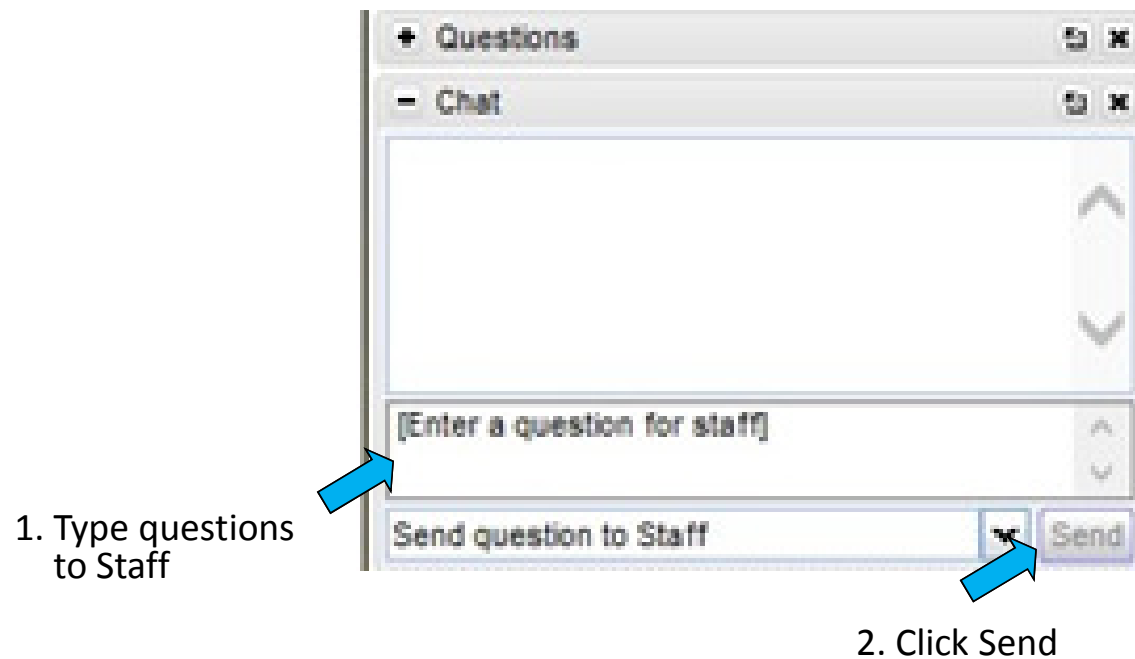


1. Type questions and responses

2. Click Send or press Enter



In GoTo Webinar, Chat is not what it seems.



[SOLUTIONS](#) ▾[PLANS & PRICING](#)[CONTACT SALES](#)[SCHEDULE A MEETING](#)[JOIN A MEETING](#)[HOST A MEETING](#) ▾[Schedule Meeting](#)[In Meeting \(Basic\)](#)[In Meeting \(Advanced\)](#)[Email Notification](#)[Other](#)

Chat

Allow meeting participants to send a message visible to all participants

[Modified](#) [Reset](#)

☐ Prevent participants from saving chat

Private chat

Allow meeting participants to send a private 1:1 message to another participant.



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.

[Modified](#) [Reset](#)

Play sound when participants join or leave

Play sound when participants join or leave

[Locked by admin](#)

File transfer

Hosts and participants can send files through the in-meeting chat.

[Modified](#) [Reset](#)

☐ Only allow specified file types

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

[Modified](#) [Reset](#)

Display end-of-meeting experience feedback survey

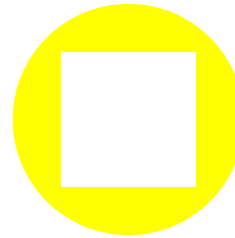
Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.



Considerations



What needs to be setup?



How will content need to be adapted?



How experienced are the learners in the platform?



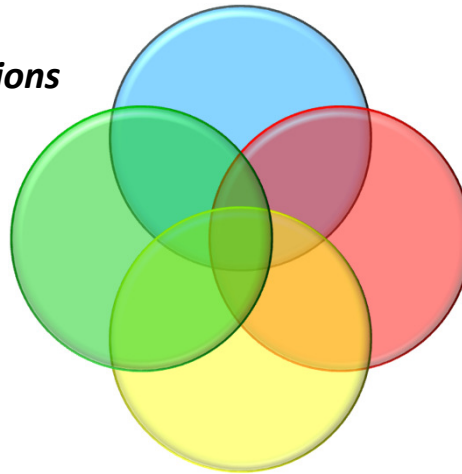
How experienced is the facilitator?

What needs to be prepared?

Type in Chat

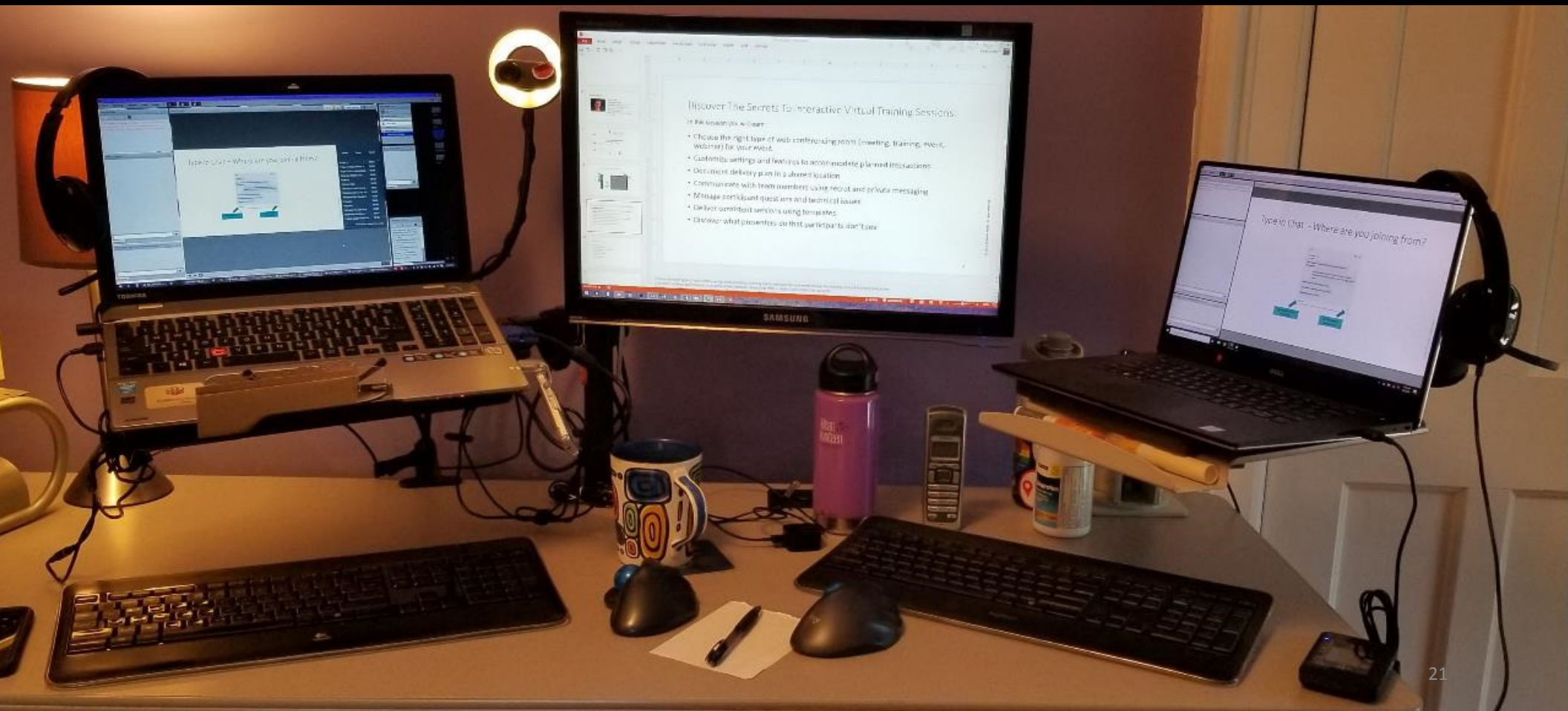
Technology

Before, after, and between live sessions



What needs to be prepared?

Type in Chat



Creating Polls



Poll 1

Introduce yourself

☐ Anonymous? ?

1. What is your role? 237

☐ Single Choice ☒ Multiple Choice

Trainer

Instructional designer

Training manager

Online event producer

IT support

Answer 6 (Optional)

Answer 7 (Optional)

Answer 8 (Optional)

Answer 9 (Optional)

Answer 10 (Optional)

Delete

2. What virtual classroom software platforms do you ... Edit

1. What is your role? Edit Delete

2. What virtual classroom software platforms do you use? (Choose all that apply.) 177

☐ Single Choice ☒ Multiple Choice

Adobe Connect

Zoom

WebEx

GoToMeeting/GoToTraining/GoToWebinar

Skype

Blackboard

Microsoft Teams

None yet

Other (type in Chat)

Answer 10 (Optional)

Delete

+ Add a Question

Save Cancel

Technical Considerations

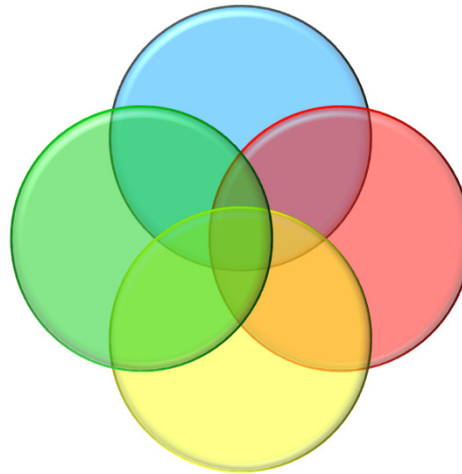
Presentations
Upload files
Application share
Desktop share
Animations
Use ppt slide animations
Include multiple slides to reveal
Graphics
Photos (copyright, size)
Clip art
Smart art
Fonts
Custom fonts
Standard fonts
Hardware configuration
PC
Mac
Android

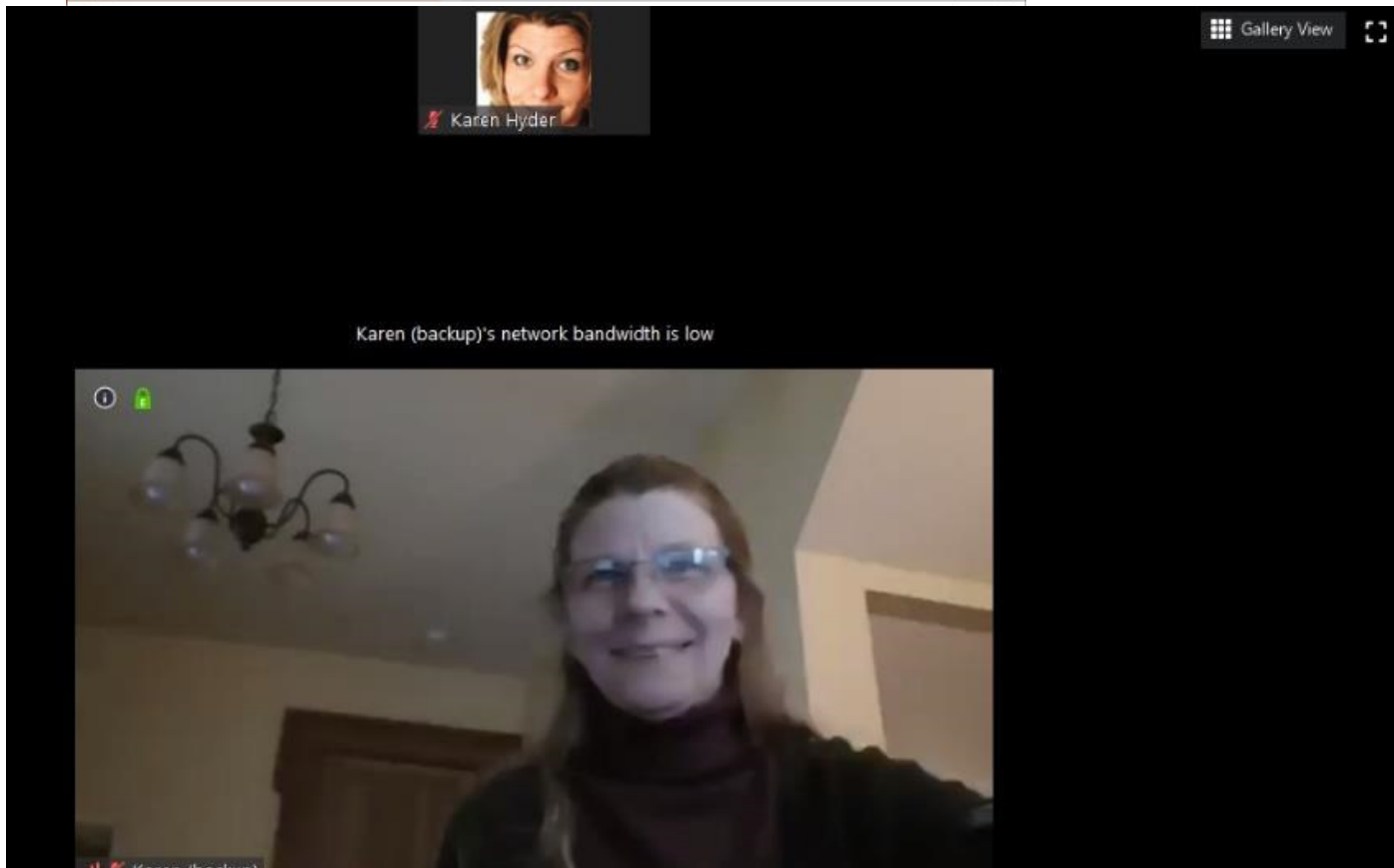
Network connection
Wired
Wireless
access to WWW resources
firewall settings
VPN
Software installed
Browser
Mobile app
Network throughput
Audio
Headset
Mic
Speakers
Video
Permission
Size, length type

What needs to be prepared?

Type in Chat

Presenter





Participants (2)

	Karen Hyder (Host, me)		
	Karen (backup) (Guest)		

Zoom Group Chat

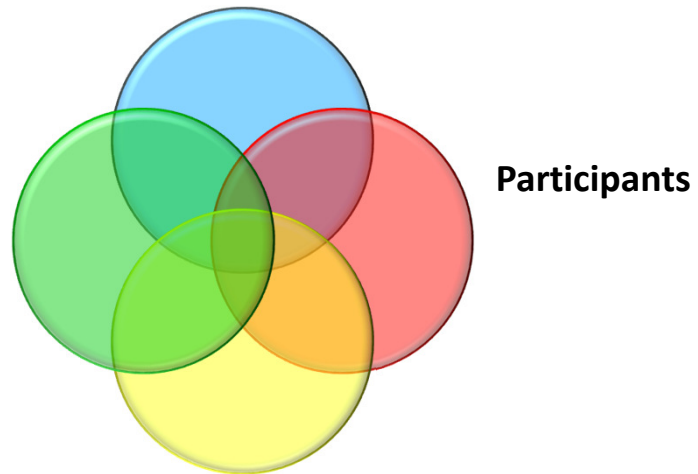
yes no go slower go faster more clear all

Mute All Unmute All More

zoom

What needs to be prepared?

Type in Chat



Prepare participants for learning

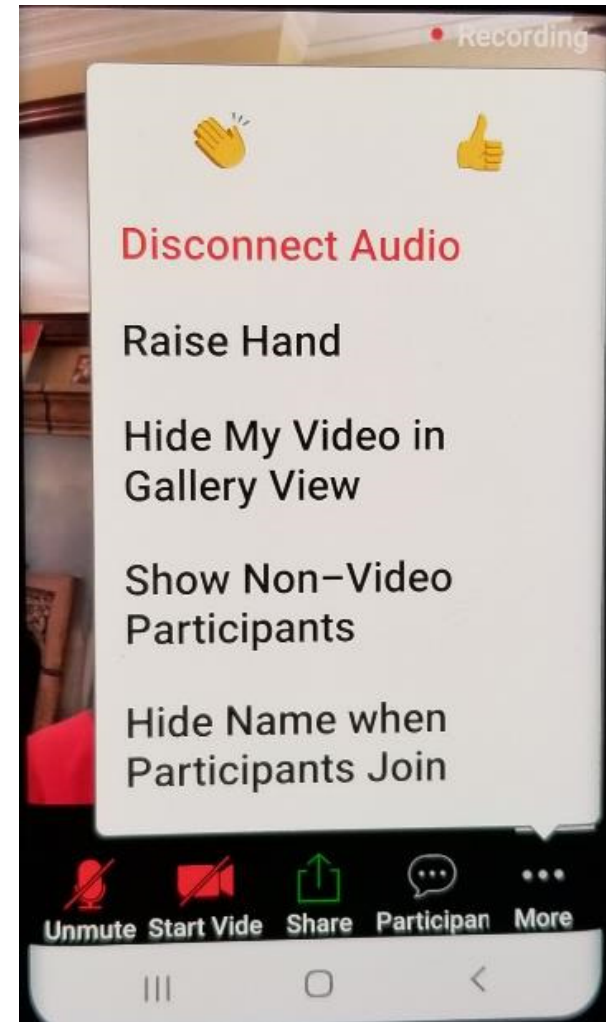


- Assignments
- Engagement
- Assistance
- **Indicate “complete”**

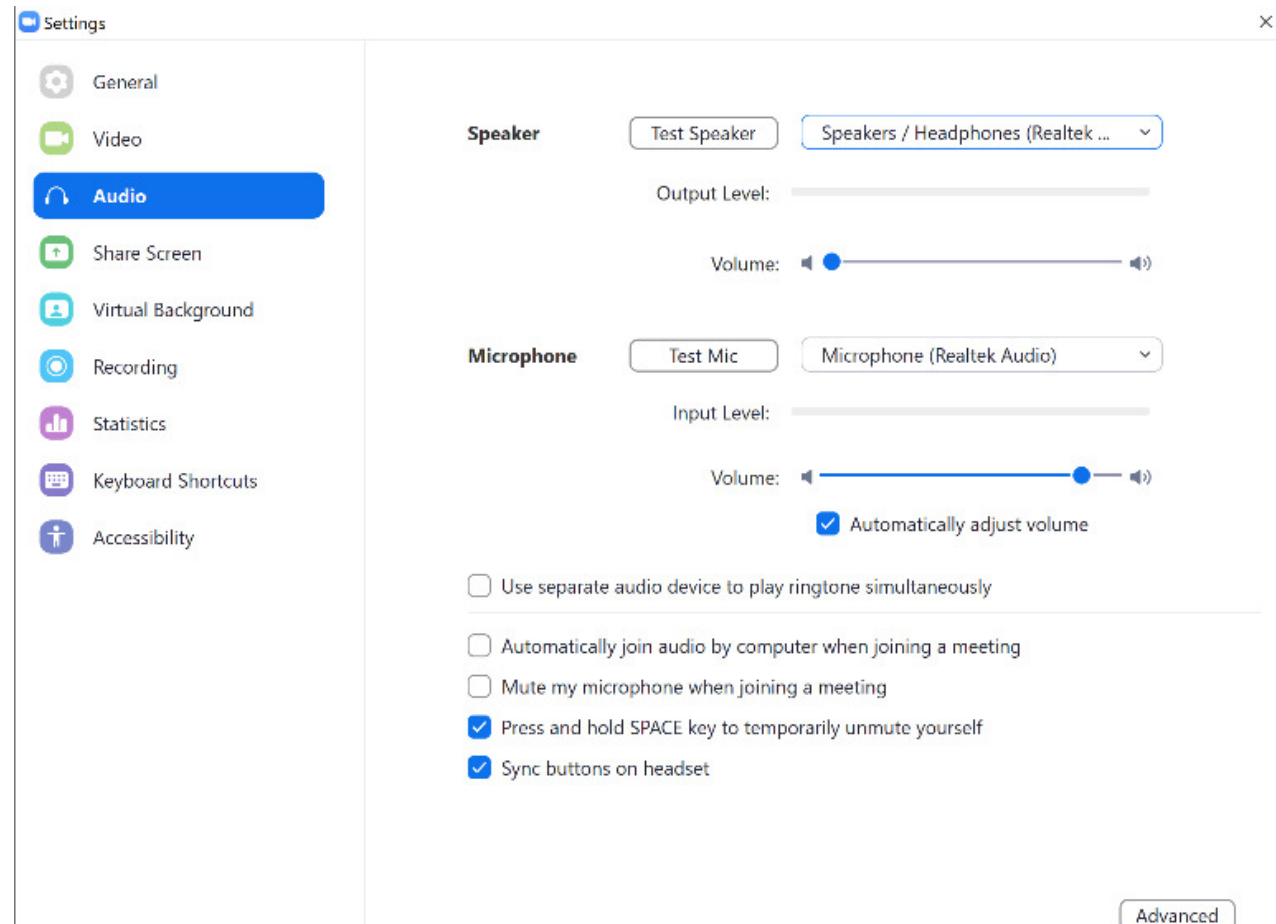
Prepare participants technically



- Use wired internet or strong, consistent wireless.
- Audio setup
 - USB headset (plugged in before joining)
 - OR landline phone/headset
 - Mute when not speaking
 - Remember to mute other ringers (fax, mobile, pager)
- Poor internet connection?
 - Shut down unneeded apps
 - Don't VoIP. Dial in.
- **Request “ready” response**



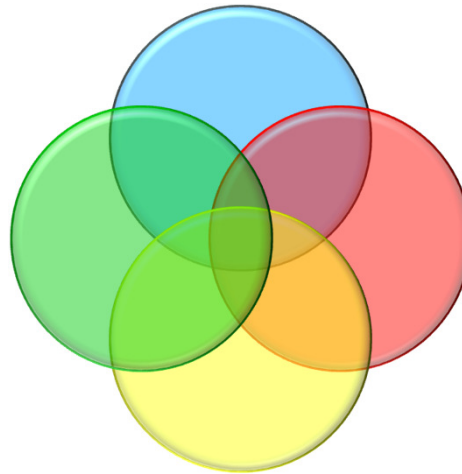
Join Audio. Adjust Settings.



What needs to be prepared?

Type in Chat

Technology
During live session



A lot to manage

The collage illustrates the complexity of managing an Adobe Connect session. Key elements include:

- Video Window:** A window titled "Video (1)" showing a participant named Karen Hyder.
- Chat Window:** A chat window titled "Chat (Everyone)" with messages from Steve Francis, Karen Hyder, Steve Francis, Jane Williams, and Chris Benz.
- Sharing Menu:** A "Share My Screen" menu with options: "Share My Screen", "Share Document", "Share Whiteboard", and "Recently Shared".
- Audio Controls:** A "Connect My Audio" dialog, an "Adjust Mic Volume" slider, and a "Mute My Microphone" button.
- Engagement Dashboard:** A dashboard showing "Meeting Engagement" with a gauge at 70%, "Average: 55%", and "Session Time: 00:14:32".
- System Tray:** A system tray showing "12:44 PM" and "Adobe Connect".
- Sharing Notification:** A notification bubble stating "Sharing Screen: You are sharing a part of the screen now. Please click here for additional options".
- Flash Player Settings:** A "Adobe Flash Player Settings" dialog box.
- Microphone Selection:** A "Select Microphone" dialog box.
- Stop Sharing Menu:** A "Stop Sharing" menu with options: "Pause And Annotate", "Choose Window to Share...", "Stop Sharing this Window", "Stop Screen Sharing", and "Help ...".
- Select Document to Share:** A dialog box for selecting documents to share, showing a list of files.

Using Polls

The image displays three sequential screenshots of the Zoom Polls interface, illustrating the workflow from poll creation to result sharing.

Left Screenshot: Polling 1: Introduce yourself

1. What is your role? (Multiple choice)

- ☐ Trainer
- ☐ Instructional designer
- ☐ Training manager
- ☐ Online event producer
- ☐ IT support

2. What virtual classroom software platforms do you use? (Multiple choice)

- ☐ Adobe Connect
- ☐ Zoom
- ☐ WebEx
- ☐ GoTo/Meeting/GoToTraining/GoToWebinar
- ☐ Skype
- ☐ Blackboard
- ☐ Microsoft Teams
- ☐ None yet

Submit

Middle Screenshot: Sharing Poll Results

Attendees are now viewing the poll results

1. What is your role? (Multiple choice)

Role	Percentage
Trainer	100%
Instructional designer	100%
Training manager	0%
Online event producer	100%
IT support	100%

2. What virtual classroom software platforms do you use? (Choose all that apply.) (Multiple choice)

Platform	Percentage
Adobe Connect	100%
Zoom	100%
WebEx	100%
GoTo/Meeting/GoToTraining/GoToWebinar	100%
Skype	100%
Blackboard	100%
Microsoft Teams	100%

Stop Share Results **Re-launch Polling**

Right Screenshot: Host is sharing poll results

1. What is your role? (Multiple choice)

Role	Percentage
Trainer	100%
Instructional designer	100%
Training manager	0%
Online event producer	100%
IT support	100%

2. What virtual classroom software platforms do you use? (Choose all that apply.) (Multiple choice)

Platform	Percentage
Adobe Connect	100%

Close



Polls

Agree to participate?

1. Will you agree to participate? (Multiple choice)

☒ Sure!

☐ We'll see how it goes!

☐ No. I'm "multitasking."

☐ Other. Please type in Chat or Q & A.

Submit

Polls

Viewing Poll Results

Now viewing the poll results

Agree to participate? (Multiple choice)

(1/1) 100%

(0/1) 0%

(0/1) 0%

(0/1) 0%

Results

Re-launch Polling

Polls

Agree to participate? in Progress 0:19

Now viewing questions 1 of 1 (100%) voted

Agree to participate? (Multiple choice)

(1/1) 100%

(0/1) 0%

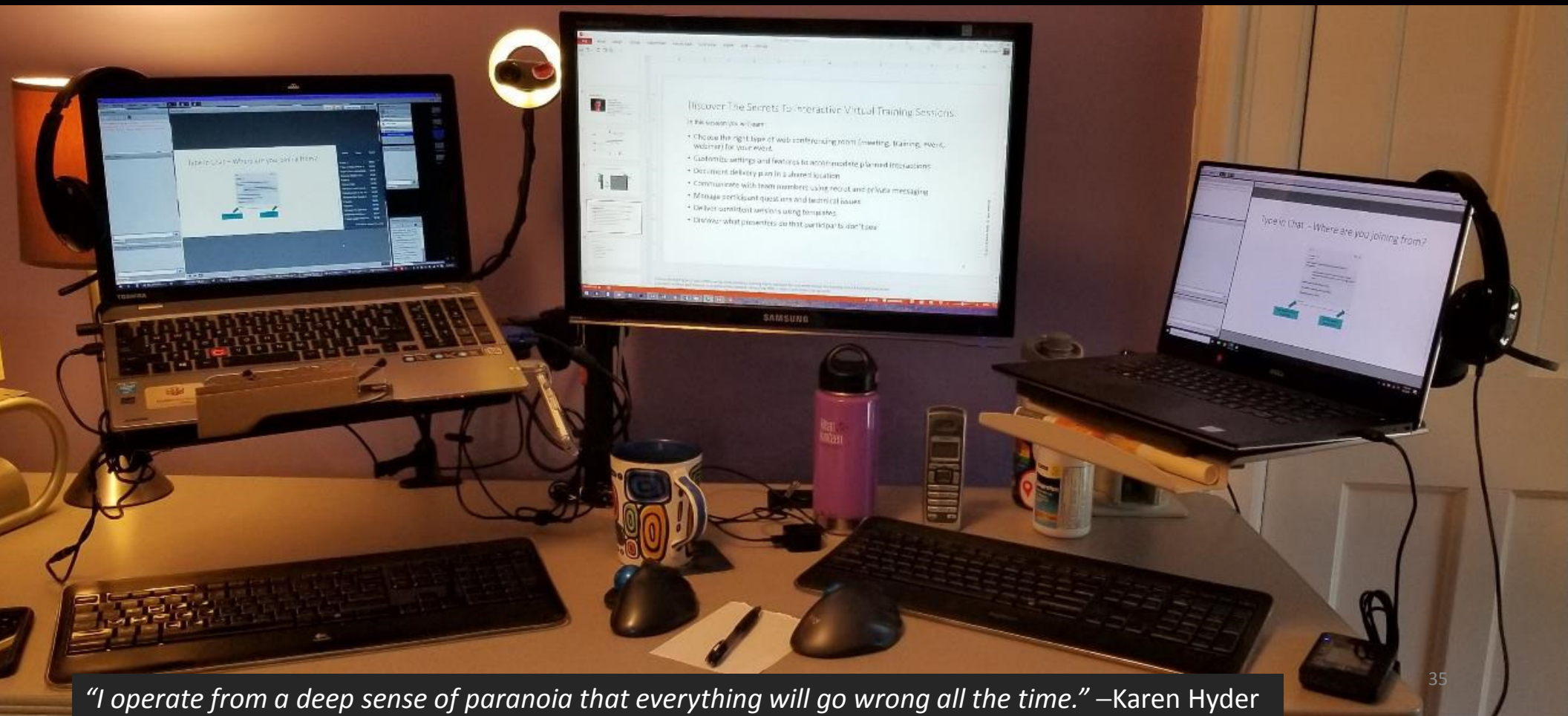
(0/1) 0%

(0/1) 0%

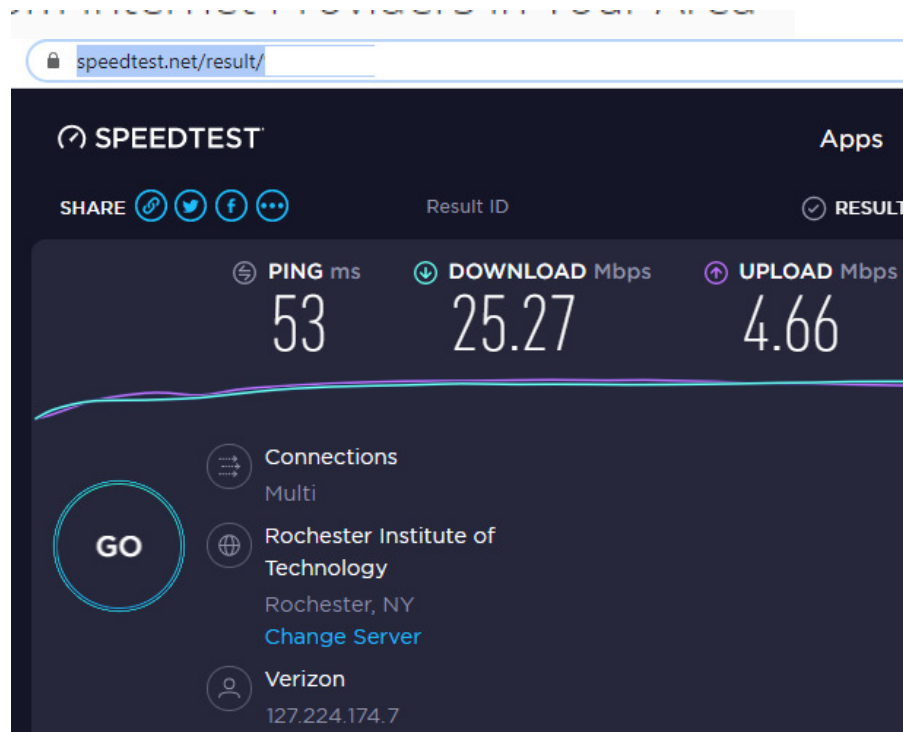
End Polling

What backups do you see?

Type in Chat



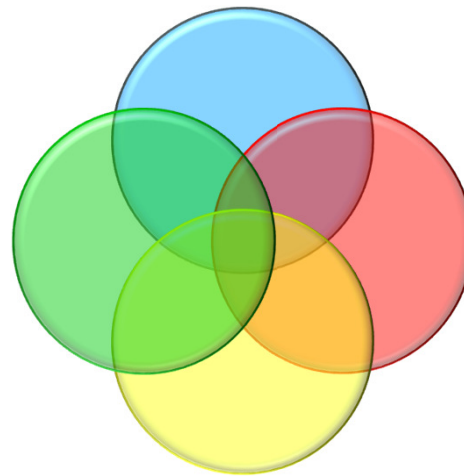
<https://www.speedtest.net/run>



- Run bandwidth test regularly
- Also:
 - Shut down unneeded apps
 - Plug into router
 - Pause webcam video
 - Setup DUPLICATE workstation

What needs to be prepared?

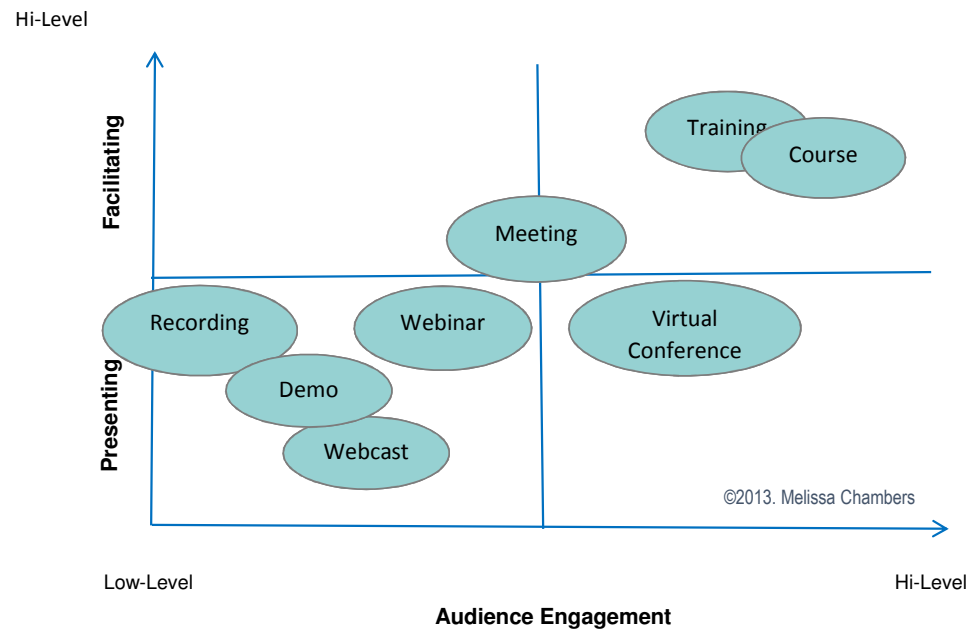
Type in Chat



Content

Poll: Which types of events?

Respond to the poll



Poll: Which type(s) of events are you presenting?

- Recording
- Demo
- Webcast
- Webinar
- Meeting
- Conference
- Virtual Instructor-led training (VILT)
- Blended course
- Other? Type in Chat.

Storyboard template

Learning objective	Pre-requisite	Method	Media	Set up details	Script	Activity	Presenter Questions	Intended Responses	Response Method	PLAN B	Common participant questions
Identify the elements of an Excel formula	Rows, columns, cells	Talk through addition in new context.	Excel with pre-created file	App share Excel formulas activity worksheet.xlsx	"You've added lists of numbers before.	Adding in cells	"If you were creating this on paper, how would you begin?"	Add numbers together, total the rows first. Add this plus this, plus this, etc.	Type in Chat or verbal	Static image on slide. Use drawing tools.	I can't see the screen. Are you still there?
Create a formula to add cell reference	Rows, columns, cells	Demo + volunteer	Excel with pre-created file	App share Excel formulas activity worksheet.xlsx	In Excel, we approach calculate not based on values but on relative location. Cells C6, d6 and e6.	Type in formula together	What should I type first? What next? Then what?	C6 +d6=e6	Type or speak up	Use static image. Leverage pre-sent file on local computers.	What if numbers to be calculated are not next to each other?

Can't the facilitator just...?

Sure! But what's at risk?



If your online sessions fail, what's the cost?

Type in Chat

Without support, facilitators...?

Type in Chat

Get bogged down in technology

Frustrate learners

Waste time troubleshooting

Fail to get feedback from participants

Give unclear messages

Are overwhelmed by software features

Lose credibility

Are afraid to try again

Burn goodwill

Focus on the wrong things

Skip activities that are too difficult to set up and facilitate

Default to lecture-only format

Suffer awkward moments

Aren't able to respond to participant issues

Fail to achieve needed outcomes

Miss the point!

Can't clearly articulate instructions to participants

Help the Facilitator stay focused

Upload slides

Present

Point and
click

Set up
activities

Provide
instructions

Facilitate
discussion



“Do what you’re comfortable doing, and I’ll handle everything else.”

Conduct audio checks

Monitor Chat

Organize participants
into breakouts

Locate and paste URL

Turn on/off enhanced
participant rights

Transfer handout file

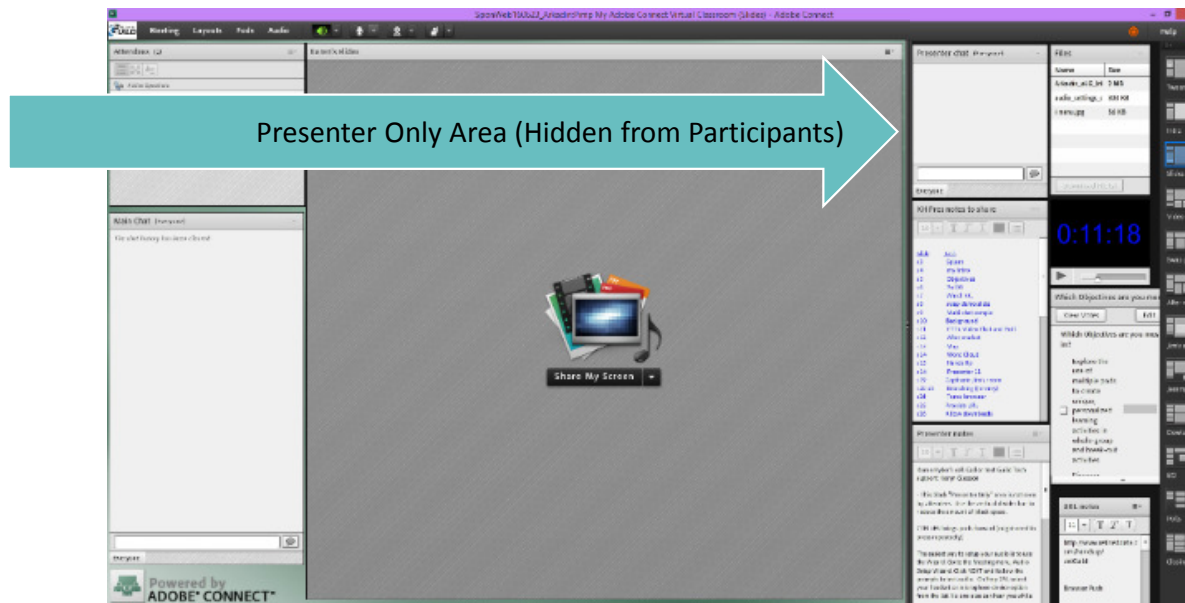
Identify open mics and
mute them

Clear status indicators

Respond to technical
questions

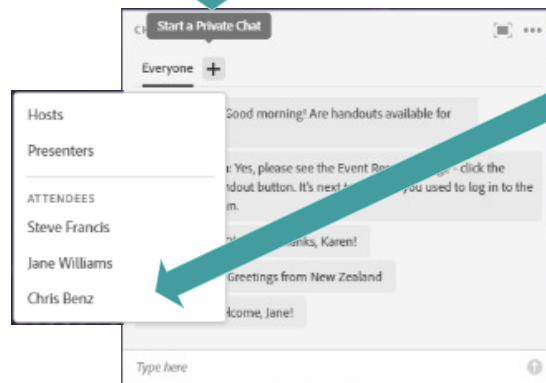
Save files

Communicate privately.

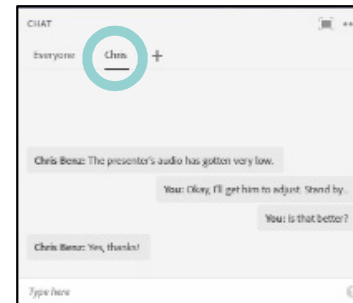


Communicate privately.

1. Click the “Start a Private Chat” button



2. Select the role or role and name of person with whom you want to chat



Pasteables

Please keep mics muted. Raise your hand to ask to be called on.

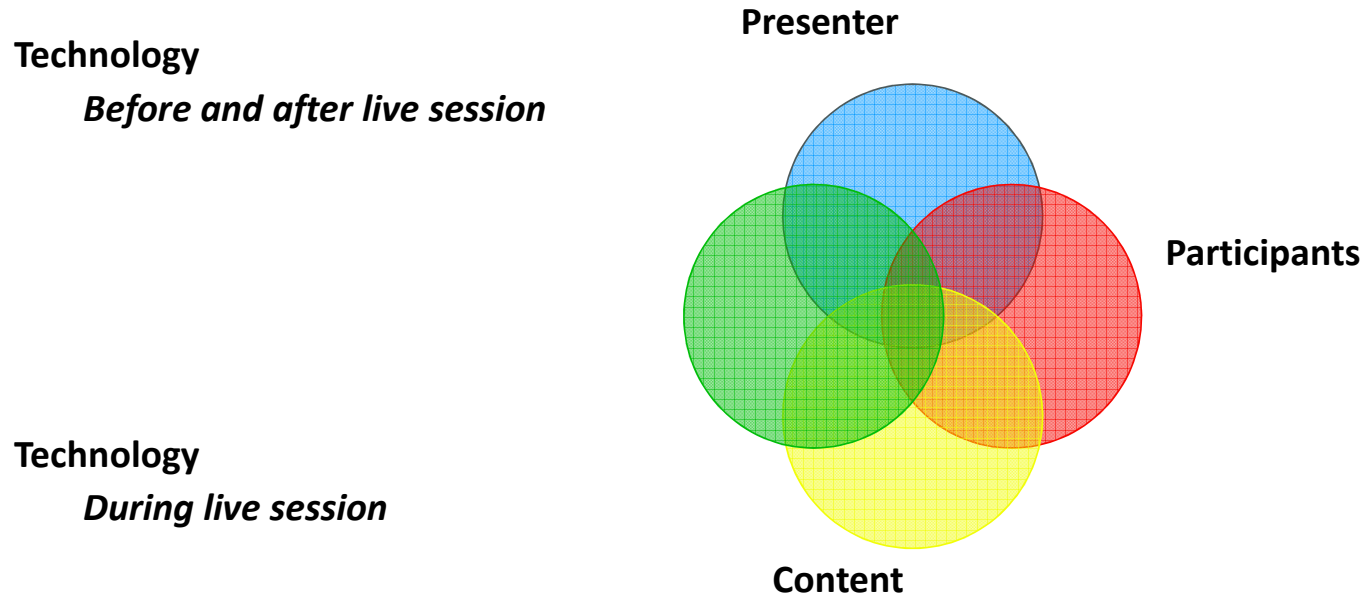
For technical support, type in Chat to Matt Richter.

To improve audio, please use the menu to the right of the mic button (lower left). Choose

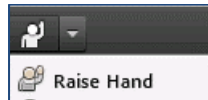
Materials and Handouts will be posted in Pathwright connected to the live, online session.

See Karen's blended learning course at...

Which will require extra help?



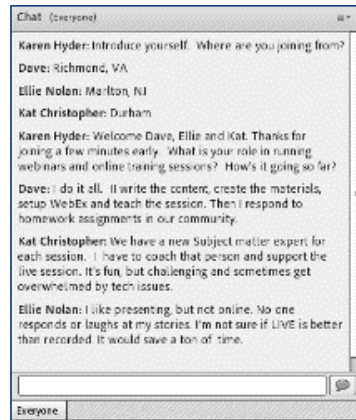
Determine HOW participants will communicate



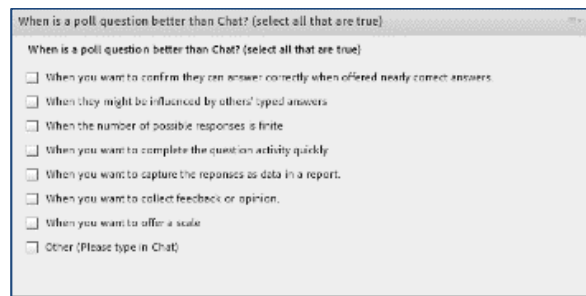
Raise hand to indicate “yes” and to ask permission to respond verbally.



Set Status to indicate “Yes,” Agree, Disagree, Laughter, Step Away



Polls for questions that have one or more RIGHT answers.

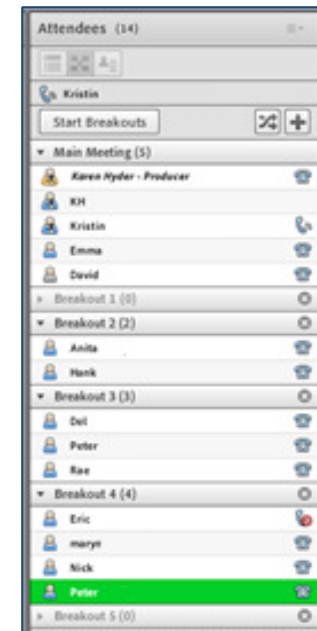


Chat for open-ended questions with many possible answers.



Microphones reserve for long stories, role plays, small groups and team meetings. Mute whenever not talking.

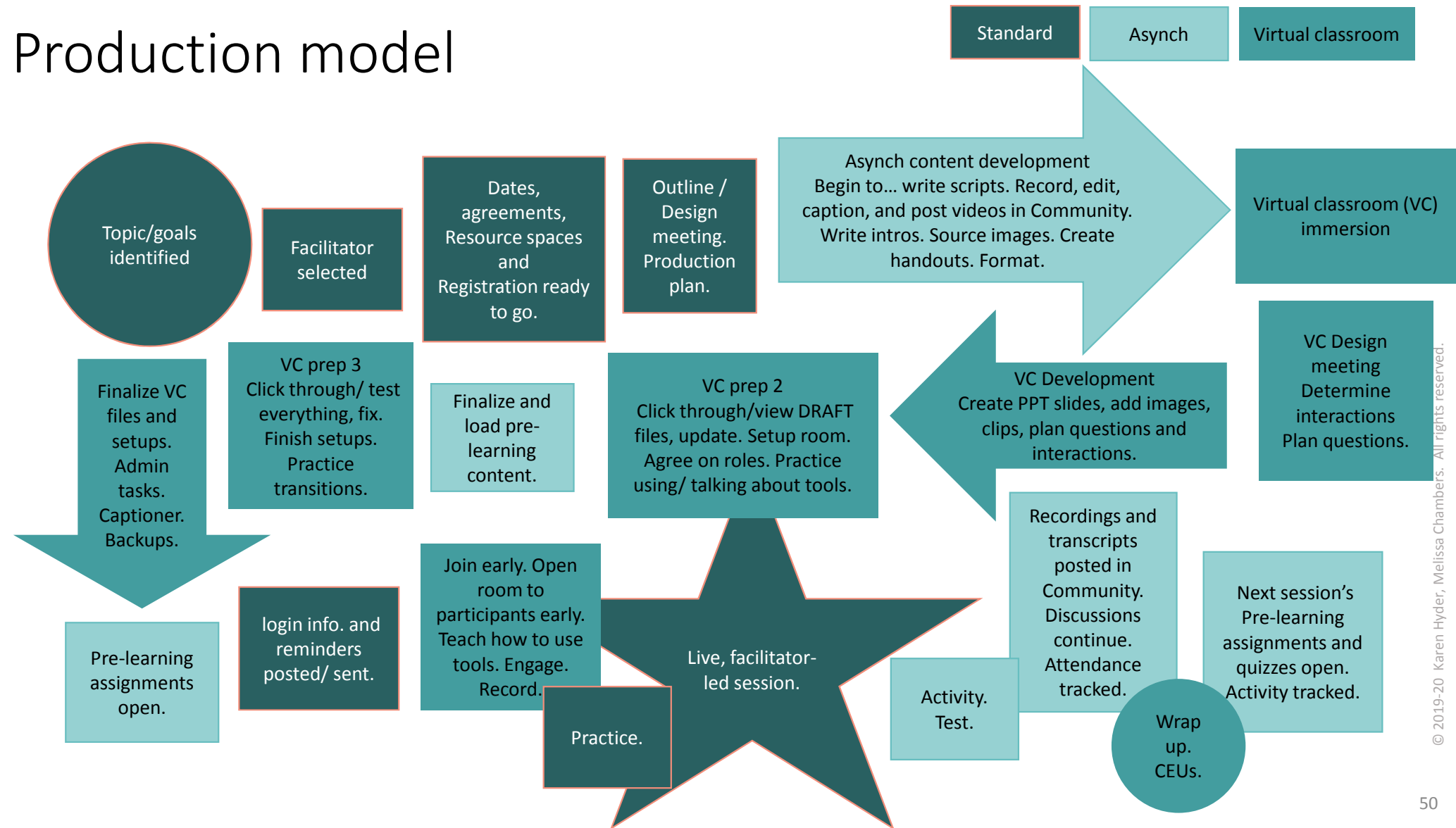
Breakout groups reserve for small group activities worth the extra time and effort.



The Producer's role is...

to...	A producer can...	specifically...
Structure	Provide a framework for the facilitator to prepare to engage participants.	Coach in advance. Present Intro, closing, Tweens slides. Ground rules. Surveys. Wrap up. Follow up.
Streamline	Coach on the most critical knowledge and skills to be successful. Tips and shortcuts.	Master basic functions. Adapt activities, script micro instructions. Avoid rookie mistakes.
Simplify	Unburden the facilitator from being expert in the virtual classroom software platform.	Offer tutorials, best practices, troubleshooting support. Agree to control interactive tools.
Smooth	Ensure the facilitator looks and sounds good and the session runs smoothly.	Plan and test early and offer guidance. Address distractions, technical issues and sources of stress.
Stand by	Pay attention and be ready to respond or assist, as needed.	Text encouragement or time checks in private messaging. Prepare for all in-session and post-session needs.
Solve	Allow the facilitator to stay focused, deliver a clear message, and engage with participants.	Address technical issues quickly and discreetly. Keep session on track.

Production model



Production tracking form

Speaker tracking form									
	A	B	C	D	E	F	G	H	I
1	Speaker tracking form								
2	Online event:				Speaker Observations:		Use of Tools:	1=poor, or 4=great!	
3	Session name:		session number:		How did it go overall?:		Chat:		
4	Session URL:				Comfort with tools:		Layouts:		
5	Speaker Contact Information				Effective use of tools:		Q&A:		
6	Presenter:				Content:		Application Sharing:		
7	Job Title/ Company:				Credibility:		Polls:		
8	Primary phone/ Phone during the event:				Timing:		Supportive files		
9	city/state:				Vocal quality		Status indicators		
10	Time zone:				Technical issues		Pointer		
11	Email address:						whiteboard tools:		
12	Login/ pw:						URL Push:		
13	Speaker Technical Set-up		Prep session date(s):				Use Of Graphics:		
14	File name(s) /type(s):		setup room				Clarity Of Slides:		
15	Handout name:		sent user id, pw and link		Speaker Experience				
16	additional files:		1. Initial meet		Face-to-Face events:				
17			2. Prep session		Online events				
18	Web link(s):		3. Rehearsal		Speaker Co-Operation/Availability				
19	Machine type		handouts due from/on		How available before event for rehearsals:				
20	OS:		intro-close / room set		Handouts on time:				
21	RAM:		files backed up		Handouts formatted correctly:				
22	Audio type/ Check:		final audio check		Time considerations:				
23	Quality:		Event date and time:		Unavailable dates:				
24	Connection type/ Check:			zone:	Recommendations:				
25	Quality:			login at:					
26	Setup Notes:		Host notes		Day / Session	Pacific Time start/end	Mountain Time	Central Time	Eastern Time start/end
27	Activity:				Thurs / Opening session	8:30 - 9:45	9:30 - 10:45	10:30 - 11:45	11:30 - 12:45
28	Activity:				Thurs / Concurrent #2	10:15 - 11:30	11:15 - 12:30	12:15 - 1:30	1:15 - 2:30
29	Activity:				Thurs / Concurrent #3	12:00 - 1:15	1:00 - 2:15	2:00 - 3:15	3:00 - 4:15
30	Activity:				Fri / Concurrent #4	8:30 - 9:45	9:30 - 10:45	10:30 - 11:45	11:30 - 12:45
31	Activity:				Fri / Concurrent #5	10:15 - 11:30	11:15 - 12:30	12:15 - 1:30	1:15 - 2:30
32	Polls/ slides				Fri / Closing #6	12:00 - 1:15	1:00 - 2:15	2:00 - 3:15	3:00 - 4:15
33	Survey Results:								
34	Max number logged on during session:								
35	Number of respondents to survey:								
36	1. The presenter was knowledgeable about the topic								
37	strongly agree								
38	agree								

An effective producer:

1. Provides structure and content for the session.
2. Knows how to leverage the software.
3. Is a skilled coach.
4. Provides in-session technical support.
5. Insists on thorough preparation.

Zoom links

ZoomInstaller.exe https://zoom.us/download#room_client

Systems Status <https://status.zoom.us/> Subscribe to updates.

“[44 Tips and Pieces of Practical Advice When Using Zoom](#)” by Matt Richter

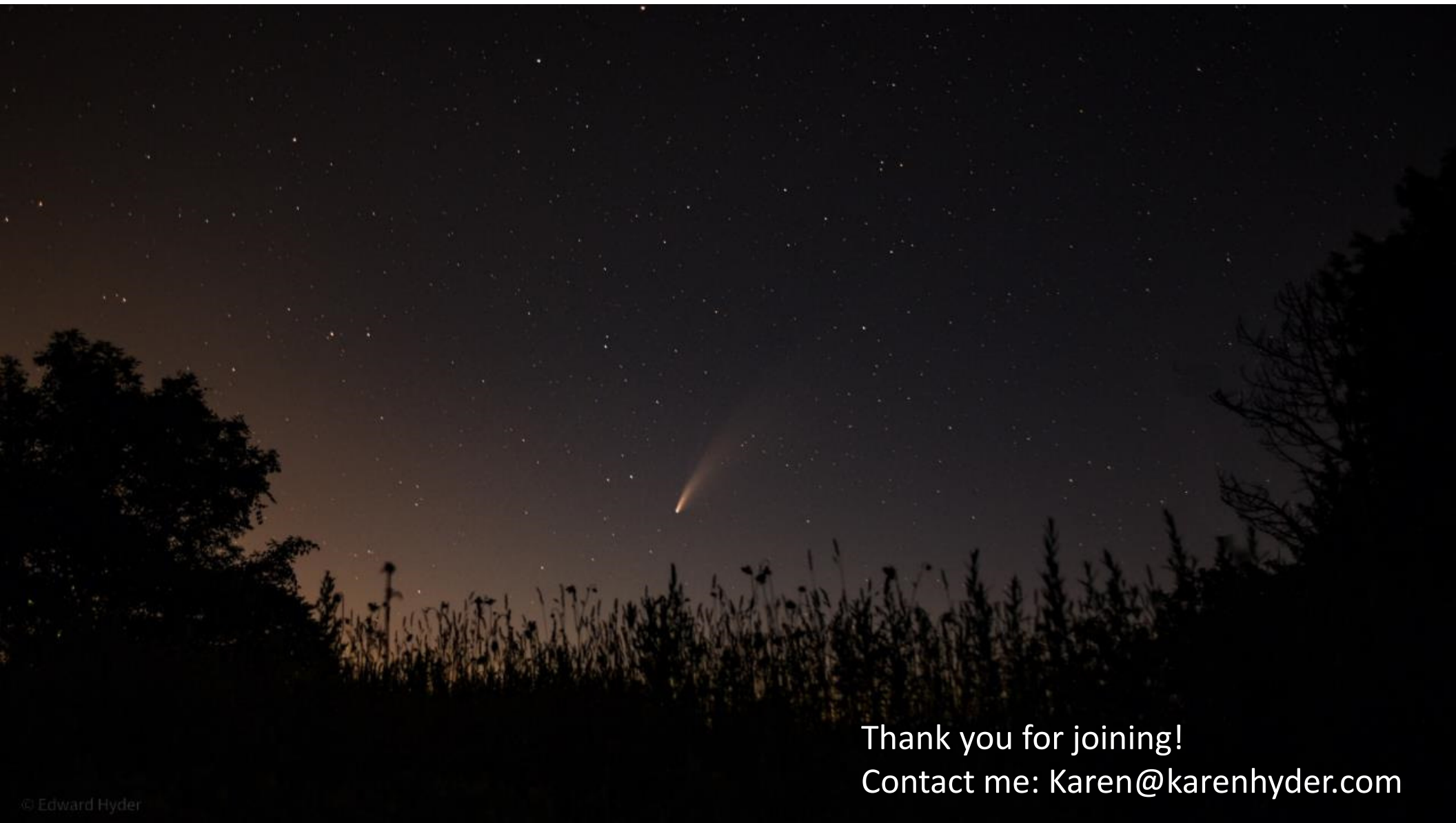
Security settings article by Zoom <https://bit.ly/3bL3cZP>



Resources for Synchronous

Resource	Description	URL
Zoom	Virtual meeting room. FREE session times out after 40 mins.	https://zoom.us/pricing
Wikipedia	Comparison of web conferencing software	https://en.wikipedia.org/wiki/Comparison_of_web_conferencing_software
Timeanddate	Event time announcer	https://www.timeanddate.com/worldclock/fixedtime.html?msg=Supporting+live+sessions+as+an+online+event+producer.&iso=20200728T11&p1=421&ah=1
Ookla	Measure current upload and download speeds of network throughput. (Less than 2.0 Mbps will experience choppiness)	https://www.speedtest.net/run#

What takeaways will share and/or apply immediately?



Thank you for joining!
Contact me: Karen@karenhyder.com