

# TEXAS TRANSITION CONFERENCE

## Facilitator Information Sheet & Checklist

### FACILITATOR ONE

#### Getting Started

- ☐ For the most reliable connection, use the Chrome or Firefox browser.
- ☐ Go to [www.zoom.us/](http://www.zoom.us/)
- ☐ Login using the credentials provided to you (only facilitator one, facilitator 2 will join with link.)
- ☐ Click on the light grey bar at the top (it might say profile or meetings) choose "Meetings"
- ☐ Under the "upcoming" menu, hover over the session title you are facilitating and click "Start".
- ☐ Click "Join with computer audio"
- ☐ Test audio and microphone to make sure both work. Click the little arrow by the microphone icon to see the settings.
- ☐ To start your camera click "Start Video" under the video screen.
- ☐ Rename yourself by clicking "Participants" under the video, hover over the host's name and click "More". Select "Rename" then enter TTC-(your name).

#### Admitting Speakers/Co-facilitators/Captioner

- ☐ Admit the co-facilitator & speakers from the waiting room as soon as possible. Click participants, hover over name, click "more" and assign them co-host.
- ☐ Admit the captioner (will join 15 min prior to session, name will say captioner) and their computer (may be separate) and assign them to type.
  - ☐ Click the closed captioning button on menu
  - ☐ Click assign participant to type-this opens the participant tab
  - ☐ Choose the captioner, click the
  - ☐ Hover over the captioner's name, click more then choose assign to type.

#### Admitting Participants/Locking Session

- ☐ Promptly at the scheduled session time, admit 80 attendees from the waiting room. If less than 80 in waiting room click "admit all" If you are nearing the max number, begin admitting them from the bottom of the list to the top.
- ☐ Once you hit 80, lock the session by clicking on the security shield in the menu bar and choose lock meeting.
- ☐ Send a message to the waiting room. "This session has reached the max capacity, please review the schedule and choose another session. Thank you!"

#### During Session

- ☐ If the session ends unexpectedly, wait a moment and log back in.
- ☐ Create any breakout rooms needed based on speakers instructions (they may choose to create them)
- ☐ Start/end breakout rooms per speaker's wishes
- ☐ Monitor chat for speaker and respond according to their wishes (questions taken during or after session)
- ☐ Type session code in chat box once it shows up on the presentation. It will show up near the end. Share this several times. Remind them they need it for CPE. "The session code is \_ write this number down as you will need it for your CPE certificate."

- After facilitator 2 runs satisfaction poll and reads ending script, you will stop recording then “end session for all.”
- Log out of Zoom account- **very important!!** You do not need to wait for the session recording it will be saved to the account cloud.

## FACILITATOR 2

### Getting Started

- Login using the participant link
- Test audio and microphone to make sure both work. Click the little arrow by the microphone icon to see the settings.
- To start your camera click “Start Video” under the video screen.
- Rename yourself by clicking “Participants” under the video, hover over your name and click “More”. Select “Rename” then enter TTC-(your name).

### During the extra 30 minutes prior to session

- Review presentation with speaker, test any videos or link, work out any audio issues
- Ask if they want to advance their own slides or if they’d like you to do that
- Go over any Zoom features they will use (breakout rooms, poll, chat), confirm who will run/monitor them and when they want to start them (facilitator one is in charge of chat support)
- Test any polls they will use (make sure they come up.) If not there, create it.

### Beginning of the session

- Welcome the attendees (after facilitator one indicates that everyone is in the meeting or it’s locked)
  - “Welcome to (session title) and thank you for attending the 2021 Texas Transition Conference. We are happy you have joined us today! Unless the speaker requests otherwise, please leave your microphone muted during the presentation. Thank you! This session is being recorded and live captions are available. Just click on the CC button on your menu to turn the captions on. You may need to move your chat box around so it does not cover the captions at the bottom of your screen. **A session code will be provided during the presentation. It will be posted on the presentation and also added to the chat box.** Please make a note of this number because you will need to add it to your CPE certificate to show that you have attended this session. Should there be any internet issues, and the session abruptly ends, use the zoom link to rejoin. All questions will be taken... (answer based on speaker preference.) Today we will hear from (speaker’s names) Read bio if they asked you to introduce them or let them take over and introduce themselves.

### During the session

- Run any polls per speaker’s wishes & end of session poll (satisfaction survey)
- If a participant disrupts the session with obviously inappropriate or harmful communications, use your judgment to remove the participant by hovering over their name and clicking “More”, then “Remove”. (If you have a question about disruptive behavior or if a participant is removed from the session, immediately text Jennifer Christman or Amy Laine at the numbers below.)
- Provide any reminders of time remaining per speaker’s wishes
- Run satisfaction poll in the last few minutes of the session
- End session on time, read “end of session script” that is included in your facilitator email.

### Cell numbers to TEXT in case of emergencies during the conference:

- **Jennifer Christman 512-635-5698**
- **Amy Laine 512-632-9391**

## **Zoom Trouble Shooting Tips**

### **Speaker loses audio**

They can call in using their participant ID. This can be found by asking them to click on the green shield in the top left corner of their screen. This will provide the Meeting ID and their participant ID. They will need this info to call in. Switch audio (microphone icon) to audio by phone will stop any audio feedback issues. The number to call in is (888) 788- 0099. If any participants join by phone, they can use \*6 to unmute/mute and \*9 to raise hands.

### **No audio during video**

Make sure they are clicking the “share sound” box on left side of share screen when they share.

### **Freezing/lagging (bad internet connection.)**

1. Wired Connection. If your Internet router has an option for a wired connection, join with a wired option versus a wireless connection.
2. Bring your laptop or device closer to your router or hot spot connection.
3. Stop Camera Feed: A camera feed from a webcam (showing the video of you speaking) takes more bandwidth and may affect the quality of your Zoom session if you have a slower connection.
4. Closing applications/windows you do not need will improve your Zoom experience.

### **Audio feedback (possible causes)**

1. A participant has both the computer and telephone audio active- if using computer, but calling in, make sure they “leave computer audio” by clicking little arrow next to the microphone.
2. Participants with computer or telephones speakers that are too close to each other- people attending conference in the same room. They need to move to separate rooms or choose one computer/phone to use.

Thank you for volunteering for the Texas Transition Conference! We appreciate your help.