

Dear 2010 Fall Extension Conference Hosts,

First, let me say thank you for your support and help. With you the first ever virtual 2010 Fall Extension Conference is going to happen, and you're a big part of making it happen. This is a critical crib sheet with help phone numbers, tips and tricks, things to think about (hopefully not too much) and general encouragement. The first thing we need to say is FEC 2010 is a "LEARNING" experience for all of us. If something "misfires" in your session or anywhere during the week, it is not a "failure" but rather a "LEARNING" experience. We'll take what we learn and will make the next one better – that's called seize the opportunity. So let me start firing away with things to know.

1. Background and Limits

- Adobe Connect is supported at the central University level, so this is a learning experience for them too. Think about launching Adobe Connect support for 44,000 students, so they're keenly interested in monitoring and supporting this conference. They're so supportive that servers have been updated, operating systems updated and memory updated on the Adobe Connect system all in the last month. MSU has never hosted a virtual Adobe Connect meeting/conference of this magnitude. We/they have no direct experience with this size. MSU's Adobe Connect license is limited to 450 concurrent sessions, and this is shared between all meetings in progress. MSUE does not have preferential rights to the 450 seats. What will happen if someone tries to take seat number 451? I'm not 100% sure, but I think they will be blocked from access. Maybe we'll find out.
- If *multiple staff* at the *same site* are participating in the *same sessions*, we should *encourage group or team bonding by viewing and participating via one common computer* (i.e., in a conference room with speakers). Our intent is to record all sessions, so there is opportunity to spread the access load over a larger time frame than just the one week period.

2. Help

- Your first line of support for participant issues is the Library Help Desk. You can attempt to assist, but do not spend too much time helping – remember you are the primary host. If you or participants experience technical difficulties including audio problems during this session, please call or reference the Library Helpline at: 1-800-500-1554 or 355-2345 (campus). Please tell them you are on a MSUE Fall Conference meeting and which session number you are having trouble with. Session numbers, titles, presenters, hosts, and anticipated session numbers have been provided to the support desk.
- If you really have trouble, we're providing personal cell phone numbers for "I need help now" situations. Please be aware these are *personal numbers* and not for distribution. You also will find these numbers listed in each room on the Note Pod - Host Notes and Help Numbers found in the Presenter Only Area.

Luke	517-881-4219
Lela	517-282-1197
Kathy	269-967-1847
Cindy	517-353-4890 x 198 (office)
Megghan	989-666-3773

3. Presenters

- Please encourage your presenter to be the best presenter possible and leave the technical support/hosting to you. Your job is to help facilitate audience interaction, to make the presenter look fabulous and to call in help if necessary. You're the presenter's primary back stage crew simply stated. If they infringe on your job – tell them you will take care of things.

4. Hosts

- The old adage about too many chefs in the kitchen spoils the recipe is a good analogy for Adobe Connect. Each host is independent but not independent. If two hosts click on the same item at the same time, one is likely turning something off while the second host's action will turn it right back on. If you have multiple hosts in a session, you have to work together. You will not be able to see their actions. Tag team. Take turns controlling the environment, but whatever you do don't have every host start clicking all over the screen else I smell a spoiled recipe. Make sense?
- Before you begin hosting, you should ensure that you aren't going to be "the problem" in a meeting room. Please do not attempt to run every application you have on your computer (e.g., multi-tasking to the max) while hosting. Just like the presenter, you have a job and your job is to be the best host ever.
 - i. You really should reboot your computer before even entering the room as this will eliminate any memory issues you might have on your own computer.
 - ii. You should enter the meeting room you are hosting 30 minutes prior to the session.
 - iii. You should check your microphone – by activating it and using the Audio Setup Wizard if needed.
 - iv. Please avoid having other applications running during your hosting time especially applications like Outlook.
 - v. When your presenter arrives in the room, please help to do a mic check with them. If your presenter has a microphone issue, please call for help if you cannot resolve it quickly.

5. Microsoft Updates

- According to a trade publication I read this week, Microsoft is expected to release a load of updates this coming Tuesday (October 12), so be aware that this might be happening. If a computer appears to be especially slow, then updates might be downloading and/or installing. Hopefully the majority of computers will be updated prior to October 18.

6. Audio and Microphones

- What can I say about a microphone that hasn't already been said over 37 hours of preparation trainings for hosts, presenters or participants? What I can say is microphones and audio is a dynamic beast, and change is significant when you add more and more microphones into any system.
- We have to have reasonable audio from the presenters. Audio from participants is secondary because they can use the chat and My Status function to communicate. Your job is to ensure presenter audio quality.
- Try to keep the number of microphones on Hands Free to a minimum – 1 is best. Let the primary presenters of the time have their microphones on Hands Free.
- The meter below the Talk and Hands Free Buttons is the microphone level for your computer. The green bars will move left to right as you talk (that's your microphone). Normal conversation should keep the green bars to about the 3/4 solid green mark.
- The little microphone icon that appears on the Attendee List is not a good indicator for microphone level. That just means the microphone has been activated by the participant but it has no level indication.



- I think a good etiquette for microphone use by participants is to grant microphone rights individually when they raise their hand.

- If you have too many microphone issues, you can go to the Attendee List Pod Options and “Revoke all Microphone Rights.”
- On the dropdown controls for the Talk and Hands Free buttons, you will find you can set the microphone to One Speaker or No Audio. If you can only get no or only one person’s audio to work, please check to see if this is the problem – remember too many chefs in the kitchen?

7. Recording

- Remember to Record meeting... just before the presenter starts. Click on “Meeting” on upper gray menu bar, select “Record meeting...” The session number will appear in a “name” box; please enter the session name in the “summary” space and press “OK.” The small red light in the upper right hand corner of the screen will let you know the session is being recorded. At the end of the session, click on the red dot in the upper right hand corner and press “Stop recording.”

8. Video Playback

- Some sessions have already recorded their narration and a Flash movie will be played back during the live time. Please be aware that video buffers to individual sites so when it is done playing for you, there may be 20-30 seconds left for sites where buffering is occurring. Leave the video layout up for a 20-30 second pause before switching layouts else you may cut off the video for some.
- On slow connections, video may be problematic. This is part of the learning curve. Likely you will not be able to do anything about a slow connection. Tell them to close all other applications at least.

9. System lock up (or strange issues)

- Sometimes an Adobe Session will simply lock up, audio will get garbled or lost or microphone access disappears. ***When trouble occurs and you can seem to resolve it, you should consider exiting the browser completely and reentering the meeting room – I have seen this fix 90% of the issues.*** Other things to look for if you have issues with garbled audio.
 - i. A wireless connection can have a tendency to drop the connection if the network traffic gets too high, so try to be on a hard wire connection if at all possible or minimize the number of wireless connections to the one location. Symptoms of this included coming back into the room with a 2 beside your name.
 - ii. Try shutting down other open applications to free up computer memory and resources
 - iii. Check to see if a virus scan is actively running as this will significantly affect computer performance
 - iv. Check to see if a software update is being downloaded and/or installed
 - v. Check to see if the microphone mute button is on mute
 - vi. Check to see if the audio is set for One Speaker or No Audio

10. Evaluation

- Please remember to force open the session evaluation at the end before everyone leaves the room. You can also copy the evaluation URL into the Chat Pod so they have a second option for getting to the evaluation. Make it as easy as possible for participants to complete and indicate the session number for them.

11. End Meeting

- After you have provided the Evaluation option using the Web Links and pasted the link into chat, please wait for about 2-3 minutes for everyone to clear. Then click on “Meeting” on the upper gray menu bar and select “End Meeting...” Normally we would not do this, however this ensures that idle seats are not included in the seat count, the recording is for sure turned off and it lets everyone know that the session is done. If you forget to do this no worries, but it’s probably a good housekeeping option.

12. Instructions posted in the Host Help Note Pod

PRE-SESSION: WHEN YOU GET HERE:

- 1) Check Powerpoint
- 2) Perform Audio Setup Wizard or Audio test with your presenter
- 3) Check link for Chat (Q & A)
- 4) Set Countdown timer
- 5) Start Pre-Video 1 minute before

SESSION:

- 1) Immediately before the presenter starts click the "Record Meeting..." on the Meeting menu
- 2) Set the Stagelight counter to reflect the remaining session time
- 3) Facilitate the session for the presenter - assisting with layout changes, flow of questions and audience interaction (e.g., encourage questions)

POST SESSION:

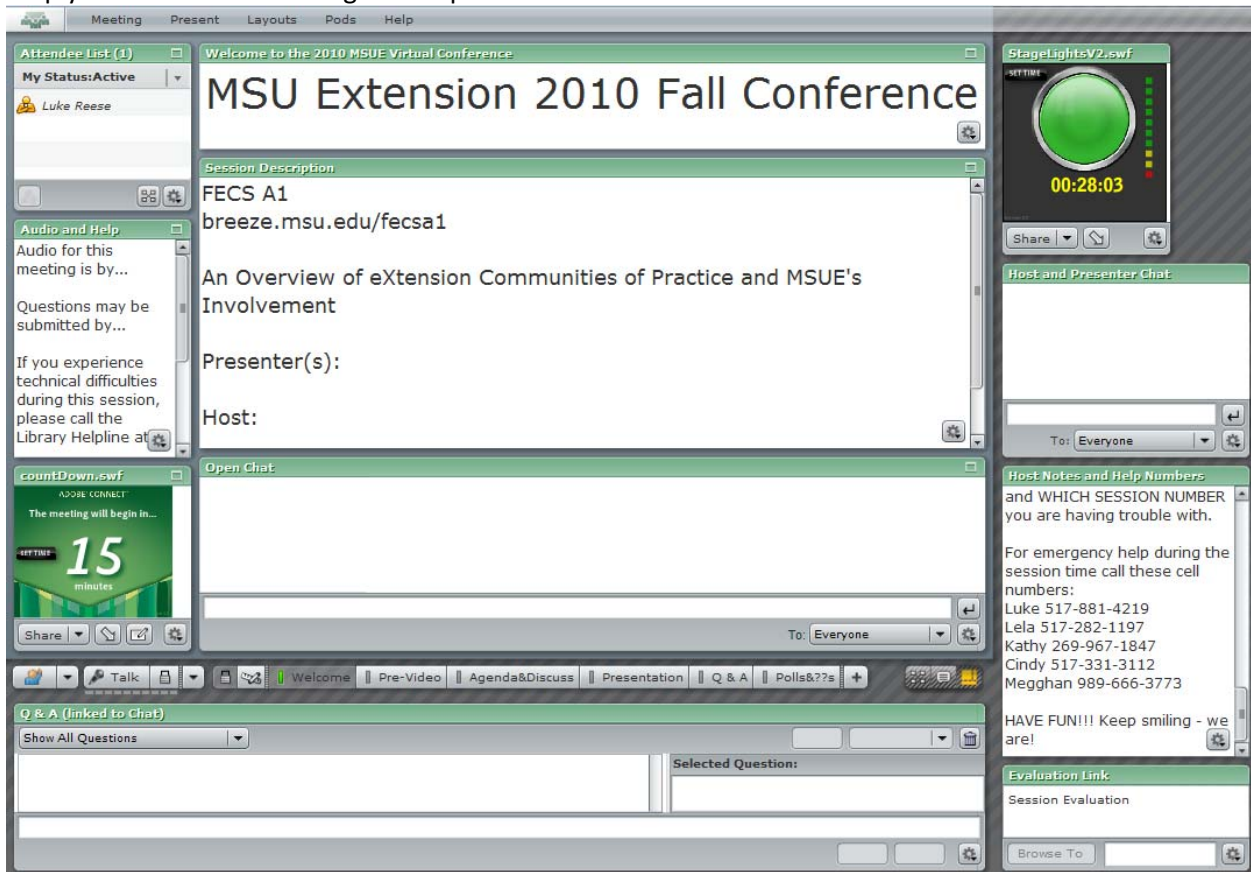
- 1) Turn off the recording
- 2) Use the Evaluation Link Pod, select Session Evaluation and click the Browse To button. Ask participants to complete the evaluation using the chat indicating the session number. Copy <Ctrl> C and paste <Ctrl> V this entire URL in the chat for a live link
<http://www.zoomerang.com/Survey/WEB22B7F28VFX5>
- 3) Wait 2-3 minutes and "End Meeting..."

HAVE FUN!!! Keep smiling - we are!

13. Layouts

- I thought I would never get to this. We created a template to set up all the rooms exactly the same. Attached to this document are all the layouts and corresponding Pods. Each layout and its use will be explained briefly.
- If the meeting room gets messed up for any reason, the template cannot be reapplied but the room can be recreated with the template. If you have this issue, contact Luke Reese, reesel@msu.edu
- During the actual session, *you are strongly advised to Lock down the layouts*. Locking layouts might prevent you from doing something you don't want to. The lock is individual so you are only locking your own – remember the too many chefs story.
- We set the layouts up with both an "Open Chat" and "Chat (Q & A)" When the presenter is presenting, the Chat (Q&A) is up. On the Welcome layout, the Open Chat is up so you can easily take questions and comments including when you starting, if you will be delayed, what to do for audio problems, etc.

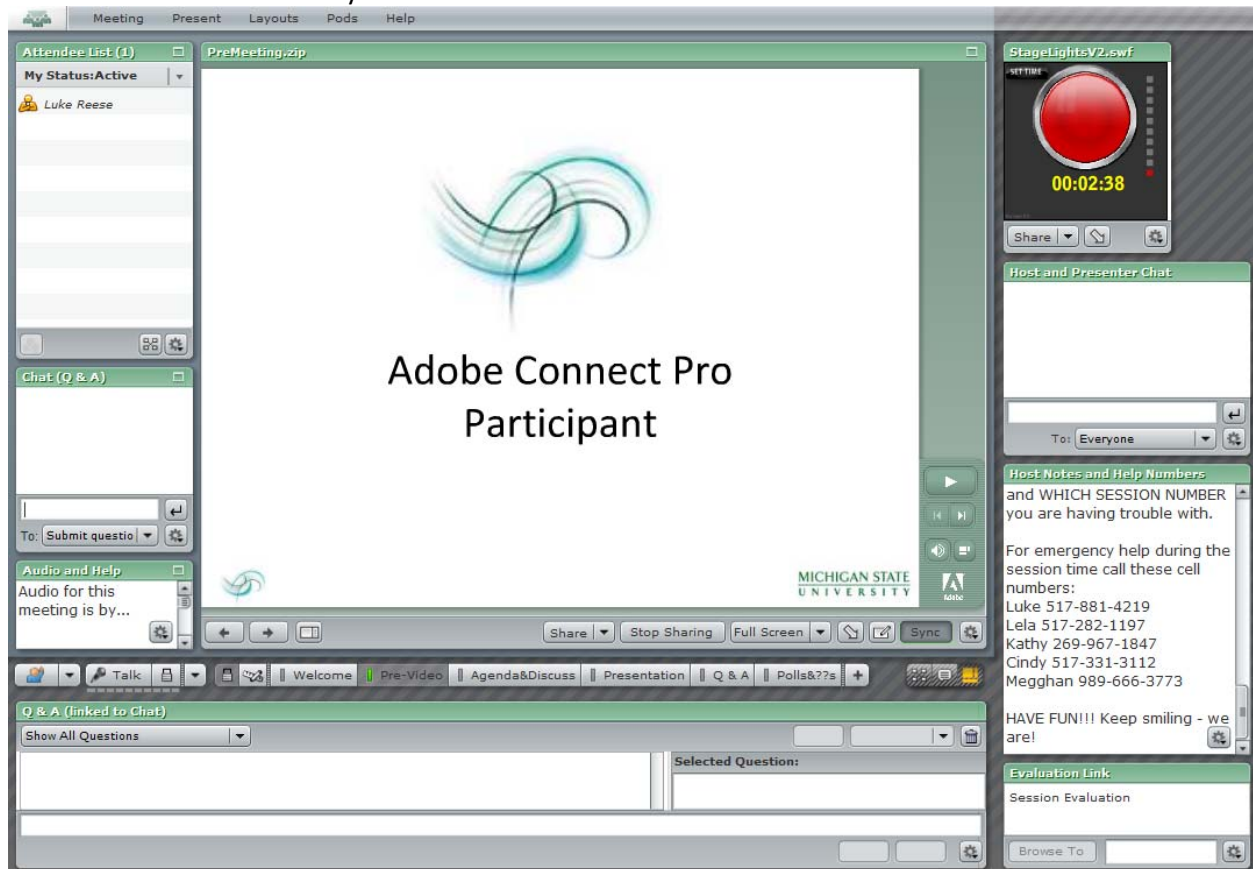
Set to this layout when you enter the room. Note the chat is open so you can easily chat instructions and comments to the participants. Set the Count Down clock to reflect how much time before the session actually starts. Note this clock will stop and will restart if you switch to a different layout. The Stagelight Pod does not reset because it is on every layout in the Presenter Only area. Note the Presenter Only area that you will see in every layout. Use this to communicate to your presenter and keep your own notes – noting the Help Note Pod.



Welcome Layout

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod - Open Chat
 - ✓ Note Pod - Welcome to the 2010 MSUE Virtual Conference
 - ✓ Note Pod - Session Description
 - ✓ Note Pod - Audio and Help
 - ✓ Share Pod - countdown.swf
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

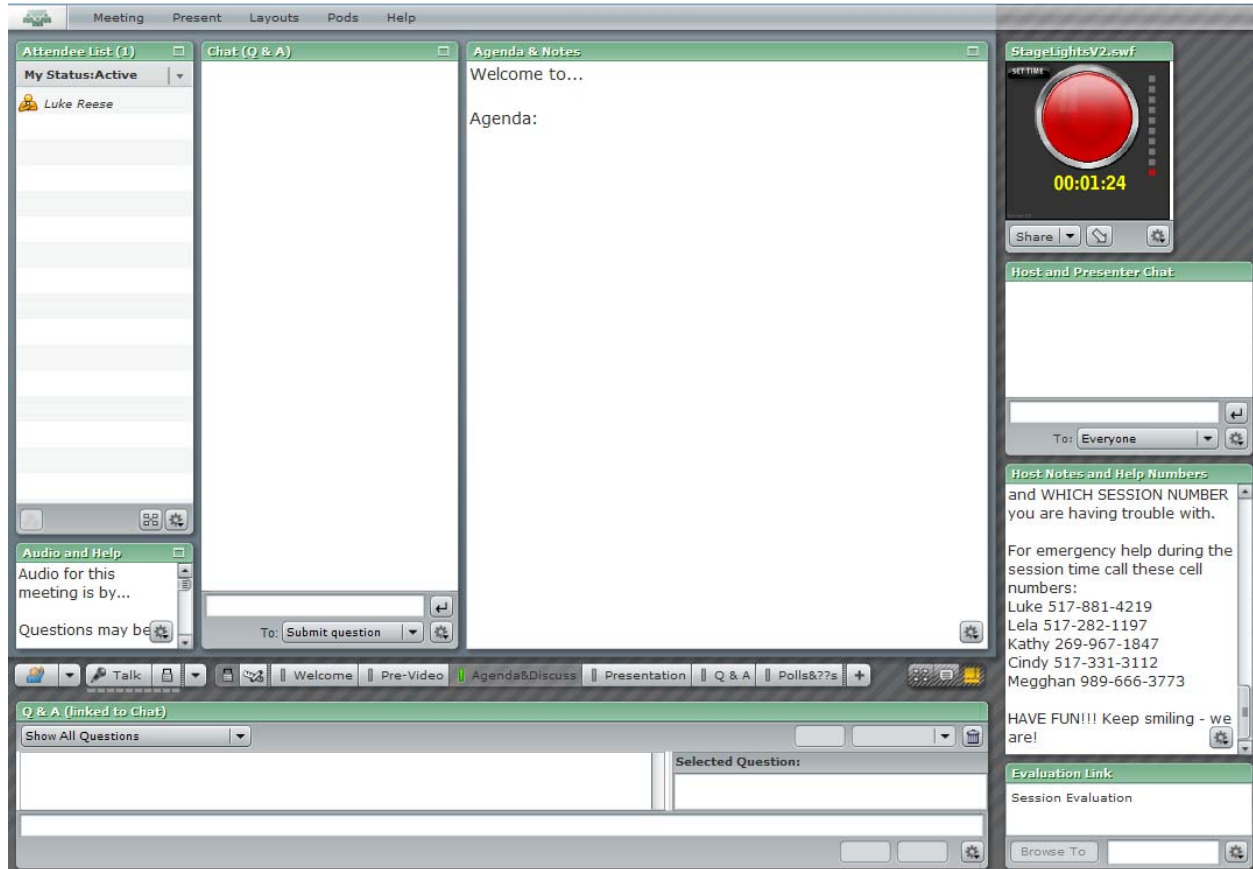
Change to this layout 1 minute prior to the start of the session. This is optional, but for the first few sessions this would be a good audio check. The video is 1 minutes long. Note the chat is a linked chat on this layout.



Pre-Video

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod – Chat (Q&A)
 - ✓ Note Pod - Audio and Help
 - ✓ Share Pod – PreMeeting.zip
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

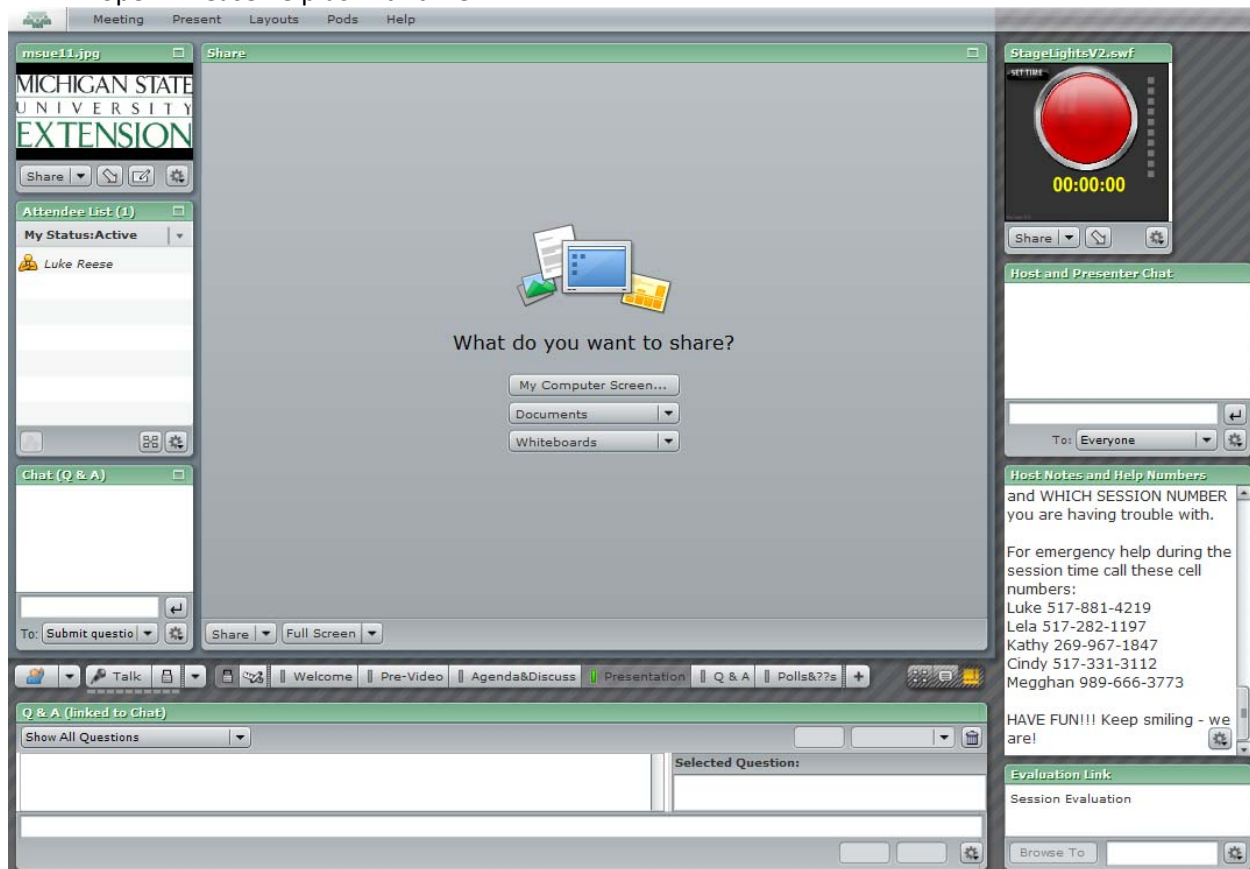
Change to this layout if the Presenter would like to have an Agenda and/or reference back to it at any point. You might use this for the Q & A time as this is a linked chat and you could use the Agenda and Notes Pod to type comments.



Agenda and Discussion

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod – Chat (Q & A)
 - ✓ Note Pod - Audio and Help
 - ✓ Note Pod – Agenda & Notes
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

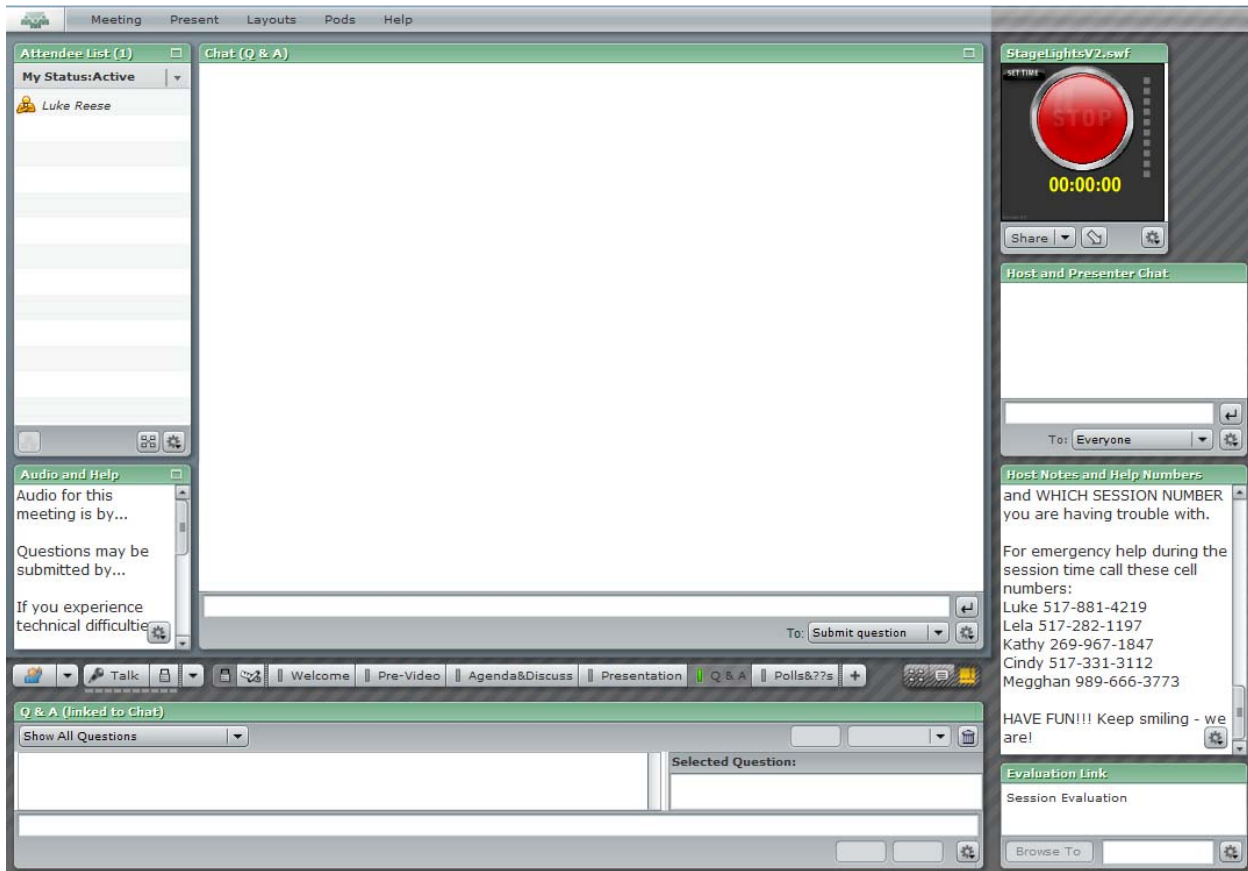
Use this layout for the actual presentation. This is a share pod. The layout can be duplicated if you have multiple presenters or presentations. The layout was replicated to upload “YouTube” videos to and it is where prerecorded videos were loaded. Note the linked chat pods. Just before the presenter starts, please set Record Meeting... on. When the presenter starts, set the count down stage light to help the presenter with their time. Although these meeting rooms do not close, we have to keep the conference on time transitioning hosts and keep meeting seats open. Please help us with time.



Presentation

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod – Chat (Q &A)
 - ✓ Note Pod - Audio and Help
 - ✓ Share Pod - msue11.jpg - can replace with presenter's mug shot
 - ✓ Share Pod - loaded Presentation(s) or Video(s) – ppt, pptx, swf, flv, jpg, pdf
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

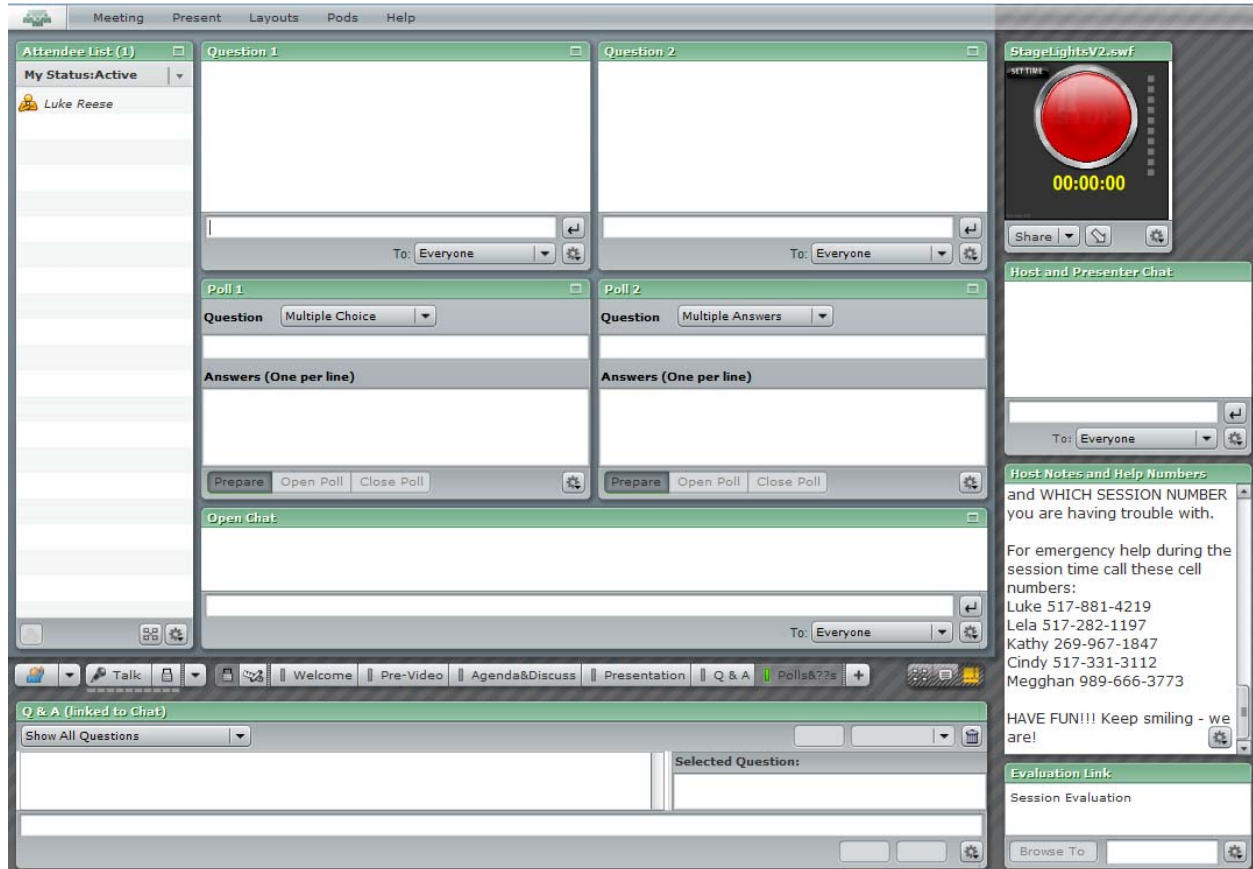
Use this layout for Chat (Q &A). You may also use the Agenda and Discussion page in the same manner.



Q & A

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod – Chat (Q & A)
 - ✓ Note Pod - Audio and Help
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

This is a sample layout for how your presenter might encourage audience participation with polls and directed chats. We encourage audience participation. If you need help with these, please contact Lela Vandenberg, Luke Reese, or Cindy Straus.



Polls&??s

- Pods - Participants' screen
 - ✓ Attendee List Pod
 - ✓ Chat Pod - Open Chat
 - ✓ Chat Pod - Question 1
 - ✓ Chat Pod - Question 2
 - ✓ Poll Pod - Poll 1
 - ✓ Poll Pod - Poll 2
- Pods - Presenter only screen
 - ✓ Note Pod - Host Notes and Help Numbers
 - ✓ Chat Pod - Host and Presenter Chat
 - ✓ Share Pod - StageLightsV2.swf
 - ✓ Web Links Pod - Evaluation Link
 - ✓ Q & A (linked to Chat)

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