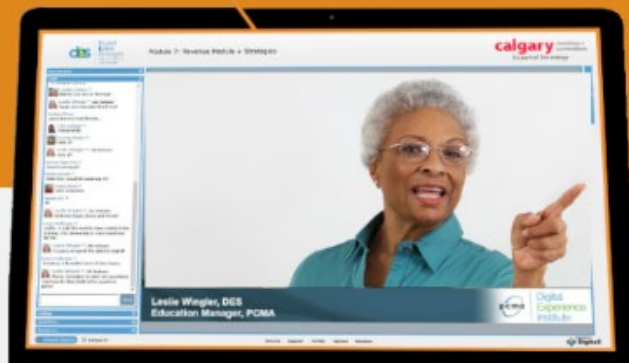


How to Moderate a Digitell Session



NATIONAL ASSOCIATION OF
Community Health Centers

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Moderating a virtual session is more complex than you might imagine. The key to a smooth session is planning. If you have the luxury of working with the speakers to develop their presentations, then you'll be able to set expectations and prep them. However, you may be brought in as a moderator without any involvement in the planning process. You will then have to orient your speakers quickly in the Digitell "tech check" and ensure that everyone's on the same page with regards to how the session will run. This quick guide provides a description of the process.

At the Digitell "Tech Check"

Speakers are asked to join a Zoom breakout room one hour before the event to make sure that the technology is working properly. This includes ensuring that the lighting and position of the speaker is adequate, that their slideshow is showing properly, and polling questions are functioning. The tech will do an audio check as well. The Digitell tech oversees this process, and in general this takes only a few minutes. However, this may be your speakers' first experience with the Digitell platform or with Zoom, and, while you may have communicated to them how this will work in theory, you should make sure that they understand how the virtual "ecosystem" works. To do so, you will have to **be present at the Digitell "tech check" before the session**. You can then proceed to rehearse how the session will unfold and your respective roles.

Ensure that speakers grasp that they will not see the Chat or Q&A in the Digitell player. Reinforce that you will share questions or comments through live audio. Coordinate with the speaker to determine if this should happen as questions come in, or if there will be a reserved time to answer all questions (more on this below). Avoid suggesting that they open up the Digitell player to see the comments themselves—there is a significant time lag between the Zoom presentation and its streaming on the Digitell player.

You should verify your role as "timekeeper." With sessions that are rigorously timed, you may monitor the "Run of Show" timing and notify speakers when they are behind schedule. You should also indicate how you will communicate how much time is left (through chat, a sticky note held up to your web cam, and so on). If you are not completely familiar with the full content of the session to be able to notify speakers they are falling behind, at the very least, you should identify how you will provide a 10 & 5 minutes remaining alert.

Clarify the speaker's preference for answering questions. Some speakers prefer to answer questions as they come in, while others prefer to answer at a specified point (at the end of topic, before a break, and so on).

Verify if the speaker wants to use that time to share questions from the chat or Social Q&A. The polls take a while to show results. You can potentially have 25-35 seconds of "dead air" as you wait for poll responses to populate.

Establish a backup plan for audio issues. In the "tech check," make sure that the call-in numbers are posted in chat and that speakers know where their unique participant code is found in the player. The backup audio should be the speaker's mobile phone, which they should have on hand.

Be prepared to run the slide show on your computer, but give “Remote Control” to the speaker in Zoom. You may find that users have problems with their own technology—for example, their system is too slow to open the polls in a reasonable time, or their screen freezes. You should have a copy of the final PPT that you can open and share. You can then assign “Remote Control” to the speaker on the top Zoom menu. If you assign “remote control” of your computer, note that you cannot also control the screen – if you touch your computer, you will regain control from the speaker.

With the Digitell tech, verify how the opening and closing remarks will be displayed. In general, the introductions are live video of the moderator. The player will broadcast your video. You can request that only the session slide be visible in the introduction, but that sacrifices the personal element and intimacy you want to establish.

Make sure that the planned breaks do not overlap with the attention checks. The tech will provide you with the timing of the randomized attention checks, and you can move them if they coincide with your breaks. In general, we have found that short 3-5 minute breaks both work better for participants and minimize the problem with the checks.

Open up the Moderator panel and arrange your workspace. So you will be juggling these three views:

- The Zoom room where you are serving as moderator
- The Digitell player (either the full panel or the moderator panel only)
- The *conferences i/o* admin view (optional)

You need to have the Zoom chat open to discuss issues with other moderators, the Digitell tech, and (potentially) the speaker. You can monitor the polls, Q&A, and chat from the Digitell player. You can sign into the session as a host, which allows you to see the full player, or simply the Moderator panel. Some moderators prefer to see the full player rather than the more limited Moderator panel.

The third view, the *conferences i/o* panel, gives you more control of the polling. You can open and close polls from the moderator panel, as well as edit the Social Q&A, but it’s wise to have the full *conferences i/o* open to the session, just in case you need to make any adjustments.

All the moderators in our virtual events also have Teams and Outlook open as well. There can be lots of communication going on in multiple channels, so it’s very helpful to have two monitors or a computer and laptop.

Add a welcome message to Chat when the Session opens (15 minutes prior to the live stream). Some Digitell techs will post a welcome letting the participant know that they should be hearing music until the session starts and to request support if they do not hear it. You can also provide a more informal welcome with a “hello” or “we will be starting at x”.

In the Live Session

Use the opening minutes to welcome participants and to explain how they can communicate in the session. This includes:

Emphasizing that the session is designed to be interactive. Of course, this will depend on the types of interactivity in the session. You do want to encourage folks to participate, even if there are not polls for the session.

Indicating where to find the polls and Q&A, as well as Chat. Also inform participants to “Refresh” their player or request support at the bottom of their player if polls/Q&A are not working or if they are experiencing audio problems.

Explaining how the Q&A feature works. We have found that participants don’t immediately understand to select “Ask a Question” and instead upvote whatever is present already. Be very descriptive in your explanation “click the PLUS button to add a question.” You may even need to provide reminders during the presentation on how to utilize the Q&A or how to respond to a poll – that’s okay!

Informing participants when the speaker will field questions. This will alleviate the participants’ feeling that they aren’t being heard if your speaker plans to hold questions to a specific time. Also let participants know that if you have established a networking resource, such as Noddlepod, emphasize that they can also ask question there and when they can expect faculty will response (NOTE: Noddlepod isn’t a requirement for CHI@Home, but some may already have an established community that you can leverage: COVID-19 community, pharmacy forum, and clinician’s network, for example.)

Introducing the speaker(s). You should have an agreed-upon script prepared. It is always best to remain conversational versus reading a one-page biography. Keep the introduction short and tight. Speaker biographies are available to participants, so you do not need to read it to them fully. Introduce the speaker as if you know them as a friend. Speakers always have the opportunity to expand on what you share and/or share their contact info to the participants.

Funneling questions to the speaker at the pre-arranged time. These may come through Chat or through the Social Q&A, so have both panels open. Additionally, if you have more than one moderator, you may want to decide if one person monitors the chat while the other the Q&A to avoid duplicating efforts or missing something.

A Promising Practice

If you find the chat or Q&A box scrolling with comments/questions too quickly, keep a Word document open that you can cut and paste a list of questions into for easy access when the time is right – or to potentially respond to after the session and post as a resource.

Informing the speaker of any responses to polls that come through Chat or Social Q&A. This is a common occurrence—either the participant’s poll feature is not working or she is choosing to answer through another mechanism. If this persists, you should reinforce through Chat to use the Polling feature. Audible/voice cues are also amazingly effective in increasing participation.

A Promising Practice

When a poll opens, note it in the chat “a new poll is open in the box below,” in case participants are only watching the chat box or are not looking in the right place. Additionally, you will have 25-35 seconds of delay before the poll responses populate – use this time to verbally instruct the participants, noting “a new poll is now open in the bottom left of your screen” along with any specific directions, such as “choose your response and don’t forget to click submit” or “choose all responses that apply” or “you can type in your response and don’t forget to click submit.”

Opening polls that do not open automatically. As discussed in our guide to polling, you may be required to open polls by clicking on the “lock” of the individual poll. An open poll will turn blue. A manually opened poll needs also to be closed when the speaker moves on. Refer to the Polling guide for more details on how this works.

Monitoring the Social Q&A. By monitoring the Social Q&A real time (versus only at times you are answering questions) you have the opportunity to enhance the participant’s experience. As a moderator, you have the option to delete questions/comments that you find inappropriate. Keeping that space clean and relevant for the participant. You should also pay attention to the upvoting if you have too many questions to answer in the time allowed. You can then address those questions that receive the most votes first.

Be ready to advise the Digitell staff to go to a break when technical problems arise. We have seen audio problems in our events that require intervention. The tech should take everyone off line, and you should offer an apology for the delay through Chat. **We recommend that you do not try to let the audio problems “work themselves out.”** If the audio is significantly garbled, metallic, or distorted, it may clear up momentarily, but we’ve seen problems recur. We suggest that you go to phone audio quickly. If a speaker is using a headset, we have found that switching to computer audio can also solve some audio problems. In most cases, the Digitell tech will be just as quick as you are to recognize a problem, but don’t hesitate to speak up as needed.

Signal to the speaker when a break is coming up or the session is winding to a close. You can switch on your video feed and use a card or Post-it note with the time remaining, or use the Zoom chat (whichever method you agreed upon with speakers before the start of the session). This will only be seen by the staff and the speaker (not the participants). Keep the message up long enough to draw the speaker’s attention. Only break in with audio if time has elapsed and you need to wrap the session up quickly.

If you are taking a break, the speaker should indicate so in their slides, and the moderator should indicate in the chat what the return time is: “let’s take a break, return at xxx” - followed by a “welcome back” when you all return.

Schedule time to wrap up the session. It’s important that you thank the speaker for their work and the audience for their participation. You should, whenever applicable, reinforce the idea of implementing the lesson’s ideas. You can also use this time to preview what’s next if you’re involved in an extended training event.

A Best Practice

Allow 5 minutes at the end of the session for participants to utilize the “notes” feature in Digitell. Direct participants to indicate 1-2 action steps they plan to implement when they return to the health center. Their “notes” will automatically be sent to them by email at the close of the session. Additionally, remind participants to complete their evaluations as it may impact their receipt of continuing education credits.

Wait for the Digitell tech to inform you that you’re offline at breaks or at the end of the session. If 10 seconds elapse without that notification, use Chat to ask if the tech if you’re offline. Once offline, you can converse with speakers, techs, and NACHC staff without participants hearing you.

Take the time to thank the speaker and offer some positive feedback once you are offline. You might cite the level of participation in chat or polls, as well as positive comments from the audience. After all, these events are true collaborations, and folks appreciate praise.

Digitell Resources

Overview of the Digitell System

The diagram illustrates the Digitell system components and audience view. It shows a speaker's webcam feed, a shared slideshow on the speaker's computer, and the audience view. The audience view includes a chat window, a poll window, and a poll results window. The poll results window shows the following data:

Question	Response	Percentage
#1.1 What is your biggest business writing challenge? (NO RIGHT ANSWER OPEN QUESTION)	Confusion	45%
	Stress	34%
	Other	21%

The audience view also includes a Zoom logo and the text "Moderators and Digitell Staff in Zoom room".

Audience View

- The speaker runs the PowerPoint from a Zoom room set up by Digitell.
- They cannot see the audience view. They rely on Moderators to monitor the Chat and Social Q&A.
- Poll results will appear to them if the poll slides are embedded.
- They can communicate with the moderator(s) and the Digitell tech only.

- The webcam feed and the shared slideshow appear in the Digitell player to participants.
- Audience members communicate through Chat, Social Q&A, and polls in the tabs to the left.
- Participants are muted during the event.

You may find the following Digitell-created resources useful in orienting yourself to the Digitell system.

Moderator Panel: <https://digitell.sharefile.com/d-s5897fa0c3f141dab>

Live Event Experience: <https://vimeo.com/294573593>

