Best Practices for Presenting in CCC Confer

The following tips can help you successfully manage your online meeting or class, resulting in a professional and successful presentation.

In Advance

Call for Advise

While you are planning your meeting, talk with **CCC Confer Client Services** to talk about:

- Is this your first session?
- Are you inviting a large audience?
- How do you want to share information in your meeting – slides, documents, websites, etc.?
- Will this be an interactive learning session, or are you only presenting information?
- Will you be taking questions?
- Is closed captioning required?
- Will you be recording?
- Would you like technical support during the first few minutes of your meeting?

Prepare Yourself to Present

Practice, practice, practice! Participants stay focused when you are confident with the technology as well.

- If you are co-presenting, make sure your Presenters are trained too. We offer live online training, recorded trainings, or download documentation from our **CCC Confer** website.
- Schedule one or more rehearsal sessions to get comfortable with the technology. Practice with a colleague, or practice alone.
- Record your session to see how well you did, or if you need to fine tune what you say and do. (Practice recordings can be removed from the website.)

When You Expect a Large Audience

Arrange for a colleague to act as a facilitator – someone to assist while you present.

- Login at least 30 minutes in advance of your announced start time to set up and greet early arrivers.
- Give Moderator privileges to your facilitator – they have access to the same tool set as you if needed.

The facilitator should be given Moderator privileges either during the meeting or added to the meeting at the time you schedule; facilitator responsibilities can include:

- Give or remove Participant access to feature privileges.
- Monitor **Chat** messages and respond to questions as appropriate.
- Use the telephone conference features to manage the call such as lecture mode and silencing entry/exit tones.
- Refer anyone with technical issues to **CCC Confer Client Services** for assistance.

Prepare Participants

After sending your invitations, plan to send a reminder notice at least one day prior to the meeting.

- Add any additional information participants need to know prior to the meeting.
- Include the telephone number and telephone passcode.
- Include the password for the website login; passwords are not required for a **Webinar.**
- Let everyone know if they have the option of listening over the computer (when you connect the Teleconference to the Session).
- A **Participant Guide to CCC CONFER** is available on our **Support** page.

First time participants should run the 'Test Your Computer Readiness' wizard well in advance to allow adequate time for trouble shooting if needed; a link is included in the Participant Invitation email.

- VOIP users should also run the 'Audio Wizard' while in the test room from the menu TOOLS > AUDIO > AUDIO WIZARD
- Participants can contact **CCC Confer Client Services** for assistance.

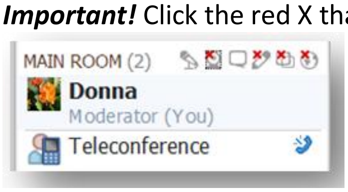
On The Meeting Date

Connect to Your Meeting

- Log into your ***MyConfer*** account and connect to the meeting at least 20 minutes early.

Set Room Options

- Start the **Timer** to let early arrivers when the session will begin.
- Select **Preferences** for visual and audible notifications associated with room activity; some sights and sounds may be helpful or distracting.
- Disable Participant permissions to access to features such as the mic or whiteboard tools.
Important! Click the red X that appears on **Teleconference…** the handset icon displays as open (see image)



Connect Session to Teleconference…

A *<u>very important step</u>* if you want:

- To capture the conversations in your recording.
- To allow Participants to listen over their computer.
- To allow telephone and VoIP users to hear each other.

Bring In Your Presentation Content

Start with a welcome slide to display as participants join the session, include:

- The meeting title, your name, and the conference telephone number and passcode.
- Follow with housekeeping slides to show how to send a **Chat**, raise a hand, or adjust the audio/video. Let everyone know when and how you will take questions.
- Load your PowerPoint files.
- Open applications and documents you plan to show when launching **Application Sharing**.
- Have the url address ready on your browser if you plan to use **Web Tour**.
- Get ready any files you want to 'hand out' using **File Transfer**.

Start the Session

- Wait to start the recorder until the 'basics' are complete.
- Send a **Chat Announcement** to let everyone know you are ready to begin; announcements appear in a pop-up window to capture everyone's attention.
- Set the **Timer** again – choose 'Only to Moderators' and it becomes your private assistant to keep you on track!
- Stand up while you talk – it helps keep your energy level up.
- Your voice is critical to setting the tone, so smile and share your enthusiasm.
- Review your housekeeping slides.

Engage Participants

Experts recommend interacting with your audience every 6 minutes! In a large group it is more challenging to do this, but a simple interaction step keeps everyone focused.

- **Poll** participants to check for understanding; have them click ✔ for Yes and ✘ for No, or expand the poll to multiple choice options.
- Encourage the use of emoticons for participants to express their feelings such as applause, smiley face, etc.
- Allow comments or questions to be entered into text **Chat**. This is where your Co-Presenter or Facilitator can help by filtering questions for your response.

Ready to Record!

If you decided to record, now is the time to start the Recorder.

- Waiting until you formally begin creates a better recording where no one has to listen to the non-pertinent information.
- Pause the recorder for breaks or 'off-line' conversations that you do not want shared later.

Start Your Presentation

Now is the time to bring the group together.

- Introduce yourself and other presenters.
- State the topic, your goals and expectations for this meeting.
- Start sharing your content.
- Remember to interact with your audience.

What to Do When the Meeting is Over

- Stop the Recorder
- Remind everyone to log off, the recording is processed and posted after the room is vacated.
- Stragglers can be removed by hovering over their name, and select 'Remove Participant' in the drop-down menu.

Need More Help?

- Visit our website **Training** > **Recorded Training to** view two minute feature recordings or download documents from the **Features** page.
- Contact **CCC Confer Client Services** to request tech support at the start of your meeting.

CCC Confer Client Services

- Monday – Friday 8:00 am – 4:00 pm
- clientservices@cccconfer.org
- 760-744-1150 ext. 1537 or 1554