



# Virtual Ambassador Training

## Meeting Platform Instructions/Overview

### **Best Buddies: Virtual Ambassador Training**

*Best Practices for Implementing a Virtual Ambassador Training via Zoom or WebEx*

#### **Staff / Volunteer Involvement**

- **1 Host** to “run” the technical side of the program; this Host can monitor the chat room comments/ questions from Ambassadors, monitor the mute features of attendees (as needed). move the slide presentation along, navigate between video links, and monitor time per topic.
- **1 Instructor** to lead discussions and to deliver the content; allow the Host to worry about all the technical pieces of the training. The Instructor should focus on delivering the content and meeting individual Ambassador’s needs during each session.
- **Speech Coaches** (equal to number of students) to engage with students, provide feedback on speech outlines, drafts and presentation skills; Speech Coaches can attend all sessions or can be asked to assist with only specific days, as seen fit by instructor.

#### **Ambassador Participation & Class Size**

Virtual classroom space is typically 100 or more, however groups larger than 25 are more challenging to manage in such a format. The following includes some tips

- Group of 6-8 Ambassadors allow for equal engagement throughout each session
- Larger groups of Ambassadors will require the Host to utilize the Breakout Room feature of ZOOM (or similar online platform) to offer small group discussions options

#### **Using ZOOM – a Group Video Conferencing Program**

ZOOM does offer a FREE platform for general use, however calls are limited to 40 minutes per session. Paid accounts in varying levels allow for unlimited time and various numbers of participants. Join via: [zoom.us](https://zoom.us)

#### **Online ZOOM Tutorial**

It is recommended that you visit the site and learn how to use the host tools: [Zoom Meeting Instruction Overview](#)

*\*pdf attached for quick reference during session*

ZOOM does offers attendees the ability to connect with video options or without. Some Ambassadors may prefer to log in WITHOUT video engagement to start – that is ok! Attendees can control video and audio controls to ensure accessibilities for all levels of comfort.





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### Invite Your Class to Your Zoom Webinar

#### Tips for Settings for Your Class:

- You must be on a registered account
- Attendees can join without signing up for a zoom. They can just join a class.
- Mute all participants upon entering the room.
- Turn camera Off upon entering
- Enable waiting room this way students will be prompted to wait until you open the meeting.
- Virtual Background should be used
  - If your computer supports the use of virtual backgrounds, you can use the Best Buddies Logo (black & white is less distracting) or a subtle non-distracting background. Photos may be uploaded but must be done prior to class. *\*Video Tab or Settings*
  - If your computer does not support virtual backgrounds, be sure to have a non-distracting background.

### Responsibilities of a Host on ZOOM:

The host has control of the Zoom settings and features. The **Host**:

- Signs into the Zoom Account, which invited the participants.
- Should “record” the class. You can download these files from ZOOM, upload them to YouTube, etc.
- Is responsible for control of the screen, waiting room, PowerPoint, assigning classrooms
- Able to lock the class once it begins so no one will enter and interrupt
- Managing classrooms as well as fielding questions for participants
- Is visible to participants and should be introduced as a co-instructor
- Can be used to make notes on the whiteboard during instruction
- Able to “Control Participants” via the tab at the bottom

#### **TIPS for the Host:**

- *Be sure to be in a quiet room*
- *Do not use the Bluetooth option for earphones, as this might make your videos play without sound.*
- *Be aware if anyone else is scheduled for room,, if sharing a ZOOM account with other staff. This can be checked on Schedule Tab prior to class.*

### Responsibilities of the Instructor on ZOOM

- Runs the class following the facilitation notes
- Signs into their own Zoom account. *\*Paid accounts may allow Co-Host Selection.*
- Instructing Class and primary speaker
- Greeting and speaking to participants *\*note that you can't always see all participant windows. Watch number of participants at the bottom of screen to make sure all are there.*
- Give a brief review of rules of class (mute/unmute, video, hand-raising & emotions tabs)
- Communicating with host when necessary
- Able to make notes on whiteboard
- Time management so class stays within scheduled time, especially if another staff is scheduled to use the same ZOOM Room following your session(s)



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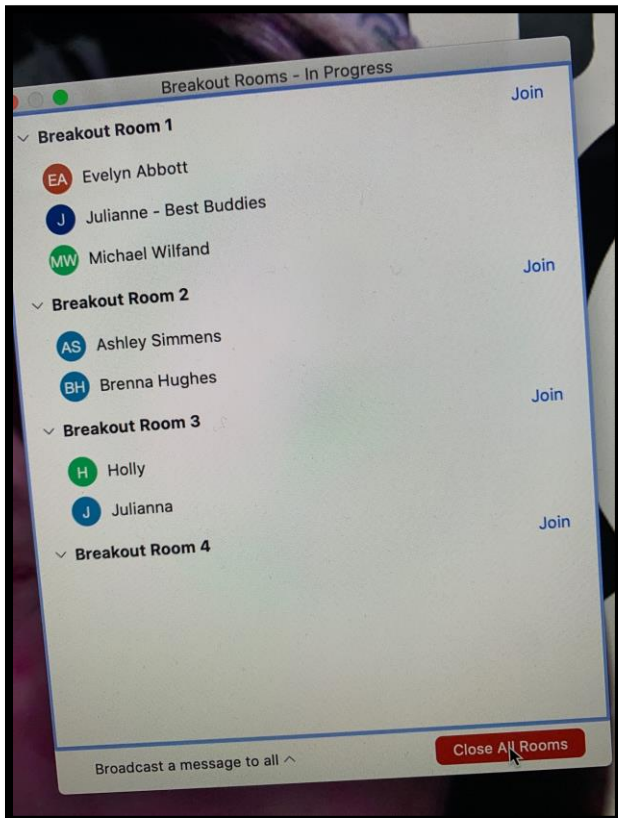
## Meeting Platform Instructions/Overview

### Extra ZOOM Features recommended in these Training Sessions

**Screen Share:** **Host** is able to screen share. While screen is shared, participants can still see each other in small windows. **Host** should upload all screen shares to your desktop and close all personal items while class is in session.

**Whiteboard:** Upload on Shared Screen, various features for class. **Host** should document, according to **Instructors** lead.

**Breakout Rooms:**  
When students are ready to do an exercise with their coach, the **Host** will set up the breakout rooms to assign, Speech Coaches to Students. When indicated by Instructor, click Open Rooms. See the ZOOM Tutorial guide for more detail how to utilize the Breakout Room feature (shown below).



The **Instructor** can be a Speech Coach and assigned to a Breakout Room with students, however a **Host** cannot as they cannot be assigned to a room. If you have enough Coaches and Students assigned, this is a good time for **Host** and **Instructor** to chat about how it is going and plan ahead in the main room.

Each Room will then split off and **Host** should wait, and monitor.

If a room needs to ask a question, they can click a button and invite the **Host** in to assist.

There should be a time limit.

**Host** can send typed messages to the group. (i.e., 5 min warning, etc.)

When all rooms have returned to the Main Meeting, **Instructor** resumes.



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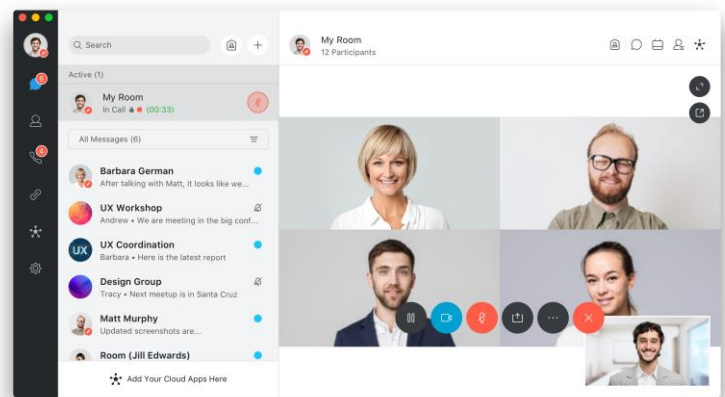
### Using WebEx – a Group Video Conferencing Program

WebEx is currently offering a FREE upgraded plan, which means there is no time limit on this platform. You have the ability to use the whiteboard feature, share your screen, and record your meeting. WebEx does not have a breakout room feature except on the paid plan.

#### [Online WebEx Tutorial](#)

It is recommended that you visit the site and learn how to use the host tools: [WebEx Meeting Host Overview](#)

WebEx offers attendees the ability to connect with video options or without. Some Ambassadors may prefer to log in WITHOUT video engagement to start – that is ok! Attendees can control video and audio controls to ensure accessibilities for all levels of comfort. An overview of WebEx for attendees can be found [HERE](#).



### Invite Your Class to Your WebEx Webinar

Tips for Settings for Your Class:

- You must be on a registered account
- Attendees can join without signing up for an account. They can just join a class by following your link or typing in the meeting ID. [How to Join a WebEx Meeting](#)
- Meeting host has the ability to mute participants automatically when they join. This option can be found under the “Participant” tab on your screen.
- Meeting host can also limit who participants are able to communicate with in the chat (for instance, you can set the chat so that it is only visible to the host.)

### Responsibilities of a Host on WebEx:

- Signs into the WebEx account which invited the participants.
- Should “record” the class. You can download these files from WebEx, upload them to YouTube, etc.
- Is responsible for control of the screen, PowerPoint, whiteboard, etc. The record button is the red circle button toward the bottom of your screen.
- Is visible to participants and should be introduced as a co-instructor
- Can be used to make notes on the whiteboard during instruction





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### TIPS for the Host:

- Be sure to be in a quiet room
- Do not use the Bluetooth option for earphones, as this might make your videos play without sound.

### Responsibilities of the Instructor on WebEx

- Runs the class following the facilitation notes
- Signs into their own WebEx account. *\*Paid accounts may allow Co-Host Selection.\**
- Instructs the class and is the primary speaker
- Greets participants as they “arrive”—you can see all participants by changing your screen view to “grid” in the top right corner
- Give a brief review of rules of class (mute/unmute, video, hand-raising, chat feature)
- Able to make notes on whiteboard
- Time management so class stays within scheduled time

\*\*The Host and Instructor can be the same person. This is just up to personal preference.\*\*

### Extra WebEx Features recommended in these Training Sessions

Screen Share: **Host** is able to screen share. Make sure that everything other than the training materials utilized during the session is closed from your desktop before the class begins.

Whiteboard: Upload on Shared Screen, various features for class. **Host** should document, according to **Instructors** lead.

Change host: WebEx allows you to switch who is the host and has control of the meeting features by moving the little blue dot from the current host to the new host.

