



Resident Presentation Track Moderator Virtual Conference Guidance

Instructions for 2023 Northwestern States Virtual Residency Conference on May 19, 2023

NWSRC 2023 Virtual Registration and Help Desk: <i>open throughout meeting except +/- 5 minutes on either side of Preceptor Development Sessions</i>	Zoom Link (No password needed) If using phone audio: Dial by your location +1 669 900 6833 US (San Jose) +1 253 215 8782 US (Tacoma) Meeting ID is number string of link
Resident speaker tech check	https://pacificu.zoom.us/j/96216976632
Speaker and attendee Q: Use the Help Desk chat feature on the event website	Alternate help desk contact: marcusk@pacificu.edu 503-730-3365 (Kris mobile/text)

Emergency Contact1: Kris Marcus: 503-730-3365 (txt/mobile) or marcusk@pacificu.edu; Kris will be staffing Virtual Registration/Help Desk throughout the meeting

Emergency Contact2: Gwen Moscoe: 360-518-3835 (txt/mobile) or gwenodlyn.moscoe@asante.org

Room Moderator - Each virtual room will have at least one room moderator. The moderators are there to answer questions presenters may have, give a countdown for presenting time, queue questions, and display the slides in the case of technology issues experienced by the presenter.

- A Speaker Ready Room (unstaffed, 24/7 access with password) is available if presenters or moderators would like to test out the Zoom functionality in advance of the meeting. Note: anyone with the link and password can join at any time so you might see residents or other attendees arriving/departing the speaker ready room. <https://pacificu.zoom.us/j/96216976632>
- Just in time training/Q on the day of meeting can be handled at the Registration/Help Desk above

Main moderator duties:

- [Keep the track on time!](#)
- [Make sure residents are ready to present at their assigned time and indicate when they can start](#)
- [Give residents their time warnings during presentation](#)
- [Moderate the Q/A session](#)
- [Ask Q of presenter if no other Q are offered by the audience](#)
- [Read announcements at designated times](#)
- [Coach residents through minor technical issues](#) with goal to complete during assigned time; reschedules should be reserved for >10 minutes off schedule.

Each track should have two moderators (you may divide duties as desired):

- **Attire:** Please dress in business casual.
- **Assigned Zoom track room:** We ask that you arrive 5-10 minutes ahead of shift start time. First resident presenters have been instructed to arrive by 5 minutes before start.
- **Moderator partners** signed up here: <https://www.signupgenius.com/go/8050c4fa5a929a2ff2-nwsr2#/>
 - **Attendee Meeting Day Resources:** <https://oves.memberclicks.net/presenter-moderator-resources>
 - [Conference Program with list of resident presenters and times by track](#)
 - [Presentation Track Zoom and Resident Feedback Survey Links](#)
- **Keep the track on time!**

- There are 12 tracks running concurrently at the same pace
- Each session within a track is made up of 3 resident presentations at 20 minutes each (60 minutes total per session) then a 10 minute break between sessions. Each resident has a 20 minute slot intended to be spent as:
 - 15 minutes for resident introduction and uninterrupted presentation
 - 3 minutes for Q/A with audience [or overage of presentation time but we would like there to be time for at least 1 Q per speaker]
 - 2 minutes for transition to next speaker
- There is a 10 minute break after 3 resident presentations to allow attendees to fill out evaluations
- We must stay on time, as attendees will be moving virtually between tracks according to the published time schedule. **DON'T START EARLY and DON'T GO LATE.**
- Time keeping: Please have a time keeping device handy with a quiet/silent alarm.
- You will keep your room on schedule by starting on time and cutting off speakers if necessary.
- **Make sure residents are ready to present at their assigned time and indicate when they can start**
 - **Moderator Toolkit [have open before session]:**
 - [Conference Program with list of resident presenters and times by track](#)
 - [Presentation Track Zoom and Resident Feedback Survey Links](#)
 - Confirm with the resident if they have built an introduction into the start of their presentation so you do not need to complete a full introduction. A brief segue is fine, “Our next presenter is from LOCATION, please share your screen with the audience”
 - Verify their tech is working (audio by computer or dial in; webcam if available, not all residents will be able to show themselves by video)
 - Each resident will be sharing their screen once the moderator has signaled they can start. Instructions for screen sharing, [expectations/netiquette](#), and opportunities to practice were shared with residents in advance and are in the [Resident Presenter Guide](#).
- **Give residents their time warnings during presentation**
 - You will greet residents before their presentation is to start and communicate that you will notify them **verbally** (visual cues may not be noticed by the resident sharing their screen) at:
 - 13 of 20 minute slot (“2-minute warning” for allotted presentation time),
 - 15 of 20 minute slot (“please wrap up your presentation in the next minute”),
 - 16-18 minutes of 20 minute slot (“we invite Q from audience now” for Q/A start time)
 - Hard stop at 18 minutes of 20 minute slot per resident to allow transition time (“thank you for your presentation and those questions, we will now prepare for the next speaker)
- **Moderate the Q/A session**
 - Depending on how many attendees are in your room it is likely that the audience will type their questions about the presentation in the Chat or raise their hand in the Participants screen or both.
 - The moderator will call on a participant or “read back” any questions from the Chat within the given time for questions so the presenter does not need to monitor those features during their presentation.
 - Speakers will answer any questions from the audience verbally and not via Chat. The moderator will be prepared with a couple questions if the audience has not proposed any.
- **Ask Q of presenter if no other Q are offered by the audience**
 - The moderators should be prepared with a question if the audience has not proposed any.
 - [Suggested “evergreen” questions are available at end of this guidance document](#)

- **Read announcements at designated times**
 - **Suggested script for start of session**
 - “Good morning/afternoon. My name is _____ and I am a _____ (type pharmacist) at _____ (workplace). Our back up moderator for this session is _____ who is a _____ (type of pharmacist) at _____ (workplace).
 - Please mute yourself and keep side chat conversations to a minimum, Q&A will be at the end of the presentation with questions being submitted via the CHAT or by raising your hand under the participant function. To evaluate each resident, please fill out a survey with the link on the Important Links. Now I will turn it over to the first presenter.”
 - **Suggested script before break**
 - “Thank you residents for those excellent presentations. Audience, please remember to provide resident feedback via the link in the chat or on the event site.
 - The next presentation in this room starts at _____ time.”
 - **Suggested script for the last presentation immediately before lunch break**
 - “Please enjoy lunch and some downtime until 12:00 then rejoin the conference for our second hour of Preceptor Development CE “Short and Sweet: How to Use Microlearning Techniques to Facilitate Teaching.”
 - “If this was your last session of the meeting you are encouraged to provide feedback on the conference by filling out the post-attendee survey which will be sent out in the next week. Have a good rest of your day.”
 - **Suggested script for last presentation of the day**
 - “Thank you for attending and supporting the residents and the Northwestern States Residency Conference. Your participation is much appreciated. Attendees who wish to claim CE hours for the preceptor sessions should follow the instructions on the ACPE link. A survey about your overall satisfaction with the conference and thoughts on what went well and what could be improved will be sent out by OSHP within a week. It is also under “Important Links”. We look forward to your feedback on the virtual conference. Have a good evening.””
- **Coach residents through minor technical issues with goal to complete during assigned time; reschedules should be reserved for >10 minutes off schedule.**
 - Minor troubleshooting of Zoom covered in [Zoom Basics Refresher for Attendees and Presenters](#) and [Troubleshooting & Issues Help](#)
 - Communicate to Registration/Help Desk resident name and track if they need to be rescheduled to later in the day. The Help Desk will notify presenters and moderators by email of schedule changes including their new time and link. Presenters are encouraged to share this information with their team to let them know how to attend their rescheduled presentation.

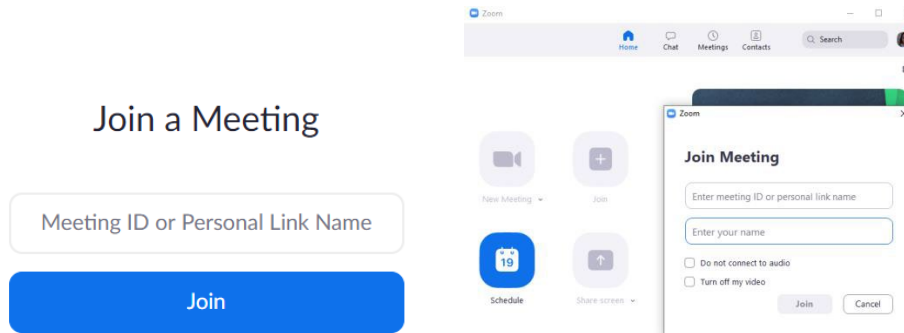
Suggested “Evergreen” Questions from Moderators for Resident Presenters

Brainstorm of Q to use or adapt for our track moderators (if they cannot think up ones specific to the resident’s project).

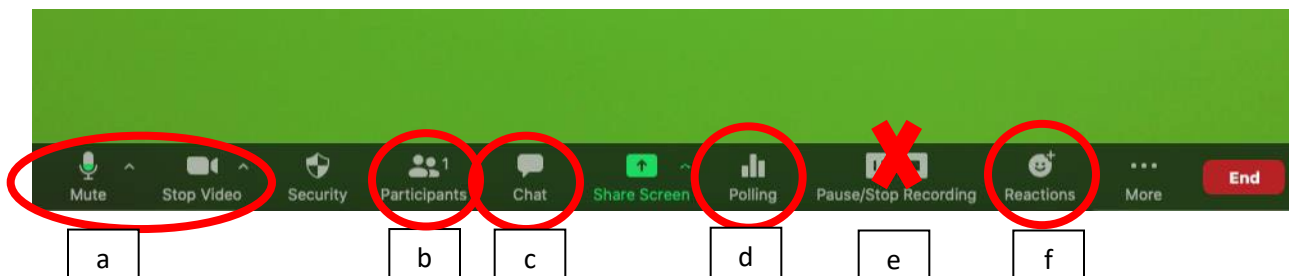
1. What was the most challenging aspect of this project?
2. What was the most rewarding aspect of this project?
3. What surprised you most about this project?
4. How would you implement this project?
5. What would you have done differently with this project if you could go back in time knowing what you know now?
6. What do you think the cost-savings of implementation of a project like this might be (if you know)? If you do not know, how would you make a case for the importance/prioritization of this work in this current evolving cost-cutting environment in healthcare?
7. What is the relevancy of this project to pharmacy practice?
8. How did COVID-19 affect your project? How did you adapt to those challenges?
9. What is the one take away from this project that you would like people to know?
10. How did this project further your knowledge as a resident this year? What did it teach you? What did you learn?

Zoom Basics Refresher for Attendees and Presenters

1. Joining a Meeting: Follow the link or enter the provided meeting id # (number sequence of the link) in the Zoom client. Enter the password if requested.



2. Video and Audio: You can join the meeting with computer audio or by a phone call. **Ensure your First and Last Name is displayed and identified role (i.e. RPD, RPC, Preceptor, Moderator, Resident, etc.).** Participants can also choose to start video at the bottom of the screen once in the meeting. If you are experiencing bandwidth issues or the moderator requests, please stop video sharing.
 - a. Troubleshoot FAQ: [Video/camera isn't working](#)
 - b. Troubleshoot FAQ: [Audio settings/control testing](#)
3. Waiting Room: A waiting room may appear when you are trying to access a Zoom meeting. Please be patient, a moderator will start the meeting shortly and is able to send chat messages to participants in the waiting room.
4. In Meeting Functions:
 - a. Audio Mute/Unmute and Video Start/Stop: In most meetings, participants will be initially muted but can unmute themselves to speak. When signing in, participants will be asked if they want to join with video or not. During the meeting, participants can start/stop video and mute/unmute audio on demand.
 - b. Participants: Allows you to see who else is in the meeting. Provides opportunity for others with the participants window open to see your non-verbal feedback like: raising your hand to ask a question, answering Y/N, giving a reaction, or signaling you are taking a break.
 - c. Chat: Used during presentations for questions and issues; it will be facilitated by the room moderator. You can send a question or statement to Everyone or Privately to a participant.
 - d. Polling: Used during Preceptor Development CE sessions. Polling will not be functional during resident presentations since there is no assigned Zoom Host. Simply answer the poll once it appears then wait to see the results displayed.
 - e. Recording: Will not be enabled except for Preceptor Development sessions since we have not obtained resident presenter permission nor secured file storage space.
 - f. Reactions: Allows participants to react during a meeting by sending a "thumbs up" or clapping to communicate without interrupting the meeting. Reactions disappear after 5 seconds.



Troubleshooting & Issues Help

Don't Panic! - This is a new exciting process for us all. We have experience teaching and working through issues with virtual presenters and classrooms. We do have extra time slots for those who may have technical difficulties and will be able to let conference attendees know of how and when to find presentations that have to be rescheduled to later in the conference day.

Issues – Before Meeting

Registration: **Contact the OSHP office** at 503-255-2973 or email mail@oshp.org

Non-technical Presentation Questions: **Contact the Chairs**

Rebecca Britton: linesr@ohsu.edu

Katie Norton: Kathryn.Norton@providence.org

Technical: Kris Marcus: marcusk@pacificu.edu

Issues – During Meeting

- a. Troubleshoot FAQ: **Dropped from meeting/need to reboot:** Simply rejoin the prior link
- b. Troubleshoot FAQ: **Continued internet disruptions:** Many network providers are seeing massive increases in residential bandwidth use during the day, and many users are being throttled. If participants are experiencing lagging or skipping, try these strategies to reduce bandwidth needs:
 - a. **Turn off sharing of your video while in the meeting:** Stop your video when you aren't presenting or moderating. You will still be able to see, hear, and speak; you just won't be seen.
 - b. **Leave the meeting then return with a different audio source and your video sharing off:** When rejoining the meeting, choose "Do not connect to audio" and "Turn off my video", and then simultaneously dial in by phone using the information provided in the Conference Schedule At-A-Glance.
- c. Troubleshoot FAQ: [Video/camera isn't working](#)
- d. Troubleshoot FAQ: [Audio settings/control testing](#)
- e. Zoom Resource Database: [Zoom Quick start Guides for Users](#) – links to common first time user Q

If issues arise that this document, your moderator, or the Virtual Registration/Help Desk cannot address in a timely fashion, please contact:

Emergency Contact1: Kris Marcus: 503-730-3365 (txt/mobile) or marcusk@pacificu.edu; Kris will be staffing Virtual Registration/Help Desk throughout the meeting

Emergency Contact2: TBD

NWSRC2020 Zoom Virtual Conference “Netiquette”

- **Preferred equipment** for best performance and conference engagement
 - A strong internet connection
 - If you can, connect to the internet via an Ethernet cable. Zoom works well on wireless all the way down to 3G, but the quality is best on a solid wired internet connection, so wire in when you can. Otherwise, just make sure you have serviceable Wi-Fi.
 - A personal or work computer
 - While it is possible to use the Zoom app from a mobile device to participate in the meeting, being on a small screen for the length of the conference is likely to induce fatigue.
 - [Test your equipment before the meeting. See: Zoom Quick Start for Attendees.](#) Zoom is generally very stable but some institutional firewalls or VPN connections may be a problem and internet connectivity/bandwidth needs to be adequate. Please contact your IT department/service provider to work through any issues in advance.
- **Dress code** = Professional for resident presenters; Business casual for moderators and other attendees
- **Limit distractions to yourself and others**
 - Ensure that you have a clean, work-appropriate background or use a [Zoom virtual background](#) if you do not have control of your surroundings
 - Try to attend the meeting from a quiet area that has minimal background noise and movement
 - Even though it is tempting, try not to multitask too much. You can make it easier to focus on the meeting by turning off your computer notifications, closing or minimizing running apps, and muting smartphones
 - Use designated breaks to attend to other needs, stretch, and rest your eyes.
 - Choose the right Chat for the situation. “Chat Everyone” can be as disruptive as speaking aloud when someone else already has the floor. In general, hold your questions or comments until the end of a presentation unless there is a need to interrupt to get the attention of the speaker or moderator. Use “Private Chat” to communicate with other participants, but try to keep side conversations to a minimum so the speaker has the full attention of the audience.
- **Stay on mute if you’re not talking or when you are taking a break**
- **Use the video sharing option when possible**
 - Seeing other participants on video is crucial to building trust and engagement in virtual communications. Participants are encouraged but not required to have a webcam to join a Zoom Meeting. Without one, they will still be able to listen and speak during the meeting, share their screen, and view the webcam video of other participants.
 - Resident presenters should reach out to their RPD if they anticipate issues that would limit their ability to transmit video of themselves during their presentation. RPDs are encouraged to work with residents to make onsite or loaner equipment arrangements.
 - Best practices for video sharing
 - **Position yourself so that most of the light is coming from in front of you** (behind your monitor), instead of behind you. If you have a window behind you, shut the blinds. Otherwise, you will be backlit.
 - **Position your web camera focused at eye level.** If possible, adjust your camera if it is too low or high. Doing so helps create a more direct sense of engagement with other participants.
 - **Look into the camera when speaking** instead of looking at yourself on the screen. This tactic will mimic the in-person feeling of eye contact. It is important to gauge the audience’s reactions by looking at them on the screen, but alternating that with looking at the camera makes the audience feel like you are really talking to them.