

## Webinar Presenter Checklist and Best Practice Guide

### Webinar Information

|   |                                                                                                                                                                                                                    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ✓ | WEBINAR TITLE:                                                                                                                                                                                                     |
|   | LIVE PROGRAM DATE & TIME [U.S. EASTERN]:                                                                                                                                                                           |
|   | PRESENTER(S):                                                                                                                                                                                                      |
|   | MODERATOR(S) & FACILITATOR(S):                                                                                                                                                                                     |
|   | WEBINAR LOGIN LINK: <a href="http://squirrel.adobeconnect.com/c2cmeeting2/">http://squirrel.adobeconnect.com/c2cmeeting2/</a><br>Note: This is the link used for both the practice session and the actual webinar. |
|   | WEBINAR PHONE CONFERENCE LINE (Presenter's phone number):                                                                                                                                                          |

### Before the Webinar

|  |                                                                                                                                                                                                                                            |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Schedule and confirm the webinar practice date and time:                                                                                                                                                                                   |
|  | Provide Webinar title, description, a headshot (png or jpg format) and a brief biography to use for announcements and registration.                                                                                                        |
|  | Design and complete your Power Point presentation for the webinar. Please get this to Susan Barger at least one week before the webinar.                                                                                                   |
|  | Decide on any polls or questions you want to pose to the participants and get those to Susan the same time as your Power Point presentation. (Please provide corresponding answers/choices or indicate if open-ended)                      |
|  | If you have handouts of materials you want to make available to participants get those to Susan one week in advance (preferred format is PDF). Let us know if you want the handouts available before the webinar or following the webinar. |
|  | Schedule your webinar practice session in the two weeks before the webinar. We need to coordinate with your schedule, Susan's schedule, and our Learning Times technical advisor.                                                          |

### Webinar Practice Session

|  |                                                                                                             |
|--|-------------------------------------------------------------------------------------------------------------|
|  | Connect your headset/microphone <b>before</b> opening Adobe Connect (if using VoIP – further details below) |
|--|-------------------------------------------------------------------------------------------------------------|

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | If possible, have your computer connected to the internet with an ethernet cable instead of wirelessly. (Wireless connections can have undesirable results.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | Make sure that bandwidth-intensive applications are turned off to maximize your resources. These applications include (but are not limited to) Skype, VPNs, E-Mail, video- and/or music-streaming, weather/news apps that are constantly updating themselves, instant messaging apps (AIM, GoogleTalk, etc.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | Sign into Adobe Connect website five to ten minutes before the practice center begins on your favorite internet browser using the web address above. The same address is used for all sessions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|  | If you have never used Adobe Connect, you will be prompted to install the Adobe Connects Add-in. Click install and follow the instructions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|  | If using Voice over IP –(VOIP). VOIP allows you to use your computers speaker and microphone or a head set to communicate with the meeting. You may need to run the Audio Setup Wizard to set up your audio system; however, you only need to do the set-up once.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  | <ul style="list-style-type: none"> <li>To run the audio set-up wizard to activate and check the system, Select <b>MEETING in the menu bar &gt; Audio Setup Wizard</b>. The wizard will guide you through four steps to test your speakers, select a microphone, and optimize your audio.</li> <li>If you get a prompt box requesting permission to use your Flash Player audio in the settings selections, grant permission by checking the appropriate box. If you click remember in the settings page, you will only have to do this once.</li> <li>Locate the <b>Microphone</b> icon near the top of the Adobe Connect screen. Click the button once to activate VOIP.</li> <li>Use the arrow beside the Microphone icon to mute your microphone or adjust your volume.</li> <li>IF YOU HAVE TROUBLE WITH THIS, WE WILL WALK YOU THROUGH THE PROCESS.</li> </ul> |
|  | The practice session will last about 30 minutes or so. We will walk you through the webinar presenter screen and describe what happens during the webinar. You will learn how to advance the Power Point slides and control other aspects of the webinar. Please ask all the questions you need to make sure you feel comfortable with the Adobe Connect system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|  | We will go over the flow of the webinar and what to expect including timing and how the webinar will be managed so that you, the presenter, can do your job without worrying about technical issues that may come up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | We will verify the times for the webinar and ask if you have time following the webinar to answer participant questions if needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|  | We will go over your technical checklist so that you are ready for the webinar – computer connections, mouse batteries, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | We will confirm how you wish to be introduced and make sure we have the correct pronunciation for your name or institution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Day of the Webinar

|  |                                                                                                                                                                                                                                                                                              |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Sign into the webinar about 45-30 minutes before the session to check to make that everything is ready to go. We will check the audio and verify other technical details.                                                                                                                    |
|  | If you are using a headset make sure that your computer speakers are off and your headset is properly adjusted so the microphone position is consistent during the session. (approximately 1/4 of an inch away from the edge (left or right) and slightly above your mouth for best results) |
|  | Make sure you have water or tea in case you need it during the session.                                                                                                                                                                                                                      |
|  | Have a paper back-up copy of your slides in case you need them.                                                                                                                                                                                                                              |
|  | Shut your office door to eliminate background noise.                                                                                                                                                                                                                                         |
|  | Relax, avoid reading, speak naturally and clearly, have fun – the webinar will be a success.                                                                                                                                                                                                 |

### Evaluation comments from past participants to keep in mind:

- 1) Keep the tone conversational. Speak clearly and don't talk too fast. One previous webinar participant said, ***"Rapid reading of text does not constitute a good webinar."***
- 2) Uneven voice quality is one of the main complaints from our listeners. Make sure that you speak directly into the microphone. If you use a headset, make sure that the microphone is not flopping around which will make the sound fade in and out.
- 3) Portions of our audience are not native English speakers. Do everything you can to enunciate clearly and not run over your words.
- 4) If you have a lot of dense statistical matter or are using acronyms that may not be familiar to the audience, make those available beforehand as a handout so participants can follow along without getting lost taking notes.
- 5) Be informative and organized with your materials. Consider that most of your audience members are beginners or advanced beginners when it comes to collections care.
- 6) If your topic lends itself to other online or printed resources, please include a list in your handouts.