



Webinar Participant Preparation Kit

Thank you for joining our webinar series. We look forward to working with you! This document is designed to prepare you as a participant for our webinar series. Please read through this entire document and let us know as soon as possible if you have any questions or concerns.

Procedures

1. If you have purchased an online customized viewing center, COS will send you a customization kit. This kit outlines each session and poses pertinent questions about your policies and resources. COS will post your responses onto the viewing center in order to provide the parents and/or students at your institution with all the information they could possibly need should they want to learn more. A listing of national resources relevant to each topic is also posted on your customized viewing center. Once we have completed your customized viewing center, we will e-mail you the URL address for you to share with other participants.
2. If you have not purchased an online customized viewing center, but have purchased access to the archived recordings, we will send you the URL address for our generic webinar viewing center. A listing of national resources relevant to each topic is also available through the generic viewing center.
3. If your institution has purchased access to the live sessions, parents and/or students will be able to visit the customized viewing center and register for each session. Participants must register on their own for each live session they would like to join. If your institution is hosting each live session as an on-site event, then parents and/or students do **not** need to register on their own. Instead only one administrator or staff member who will be running the live event needs to register. COS will also e-mail your webinar liaison about one week in advance with a registration invitation. This e-mail can be forwarded to others as a reminder about the upcoming live session.
4. If your institution has purchased access to the live sessions, but did not purchase a customized viewing center, parents and/or students will not be able to register for live sessions through the generic viewing center. COS will e-mail your webinar liaison about one week in advance of the live session. This e-mail will contain a registration invitation. Your liaison must forward this on to anyone who needs to register.

5. To join a live session, participants must have the correct phone number, access code, and URL address. Once a participant registers with GoToWebinar, the service we use to host the series, he or she will receive a confirmation e-mail. This confirmation e-mail will contain the phone number, access code, and URL address. Reminder e-mails will also be sent out the day before and one hour before the live session with the phone number, access code, and URL address. Note: if you have not received any of these e-mails, it is your responsibility to look through your spam folder or check with your IT person on how to unblock e-mails from gotowebinar@citrixonline.com.
6. There are two parts to each live webinar: visual and audio. To connect to the visual, simply click on the URL address provided in the confirmation and reminder e-mails. To connect to the audio, dial the phone number provided in the e-mails. A recording will pick up and prompt participants to enter in the access code using the dial pad of the phone. It is important to remember to push the # key after entering in the access code. Another recording will pick up. Participants will hear this recording until the exact start time of the webinar at which point participants will hear the COS moderator begin the session. If the phone call is going to be put on speaker phone for a larger audience, please do not switch over to speaker phone until the webinar has begun. In the past some participants have had trouble when utilizing the speaker phone function too early.
7. All live sessions are recorded and posted onto the viewing centers within 1 business day. Recordings can be made full screen and can be fast-forwarded, paused, and rewind. Directions concerning these functions can be found beneath the recording on the online viewing center.
8. Check your e-mail inbox or the viewing center for access to other COS resources including facilitation guides and workbooks. Workbooks are meant to accompany the session. Participants can use the workbook to take notes. Facilitation guides are to be utilized in small groups after the live session. Activities and discussion questions are outline in each facilitation guide. Print these items out before the live webinar. Note: not all webinar series have these extra resources.
9. If you need help advertising the series, let us know. We have a customizable welcome letter that we can format for your institution which can be handed out to classes or PTA meetings.
10. If you need help with the technology aspect of the webinar, let us know. We may be able to set up a practice session for your institution and walk you through accessing a live webinar.



Participant To Do List

- Fill out and return the registration form. This can be faxed to COS at 610.989.0652 or scanned in and e-mailed to webinars@campusoutreachservices.com.
- Assign someone at your institution to be the webinar liaison. This will be the person who receives e-mails from COS and who we will work with to build the online customized viewing center if necessary.
- If you have purchased the online customized viewing center, send us pictures and logos you would like to appear on the viewing center.
- If you have purchased the online customized viewing center, return the completed customization kit.
- Register for each live session in which you plan to participate.
- Advertise the webinar series to your faculty, parents, and/or students as appropriate.
Note: some webinar series are specifically intended for faculty and parent audiences and are not recommended for viewing by students.
- If you plan to host the live sessions as on-site events, reserve a room large enough for all of your participants. Make sure there is a computer with Internet access, a projector, a screen or blank wall, and a telephone with the speaker phone function available in the room. Ask participants to arrive early enough so they do not interrupt the live session.
- If you plan to allow parents and/or students to watch each live session on their own, make sure each participant knows they must register for each individual live session. Make sure they know how to do this and that they are receiving the confirmation and reminder e-mails.



Getting the Most from the Series

1. **Ask questions!** If you have any questions before and during the webinar – about COS, the technology, the topic, or whatever else might come up for you, please feel free to call or e-mail and ask. There are no dumb questions and all questions are confidential. If you have questions, call us at 610.989.0651 or e-mail us at webinars@campusoutreachservices.com.
2. **Utilize the resources.** Check your e-mail inbox and the online viewing center for extra resources such as workbooks or facilitation guides. Print these out for use during or after the live webinar.
3. **Participate in polls and case studies.** Respond to our opinion polls and case studies during the live sessions. We tabulate all responses and show them immediately online. All responses are completely anonymous.
4. **Try to lessen background noise.** A loudspeaker announcement, barking dog, TV, ringing phone, other people, or doorbell during the webinar could be distracting and take away from your ability to focus on the program content. We suggest muting additional phones and the volume on your computer.
5. **Got everything?** Try to have everything you might want near your computer including any print-outs, a glass of water, cough drops, tissues, snacks, or whatever else makes you feel comfortable.
6. **Log in approximately 5–10 minutes early.** This will ensure that all of the technology has worked and that you are already connected and ready when the live session begins. Log in to the web portion first and then call in to the phone portion. You may have to call in several times as the number of calls coming in at once in the minutes before the session starts can overload the system.
7. **Use a reliable phone.** Please use a telephone that you know does not drop calls and which will not have its batteries die during the webinar. Have the phone number and access code written down on a piece of paper. Keep the reminder or confirmation e-mail handy in case you accidentally log out of the visual portion of the program so you can reenter the session.

8. **Have fun!** You have the unique opportunity to compare thoughts and opinions with your peers across the nation without having to travel. You also have direct access to today's leading experts on each topic.