

Transcript from the Recording of the Presider's Orientation

Jenny Haubenreiser (she, her): Hi there. I'm Jenny Haubenreiser from Oregon State University. I'm really happy to be here today to talk to you about a really important aspect of the ACHA experience. In a normal year you and I would be together, in our group talking about the presider and facilitator roles and purpose in person.

But of course we know this past year has been anything but normal, so we will continue to rely on technology as a way to connect.

First of all, I do want to really, really, thank you for your time and for volunteering to fulfill these important roles.

Some of you may be new or you're newer to ACHA, and this is a really wonderful way to get involved in ACHA as a volunteer. This is also a wonderful way for you to support your colleagues.

As a frequent presenter at the ACHA meetings I can speak firsthand about how helpful it is to actually have a team there on site to support the educational experience. Presenting is so rewarding but it's also a little bit nerve wracking -- there's always inevitable challenges, so I've always really appreciated having a presider and a facilitator right there on site to make these sessions as seamless as possible.

So, now that you volunteered to serve as a presider or facilitator, what are the next steps? Prior to the meeting will be receiving information in an email from ACHA that confirms the date and the time of the session that you volunteered for. If you've signed up for multiple sessions, then you'll be getting multiple emails.

You'll also receive a handout that includes the more specific details of the role. You'll get information about both roles (presider and facilitator) in the event that there is only one person there. This does happen from time to time so it's good for you to know about both roles and thank you in advance, should you be called upon to serve in that additional capacity.

So what is the difference between a presider and facilitator in general?

The presider serves as a host for the session. They will help the speaker set up and prepare for the presentation as needed. They will also begin the session right on time, introduce the lead speaker and provide some of the basic prompts -- things about cell phones, evaluations, and other things of that nature. ACHA will be sending you a script that you can utilize for the introduction, and this does include more details on those housekeeping notes.

Presiders also play a really important role as a timekeeper, which is really helpful for the speaker. This also ensures that the sessions start and end on time, which is really important for the following speaker to be able to get in and get set up.

You can work out the time keeping plan with the speaker beforehand. There will be five minute and 10 minute cards there for you to use as prompts in room.

Monitoring the discussion for commercial bias and promotion is also an important responsibility of the presider. This isn't frequent but there have been instances in the past or a comment is made by speaker, or a question comes up from an audience member that has led to a discussion that could be considered as introducing bias into an educational activity, which is determined by the accrediting boards that allow a ACHA to provide continuing education, so this is really important.

Presiders may recognize that the discussion is perhaps becoming inappropriate for the CE activity, but may not know exactly how to intervene. So a handout that you'll be receiving from ACHA includes a few examples on how best to handle this type of situation if it comes up. Again, it's not frequent, it's unintentional, but it's a good thing for you to be mindful of as a presider.

The facilitator is typically stationed at the back of the room and greets attendees as they come in. They can assist folks in finding an empty seat, they can distribute handouts, and they can answer any questions that the attendees might have or support the presenter as needed.

If the session is becoming crowded, facilitators are helpful in helping create space, particularly for late comers if all of the seats end up being taken. Do note that we can't bring in additional chairs into those rooms; they are already set up at capacity so if this is the case, the facilitator may need to direct people to a different session.

Also, if there are any issues with the room or technical problems during the session itself the facilitator is usually the one that will go alert a member of the ACHA staff. There are also staff members from the technical team usually readily available that can step into assist.

Again, if the session only has a presider or a facilitator, the top priority should always be in supporting the speaker as needed.

So, as mentioned, you will be receiving or you have already received more detailed information about your role, but here's a few general pointers that I'll mention.

When you get to San Diego, pick up the final program, double check the time, the location, and the date of your session. Please plan on being there 15 to 20 minutes before the session starts, introduce yourself to the presenter, and stay available to assist as needed.

If for some reason once you're there you're not able to serve as a presider or facilitator for that assigned session, please go to the ACHA Speaker and CE Support Booth, which will be right in the registration area, and let Katie Francavilla know so that she can alert the speaker that you won't be able to attend.

All rooms are equipped with a laptop and if the speaker has submitted their slides to the ACHA portal as they've been instructed to do, those slides will already be pre-loaded onto the laptop. There will be

members of the technology team available to assist. If the speaker has updated their slides or they need to load those up right there on site, there will be a delay in accessing them.

There are always lots of questions about handouts and copies of the presenter slides. It's rare now that speakers actually bring paper copies of their slides, if you will. If the speaker has submitted those slides to ACHA through that portal, those will be posted on the web page. If the slides are submitted late or some last minute changes are made, there will be a bit of a delay. That web page will remain open and available to meeting attendees through August 1.

The webpage will also be accessible by the meeting app, and details will also be printed in the Final Program.

So again, thank you so, so much for volunteering your valuable time at the annual meeting. On behalf of the speakers and the attendees, we thank you for that service. It will certainly contribute to a more successful meeting. So travel safely and be well.

Wendy Copp (she, her): Hi I'm Wendy with Production Resources Group. I am very happy to be with you today to talk to you a bit about ACHA and the technology we get to use this year in San Diego.

A lot of you have seen me before. I usually give this presentation in person, but alas technology wins this year so I'm coming to you on zoom.

Production Resource Group (or otherwise known as PRG) is part of the ACHA production team, and I'd like to share a few things with you -- just some best practices and things to think about while you're in the meeting.

The first and foremost thing that I can share with you is please don't hesitate to ask for help if you need help with anything -- adjusting sound, a presentation in the room, any type of equipment, please come flag us down. We will be very recognizable because we'll have the PRG logo on our shirts and you are more than welcome to grab any of us, we can all help.

The second a little bit about what technology will be in the rooms, we will be providing laptops in each room where the speakers will be able to access their presentations. Before the event goes into action the presenters have the chance to upload their presentations. And therefore, they are accessible from any laptop in any room on the meeting site when you all get there.

We can assist them in finding those presentations and making sure they're up and ready, but we can show you how to do that, or you can always ask for help if that's not something you're comfortable doing.

Each laptop has a great key on it -- it's the F9 key. So if you get stuck and you need help, go ahead and press the F9 key and that will page our team in the Speaker Ready Room and they will dispatch help wherever you need, so that's pretty easy.

We will also be providing support in the way of audio, so this is microphone sound in the room and things of that sort. There will be volume control in each room, but again if you're not comfortable touching it don't feel like you need to. You're welcome to grab one of us, and we can help.

And we will also be providing things like projection. So these are the projectors that show up on the screen and let the folks in the room see the presentations. A lot of times there's lots of buttons on these and people are uncomfortable. Again feel free to grab us; we're happy to help wherever you need.

A few just kind of best practices or things to note:

- If you don't have an image on the screen, of course, again, you can push the F9 button or come grab us.
- Or, if you have something playing like a video but you're not hearing it, one of two things may be going on there, you might need to turn the volume on the laptop. Or it might need a volume adjustment in the room. We can generally test all of these things ahead of time. But if something's different or we end up with a room that does not have one of the PRG laptops in it, this may be something you need to take a look at.

If you need help grab us if you need, otherwise we can show you how to do any of these things, if you like.

They are really quite simple rules, but a couple of best practices things we like to share with everyone ahead of an event.

- If you have a microphone on your person, we would like to ask you to please take off your badge. A lot of times what happens is the badge will click around on the microphone and make a lot of racket, which doesn't make it a real good opportunity for the folks in the room to hear you -- they hear a bunch of clicking.
- Same with cell phones. If you have a cell phone with you and you're presenting, we ask you to either turn it off or put it on the table, because if your phone happens to ring or notify while you're speaking on a microphone sometimes we can hear a clicking sound in the in the microphone and that doesn't sound good.
- Don't walk directly in front of a speaker with a microphone – it tends to cause horrible feedback and that's never a noise you want to hear.

Last but not least, if you have any questions about anything at all don't hesitate to ask them. The ACHA team and PRG team are here to help and will be floating around and highly visible. So if you need anything, of course, feel free.

And we are delighted to support you guys in this event. It's a great thing that you guys are doing, a fantastic undertaking, and your efforts are very much appreciated.

Good luck with everything. If you need help, let us know and feel free to call or email me. Again, Wendy with PRG, if you have questions ahead of time WCopp@prg.com or you can call me 303-594-9685. Thanks so much again. We'll see you in San Diego.