2012 Webinar Series for SLA Unit Leaders

How to Hold a Virtual Meeting
Hope Tillman

Welcome from the Cabinet Chairs

Housekeeping

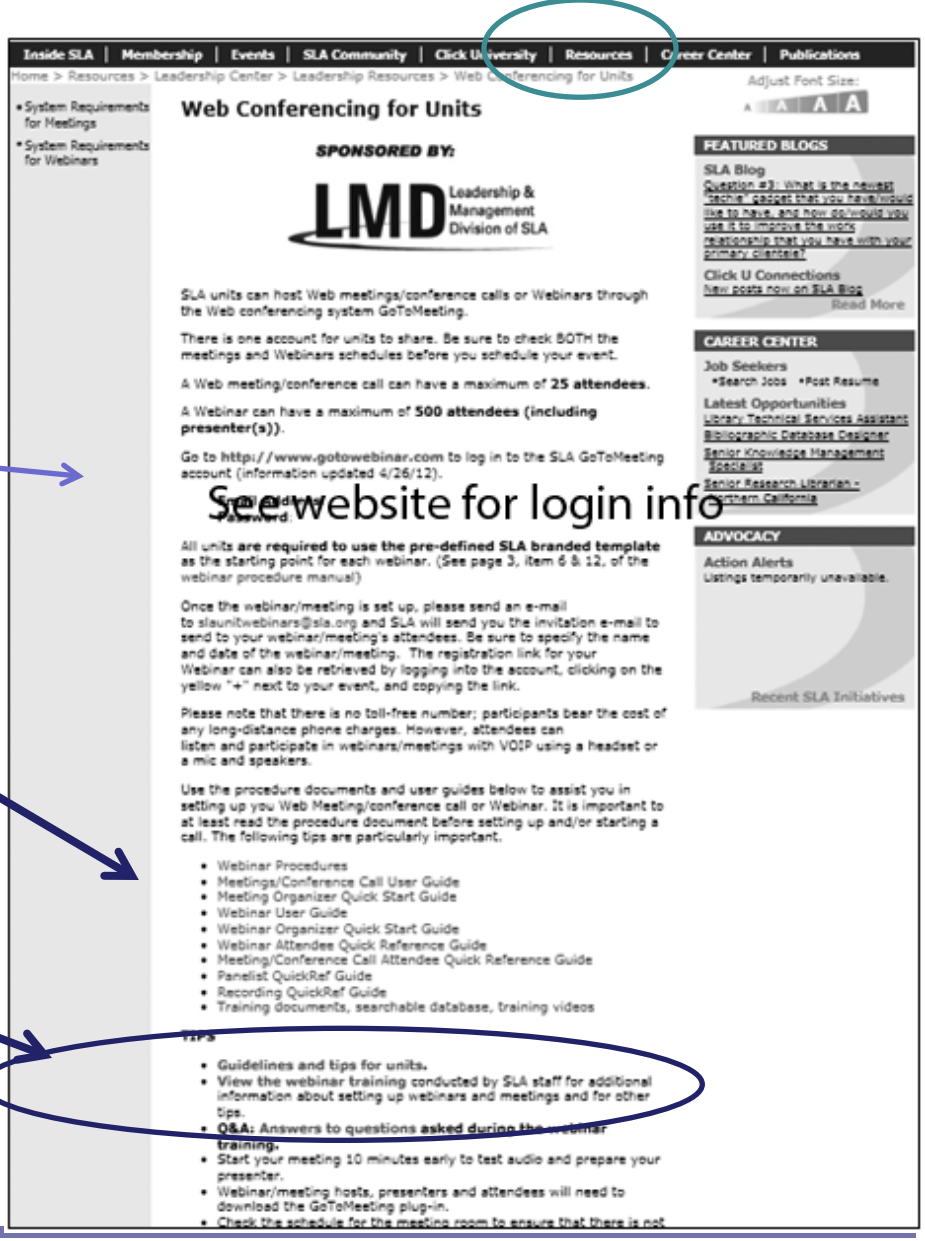
SLA
Connecting People and Information

How to Hold a Virtual Meeting

- Getting started
- Comparison of use of GoToMeeting and GoToWebinar
- Review of your role as organizer
- What to do:
  - Prior to a meeting, to prepare
  - Managing the meeting
  - After a meeting

Start with the SLA Leadership Center Resources on Web Conferencing for Units

The login information is on this page.
There is also a lot of valuable information in the guides and be sure to check out the tips, the webinar conducted by SLA staff in 2011, and training from GoToMeeting.



SLA Connecting People and Information

www.sla.org/content/resources/leadcenter/leadresour/gotomeeting/index.cfm

Logging in from the SLA web site

- The SLA launch page will take you to Go To Webinar's front page.
- Log In with your SLA credentials
- Download the software

SEE SLA WEBSITE FOR LOGIN INFORMATION

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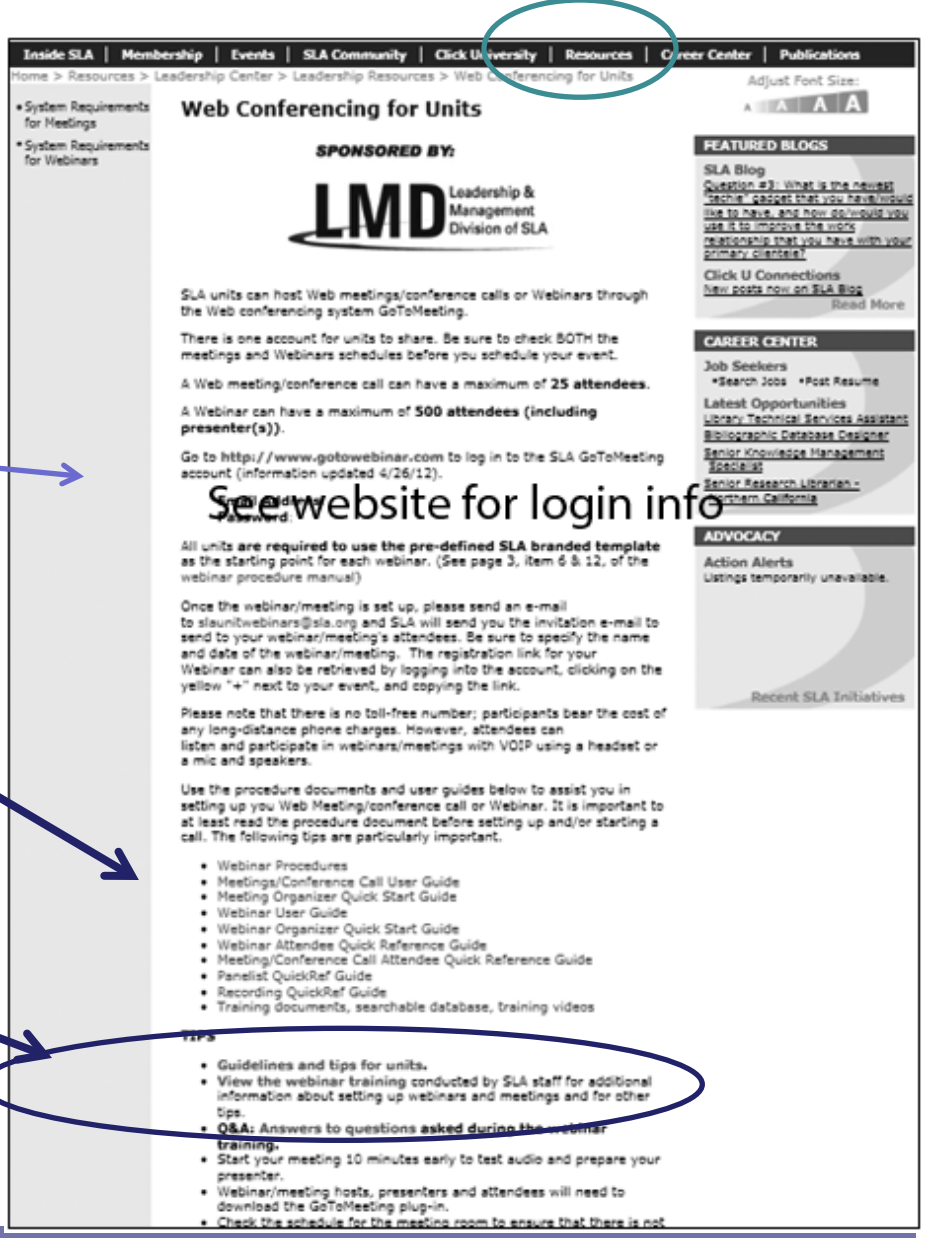

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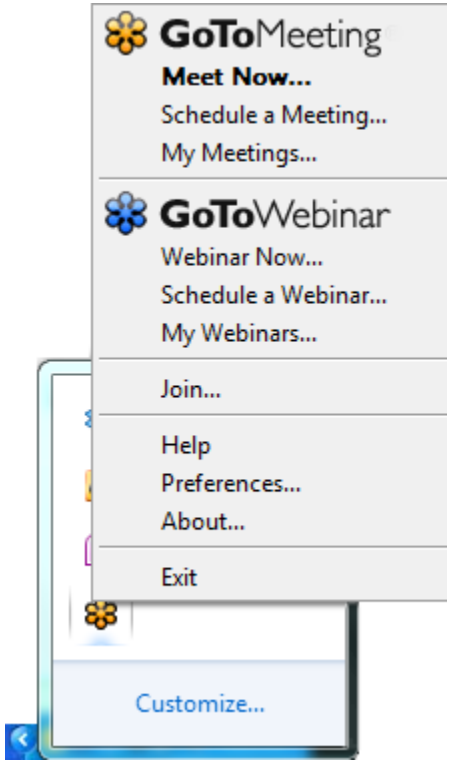
From Your Computer

- After you have GoToMeeting or GoToWebinar loaded on your computer you can log in from your system tray or icon on your desktop.
- Note access to Preferences here as well.



Help Available from GoToMeeting

GoToMeeting | Global Customer Support

Choose Product

GoToMeeting Service Status

Find an Answer

Search GoToMeeting articles, videos and user guides

Search

Contact Us

Found 46 results for "mac"

Getting Started on a Mac (2:10)

- Schedule a meeting
- Invite attendees
- Start the meeting

★★½☆☆ | Views: 9637 | Video | Last Updated: Tue, Feb 14.2012

Preferences - Mac Users

GoToMeeting Preferences allow you to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

☆☆☆☆☆ | Views: 4362 | Help Article | Last Updated: Wed, Mar 07.2012

Attendee Toolbar - Mac Users

GoToMeeting Menu

☆☆☆☆☆ | Views: 0 | Help Article | Last Updated: Wed, Mar 07.2012

Common Issues When Joining Meetings on Macs

The following are some common issues that you may encounter when trying to connect to GoToMeeting on a Mac. We've recommended a few easy ways you can resolve these issues.

★★★½☆ | Views: 7203 | Help Article | Last Updated: Wed, Mar 07.2012

Ways to get started

- View our Training Videos
- Read our Getting Started Articles
- Read the Attendee Quick Reference Guide (PDF)

Watch Getting Started
2 min 15 sec

Comparison of GoToMeeting & GoToWebinar

	GoToMeeting	GoToWebinar
Attendees	Up to 25 attendees	Up to 500 attendees*
Nature of	For group dialog. Designed to be much more interactive than GTW	For large group presentations. Generally for passive audience Audience management tools
Webcam support	Up to 6 webcams	No webcam support
Recording (.wmv files)	Yes (screen sharing but not webcams)	Yes
Screen sharing – desktop or application	Yes	Yes – presenter, panelists and organizer
Green room for attendees to login and wait to be invited in	Organizer invites attendees with single Meeting ID	Registration confirmation gives each attendee and panelist unique login credentials

* Use the new login email and password to take advantage of increased capacity

What is the Role of the Organizer?

1. Check SLA GTM & GTW calendars and select a date/time not in conflict with already scheduled/planned events.
2. Schedule event and practice time
3. Send out GoToMeeting invitation information
4. Practice ahead
5. Start meeting
6. Start event recording
7. Manage in-session controls
8. End meeting

Practice Mode for GTM

- **What to Practice:**
- Console functionality
- Test audio. Be prepared to mute attendees with noise or sound feedback problems.
- Start recording

- Practice Introductions
- Share screen/applications
- Change presenters from Organizer to Presenter and back
- Stop recording
- End meeting

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Collapsing the Control Panel

If you click on Control Panel Icon at the left of the console, the console collapses and you will see this icon display at the right of your screen. I have labeled them.

If you click on the Control Panel Icon , the Console Panel will reappear.

Console Top Line

File

Edit Your Name and Email
Edit Meeting Subject
Save Chat Log
Preferences
Exit – End Webinar

Options

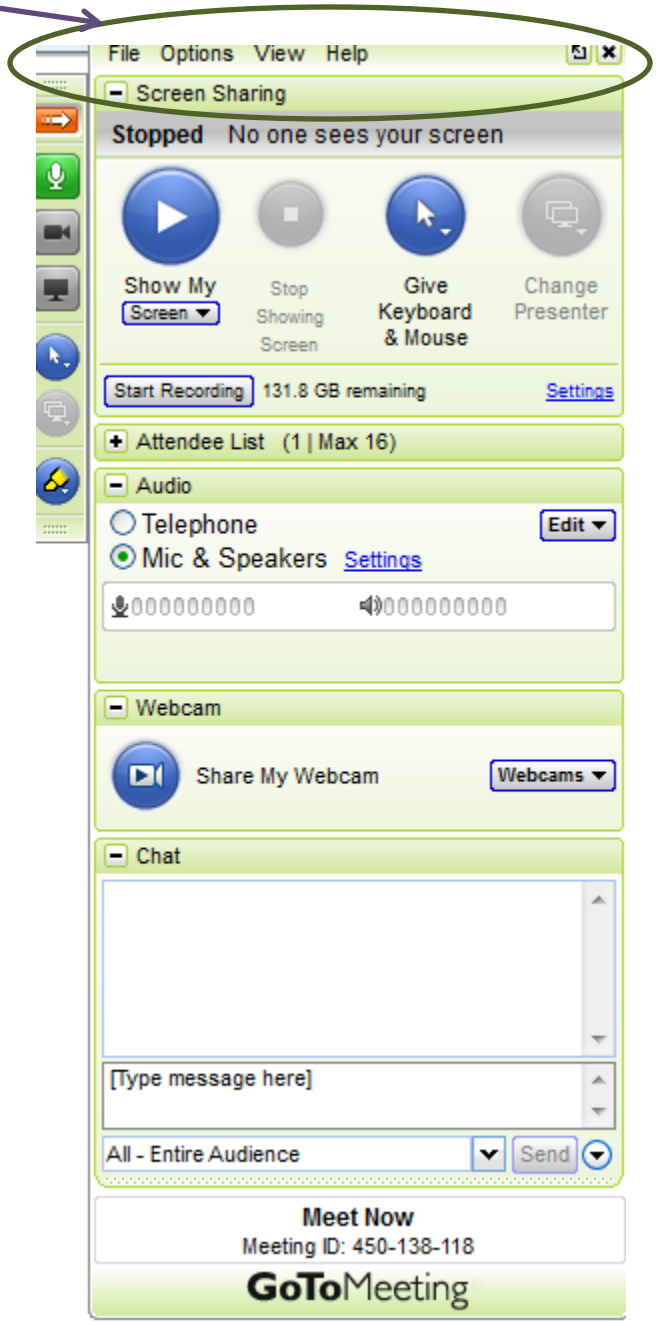
Attendees Can Chat
Attendees Can View Attendee List
Attendees Can Share Webcams

View

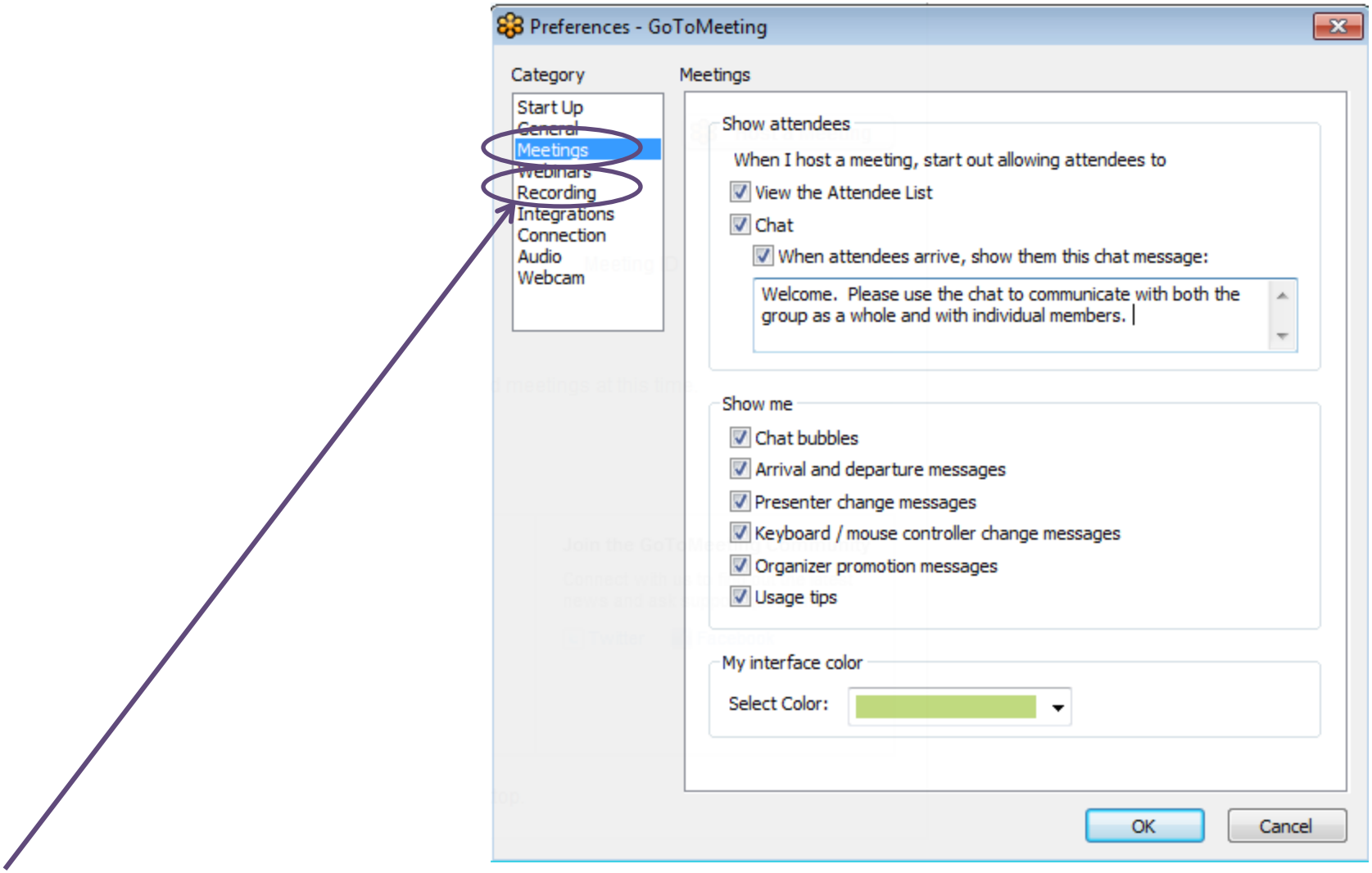
Recording
Auto-Hide the Control Panel
Hide the Control Panel
Default Control Panel
Save the Startup Layout

Help

GoTo Meeting Help
Report Audio Issues
Send Feedback to Go To Meeting
About Go To Meeting



File ->Preferences -> Meetings



If you are recording, look to see that Windows Media Format is selected and where the document will save.

GoToWebinar Console

Practice Mode
Dashboard with lines to show

- Session Timer
- Current Attendance
- Attentiveness of Attendees,
- Questions in Queue to be Answered
- Hands Raised

Audience View
Attendee List separated into Staff and Attendees
Polls
Questions
Chat
Webcam Sharing is absent

Audio Tips

- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts/sounds for when attendees join or leave a meeting.
- Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else's voice.
- Share these tips with attendees who use a telephone:
  - If you find you are having a sound quality issue, hang up and dial back in. Sometimes problems clear up when a bad connection is terminated.
  - Familiarize yourself w/Voice Conferencing conference call features.
  - Call in to the meeting from a location without background noise.
  - Avoid using cellular/cordless phones because of static. Phone handsets or headsets work better than speakerphones to avoid background noise, tunnel effect and sentence clipping.
  - Turn off call waiting. Avoid putting phone on hold.

Prior to Meeting

- If you plan to share your entire desktop, turn off any instant-messaging applications, notifications or other programs that may interrupt or be.
- Turn off all applications that take high bandwidth.
- Adjust display settings to 1024 x 768 (GoToMeeting recommendation).
- Clean up your desktop or use clean screen.
- Set up documents you wish to share within one or two clicks.
- If a recording of the meeting is desired, Start Recording when the meeting is ready to start.

Managing the Meeting

- Arrive a few minutes early to greet the attendees as they arrive.
- Create a welcome message under the Meetings category of Preferences to greet your attendees as they arrive at the meeting.
- Start meeting on time.
- Share the agenda at the start of the meeting with estimated times for each topic and stick to it. (Have someone serve as timekeeper)
- Tell attendees what to expect and when and how to ask questions and participate in the meeting and how to get assistance if needed.
- For those not on webcam, remind everyone to identify themselves when they speak. Not everyone in the meeting may know everyone else's voice.
- Have one person dedicated to monitor/respond to the chat log.
- End the meeting clearly.

After the Meeting

- Stop recording before you exit the meeting
- Do not turn off computer until recording has finished processing.
- Check out the chat log and save if useful

For answers to the questions we don’t have time to cover.

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For additional slides covering GoToWebinar see:

hopetillman.com/presentations/gtw2012.pdf

Questions

Next webinar:

Membership Recruitment

June 14, 2012 at 2pm Eastern

List of full series at bit.ly/HXyEnh

http://www.sla.org/content/resources/leadcenter/leadtrain/leadershipwebinars.cfm

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