Host, chair and co-chair guide

Contents

Introduction

This is a comprehensive guide for committee hosts, chairs and co-chairs. It includes the list of duties and specific guidance for the different Zoom features.

Committee host key duties

- Committee hosts with email the Zoom link to chairs, co-chairs speakers prior to the session.
- Committee hosts are responsible for recording the sessions and granted 'co-host' privileges to the chair, co-chair and speaker.
- Committee chairs will also enable waiting rooms for the session (see guidance below).

Chair key duties

- Please only access the session via the Zoom link sent by the committee host NOT Whova.
- Chairs should also make sure all speakers in the session are using the Zoom app, NOT Whova. Committee hosts should have emailed the link to speakers ahead of the session.
- Check speakers have uploaded their biography on Whova and get in touch with them (via Whova chat) to introduce yourself as the chair (see guidance below).
- Meet with speakers 10-minutes before the session to check their equipment is working.
- Mute all attendees in the session (see guidance below).
- Read a short script informing attendees about how the session including: all attendees will remain muted throughout the session, to use the chat box to ask a question, that the session will be recorded, introducing the co-chair and speakers (see script below).
- If a speaker does not appear for their session, or if they run into technical difficulties, please wait from 5-minutes. If the issue is not resolved, chairs can move to the next speaker, they

can propose a topic for discussion based on the themes of the session or they can end the session early. Whatever the chair decides, please inform the room.
- Ensuring the session runs to time. Please raise your hand at the 2-minute mark to alert speakers their time is almost up. If they start to over-run, please tell the speaker their time is up and they should make a final, short conclusion.
- Manage questions.

Co-Chair duties
- Please only access the session via the Zoom link sent by the committee host NOT Whova.
- The chair and co-chair should decide on how the session will run (i.e. questions at the end of each paper, or at the end of the session) (see guidance below).
- Admit attendees into the session from the waiting room.
- Help attendees with technical difficulties (if attendees are really struggling, please get in touch with the committee host via private message or at spheres-of-singing@glasgow.ac.uk).
- Alerting the chair if any questions have been missed in the discussion section.

Script for chairs to read at the start of each session

At the start of each session we suggest reading the following script. A decision will need to be made about how the session will run before the script is read (this is at the chair's discretion).

Welcome to the session. Before I introduce the speakers, we would like to cover a few etiquette rules. All attendees will be muted for the whole session. This is to limit noise disturbances throughout the session. If you would like to ask a question throughout the session, please type it in the chat box. If you are experiencing technical difficulties, please privately message [insert co-chairs name], who will be able to assist you. As you are aware, all of our panels and workshops are being audio-visually recorded through Zoom. If you do not wish to appear in the recording, please turn off your video now. Please be aware if you choose to contribute to the discussions your responses will appear in the recording and the transcript. The recording will be switched on in 60-seconds. [Quick explanation about how the Q&A will run i.e. questions at the end of each paper or after all the speakers have spoken]. It is my pleasure to introduce the speakers for this session. [Speaker introduction].

Before the session begins

Please be aware, attendees do not have access to the Zoom link and cannot invite other people to the call. No Zoom links will be made public. Only registered attendees should be able to join any of the Zoom sessions through the conference app, Whova.

Get in touch with the speakers
- Ahead of the session, please get in touch with speakers via Whova, making sure they know when their session is taking place and how they will be presenting (i.e. if they have slides, audio etc.).
- The speakers will upload a short biography (no more than 2-3 sentences) and the up-to-date title of their paper to their profile on the conference app Whova. The speaker's abstract should also be available on Whova. If they haven't done so, please remind speakers to update their profile ahead of their talk/workshop.
- Encourage speakers to use headphones with an in-built microphone as this will help limit the amount of feedback and delay. The headphones that come with a mobile phone are perfect.

- Ask the speaker to appear in the room 10-minutes before the session begins so they can test their presentation and sound.
- Remind speakers their papers must run to time. When speakers have 2-minutes left in the presentations, the chair should alert them by raising their hand on camera. If a speaker runs over, chairs are permitted to interrupt the speaker and ask them to come to a conclusion. Please make speakers aware, before the session begins, this is the procedure we are following.

Co-chairs

The internet is a precarious place and in the event the panel chair's internet goes down, it is sensible to have at least one other co-chair. We have appointed co-chairs to help manage the session by removing disruptive attendees, dealing with questions in the chat, admitting late attendees and helping attendees with technical issues. The committee aim to give all chairs and co-chairs the correct privileges ahead of all sessions, but if there are technical issues, here is a guide to making someone a co-chair.

1. To make someone a co-chair, the 'co-host' feature should be enabled.
2. Click "more" menu next to the name of the person you want to make a co-chair in the attendees list.
3. Then click "make co-host".
4. The co-host now has the same Zoom controls as the chair.
5. Co-chairs can help manage the chat box, by reposting questions that appear during the paper or reminding the chair if a question has not been answered.
6. The co-chair can give basic advice if an attendee is experiencing technical issues (i.e. they may have to leave the session and come back to resolve a problem). The co-chair can also privately message the committee host for technical assistance.

## Waiting Rooms (committee hosts only)

A waiting room system will also be in-place for each session. This is to give the chair, co-chair and speakers a chance to meet, decide on how the session will run and test screen sharing and audio. The Waiting Room feature allows the host to control when a participant joins the meeting. Committee hosts, chairs and co-chairs can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. We suggest co-chairs are responsible for admitting attendees when the time is right.

1. To enable Waiting Room for all members of a specific group:
2. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
3. In the navigation, click User Management then Group Management.
4. Click the Group Name, then click the Settings tab.
5. On the Meeting tab, navigate to the Waiting Room option under In-Meeting (Advanced) and verify that the setting is enabled.
6. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.
7. If the option is greyed out, it has been locked at the Account level, and needs to be changed at that level.
8. Select who you want to admit to the waiting room.
9. All attendees: All attendees joining your meeting will be admitted to the waiting room.
10. Check the registration list before admitted attendees into the room.

With the Waiting Room system in place, it will take a little more time to admit and ready attendees. Additional time has been built into the schedule, but we suggest meeting with speakers asap and then admitting attendees as soon as speakers and chairs/co-chairs have had a discussion.

Muting attendees

- To keep attendees muted during talks - before the session is about to start, click on the participants and press "mute all" at the bottom of the screen.
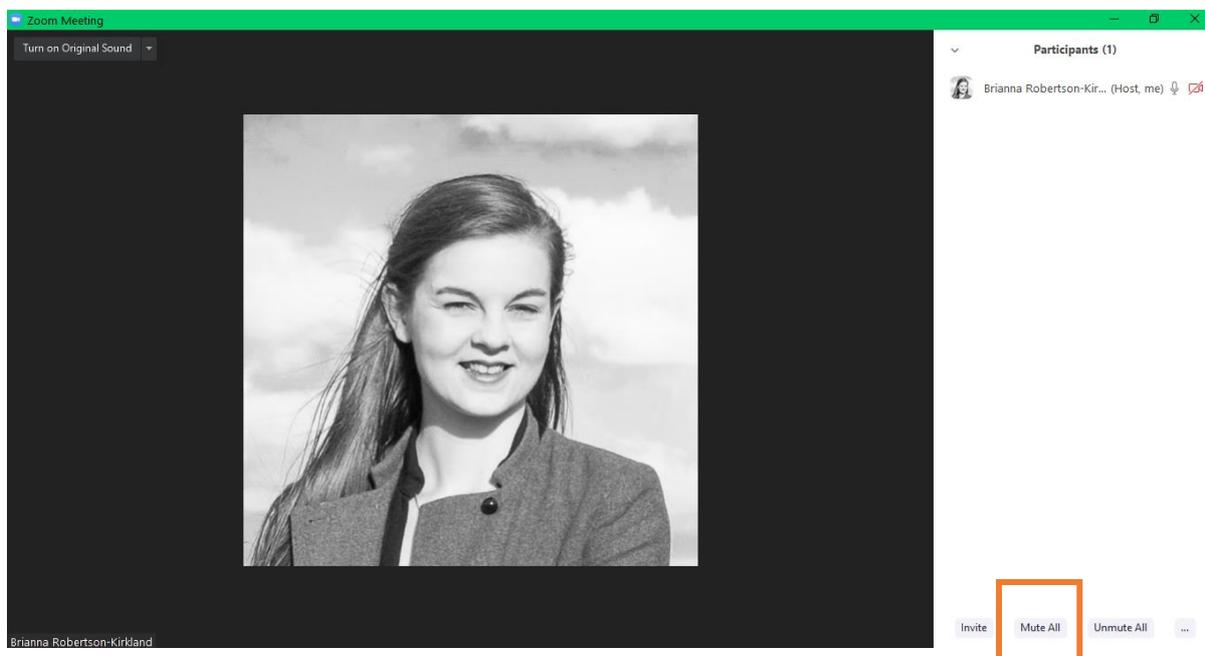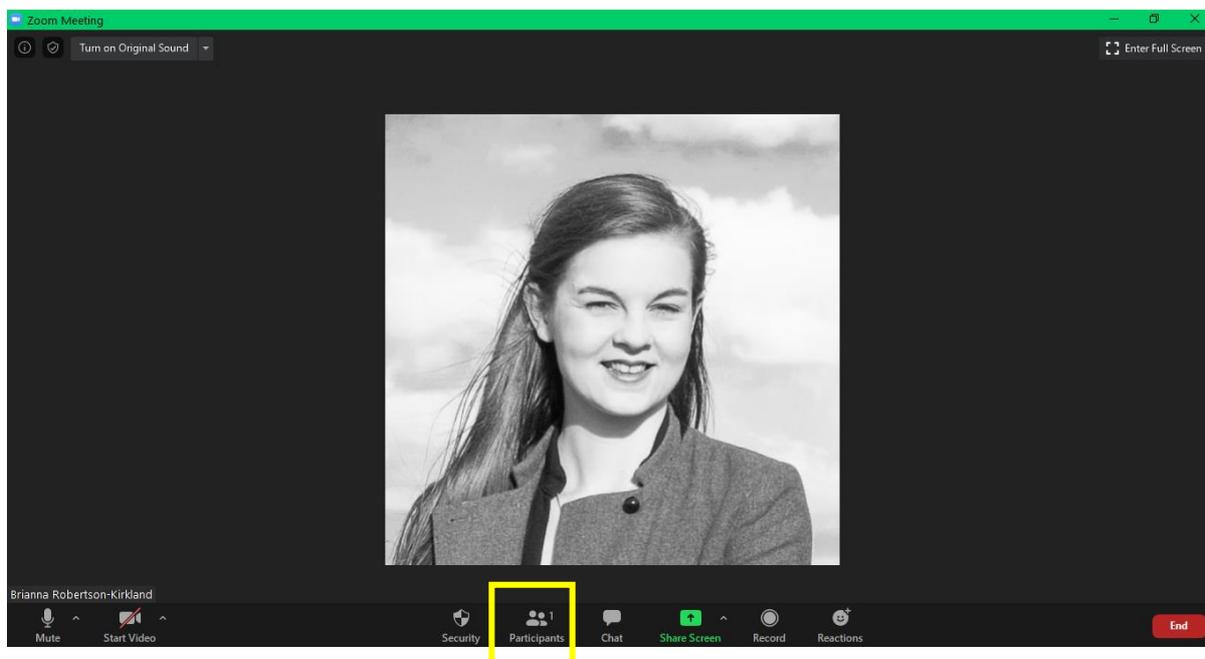
- Uncheck the box allowing attendees to unmute themselves and then click 'Yes'.

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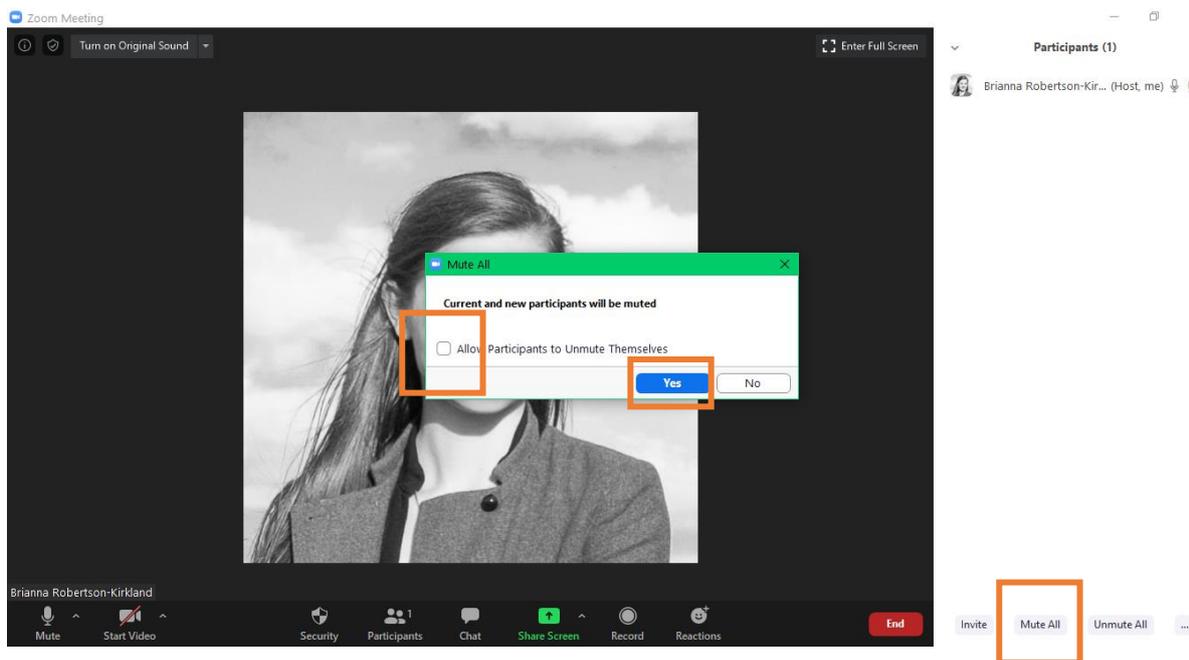
- This will mean that attendees cannot unmute themselves by accident during a presentation. If someone wants to ask a question in the Q & A then you will need to allow attendees to unmute again.
- Individual attendees can be unmuted from the participants list. Hover over the attendee's name and click 'unmute'.

The Spheres of Singing Guide to Zoom for Chairs
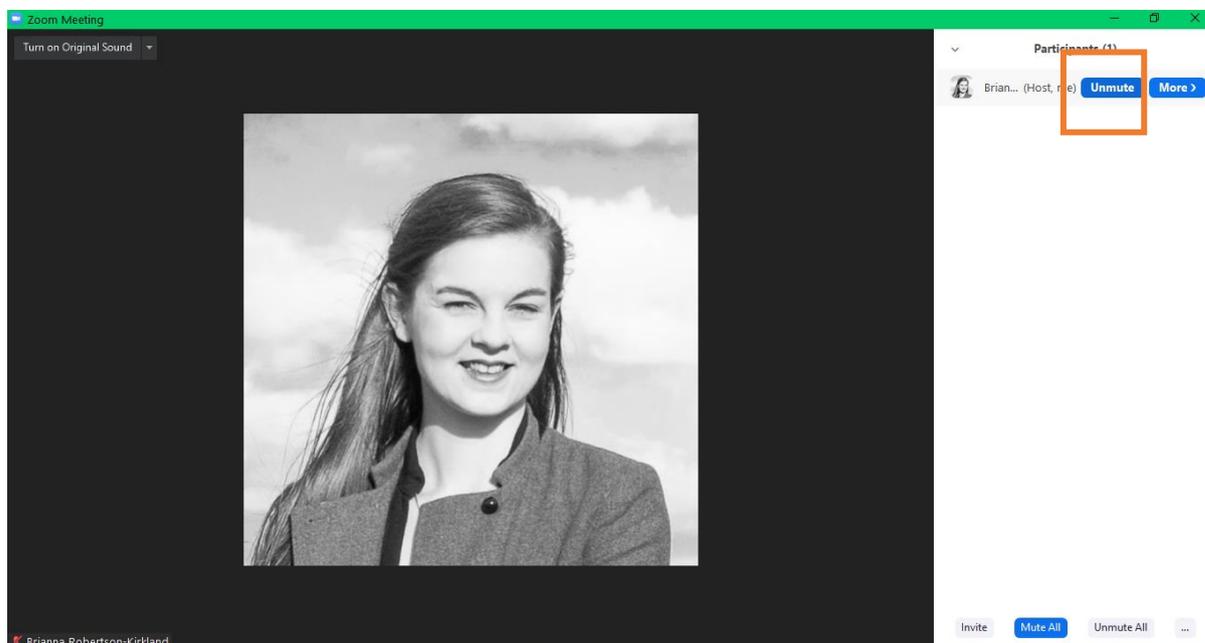
After the papers

Managing Q & A

- We want to encourage as much discussion as possible, but this is a little trickier to manage in Zoom. If attendees have a question in the middle of the presentation, ask them to type it into the chat box. The chair can then ask it at the end of the presentation.
- During the Q&A at the end of each talk, ask attendees to type their question in the chat box. The chair will then ask on their behalf.
- If additional clarification is needed, chairs can 'unmute' the attendee and invite them to expand on their question. Once the speaker has responded, the speaker can mute the attendee again.

Managing open discussions

- The committee have tried break-out rooms, but we found them to be glitchy. For this reason, open discussions will take place in one room.
- The chair can invite attendees to raise their hand to ask a question, and then mute and unmute accordingly.
- The chair can also invite attendees to type a question into the chat box. Please use your discretion as to how you want to run the session.

If a speaker has a problem in the session

- If a speaker has a problem in the session, the host, chair and co-chair can help to resolve the problem.
- If a speaker has lost internet connection and disappears from the session, chairs should calmly alert the attendees and suggest the session is paused for a short time to see if the speaker re-appears.
- We realise chairs and co-chairs may not know what has happened to speakers if a problem does occur. Please try to remain calm and keep the other attendees informed about what will happen and how the session will proceed.

If an attendee has a problem in the session

- If an attendee has a technical problem in the session and needs assistance from the chair or co-chair, ask them to type their issue into a private chat with the chair/co-chair (whoever is dealing with the technical issues).
- The attendee may have to leave the room and come back. If this is the case, they will re-enter the waiting room on their return and will need to be admitted into the room again.