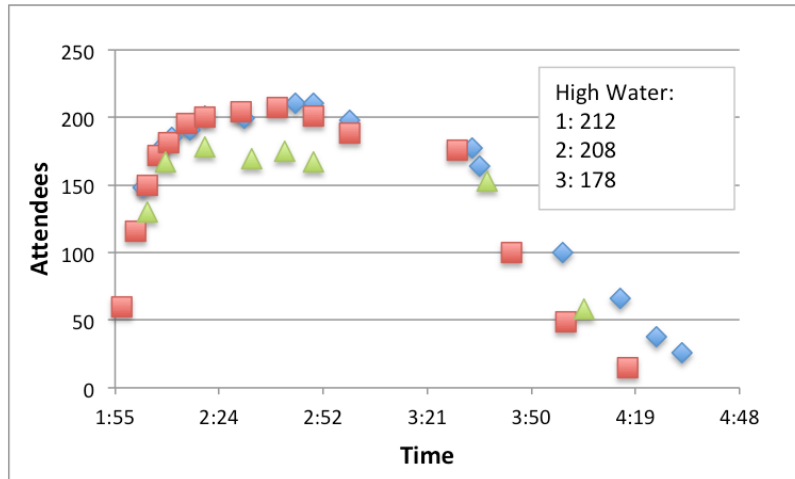


Experience, Strength & Hope

Feedback from Zoom Workshops

Peter S.

- Breakout Rooms
 - Zoom will automatically assign people to rooms on a random basis
 - I increased the number of rooms to the maximum, 50, which gave us 4-5 people per room
 - Even though you assign people to rooms, they don't have to join them, and around 20 people didn't each time—update: Victor found a way to force people into the rooms (yay, Victor!)
 - There is an option for room occupants to ask for help, and then you can join the room; one person did this, but apparently it was a mistake
 - There is an option to send a message to everyone in rooms, I used it to send a one minute warning; Zoom provides a one-minute warning anyway when it shuts down rooms
 - We initially gave people three minutes (plus the automatic one minute), but I got feedback via text that that was too short, so the following times we gave them five minutes (plus one)
 - When open the rooms again, you have the option of using the same assignments, or changing them by using the “recreate” button; which approach is better probably depends on the nature of the workshop; for my workshop, I randomized it each time
- Attendance
 - People started joining early, a couple before 1:00pm
 - People continued arriving throughout the event, last one I noticed was at 3:58pm
 - High water attendance mark for first session was 212, for second session 208, and for third session 178
 - More people than that joined, because some left as others joined



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- Telephone Numbers

- We didn't provide telephone numbers because we thought everyone would be dialing in via Zoom; some participants requested telephone numbers because their computers did not have microphones, and they needed to phone in to be able to say anything (there is a way in the Zoom desktop app to set it to phone for audio, in which case it gives you phone numbers to dial and codes to use, but I guess some people weren't aware of that)

- Roles

- We had multiple volunteers for the same positions (mostly timekeeper)
- Maybe allow people to indicate their preferred volunteer slot(s), but make it clear that they may end up in different roles

- Roles I forgot about

- Collecting emails from website for registered attendees, and sending them reminder emails prior to the sessions
 - In fact, I overlooked both the tediousness of pulling email addresses out of the registration forms, and the issues with mass-mailing so many people (mail apps won't allow sending them all at once, and email providers start thinking you're sending spam)—this turned out to be a small mountain of work
 - For future events, my suggestion would be to use the Intergroup Mailchimp account, set up a mailing list for the event or event group, and get people to register directly into that (MailChimp provides embeddable web forms), and then emailing from MailChimp, streamlining the whole thing
 - There is an export function on the website forms that I overlooked
- Updating the website with pages and posts (Camilla helped a great deal with that, but I should have called it out as a separate role)
- Managing the What's App chat group, making sure all volunteers are added
- Counting the number of attendees, and tracking against time

Lynette

- For interactions with attendees have them raise their hand in the participants window. Someone on the team can lower their hand once they are called on. The seminar presenter could then only look at the participants list for who to call on which makes it easier. I also recommend that people are called on in order seen as that is the order in which they raised their hand. At the beginning of the meeting instructions can be shared with attendees on how to do this.
- So we can end the meeting on time the seminar leader is to know the start and end time and once we end on time further questions can be taken during fellowship.

Philippe

- The first comment by Lynette above, about having the participants raise their hand, I recommend it wholeheartedly. I waved my hands many times, without results, I guess because the person animating saw only a small group of people, not including me.
- I was called to offer opinions and suggestions during the last meeting, but since I had been unsuccessful in trying to get attention, and I was in the bathroom at the precise moment I was called, I missed an opportunity to express the thing about having people raising their hand. I had turned off my camera, and since my mic was muted, I could not signal that indeed, I would have been glad to be heard. Not complaining, just explaining why “Philippe from Quebec” did not respond.

Rhona

- I found the ideas and intention of the workshop helpful
- I liked having a worksheet that I could download.
- I would appreciate more explanation and examples of the differences between bottom lines, top lines and middle lines.
- In terms of anonymity and ensuring our events are welcoming for newcomers, I am mindful that a speakers familiarity with some fellows doesn't present the illusion of an “inside” group of people (who are familiar) and an “outside” (who are unfamiliar). Perhaps familiarity with certain fellows is not made explicit/as explicit?
- In terms of feedback to peoples shares I would appreciate more clarity on what is considered crosstalk to keep the workshops safe.
- I really enjoyed the amount of use of the breakout room option, it felt great to connect frequent times with the community of the meeting and the international community of UA.

Rachel R

I thought the breakout rooms worked really well,
I won't be able to join this Sunday so here is a description of my job, "Spotlight"

DESCRIPTION OF MY ROLE:

Spotlight: It's the process of "locking" the "speaker view" on one person. Viewers can still toggle between speaker and gallery view, but only the person "spotlighted" will be seen in CU under speaker view until a co-host unselects that. It is similar to "Pin" video but that ONLY works on your individual screen, it has no effect on what others see.

I did spotlight on Ollga at the introduction, then mostly on Mike. But I would release it during the Q and A period and others would be seen because their audio was active, in normal audio dominant view. Then when Mike would answer I would try to spotlight him again so if someone is making noise it stays on him. It is easy to "disable" spotlight on anyone if unexpectedly someone else is speaking and I want the audio dominant function to be active.

Victor

- People really liked the workshop. One person said it's life changing in the chat box.
- We need a page to present the PayPal link on the screen.
- Based on the diagram of attendance, I feel like the duration of the workshop can be shortened a little bit. That will make it easier to digest and less intimidating when they decide if they can come next time. (Also for the volunteers)

Feedback received from comments

- We have had responses from Russia, Italy and Spain from people who will be translating the workshops to give locally.
- Dru A: (Fear Inventory) Although I would have benefited from having seen an image of the entire format page because I found the instructions confusing, I appreciate the efficiency of taking my fears and converting them to prayers.
- Ghana: can intergroup help with a Beyond Six Figures Share-a-Day?
- Cynthia: What about a Shining or Biting theme?

Feedback from response form

Row Labels	Event overall:	Zoom experience:	Speaker(s):	Materials:	Organization:	Publicity:	Value:
All of the above	4.4	4.8	4.4	4.0	4.6	3.6	4.6
Jul 12	4.0	4.3	4.0	4.3	3.3	4.0	4.3
Jul 19	3.8	4.8	4.2	3.8	3.7	4.5	3.3
Jul 26	4.4	4.5	4.2	4.3	4.6	4.1	4.1
Overall	4.2	4.6	4.2	4.1	4.2	4.1	4.0

- Feedback on event:
 - Is it possible to add VenMo?
 - More time spent in small groups
 - Place the workshop guidelines in the text above the zoom link rather than below.
 - Provide supporting materials beforehand
 - Co-facilitators
 - A minute or two of silence to concentrate before calling on people to share
 - Enable chat in breakout rooms to allow sharing of phone numbers
- Suggestions for future events:
 - Biting and hiding
 - Imposter Phenomenon
 - Museum States/Prayerfirmations/Andrew
 - Tech workshops that would help with visibility - for example how to start a podcast, webinar, online training?
 - One page Business Plan or one page Marketing Plan workshops
 - More frequent events (from two people)
 - People like Leyden and Lyle and Marlena and Ghana and Jeff the drummer (from Six Figures meeting)
 - Time Planning and Productivity - how to balance work with self care
- Suggestions for other services:
 - A written guide to working the Steps, with examples from different people
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