



# Virtual iaapSUMMIT 2020FAQ

## Technology

**Q.** What technology/equipment do I need to participate?

**A.** [Here is a link](#) to the system requirements to participate in virtual Summit 2020. Quite simply, you'll need a computer with camera, microphone, speakers, and good internet connection.

**Q.** How do I access the conference?

**A.** All of the virtual sessions will be accessed through Zoom, and all conference sessions and information can be found via the Virtual Summit app. All attendees will receive a login and password. We will provide many instruction videos as the time gets closer, but you can take a quick look at how to join a session [here](#).

**Q.** Will I ever need to be on camera or have a microphone?

**A.** The general sessions and education sessions are webinar format, where you engage via chat and polls as opposed to being on camera and speaking. The Connect & Learn sessions and virtual happy hours and coffee encourage lots of participation via video and speaking, so plan to be on screen with a microphone for those sessions.

**Q.** Who do I contact if I have technology issues during Summit?

**A.** If you have issues logging into the Virtual Summit platform or Zoom, please email us at [summit@iaap-hq.org](mailto:summit@iaap-hq.org). We will offer a couple of "tech check" opportunities on July 9 and July 14 at 3:00 p.m. Central time prior to the conference to ensure you have time to get everything situated and ready for the General Session on July 16.

## Schedule

**Q.** How do I select the sessions I want?

**A.** The Virtual Summit app will allow you to select the sessions you are most interested in. Some sessions do have an attendance cap to ensure the best experience for all, so please select sessions early. (Attendees will receive an email as soon as the platform is ready with login information in early July.) Once you have selected a session, please be sure to attend. If things change and you are unable to attend, you can de-select the session from your schedule and provide the space for another attendee.

**Q.** What if I can't make all the sessions or can't decide between two different sessions?

**A.** Our goal is to offer education that is relevant and helpful to most professionals, which sometimes means it's hard to make a decision between two! All attendees of the virtual Summit will receive a free Summit Post Pass, which gives you access to the recordings for almost all of Summit sessions. (more on that below)

**Q.** How many recertification points are possible?

**A.** Anyone who watches all the options, including all sessions in the Summit Post Pass, can earn up to 26 recertification points.

**Q.** Why is virtual Summit now 3 weeks instead of over the same 4 days?

**A.** We thought long and hard about the schedule for virtual Summit. When we thought about keeping it the same as in-person Summit, three things kept coming to mind that concerned us about that approach:

1. Whether we are conscious of it or not, the uncertainty and fear caused by COVID-19 has had an impact on us all. To expect the same level of focus and attention we had prior to the pandemic would be unrealistic and unfair to you as the attendee.
2. Even in normal times, cognitive overload is a real concern in all learning. Science has shown that your working memory can only handle so much information before it becomes overloaded, leading to frustration and shut down to additional information. This can happen even sooner in a virtual environment with all kinds of additional distractions. And we want you to gain and retain as much of the awesome learning you can at Summit.
3. We know that, for many of you, your schedule can be somewhat restrictive when you are in the office. Blocking out huge chunks of time is just not an option. Especially as many of you are returning to the workplace with new norms and demands. But it can be easier to set aside smaller blocks of time, and the flexibility of the schedule provides you a better chance of being able to focus and participate uninterrupted.

All of these challenges led us to provide virtual Summit in small blocks of time (less than 18 hours total) over a 3-week timeframe. It's also structured with recurring themes, such as Education Thursdays and Connection Fridays, to provide some predictability during unpredictable times. We hope that by doing this, you have the opportunity to attend, focus, and engage in this awesome experience. To learn more, [watch this video](#) of IAAP CEO Veronica Cochran and Certification & Programs Director Rachel Reynolds Suman.

## Community/Interactions

**Q.** Will I get to meet and interact with other attendees?

**A.** In short – YES! We have many intentional times available for you to meet with other attendees and connect, through chat, live virtual interactions, discussion boards, and more. We'll provide more information on how to connect with other attendees in the Virtual Summit app, whether it's location, industry, or other like-minded interest.

**Q.** Will I get to ask trainers questions?

**A.** The education sessions will provide the opportunity to ask trainers questions in real time through chat.

# Summit Post Pass

**Q.** What's included in the Post Pass?

**A.** The Summit Post Pass includes all the education sessions, all Connect & Learn sessions (with the exception of Roundtables), the General Sessions and Keynotes, Awards Gala, Wellness Bar, and Marketplace Show and Tell. The Post Pass is hosted in Learn@IAAP, our online learning portal, and will be available from August 15 through July 1 of 2021. All recordings are available to watch at your convenience.

**Q.** How do I purchase a Post Pass?

**A.** If you are unable to attend the live Summit but want to pre-purchase a Summit Post Pass, you can do that in the [Learn@IAAP catalog](#).

**Q.** What if I'm registered for the virtual Summit but want to rewatch sessions?

**A.** Each virtual Summit 2020 attendee will receive a free Summit Post Pass, so, beginning August 15, you can go in and rewatch the sessions as often as you want.

## Prior Summit Registration Questions

**Q.** Do I need to cancel my own hotel and air travel accommodations?

**A.** If you have not already done so, we recommend you cancel your air travel now. The hotel will cancel all reservations and refund the deposit beginning May 15. The process does take some time, so please be patient.

**Q.** What if I purchased a Fast Pass?

**A.** All Fast Pass holders will receive an additional 90-minute session from Vonetta Watson on Office 365. You can watch her sneak peek of Summit [here](#). We'll contact you separately with additional information.

**Q.** What if I purchased a Meal Ticket?

**A.** Your Meal Ticket cost will be refunded to you.

**Q.** What if I purchased a coaching session?

**A.** You will be contacted separately to discuss options for your coaching session.

**Q.** What if I purchased a table at the Awards Gala?

**A.** You will be contacted separately by the IAAP Foundation regarding your Awards Gala table purchase.

**Q.** What if I purchased a Summit registration before it transitioned to virtual?

**A.** As a current Summit registrant, you have multiple options for handling your registration, from transitioning your registration to the virtual Summit and keeping the difference as a credit for a future program, to transferring to Summit 2021 or another conference, a refund, or a combination. Please complete [this form](#) at your earliest convenience with your preferences; we'll get your registration handled as quickly as we can.