NC AWWA-WEA
POLICIES AND PROCEDURES
WEBINAR POLICY

Date: March 18, 2010
Approved By: Board of Directors
Policy Title: NC AWWA-WEA WEBINAR POLICY
Number: 
Revisions: September 20, 2012; March 7, 2013

PURPOSE
To meet the needs of members and other industry professionals seeking training and continuing education credit, NC AWWA-WEA shall expand its existing training program to include the availability of webinars. This policy establishes guidelines and procedures for the set-up and delivery of webinars.

POLICY
All webinars shall be conducted using the service selected by NC AWWA-WEA and coordinated through the NC AWWA-WEA office. No webinars or online training shall be conducted in the name of NC AWWA-WEA without prior written approval of NC AWWA-WEA staff or Board of Trustees.

DEFINITIONS
1. **Webinar**: A live presentation given by a limited number of presenters (speakers) to an audience (attendees) via internet meeting technology. Each participant utilizes his/her own computer and is connected to others via the internet using a link provided to all participants in an email. Presenters share their computer screen with the audience and an audio connection is provided via telephone conference call number or a Voice over Internet Protocol (VoIP) connection. Interaction may take place between presenters and audience through the audio connection or features included in the meeting technology such as chat and polling.

2. **Webinar Content Coordinator**: Representative from committee requesting a webinar that serves as the point of contact between the committee and NC AWWA-WEA staff.

PROCEDURE
1. A committee wanting to offer a webinar shall submit for tentative approval, a webinar proposal to the Seminars & Workshops committee and staff at least 45 days prior to the proposed webinar.
2. The Seminars & Workshops committee shall review all proposals to determine conformity with the training calendar, and NC AWWA-WEA staff shall review proposal to determine conformity with the Association calendar.
3. Upon tentative approval Content Coordinator shall assemble agenda, including speakers, and submit to appropriate staff person for continuing education credit approval no later than 30 days prior to the proposed webinar.
4. Once agenda has been approved for continuing education credit the webinar shall be added to the Association calendar and technical set-up shall begin.
5. Submitting a webinar proposal 45 days prior to a proposed webinar is a minimum requirement. Committees shall be aware that they are welcome and encouraged to submit webinar proposals to meet established quarterly training publication deadlines, provided the deadlines occur at least 45 days prior to the proposed webinar.
6. In the event that a significant and time-sensitive webinar topic arises, the Board of Trustees may allow a webinar to be developed and delivered in a time period shorter than the standard 45 days.

**Responsibilities of NC AWWA-WEA Staff**

1. Review webinar proposal for conformance with the Association calendar.
2. Submit webinar agenda to the appropriate parties for continuing education credit approval.
3. Add approved webinar to Association calendar.
4. Advertise the webinar on the Association web site ([www.ncsafewater.org](http://www.ncsafewater.org)), in at least one of the three monthly Association emails, and in print when webinar approval and date align with established publication deadlines.
5. Set-up webinar within the Association membership management system and in webinar meeting system. Current continuing education guidelines will be provided during registration and in confirmation emails.
6. Work with Content Coordinator and speakers to ensure that speakers are comfortable with presentation platform and its features, and that speakers’ presentations are compatible with and appropriate for webinar platform.
7. Attend entire webinar to verify attendance, ensure the webinar starts on-time, answer questions related to Association policies, and to assist attendees with connection to audio and visual components and attempt to answer the technical questions of attendees and speakers.
8. Direct attendees to online evaluation at the conclusion of the webinar.
9. Following policies related to continuing education credit, NC AWWA-WEA staff shall submit reports for attendees earning continuing education credit to appropriate licensure boards within the designated time period. An email documenting the number of continuing education units earned will be emailed to all attendees.
10. Generate post-webinar reports and distribute webinar reports to Content Coordinator.

**Responsibilities of Webinar Content Coordinator**

1. Review and be familiar with the detailed description of the roles and responsibilities for the Webinar Content Coordinator. This detailed description shall be prepared by staff, Seminar and Workshops
Committee Chair, and Technical Program Council Chair; updated as necessary; and shall be maintained as an attachment to this policy.

2. Submit webinar proposal to Seminars & Workshops Committee and NC AWWA-WEA staff at least 45 days prior to the proposed webinar. Proposal shall contain;
   a. Name of webinar
   b. Proposed date and time
   c. Purpose of event
   d. Audience (including estimate number of paid attendees)

3. Upon tentative approval of the webinar, Content Coordinator shall assemble complete agenda including speakers and submit to NC AWWA-WEA staff no later than 30 days prior to the webinar for continuing education credit approval.

4. Once agenda has been approved and webinar is scheduled the Content Coordinator shall work with speakers and NC AWWA-WEA staff to ensure that speakers are comfortable with presentation platform and its features, and that speakers’ presentations are compatible with and appropriate for webinar platform.

5. Attend entire webinar and ensure that it starts and ends at the advertised times.

6. Review webinar reports received from NC AWWA-WEA staff.

**Responsibilities of Attendees**

1. Register and pay for webinar through online registration system.

2. Ensure they have necessary and compatible equipment referenced in their registration confirmation email.

3. Sign-in and attend webinar at designated time. Participate in entire webinar to demonstrate their attendance in accordance with current continuing education guidelines.

4. Attendees shall notify NC AWWA-WEA staff if they are unable to attend or must substitute a different individual in their place. Attendees needing to substitute another individual in their place must notify NC AWWA-WEA staff no later than two business days before the webinar. Refunds will be processed according to the current Seminar refund policy.

5. Webinar fee shall not be refunded for attendees discovering less than five business days before the webinar that they do not have the necessary or compatible equipment to participate. Webinar fees shall not be refunded for attendees that experience technical or equipment failures during the webinar.

6. Webinars attendance requires that there shall be one attendee per registration and that the attendee shall be the person indicated within the online registration record. Continuing education credit shall only be issued to the individual indicated within the online registration record and shall be subject to fulfillment of all requirements specified by this policy and by State certifying agencies.

7. Attendees holding licenses from state certification agencies may face penalties for violating policies set forth by those certifying agencies.
WEBINAR PROCEDURE

1. Webinar proposal shall be submitted to the Seminars & Workshops Committee and NC AWWA-WEA staff for approval not less than 45 days prior to the proposed date.
   a. Length shall be at least one hour and no longer than two hours.
   b. NC AWWA-WEA shall establish a procedure to determine the minimum number of attendees required to hold a webinar. In the event that a webinar does not meet minimum attendance, it shall be cancelled and all fees refunded to attendees.
   c. Webinars shall be provided to attendees for a fee and that fee shall be structured to distribute actual cost of webinar among all anticipated paid attendees. Fee structure shall contain discounts for members and may contain discounts for those who register before a specific advertised deadline (early or pre registration deadline).
   d. The following individuals are required to attend each webinar and therefore not required to pay a fee; one NC AWWA-WEA staff person, and one Content Coordinator. Speakers may also be allowed to register without paying a fee.
   e. Webinar shall conclude with a brief survey to assess attendees’ impressions, seek feedback for future webinars, and ensure attendees presence at the end of the webinar.

2. Webinars are provided with the requirement that there shall be one attendee per registration and that the attendee shall be the person indicated within the online registration record. Continuing education credit shall only be issued to the individual indicated within the online registration record and shall be subject to fulfillment of all requirements specified by this policy and by State certifying agencies. A representative of NC AWWA-WEA shall not be on-site with each attendee to verify the number of attendees or the identity of the attendee.

3. Violation of this policy may result in disciplinary action by the Board of Trustees consistent with the Association’s policy establishing Code of Conduct and Due Process.

4. Attendees holding licenses from state certification agencies may face penalties for violating policies set forth by those certifying agencies.

5. This policy is subject to revision as necessary to meet technological changes and requirements of State certifying agencies approving continuing education credit.
ATTACHMENT 1

WEBINAR CONTENT COORDINATOR RESPONSIBILITIES

These instructions are designed to assist volunteers with understanding the tasks associated with planning a webinar.

We would like to thank you for volunteering your time as a Webinar Technical Content Coordinator (WTCC) for [WEBINAR NAME] on [WEBINAR DATE]. As a WTCC you are responsible for:

- Developing the event agenda
- Contacting and securing qualified speakers for the event
- Maintaining a list of back-up speakers for topics in case of emergencies or other issues that may cause a speaker to back out
- Obtaining contact information for the speakers and forwarding the information to NC AWWA-WEA staff
- Ensuring that the appropriate paperwork is signed by speakers
- Downloading speaker presentations
- Ensuring that speakers have accurate event information
- Scheduling and participating in webinar practice session at least one week before the webinar

Webinar Requirements

Please keep the following in mind when planning for your webinar

- Webinars are provided using WebEx Training Center, which requires a computer with internet access and a phone line. Current, specific technical requirements are available at www.ncsafewater.org.
- In order to meet CEU approval guidelines, the webinar must be at least 1 hour and no longer than 2 hours. When planning your agenda please allow 15 minutes for staff administrative time.
- Webinar registration is limited to 30 people, including the NC AWWA-WEA staff person, you and speakers.
- To comply with North Carolina certification board Continuing Education Unit (CEU) requirements, attendance pop-quizzes must be given approximately every 30 minutes, including at the end of the webinar. While the exact timing of these quizzes will not be advertised to attendees, you should plan them into the agenda and inform the speakers of their timing. You are also responsible for gathering and submitting the pop-quiz questions and answers to NC AWWA-WEA staff.

When Event is Scheduled

As you begin to develop your agenda and contact potential presenters, you will need to provide them with:

- The Guidelines and Information for Speakers: This document provides some general guidelines that presenters should be aware of prior to making the commitment to speak.
• Copyright Release Form: Speakers are required to complete an *Acknowledgement of Rights to Work/Permission to Use Work* form. These forms are meant to protect the work presented by our volunteer speakers and reduce the liability to the association. **All speakers are required to sign and submit a form prior to the event.** Please check with the NC AWWA-WEA for the exact deadline. If a presenter’s legal department has questions/concerns about the form, please outline these items and forward them to the NC AWWA-WEA staff (nbanks@ncsafewater.org). If there are any issues we will address them directly with the presenter. You will need to have back-up speakers in mind in case an agreement can NOT be reached between all parties.

1-2 Weeks Prior to Event

• Check in with NC AWWA-WEA staff to ensure that all paperwork has been submitted, including *Acknowledgement of Rights to Work/Permission to Use Work* form, attendance pop-quiz questions, and handouts.
• Participate in scheduled webinar practice session. This session should take no more than an hour and is mandatory for speakers that have not previously participated in an NC AWWA-WEA webinar. Everyone should plan to participate from the same location and computer that they will use on the day of the webinar. The purpose of this meeting is to ensure that all speakers can access the webinar system, familiarize speakers with the system, and walk through transitions and administration of attendance pop-quizzes.

1-2 Days Prior to Event

• Instructions for accessing the webinar will be emailed to you, all speakers and attendees 2 business days before the event. Please check in with all presenters to ensure that they have all the event details
• Download presentations from SharePoint site and save them to the computer you will use during the webinar. **You do NOT need to load the presentations into WebEx.** Having a copy of the presentations on the day of the webinar will allow you or another speaker to make a presentation in the event that the planned speaker has an emergency or technical problem.

The SharePoint site can be accessed using the following information.
  o Go to [http://info.ncsafewater.org/Committees](http://info.ncsafewater.org/Committees)
  o Log in with:
    - Username: seminars@info.ncsafewater.org
    - Password: Sem2011

Day of Event

• Login to the webinar 15-30 minutes prior to the event to ensure that speakers are logged in and ready.
• Attend webinar to assist speakers with transitions and manage attendee questions.
• After the administrative introduction, welcome attendees to the webinar and then introduce each speaker.