



American Scientific Affiliation

Chapter Zoom Guide

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The American Scientific Affiliation supports the use of online technology to offer programs and services. The intent is to expand the reach of the ASA mission to a broader audience and provide for convenience in interacting with ASA members and the public remotely. Delivery of events online through either Zoom meetings or webinars will enhance our engagement. This document is designed to guide ASA leaders especially from ASA chapters in using the Zoom tool to extend the reach of the ASA into communities of faith and serve Christians in all fields of science.

## 1. ZOOM TECHNOLOGY

### 1.1 INTRODUCTION

The American Scientific Affiliation (ASA) is offering support to online events using Zoom as a video conference application. Several criteria were reviewed to determine that Zoom is the best platform in the marketplace, such as the ability to reach a mass audience, the ease of use, no software requirements, and no zoom account is needed for participants. Features include multiple presenters in either gallery or speaker view and the ability to record the events. There is also a chat box and live Q&A, all for an affordable price.

### 1.2 SUPPORT CAPABILITY

Zoom provides for the ability to convene either an online meeting or a webinar. Event planners will need to decide which option makes the most sense based on objective and the audience. Figure 1 offers a side by side view of these alternative formats. Further information can be found as questions and answers presented in Zoom Resources (Section 1.3) that will assist in determining which Zoom option to use. Contact the ASA home office if additional guidance is needed.

<b>Zoom Meetings (Pro)</b>	<b>Zoom Webinars</b>
<ul style="list-style-type: none"> <li>➤ Includes up to 100 interactive participants</li> <li>➤ Meeting duration can be up to 24 hours</li> <li>➤ At meeting set-up can require registration and/or password to join</li> <li>➤ At meeting set-up can require host to “admit” participants before they join the meeting</li> <li>➤ Host can mute/unmute participants</li> <li>➤ Participants can share their screens</li> <li>➤ Participants can be sent into “break-out rooms” for small group discussion</li> <li>➤ Online collaboration/whiteboard</li> <li>➤ Participants can “raise their hand” in the chat window if they have a question</li> <li>➤ Meetings can be recorded</li> </ul>	<ul style="list-style-type: none"> <li>➤ Up to 100 interactive video participants and additional view-only attendees</li> <li>➤ Attendees join and can “chat” and participate in on-screen “Q&amp;A” but not audio or video</li> <li>➤ Livestream to unlimited audience on social media</li> <li>➤ At meeting set-up can require attendees to register (optional)</li> <li>➤ Host can mute/unmute participants</li> <li>➤ Participants can share their screens</li> <li>➤ Q&amp;A can be answered live or via text answers</li> <li>➤ Online polling, registration and reporting capabilities</li> <li>➤ Meetings can be recorded</li> </ul>

**Figure 1: Comparison of Zoom Meetings and Zoom Webinars according to audience and features.**

## 1.3 ZOOM RESOURCES

The following set of questions and answers can assist in concluding which Zoom tool to use:

### **Q. When would I use Zoom webinars instead of Zoom meetings?**

A. If you have multiple presenters and you want your audience to only see/hear the presenters, not the other participants, then you may want to consider Zoom webinars.

### **Q. I want to have an interactive meeting and include small group discussions, which platform would I use?**

A. You would use Zoom meetings. Have a Zoom meeting and then consider utilizing breakout rooms of a defined size/timeframe for small group discussions.

### **Q. I don't have a Zoom account, can I still schedule a meeting for a chapter event?**

A. Yes, the ASA has a Zoom account and can schedule a meeting for you. Follow our process document to schedule your meeting. Our team will work with you to ensure you get the meeting links and that the meeting starts online when scheduled.

### **Q. We have a great speaker lined up and would like to hold a joint meeting with another chapter, which platform would be best?**

A. The Zoom webinar platform would likely be best so that the speaker can be seen and heard across multiple locations without the attendees being on audio or video and yet the attendees would still be able to submit questions and interact via the chat functionality.

### **Q. If I chose to schedule a Zoom meeting or webinar, is there any support available?**

A. Yes, the ASA staff is available to help you prepare for and conduct your meetings from both a logistical and technical perspective. There is also supporting documentation (below) to guide you to a successful meeting.

Additionally, the Zoom corporate page has a wide range of informational resources available on their [website](#).

For more information about [Zoom meeting](#) functionality, see the [Zoom meetings](#) webpage.

For more information about [Zoom webinar](#) functionality, see the [Zoom webinar](#) webpage.

#### *Tips for Effective Zoom Videoconferencing*

Plan early and thoroughly

Recruit strong talent for hosting

Strategically decide on features

Ask ASA staff for help as needed

Design script and a run sheet

Be aware and flexible throughout

Share details on how to join

Give good instruction to speakers

Conduct a practice run

Watch for hackers or distractions

Ask for feedback from attendees

Debrief to evaluate with team

Post recording on website

## 1.4 ZOOM BEST PRACTICES

The following is a list of best practices for meeting hosts and participants to adopt for a successful online Zoom event:

### Privacy Best Practices for Zoom Meetings

- Enable waiting room – this requires the meeting organizer to admit participants and ensures that unwanted or unknown participants do not enter the meeting.
- Disable private chat – this prevents anyone from unwanted messages during the meeting. It also means participants cannot privately chat amongst themselves so depending on the type of meeting you may want to leave this on or disable it.
- Manage screen sharing – This prevents participants from screen sharing without the host's permission.
- Be cautious where you share the meeting ID. Keep it private to prevent unwanted attendees.
- During the chat, click on "Participants" and "Chat" to monitor who is in the meeting and the messages in the chat. You can also mute all participants during the chat or before they enter.
- Click "end meeting" to terminate the meeting. This is an important step for added security to close out the meeting at the end to prevent others from staying on.

### Technical Best Practices for Zoom Meetings and Webinars

- Sound – For best sound quality, speakers should wear headphones and microphones.
- Rehearse it first – For Zoom webinars, schedule a rehearsal so all speakers can practice transitions including sequencing, screen shares, video on/off, mute on/off, sound volume and positioning.
- Virtual Backgrounds – If using backgrounds, prepare ahead of time and ensure they are not distracting and that the colors work on video.
- Designate who will help during the meeting. For example, someone to continue to admit participants that arrive late, gather questions being submitted over chat or Q&A to be answered by the presenter at the end, or mute participants who may forget to mute themselves so as to not distract the speaker. Refer to Section 2.1 – Production Team.
- Consider a Zoom training for Production Team members that are less familiar with tool.
- Offer speaker bios, resources, links to references mentioned in talk, etc. in chat window.
- Add session titles in chat feed to indicate breaks between speakers.

### Participant Best Practices

- Find a quiet location to join the meeting and make sure you have a good wi-fi signal.
- Login using your first and last name.
- Join a meeting a few minutes early to test your audio and video connections.
- Use a headset or earbuds instead of speakers and a microphone. The connection may sound fine to you but speakers and a microphone can generate too much static for others.
- Mute your audio unless you are speaking so as to prevent unintentional background noise from disrupting the conversation.
- When video is enabled, speak to the camera, not to the screen, so people can see your face.
- Check your background, put away anything you may not want anyone to see and/or notice any glaring lights that may be a problem behind you.

## 2. STEP-BY-STEP GUIDELINES

ASA will provide staff support as needed to local and group events for using Zoom videoconferencing. The following guidance will assist in planning, executing, and evaluating remotely held presentations on Zoom to ASA members and the public.

### 2.1 BEFORE THE EVENT

The following step-by-step guide should be followed prior to the Zoom meeting or Zoom webinar:

1. Determine the type of Zoom gathering required, as a meeting or webinar (see Section 1.2).
2. Contact Becky English ([becky@asa3.org](mailto:becky@asa3.org)) to request assistance using the Zoom Request Form (Appendix A) to provide the following information:
  - a. Meeting or webinar
  - b. ASA chapter or group
  - c. Title and description or abstract
  - d. Date and time
  - e. Presenters
  - f. Estimated number of participants
  - g. Key contact person(s)
3. Decide if registration is required and prepare accordingly.
4. Becky will schedule the meeting and post it on the ASA calendars.
5. Share Zoom login information with hosts, presenters, and audience as appropriate.
6. Craft an agenda, script, and run sheet which is a play-by-play task list and by whom for the event (see example in Appendix B).\*
7. Recruit taskmasters for the Production Team (see Section 2.1 – Production Team)\*:
  - a. Assistant from ASA Home office
  - b. Executive Producer – the key decision-maker and lead for the event
  - c. Tech Guru
  - d. Master of Ceremony / Host
  - e. Q&A Guide – the person posting questions as “Answered live by the speaker”
  - f. Chat Moderator – the person monitoring issues coming from the audience
8. Decide on logistics and prepare the Production Team (PT)\*
  - a. How will the audience participate – by video, chat, Q&A?
  - b. Modify meeting check-off list according to event needs
  - c. Prepare a speaker packet – welcome, tech/virtual tips, values, forum agenda, list of pre-selected questions, zoom best practices (backgrounds, microphones, etc.)
  - d. Design Opening and Closing static screenshots and any needed “Announcements” page
  - e. Review tech/virtual tips with PT
  - f. Plan for possible trolls and hackers, the infamous “Zoom Bombers” coming in uninvited
9. Conduct a dry-run rehearsal with all taskmasters.

\*This step may be modified according to specific needs as either a Zoom Meeting or Zoom Webinar.

## 2.2 PRODUCTION TEAM FOR ZOOM MEETING

ASA encourages the recruitment of volunteers to perform various tasks as part of the production procedure, collectively called the Production Team. See below for key roles and responsibilities to consider for a Zoom meeting (See Section 1.2 – Support Capability).

### Production Team and Responsibilities

#### **ASA Assistant** (home office staff)

One staff member from the home office will be assigned to serve as the liaison between ASA Office and the event:

- Check calendar for conflicts, evaluate internal capability, and advise event organizers if alternative date is needed.
- Prepare for Zoom space by initiating upgrade to license as needed, scheduling the meeting time, sharing the links where appropriate, and offering instruction (run sheet, production timeline, etc.) to Production Team members according to responsible tasks.
- Attend practice sessions and live event to monitor the proceedings.

#### **Moderator / Host** (chapter/group representative)

Manages the dialog during the event:

- Welcome the audience and offers housekeeping instructions.
- Introduce the presenters.
- Receive questions from Q&A Guide and filter them to proper speaker.
- Conclude the event with a final thank you and information related to recording, future events, audience feedback/survey, etc.
- Collect questions from audience by monitoring the Q&A dialog box or by email.
- Group questions according to topic and prioritize them.
- Choose which questions to put forward to presenters and share with MC.
- Prepare a list of questions to supplement audience inquiries, if needed.
- Answer any basic questions related to event, not presenter content, as appropriate.
- Remove anyone who is being disruptive.
- Post bios on the presenters.
- Offer links to resources such as websites, books, articles, etc. that presenters may mention during their talk.
- Respond as appropriate to general dialog and forward questions to Q&A Guide.
- 

## 2.3 PRODUCTION TEAM FOR ZOOM WEBINAR

See below for key roles and responsibilities to consider for a Zoom webinar. One person can potentially serve in more than one role depending on the size of the anticipated audience and type of event being planned. ASA staff can offer additional suggestions upon request.

### Production Team and Responsibilities

#### **ASA Assistant** (home office staff)

One staff member from the home office will be assigned to serve as the liaison between the ASA and the event:

- Check calendar for conflicts, evaluate internal capacity, and advise event organizers if alternative date is needed.

- Prepare for Zoom space by initiating upgrade to license as needed, scheduling the meeting time, sharing the links where appropriate, and offering instruction (run sheet, production timeline, etc.) to Production Team members according to responsible tasks.
- Attend practice sessions and live event to monitor the proceedings.

**Executive Producer** (chapter/group contact or home office staff)

Provide oversight to the entire production:

- Create the run sheet (play-by-play script), divide up teams as needed, assign roles within the Production Team, and schedule the practice session.
- Prepare a speaker packet with welcome, tech/virtual tips, event agenda, list of pre-selected questions, run sheet, and Zoom best practices.
- Select theme music for pre-meeting “waiting” and “concluding” rooms
- Monitor the proceedings using two screens to see audience view and presenter view, look for trouble in technology to send to Tech Guru, and manage dynamic engagement between presenters and audience.

**ASA Tech Guru** (home office staff)

Manage Zoom technology in real time and serve as host within Zoom:

- Coach presenters on best lighting, sound, etc. and share Zoom best practices.
- Run the audiovisual equipment such as switching screens between presenters and Master of Ceremony, muting/unmuting participants, turning hosts on/off, broadcasting, and recording.
- Troubleshoot technology glitches and handle interruptions from hackers or registered guests.
- Take screenshot of event for use in promotional materials and on the website.

**Moderator / Host** (chapter/group representative)

Manages the dialog during the event:

- Welcome the audience and offers housekeeping instructions.
- Introduce the presenters.
- Receive questions from Q&A Guide and filter them to proper speaker.
- Conclude the event with a final thank you and information related to recording, future events, audience feedback/survey, etc.

**Q&A Guide** (chapter/group representative)

Assists with the Q&A

- Collect questions from audience by monitoring the Q&A dialog box or by email.
- Group questions according to topic and prioritize them.
- Choose which questions to put forward to presenters and share with MC.
- Prepare a list of questions to supplement audience inquiries, if needed.
- Answer any basic questions related to event, not presenter content, as appropriate.
- Remove anyone who is being disruptive.

**Chat Moderator** (chapter/group representative)

Monitors the chat box.

- Post bios on the presenters.
- Offer links to resources such as websites, books, articles, etc. that presenters may mention during their talk.
- Respond as appropriate to general dialog and forward questions to Q&A Guide.
- Remove anyone who is being disruptive.



## 2.4 DURING THE EVENT

The following step-by-step guide should be followed during the Zoom meeting or Zoom webinar:

1. Proceed through the meeting/webinar run sheet.
2. Executive Producer manages team members, traffic, and activity using meeting check-off list.\*
3. Tech Guru gives oversight on tech dashboard, records event, and takes screenshot images.\*
4. MC / Host offers opening and closing remarks, and monitors transition between speakers.
5. Assistant from ASA Office participates in the audience to offer real-time feedback.\*
6. Q&A Guide gathers questions (in zoom or by email) and feeds them to presenters as needed.
7. Chat Moderator responds to comments and keeps watch for trolls and hackers.
8. MC / Host asks for audience feedback.

\*Please note – Steps needed for webinars only.

## 2.5 AFTER THE EVENT

The following should be conducted at the conclusion of the Zoom event:

1. Convene a short debrief meeting at the close with guidance from the ASA Assistant.
2. Gather feedback from participants as informal questions during the event or as a formal survey.
3. Review analytics and audience feedback
4. Archive recording and screenshots.
5. Tech Guru or Moderator / Host will clean up the recording and post on website.
6. Survey the Production Team for lessons learned and improvement ideas.
7. Send images to Dana Oleskiewicz ([dana@asa3.org](mailto:dana@asa3.org)) to post on social media and archive.

## APPENDICES

### A. ZOOM REQUEST FORM

### B. EVENT SCRIPT AND ZOOM RUN SHEET

## **APPENDIX A**

### **American Scientific Affiliation Zoom Meeting Request Form**

This form can be used to request assistance from the home office to utilize the ASA Zoom license. Please provide the information below and forward this form to [Becky@asa3.org](mailto:Becky@asa3.org).

Will you need an online meeting or a Zoom webinar (please circle)? Meeting Webinar

ASA Chapter or Group:

Contact Name:

Email and Phone Number:

Date / Time of the Event:

Event Title:

Presenters:

Abstract or topic:

Estimated number of Participants:

Special Instructions (i.e. registration required, password requested, etc.):

## APPENDIX B

### American Scientific Affiliation Event Script and Zoom Run Sheet – Example

A script and run sheet provide guidance on what will be said during the presentation and by whom, along with the anticipated time stamp for each aspect of the program. It also includes technology tasks to be performed by the Production Team as the event proceeds.

The example below can be adopted or create something similar that suites the purpose of the videoconference being planned. The ASA home office can provide additional ideas in developing a script and run sheet.

#### Script for May 8, 2020 CSCA presentation by Isaiah Ritzmann

Time	Action for Zoom Meeting
6:40 p.m.	Mark ( <b>Executive Producer / Tech Guru</b> ) and David ( <b>Master of Ceremony</b> ) check in to webinar and rehearse details (Mark will send out links to panelists and attendees)
6:50 p.m.	<ul style="list-style-type: none"> <li>• Isaiah checks into webinar; last minute questions and rehearsal and prayer</li> <li>• <b>Uncheck “raise hand” ✓</b></li> <li>• <b>Check “Mute participants on entry” [participants = panelists] ✓</b></li> <li>• <b>Set “Follow Host’s View” ✓</b></li> <li>• <b>Check “Allow panelists to start video” ✓</b></li> <li>• <b>Check “Allow panelists to share their screen” ✓</b></li> <li>• <b>Start Recording</b></li> <li>• <b>Mute everyone</b></li> <li>• <b>Turn off Mark’s audio &amp; video</b></li> <li>• <b>Start CSCA intro slide show</b></li> <li>• <b>Share Mark’s PPT screen</b></li> <li>• <b>PRESS BROADCAST</b></li> </ul>
7:00 p.m.	<p>Webinar goes live</p> <p>CSCA Logo is showing</p> <p>David turns on video/audio</p> <p><b>Switch to David’s video</b></p> <p><b>[Advance the slide in the background]</b></p> <p>David gives his introduction, format, and introduces Isaiah (<b>Presenter</b>)</p>

(CSCA slide towards end of my spiel). Isaiah's PowerPoint title slide comes on as I introduce Isaiah.

Welcome to tonight's presentation hosted by the Waterloo chapter of the Canadian Scientific and Christian Affiliation. My name is David Shumaker, and we are pleased to have Isaiah Ritzmann as our guest tonight. First, thanks for choosing us over Netflix. We're glad that you're part of this conversation.

Second, and more importantly, I hope you are well, and that you are finding creative ways during this time to build community and support those who are most vulnerable around you.

For those who may be new to the CSCA we are a network of Christians working in the sciences or who are interested in science. In Canada, we are 11 chapters across the country, and we work closely with our American cousins the American Scientific Affiliation to host an annual academic conference, and publish a peer-reviewed academic journal, and an online magazine featuring essays, stories, poetry and artwork.

If you are interested, please join us. On your screen you'll see ways to be in touch. I'll give you a chance to take in the information. [Pause--[Switch to Mark's screen share](#)] Sign up on our email list, follow us on your favorite social media platform, come out to events, or even become a member, and you will receive both publications and discounts at the annual conference. Student membership is free. Those who pay help to subsidize those student memberships. [Switch to David's video](#)

Some housekeeping notes: Isaiah will give his presentation followed by a time for questions. You can join in the conversation in one of two ways. You'll notice that there are two buttons on the bottom of your screen. One is called Q&A. Questions you leave won't be visible to the audience. I will read them some of the questions out loud. If you would like your name mentioned as I read the question, begin the question with your name: "Hi, this is David from Kitchener, and my question is..." Otherwise, leave your name off, and I won't read it.

The other way to be involved is with the chat. If you type something there, your screen name will be made public to the group. This is a chance to show your support for Isaiah or make your presence known to your colleagues.

You have the option to send your message to only the panelists or to all attendees and panelists. As with any event, we ask you to be respectful and charitable.

At the end of the Q&A, I'll end the meeting, all video and audio will be turned off, but we'll keep the webinar open for another 15 minutes if you want to leave final questions or comments for Isaiah.

	<p><b>[Isaiah must be sharing video &amp; audio at this point]</b>  <b>Switch to Gallery View</b></p> <p><b>Isaiah Ritzmann</b> has worked for the past five years as a community educator with The Working Centre, a not-for-profit that builds community and resilience in downtown Kitchener, ON. He has facilitated classes, book clubs, and speaker series on community, economic, and ecological issues. He graduated in 2015 with a Master of Theological Studies from the University of Waterloo and is keenly interested in the intersection between faith, community, and technology. He lives in Kitchener.</p> <p><b>[Isaiah starts screen sharing his presentation]</b>  Isaiah’s presentation is called: Technology: Progress or Prudence?</p> <p><b>Switch to Isaiah’s Screen only.</b></p> <p><b>[David’s video &amp; audio are off.]</b></p>
7:10 p.m.	Isaiah begins presentation
7:50 p.m.	Isaiah ends presentation
7:50 p.m.	<p>Q&amp;A session  Remind of Q&amp;A format  <b>[David turns ON his video &amp; audio.]</b>  <b>Switch to Gallery view</b>  David reads questions for Isaiah.  Isaiah’s response and then next question.</p>
8:30 p.m.	<p>David ends formal session and invites into “networking” time over chat.  <b>[David’s video &amp; audio are off.]</b>  <b>[Isaiah’s video &amp; audio are off.]</b>  <b>Mark shares CSCA info slide.</b>  Audience can send Isaiah a note of encouragement, a question or comment, or a request to connect.</p>
8:45 p.m.	Networking time concludes.