

2020 NASPA Virtual Conferences on Student Success in Higher Education Presenter FAQ

Updated through 6/30/20 - 9:30 AM highlighted in yellow

HIGHLIGHT ITEMS OF NOTE

1: Presenters are able to access their presentation “room” 60 minutes before the scheduled start time. Please view [this recording](#) for a virtual tour of the Presenter Portal.

2: NASPA staff will join the presenters 30 minutes before, to assist with any needs before the session.

3: Please note file size and naming requirements (*Files smaller than 10 MB; file names include CP last name, program ID, and underscore instead of space (e.g., Jones_87234_SessionHandout.pdf); links need https:// or http://*)

4: Uploaded document distinctions

DOCUMENTS: available to all conference registrants regardless of attendance in that particular session; accessed at the agenda entry on the conference schedule; can't be accessed while the attendee is in the session (they would have to leave the session to return to the agenda and download the document). Please consider uploading slides and other resources for attendees here, as well.

HANDOUTS: only available during the session, from the screen the attendee is viewing. If you want your materials to only be available for attendees to view during the session, use handouts. If you want your materials available during the session *and* for attendees to access before or after the session, *also* add them as documents.

5: RECOMMENDATION: present your slides via upload in the portal rather than using screen sharing! Screen sharing shows ALL of what is on the presenter's desktop, not just the PPT slides - this is not an option. Click on the 'Slides' icon in the live session and you'll be prompted to load your presentation to run from the platform. From there, you can share the slides from within the application instead of sharing your screen. It is strongly recommended that you convert your presentation to .pdf in advance of loading to the platform. Converting from .ppt to .pdf can sometimes create layout issues with a presentation -- please review your document in advance of loading to the platform. If you can, upload the document via the “Browse” option instead of the drag-and-drop method. We are finding this works more smoothly.

6. Google Chrome is the recommended browser; others may work, but Google Chrome is best (check to make sure you have the latest version, too!).

TECHNICAL ASPECTS & FUNCTIONALITY

Q: Do we use the same portal to attend other sessions and present our own session?

A: No. The presenter portal is only used for presenting your sessions. To attend sessions as an attendee, you will need to log into the attendee portal.

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Q: Will I present through the web portal? Do I need to download any software for this? What if I have connectivity issues?

A: Sessions are launched from within the presenter portal, in a web page; you do not need to download any software for this. *HOWEVER*, you should have the most updated version of your web browser (Google Chrome is the recommended browser, but at least try to update your preferred browser to the latest version). It's also helpful to reduce the number of devices connected to your wifi; this will firm up the connection, if you're experiencing connectivity issues.

It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.

Q: After joining the virtual session, will my document automatically come up?

A: Documents associated with the session, which you added in the presenter profile, do not automatically get connected with the live session. If you want that item available to attendees *during* the session, you will need to upload it to the session as a handout when you access it (beginning 60 minutes before the scheduled start time). To share your presentation, you will need to load the file to launch from the application. **It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.**

Q: Do all presenters have to join as presenters and launch the live session? What if one of the presenters doesn't show up?

A: Any presenter can begin the live session, regardless of the other presenters showing up in the session. If presenters don't show up, the live session will automatically begin at the scheduled start time. Recording will be initiated by NASPA staff and either NASPA staff or a presenter should click the 'stop recording' button in the control panel under recording, once the session concludes. If that isn't done, the recording will continue and any debriefing done between presenters will also be captured.

Q: How do presenters check their audio once they have started their session?

A: Presenters can join their session 60 minutes before the scheduled start time. NASPA staff will join the presenters in each "room" 30 minutes before the start of the session and can assist with audio checks or other questions. You can test network connection, webcam, and audio using this link: https://www.bigmarker.com/system_check.

Q: Are there options for breakout rooms in the platform like in Zoom? If we have a discussion-based pre-conference session, would it be possible to connect our participants to the Ring Central platform as opposed to Bravura?

A: For general sessions during the main days of the conference, breakout rooms are not supported for this event. Breakout rooms are only available for pre-conference workshops; more info about that will

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be shared with pre-con presenters. The general conference sessions are structured in a webinar format: presenters can share their video and presentation. Attendees cannot go on video or share audio, but they can submit questions directly to presenters or add comments in the chat box.

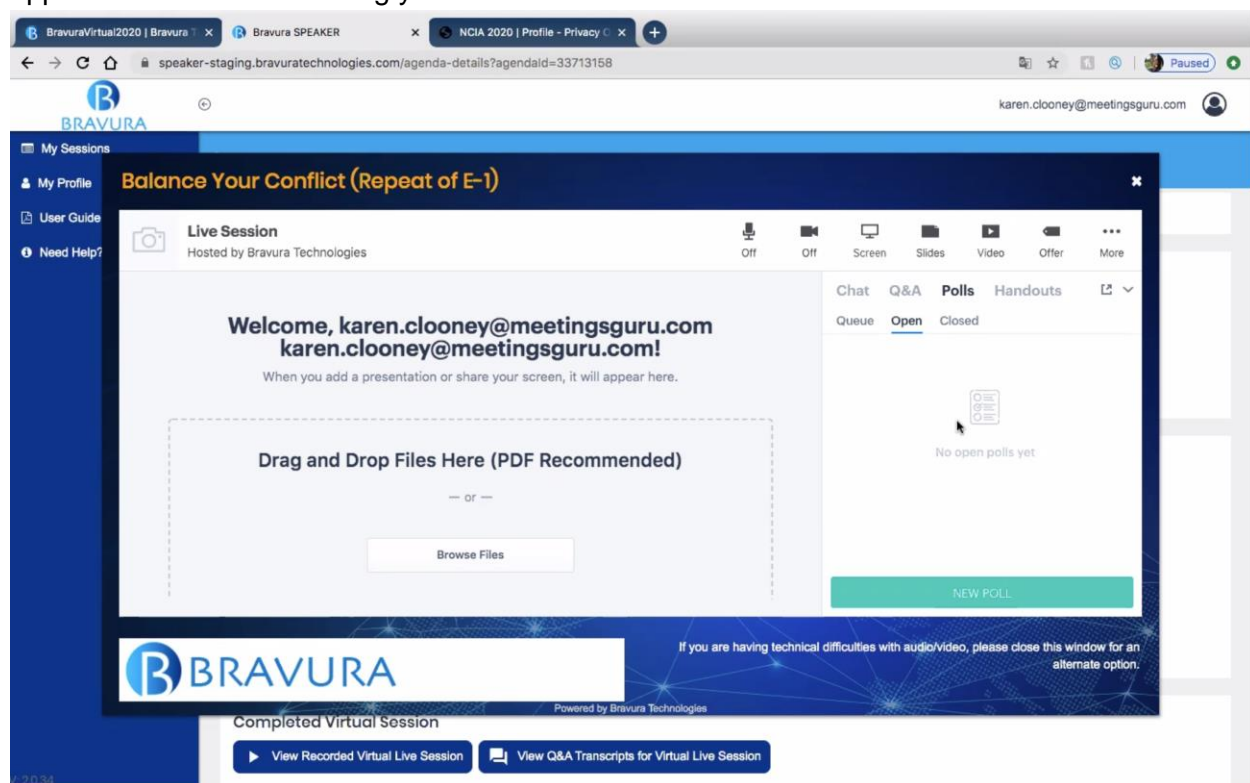
Q: What are the distinctions between sharing a presentation through uploading to the platform or directly from the computer via screen share? Which do you recommend?

A: It is **HIGHLY RECOMMENDED** that you use the portal to upload your PPT slides and present through the portal; screen sharing would display **ALL** of what is on your desktop of your computer - it is not an option to only share the PPT slides.

Screen share: all of what is on your desktop will be shared and attendees may see things they should not; while you may be more comfortable with regular experience doing this, it is better to upload the PPT slides to the portal and present there.

Portal upload: any presenter can advance slides and take control if another loses power; presenters will have same view as attendees and *will not* be able to click links in slides (upload videos or YouTube links to be easily accessed to play during your session, instead); PDF version can be added as a handout for attendees to view during the session.

Presentations and handouts can be uploaded when you enter your live session in the 60 minutes before the session begins. To present from the portal, click on the 'Slides' icon and you'll be prompted to load your presentation to run from the platform. From there, you can share the slides from within the application instead of sharing your screen.



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Q: When presenters join their session, does it launch for attendees at the same time, or do the presenters have a "practice" space?

A: Presenters can access the session "room" 60 minutes before the scheduled start time and can practice in that environment. Attendees can join up to 15 minutes in advance, but will be in a "waiting" area and will not be able to see or hear the presenters practicing. Presenters may open the session room a few minutes early before the scheduled start time; if you do not open the live session, the system will automatically open the live session at the scheduled start time. The platform is very similar to Zoom; if you are able to practice with Zoom, that could help build familiarity in advance.

Q: I use a Mac and have audio issues. What can I do?

A: Try the "dial-in" option for your audio, instead of computer audio. It's also helpful to reduce the number of devices connected to your wifi; this will firm up the connection, if you're experiencing connectivity issues.

PRESENTER SETUP, DOCUMENTS, HANDOUTS, POLLS

Q: If there are multiple presenters, are any of the presenters able to set up the session?

A: Yes. Each presenter will have their own log-in and access to the shared live session via the presenter portal. All presenters to an assigned session will be able to add handouts, set polls, answer Q&A, etc. to that shared session. Remember that each presenter must enter the portal to complete their own profile and must enter the live session.

Q: How far ahead of time can we set-up our profile? Do all presenters have their own profile page or only the primary presenter? Will NASPA send the link to co-presenters as well? Or does it fall on the lead presenter to forward this information?

A: All presenters now have access to the portal and you can complete your profile at any time. All presenters who have registered for the event will have their own presenter profile, log-in, and access to the session(s) where they are listed as a presenter. Presenters will also be able to access sessions as an attendee, which they do through the attendee portal. All registered presenters will receive this information, as well as access to the presenter portal.

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Q: Do we need to upload a PDF of the presentation if the session is going to be recorded? Are handouts or documents preferred? Should presenters share presentation decks as handouts or documents?

A: We do recommend uploading your presentation as a PDF handout for attendees to access during the session. We also encourage presenters to upload the PDF to the documents section of the session through the presenter profile, since the handouts are only available during the live session, but documents can be accessed by all conference registrants (whether they attend your session or not) before and after the session takes place. Even with session recording, attendees may want the actual presentation instead of listening back to the recording.

*Files uploaded into the Speaker Portal may not be larger **than 10 MB**, and we require that file names include the coordinating presenter name and program ID (e.g., Jones_87234_SessionHandout.pdf). Please remove any spaces from your file name, instead use an underscore character. When adding links to your session, please ensure your link has a https:// or http:// in front of the URL. Your program ID information is listed in the presenter email communication you received.*

Q: Can we upload a PPT or does it have to be a PDF?

A: If you will use the platform to share your presentation, it will convert from PPT to PDF. **For documents and handouts you will share with attendees, we recommend uploading PDF.**

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Q: If we use a PPT, using the template provided, and we have an embedded video, does this platform allow for audio from that embedded video?

A: If you have uploaded the presentation into the platform and are presenting through the portal, you will not be able to click links in your slides. However, you may upload videos into the live session when you access it, and you can also add YouTube links. This will allow you to quickly switch from presenting slide content to playing a video. **It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.**

Q: If presenters have multiple sessions, can they specify which documents are for which?

A: Yes. You will see each session for which you are a presenter when you log in at the speaker portal, and you can add appropriate files for each session.

*Files uploaded into the Speaker Portal may not be larger **than 10 MB**, and we require that file names include the coordinating presenter name and program ID (e.g., Jones_87234_SessionHandout.pdf). Please remove any spaces from your file name, instead*

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use an underscore character. When listing links in your session, please ensure your link has a <https://> or <http://> in front of the URL.

Q: Will the ability to practice upload documents be available prior to the start of the session?

A: Once you have your log-in details for the presenter portal, you can upload documents to the appropriate session(s) listed via your presenter profile at any time. You will only be able to upload handouts (only available during the live session) in the 60 minutes before the session begins, once you have accessed the session.

Q: Polling: How will presenters know how to do this? Can presenters set that up now?

A: We will post a tutorial on how to run in-session polls. Presenters should identify the questions for the polls in advance, but they will only be able to set the polls in the 60 minutes before the live session begins, when they gain access to their session room. The in-session polls are meant to be used in an informal manner, much like a “show of hands” if you were presenting to attendees in person. We are hoping to provide a short tutorial ASAP that shows how to create polls.

Q: Do we need to use the NASPA template provided for our presentation? Where can I find the template?

A: Yes, please use the provided NASPA template. Please check your email; NASPA sent you the presenter user guide, along with the presentation template.

Q: Will our PowerPoints be available to participants, or do we have to make it a handout?

A: Attendees will only have access to what you upload. If you upload your presentation as a document through the presenter profile, attendees will be able to access it at any time. If it is uploaded as a handout, only attendees of the live session will access it.

GETTING STARTED

Q: Will someone from NASPA make comments before the session starts (to go over technical info) and introduce the presenters?

A: Much like the place-based conference, only keynote speakers will be introduced before their sessions begin. Other general session presenters will be responsible for beginning their sessions and introducing themselves, as well as managing the time of the session. Information about the technical aspects of the platform for attendees will be shared with them separately, and they'll have access to a help desk for other assistance during the conference. You can decide how you want to run the session and inform attendees at the start of the presentation how you would like them to engage. It may help to

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leave 10 minutes at the end of your presentation to review submitted questions and answer them out loud as part of a final Q&A.

Q: How do we know what day and time for our session? Will we get an email reminder prompt prior to the date of our presentation?

A: Presenters received email confirmation from NASPA with the date and time of their session(s). If you cannot find this email, please reach out to [SSHE@naspa.org](mailto:sshe@naspa.org) for confirmation. There will not be an automatically generated reminder. Please add the date and time of your session in your personal calendar. Please remember that the session will be hosted in Eastern Standard Time.

Q: In the event of a technical issue during that 60 minutes prior to the presentation, what email address is best for us to use to get help?

A: sshe@naspa.org. A NASPA staff member will join the presenter team 30 minutes prior to the start of the session to check in and assist with any issues or answer questions. There is also a Bravura-hosted help option within the platform that you can use.

PRESENTING, SCREEN SHARE, AUDIO/VIDEO

Q: For attendees, how are the presentation and presenter videos shown? If using share screen to present, will the presenter's face still be visible? How many presenters can be seen at once?

A: The layout of the presenter camera + shared presentation will be similar to Zoom for attendees. The large portion of the screen would be the presentation and/or video being shown; the presenter images will appear smaller below the presented content; the handouts, polls, and other resources will appear to the right. We encourage all presenters to share their video cameras while presenting. Your face will be shown if you continue to share your camera. Like Zoom, it is an option to share or hide your video camera. If you're not sharing your camera, only your presented content will be displayed. In most cases, up to (6) total presenter video cameras are visible at one time during a presentation. **It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.**

Q: Does the webcam view support virtual backgrounds (like Zoom or Microsoft teams)?

A: No, it does not. We understand that not everyone has an ideal location in their home or office to comfortably share their video camera. Although we encourage everyone to share their video camera, it is not required if you cannot do so.

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Q: Can you go over screen share switching back and forth within this live medium?

A: If there are multiple presenters, we recommend everyone joining the live session 30-60 minutes before the start time to practice, upload handouts and slides, set up polls, and get comfortable. Like in Zoom, presenters have a button option to share their screen; however, we recommend uploading your slides and advancing them in the portal instead of sharing your desktop. When one presenter is done sharing, another presenter can continue advancing the slides from the same place seamlessly. **It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.**

Q: As shared PPTs can sometimes be glitchy in a virtual environment, do you recommend upload or shared screen?

A: When uploading your presentation to the portal, it will convert the PPT to PDF. You can also save your presentation as a PDF and upload to the platform as a handout for attendees as well as for you to present. **It is HIGHLY RECOMMENDED that you use the portal to upload your PPT slides and present through the portal; screen sharing would display ALL of what is on your desktop of your computer - it is not an option to only share the PPT slides.**

Q: Will we be able to click on links embedded in the presentation?

A: If you have uploaded the presentation into the platform and are presenting there, you will not be able to click the links in your slides. However, you may also add videos or YouTube links to the live session as uploads (similar to handouts and polls), so you can easily go from sharing a slide to playing a video for attendees. You may also share any videos or links in the documents and links section from your presenter profile (any time before the session), just to be sure those resources are accessible. If you want attendees to access the links, please share them separately as part of an uploaded document, on the presenter profile for this session, or include them in a handout for the session, if you only want the links available to the attendees during the session.

Q: Can you see notes from your slides if you upload the slides?

A: No. Presenters will see the same view of the slides attendees will see. If you need view notes within a presentation, we suggest having your presentation pulled up on your computer in another window. We do not recommend using screen share for your presentation, as your full desktop will be shared with attendees, not just the PPT slides.

ATTENDEE ENGAGEMENT & ACCESS

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Q: Do participants sign up in advance, or can anyone join? Will presenters see how many people are in attendance? Can attendees leave a session and join another one? When will attendees gain access to sessions?

A: For general conference sessions, attendees can join sessions without signing up in advance. For pre-conference sessions, attendees had to pre-register. Presenters will see a count of how many people have joined the session. Attendees may come and go from any session. Attendees have access to the session 15 minutes before the scheduled start time. They will be held in a “waiting room” and then given live access at the scheduled start time.

Q: Will closed captioning be integrated into any/all presentations?

A: We have been monitoring access accommodation requests and at this time no one has requested closed captioning. We are not able to add live closed captionings to our presentations at this time.

Q: For pre-cons, which require pre-registration, are presenters able to reach out to participants prior to the session?

A: Pre-conference workshop presenters will receive an email with the name, title, and institution of all registered attendees for their pre-con. Participant email addresses will **not** be provided. For your protection, NASPA does **not** share email addresses of attendees or presenters; individuals may choose to do so themselves.

Q: Should I use Q&A or Chat to receive questions from attendees?

A: **Q&A** is private to presenters, *unless* presenters select the setting to publish all Q&A or individual questions, allowing all attendees to see them. Published questions can also be upvoted or downvoted by attendees; presenters can identify which questions are shared by many attendees, whether they want to try answering it during their session, or which they may want to answer first during the Q&A time. Items submitted through Q&A are transcribed following the session; presenters will have that record of engagement.

CHAT has either the public channel visible to the whole group in the session, or private messages to individual attendees or presenters in the session. The chat content *is not* transcribed following the session; those additional notes and questions won't be saved after the session ends.

FEEDBACK & FOLLOW-UP

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Q: Will there be a way for presenters to gather feedback?

A: NASPA will send surveys to attendees each day, including feedback about sessions they attended. If you would like direct feedback, you may want to add a final slide to the presentation encouraging attendees to reach out directly.

Q: Since presenter emails are not shown when viewing their profile, how will attendees be able to contact presenters directly if they want?

A: There is an internal message system in the platform, allowing attendees and presenters to message each other. If you would like to continue conversations outside of the platform, you can share your email address directly with others. You can also add a “contact me” slide to the end of your presentation. For your protection, NASPA does **not** share email addresses of attendees or presenters unless they choose to do so themselves.

Q: Will sessions be recorded? Will all presenters and attendees have access to download recorded sessions? Will the recordings be available to those who registered for the conference but did not attend the session? Will presenters be able to see who viewed the recording?

A: We plan to record all sessions. All registered conference attendees will be able to access recorded sessions, whether they attended the session originally or not. Recorded sessions will be available within 24 hours of the session end time. Presenters will not be able to see who has viewed the recording.

Q: How do I end my session and the recording? What if I run over the time I see on the countdown clock?

A: Sessions will end once all presenters have left the session. The countdown timer you see on the screen indicates how much time is left in your live session. Don't worry if you run slightly over; it will not immediately end at the 00:00:00 mark, but you should wrap it up promptly, click the 'stop recording' button in the control panel under recording, and leave the session so the recording can convert and Q&A can be transcribed.