ATTACHMENT 6

PROCEDURES FOR SCHEDULING & COORDINATING A RAPID RESPONSE VIRTUAL WORKSHOP

PURPOSE: To provide guidance and technical assistance to workforce regions regarding the coordination and delivery of Rapid Response online, virtual transition workshops.

BACKGROUND:
Businesses are looking for alternatives to on-site Rapid Response workshops when on-site Rapid Response workshops are not practical. In most cases the online, virtual workshops are being requested to supplement on-site workshops, not to replace them. Customers may request both types of workshops to meet their specific needs.

Some example situations in which a business might benefit from a virtual workshop might include (but are not limited to): 1) the geographical distance between employees and the customer site makes it impractical to meet for a Rapid Response workshop in-person, 2) the expense of bringing employees together is prohibitive, 3) businesses that used a phased layoff strategy may want previously terminated employees to take advantage of a workshop, but may have liability or other concerns about bringing terminated employees back to the customer site after they have been terminated, 4) the company's lease has expired, a plant has closed, or a property has been foreclosed upon or shut down for regulatory reasons and there is no longer a customer site at which to meet.

QUESTION: Regions have requested guidance regarding the coordination and efficient delivery of effective virtual Rapid Response workshops.

ANSWER: The recommended process for planning activities and service delivery of online, virtual Rapid Response workshops is as follows:

1. **Planning Activities Prior to Scheduling**

    a. Apply for user access to Adobe Connect by completing the Adobe Connect Access Request form in **Attachment 7** item 6. Clicking the "Submit" button routes the form to the SRRT for processing. Allow 5 days for processing.

    b. Interview the business customer to determine the need for a virtual workshop to supplement in-person onsite workshops. This should take place as part of the planning meeting with the business customer. (See **Background** above for situations where a customer might benefit from online, virtual workshops.) If a customer need is identified, the workforce region then completes the Virtual Workshop Request form **(Attachment 7** item 7**)** and clicks on the "Submit" button to route the form to the SRRT for processing. Incomplete forms will be returned to the region within 24 hrs for completion.

c. Start with the Rapid Response Workshop Agenda. In the planning session with the Company, customize the agenda according to the needs of the business customer. Refer to **Attachment 2 – Pre-Planning Meeting Outline**. An electronic version of the agenda is also available in the Rapid Response Team Room on e-colorado.org.

d. Collect the email addresses of all registered attendees of the Adobe Connect Virtual Workshop. Collection should be coordinated through a single point of contact within the Company and is typically the designated Company Coordinator established during the Rapid Response Planning Meeting.

e. Notify the business that participants must test their connection prior to the start of the webinar using the link that will be provided in the invitation email. The test link is:

   https://connect.coworkforce.com/common/help/en/support/meeting-test.htm

f. Note that Adobe Connect uses port 1935. The port must be open in order for Adobe Connect to correctly function. If problems arise with connectivity, ask the company to consult with their IT Department and make arrangements to open port 1935 if attendees from a company are universally unable to connect.

g. Based on the information provided on **Attachment 7** item 7 of the Virtual Workshop Request form, the MIS Adobe Access Coordinator will schedule an Adobe Connect session on the date and time requested. A link for the Adobe Connect event will be emailed to the requester after the link has been reserved along with the phone bridge to be used for audio as well as the moderator and participant access codes.

h. While waiting for the link, you can review the Rapid Response slide deck located in the e-Colorado Rapid Response team room to determine the slides to be included and the order of appearance of those slides in the workshop presentation (based on the pre-negotiated agenda), and any additional slides that need to be added to the deck to incorporate regional information.

   It is recommended that the link for the UI Video be embedded into either the PowerPoint presentation or included in a separate web link "pod" within Adobe Connect so that the facilitator can easily navigate between the slide presentation and the video without any technical issues. To add a web link in a web link pod, simply select *PODS* from the menu, then click on *Add a Link*, and copy and paste the desired link in the pod. You can continue this process to include multiple links. It is highly recommended that you add the following links either in your slide presentation or in a web link POD within Adobe Connect:

   - UI video link: https://e-colorado.coworkforce.com/cdlecontent/ui/index.html
   - Connecting Colorado link: www.connectingcolorado.com

- Unemployment Insurance link with benefit calculator, how to file: http://www.colorado.gov/cs/Satellite/CDLE-UnempBenefits/CDLE/1240336898069

Note that you may also load into Adobe Connect any other files or handouts that enhance the workshop including electronic versions of the workshop packet. You may choose to navigate the workbook pages as if you were flipping through the book while participants view each page.

Note that PDF, JPG, PowerPoint and video documents can be easily loaded into Adobe Connect, but Word and Excel documents must first be exported to a PDF format in order to be displayed.

i. **Slide Deck File Naming Convention Recommendations**
It is not unusual for companies to call months later to request another workshop to present the "same material as last time." Consistency in naming workshop files is key to being able to quickly and easily identify the workshop version used previously. To avoid confusion, the recommendation is to save the slide deck customized for the Company using the following file naming convention: Company Name followed by the date and time of the workshop; for example, *Hospice St. John 3-15-13.2PM.ppx*, indicates that the customized workshop deck was created for the company Hospice St. Johns that took place on March 15, 2013 at 2 PM.

j. After the region has received the Adobe Connect link requested from the MIS Adobe Access Coordinator, the region should:

   i. Send an email to all participants confirming the time and date of the virtual workshop, the call in number for the phone bridge and the access code and the link to be used for the Adobe Connect event.

   ii. All participants should be advised to log in as a guest for the meeting by selecting the radio button "Guest" and entering the participant's name. The Adobe Connect administrative site captures or stores the names of participants that attended, however, there may be groups of participants meeting together in one room where one access is used but multiple people are attending. If that is the case, be sure to manually capture the names of all participants as introductions are conducted so that there is an accurate account of the number of participants.

   iii. Participants should be encouraged to test their link prior to attending the workshop using the test link provided with the Adobe Connect Webinar invitation email.

2. One Day Before the Workshop

a. On the day prior to the workshop, the region should send a reminder email to all registered participants and resend all documents needed as attachments as a convenience to the participants. Individuals copied on the email should include, the main contact for the Company and or Outplacement firm if appropriate, the SRRT Coordinator and others that might be co-participating or presenting.

b. Load the workshop presentation that you have customized, the electronic workshop packet and any handouts or videos you plan to use for the Webinar.

c. You may choose to record the Adobe Connect session by clicking on the Meeting tab of the main menu, then selecting Record Meeting. This action will provide you with a box in which you can provide a description of the meeting. Press the red button to the right of the screen to begin recording. When you begin recording the session, the message "Recording Meeting" will be displayed.

   Note that if you plan to record your session that you must set up and test a computer microphone before the meeting and test the audio. Please note that if you plan to record the Adobe Connect Section, you must use the audio on your computer and mute the phone bridge while presenting to avoid audio feedback.

d. Include the UI video presentation either in your PowerPoint presentation or place the link in a separate web link pod within Adobe Connect to facilitate navigation from the slide deck to the video.

e. Practice navigating the PowerPoint presentation using the up and down arrow icons located at the bottom left of the screen. Play the video by clicking on the link in the web link pod to begin the UI video.

f. Should you experience technical difficulties, you may request technical assistance from the SRRT Rapid Response Coordinator by phone or email. When submitting a request by email, complete the Technical Assistance Request form located in **Attachment 7** item 8 and click on the "Submit" button to automatically route the request to the SRRT.

g. Prepare a virtual workshop script. The following is a sample script that may be used in describing to virtual workshop participants the navigational features, protocol and technology logistics to be used during the virtual workshop.

   "Before we begin, with introductions, I would like to quickly cover some ***technology logistics.***

   To ensure the best audio quality, please use the phone bridge instead of the audio on your computer; this will prevent audio feedback. If you are using your computer's audio, please mute the audio and dial into the phone bridge at [phone number provided to you] using participant code [code provided to you] and pressing the pound key or hash tag.

If you have already dialed into the phone bridge, please remember to keep your phone on mute until you are ready to speak, so that distractions will be kept to a minimum.

A few navigational details for those of you who are not familiar with Adobe Connect:

You will notice a chat window to the right of your screen. If you have comments that you would like to share as we're moving through the presentation or questions that you would like to ask the presenter, please type those in the chat window, and I will read them aloud at intervals so that they can be addressed. This will help us to stay on schedule. We have scheduled an hour for the presentation and 30 minutes for Q&A and discussion at the end of the presentation, so that we will have an opportunity to do some peer sharing.

Should you lose your network connection at any time during the course of this event, please attempt to log back in using the information previously provided. If you are unsuccessful in getting back into the webinar with Adobe Connect, fear not, because you will still be able to follow along using the phone for audio and the emailed copy of the presentation and hand-out previously provided. You may want to take a minute and locate these documents, in case you should have technical difficulties during this event."

3. The Day of the Workshop

a. At 15-30 minutes prior to the start of the workshop, log into Adobe Connect using the link provided and bring up the first slide of your modified slide the deck. The first slide is what participants will see when they first log. Next, dial into the phone bridge and place the phone on mute until ready to begin.

b. Start with introductions and an overview of the agenda (the agenda used should be pre-negotiated with the business customer and should include any logistical and navigational information to be used before beginning. You may choose to use the sample script provided below to describe how the participant should interact with the Adobe Connect technology during the session.

c. At the conclusion of the workshop, be sure to request that participants complete and send an evaluation form to the SRRT by completing the Virtual Workshop Evaluation form located in **Attachment 7** item 2 of the PGL.

4. **After the Workshop**

a. Email a reminder to any participants who did not complete an evaluation form and ask them to send their evaluations to you by a specified date.

b. Once all evaluations are collected, the SRRT will review the results and enter the data into the Rapid Response database.

c. Request that the business customer complete the Business Customer Satisfaction Survey located in **Attachment 7** item 3 of the PGL. The Business Customer

Satisfaction Survey is also located in the e-Colorado Rapid Response team room. Once completed, the business customer should click on the “Submit” button. Clicking on the “Submit” button sends the survey results to the SRRT who will then enter the information into the Rapid Response database.