

Purpose

Webinars provides a convenient, scalable, and flexible solution to many training issues. AgLearn uses Microsoft's LiveMeeting tool to support these Webinars. This multi-part job aid is intended to pull the entire process together, as well as to serve as a step-by-step guide to each person involved in the process.

Successfully executing a LiveMeeting event requires support from three roles:

- The **Event Coordinator (EC)** is the person most involved with the process. It is his/her job to make all the arrangements outside of LiveMeeting and AgLearn systems to ensure the event takes place.
- The **LiveMeeting Point of Contact (LMPOC)** creates the LiveMeeting, sends the invitations to all who need them, uploads the presentation(s), and may monitor the event.
- The **AgLearn Point of Contact (APOC)** creates the item record, creates the scheduled offerings in AgLearn, and may be responsible for granting completion credit in AgLearn for each attendee. For the list of agency AgLearn coordinators click here: <http://www.aglearn.usda.gov/LandingPage/popups/contact.html>

There are basically two types of events this job aid is intended to guide:

- **Training classes that are solely presented via a LiveMeeting webinar** – where everyone is a remote participant; and
- **A LiveMeeting session run in conjunction with live events** – where a group of people attend in person, and others view the presentation over the Internet.

The tasks and responsibilities for all three key personnel have been included together in this document.

Responsibilities of the Event Coordinator

The Event Coordinator is the person primarily responsible for integrating the multiple elements of the LiveMeeting session into a satisfactory event for all involved, as seamless to the attendees as possible, and to do so in a timely manner.

Tasks

At Least One Month in Advance:

1. Reserve the room to be used.
2. Ensure there is an Internet connection for the LiveMeeting computer in the room.
3. If necessary, reserve a screen and projector so those in the room can see the presentation.
4. If necessary, microphones and speakers may be needed for both the presenter and for any questions from the audience.
5. Determine the type of voice communication service you will need.

LiveMeeting has built-in computer-based (VOIP) voice service that can be used separately or in conjunction with some teleconference lines.

This VOIP service is free, but does require each computer user to have a speaker and microphone (e.g., a headset). Teleconference lines can be obtained from multiple sources and some can be merged into the LiveMeeting VOIP service. If you want to record and broadcast the webinar later you may need either detailed speaker's notes, or a transcript to ensure 508 compliance.¹

6. If necessary, write and get approvals for any memos, announcements, or flyers that will be used to make your potential audience aware of the event.
7. Consider the manner in which questions from those attending via LiveMeeting will be handled. Will they be allowed to ask questions via the teleconference line or VOIP service? Will the room's audio set-up even allow them to ask questions in this manner? The preferred method is for participants to submit questions via the Q&A feature of LiveMeeting.

Four Weeks in Advance:

8. Email the LiveMeeting POC with the following information:
 - Name of the event
 - Date of the event, (If multiple occurrences of the same event are planned, dates and times for all must be provided.)
 - Start and end times
 - Number of seats required. (Generally the number of phone lines contracted for.)
 - Teleconference call number, including leader and participant codes (if needed). Please notify the LMPOC if you will be using the VOIP service.
9. Email the AgLearn POC with the following information:
 - Name of the event
 - Description of the event
 - Target audience
 - Goals
 - Duration
 - Start date and time
 - Physical location (or specify if LiveMeeting only)
 - Can users self-register for the event? If so, is there a cut-off date/time after which registrations are closed?
 - Can users grant themselves completion credit?
 - Can supervisors grant credit for their subordinates?
 - What are the maximum allowable number of attendees in both the in person session and on LiveMeeting? (These numbers will usually not be the same)
 - If a post-event survey is required, include the questions and types of responses. If a survey is requested, must the user complete it in order to gain credit for the course?² Can the survey be submitted anonymously?

¹ The Office of Communications can provide written transcripts of your session if the phone lines are arranged through them, and will provide the AD-845 required for your request.

² AgLearn has a broad, but not infinite, variety of rating scales for surveys. Be prepared for some back-and-forth with the AgLearn POC over the wording of the questions to best accommodate these scales.

Three Weeks in Advance:

10. Contact the presenter for the presentation and verify any IT requirements the presenter may have (Note: LiveMeeting does **not** accommodate video presentations.)
11. Send memo and announcement to your target audience after receiving Direct Links for AgLearn registration from the AgLearn POC. Remind them to verify their email addresses in AgLearn as the system will send them information needed to access the LiveMeeting via email upon registration.

Two Weeks in Advance:

12. After receiving from presenter, send the presentation to the LiveMeeting POC along with any speaker notes. Make sure the LMPOC knows if the presentation needs to be Section 508-compliant.
13. Set up and conduct one or more Webinar practice sessions. This is particularly important if you have not participated in an AgLearn Webinar in the past.

Day of the Event:

14. Make available the class roster provided by the AgLearn POC to be used as a sign-in sheet. Encourage those who did not pre-register to provide detailed information so they can receive credit, such as their formal names, agency affiliation, and email address.

After the Event:

15. Forward the sign-in sheets to the AgLearn POC after the event, so those who attended the in-person session may receive credit.

Responsibilities of the LiveMeeting Point of Contact

The LiveMeeting POC is responsible for setting up the event in LiveMeeting, as well as making sure invitations are delivered to those who need them. They may also be required to monitor the session, record the session, advance slides, and field questions and answers for the presenter.

Tasks

1. Login to LiveMeeting and create the session upon receiving the LiveMeeting information from the Event Coordinator. Ensure all the information is included (e.g., the teleconference dial-in numbers and leader/participant codes).
2. If the presenter is to conduct the LiveMeeting herself, enter her email address into the “Presenter” block of the LiveMeeting set-up screen, then select “Send Invitations using LiveMeeting.” Select the “Send Invitations” button and the access information will automatically be sent to the presenter, who now has full access to the meeting.
3. Prepare invitations to be sent to those who enroll in the LiveMeeting session via AgLearn. Select “Send Invitations Using your Email client,” then select the “Send Invitations” button. A window will appear with the invitation. Copy everything in the window into a Word document and take the following steps:
 - Adjust the formatting, if necessary.

- Add a sentence to remind all attendees to sign in to the LiveMeeting using their full names and agencies. This is to aid the AgLearn administrator who will verify the rosters and grant completion credit to those who attended.
 - Ensure all six hyperlinks are active (in blue and underlined). These links will not transfer from LiveMeeting as active. Adding a space at the end of each link is all that is needed.
 - Save the document as a PDF file. Be sure to give it a distinctive name that references not only the title of the event, but also the date and time, if there are to be multiple sessions of the same event. (Example, TeleWork training that takes place on June 30, 2011 at 1:30 PM may have a title of “TeleWork 20110630 – 1330”)
4. Send the PDF invitations to the AgLearn POC for this event.
 5. Two or three days after the event’s conclusion, obtain a report of the attendees from LiveMeeting and forward it to the AgLearn POC so they may receive credit for their attendance.

Responsibilities of the AgLearn Point of Contact

The AgLearn Point of Contact is responsible for everything connected with the LiveMeeting event that involves AgLearn. This includes creating the item record, ensuring the LiveMeeting invitations are sent to attendees, and making sure attendees get credit for their attendance when the session is over.

Tasks

1. Create the item (if it does not already exist), as well as scheduled offerings for each session after receiving the email from the Event Coordinator with the details. If the event is to be a combination LiveMeeting and in-person event, two scheduled offerings should be created for each session: one for the in-person attendees, and another for the LiveMeeting.
2. Create Direct Links to the registration page for each when the scheduled offerings have been created. Test the links.
3. Send the Direct Links to the Event Coordinator for inclusion in their announcements.
4. If a survey has been requested, build the survey and associate it with the item so AgLearn will send it after you have granted completion credit for the event.
5. Upon receipt of the LiveMeeting invitations, open the scheduled offerings record that pertains to each LiveMeeting session and attach the PDF invitation to the Registration Notification for the scheduled offering. This will send the LiveMeeting access information to each user when they register for the scheduled offering.
6. Run a roster report for any in-person sessions as close to the event as possible and provide it to the Event Coordinator for use as a sign-in sheet..
7. E-mail the roster it to the Event Coordinator to be used as a sign-in sheet.
8. Upon receipt of the sign-in sheets (from the Event Coordinator) and/or the LiveMeeting attendance roster (from the LiveMeeting POC), grant completion credit for those who have earned it.