RISIS

RESEARCH INFRASTRUCTURE FOR SCIENCE AND INNOVATION POLICY STUDIES

Webinar Guidelines
Chat, Q&A, poll

Outline

The software chosen for webinar is **Adobe Connect 10.2**, a web conferencing platform that enables collaborative experiences including video, audio, screen-sharing, polls, chat, Q&A, document sharing. Official support for the software are available at the link:
https://helpx.adobe.com/adobe-connect/connect-support.html

1 Adobe Connect webinar: Chat

Presenters can use the **Chat pod** to communicate with attendees while a webinar is in progress, and can use multiple Chat pods simultaneously. It is possible to send **public or private chat messages.** By default, everyone can view chat messages. Chat pods can display content either to everyone or only to presenters (in the Presenter Only area).

In order to do a private chat with a few participants, click the menu icon ≡▾ in the upper-right corner of the Chat pod. Choose **Start Chat With**, and then select Hosts, Presenters, or specific attendees.

At the bottom of the Chat pod will appear different tabs related to different conversations.
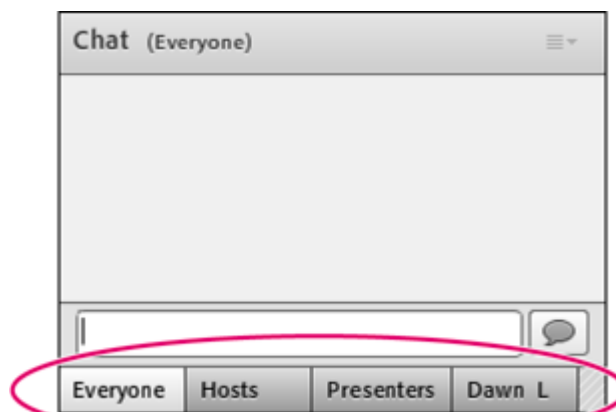

Bottom of the Chat pod

In order to type a message, click the text box in the Chat pod and click Send Message 💬 to the right of the text box.
Your name, the addressee name, and your message appear in the Chat pod.

The Chat pod can generate a **sound to alert a user**, if two chat messages are more than five seconds apart. This option is available individually for each Chat pod and is specific for a meeting room.

In order to activate the chat notifications, click **Chat sounds** from context menu of the Chat pod.
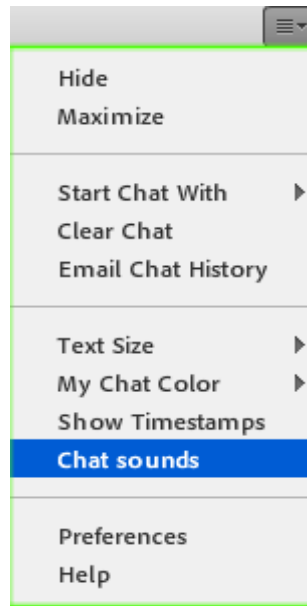
Enable sound alerts in the Chat pod for new messages.

Chat notifications let presenters communicate with your audience while you are presenting. If an attendee sends a message while you are presenting, a notification appears in the lower-right corner of the screen.

You can see the senders name and the first few words of the message in the notification window. By default, chat notifications are enabled. However, you can disable the display of notifications during presentations:

1. Choose Meeting > Preferences.
2. Select Chat Pod from the list on the left.
3. From the pop-up menu, choose either Disable or a time duration to display each notification.

For more information about chat and webinars, watch the video at the link below:
https://www.youtube.com/watch?v=VD1s8XlQuVc

2 Adobe Connect webinar: Q&A

You can use a **Q&A pod** to answer questions posed by attendees. When a presenter answers a question, the question and the answer appear as pairs in the Q&A pod.
Presenters see the Q&A pod with extra controls, but can quickly see questions with answers as participants do:

1. In the upper-right corner of the **Q&A pod**, click either of the following:

Presenter View displays extra filtering and assignment controls visible only to hosts and presenters.

Participant View displays the simple list of questions and answers that participants see and the ones received from individuals.

Submitting a question in the Q&A pod:
1. In the Participant View ⬆ of the Q&A pod, type your question in the text box at bottom. You can add clickable hyperlinks in questions.
2. To the right of the text box, click the Send Question button 💬, or press Return. In the HTML client, click Send ⬆, or press Return.

Answering questions using the Q&A pod
1. Select an incoming question from the list.
2. Type your answer in the text box at the bottom of the pod.
3. Click one of the following buttons in the lower-right corner of the Q&A pod:

Send to all: to send the answer to all meeting attendees.
Send privately: to send the answer only to the attendee who sent the question.

It is possible to include clickable hyperlinks in the text of answers.
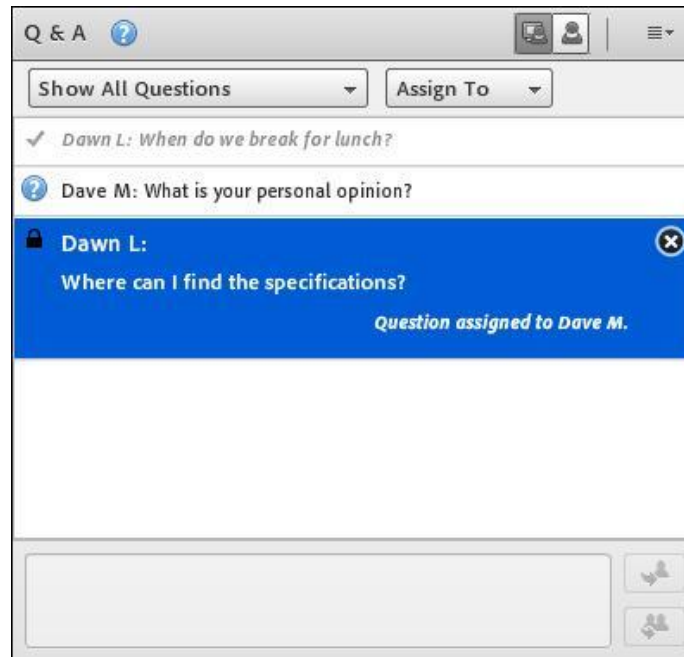
Answered questions appear in italics with a check mark. Icons, in the top bar and besides the names, indicate that a question is assigned to you.

Showing questions with different statuses
Presenter can add a filter to the queue of questions in a Q&A pod to view specific questions while hiding others or advancing a question to another presenter. To do that:
1. In the Presenter View 🖳 of the Q&A pod, click the pop-up menu in the upper-left corner.
2. Select one of the following:

Show All Questions: displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared;

Show Open Questions: displays all unanswered questions not assigned to anyone;

Show Answered Questions, displays all questions that have been answered;

Show My Questions: displays only unanswered questions that have been assigned to you. A question answered by someone else, can still be reassigned to a user and then shows in their list.

More about Files, Web Links, Poll, Q&A Pods:
https://www.youtube.com/watch?v=gd16VugqrpU

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This project is funded by the European Union
under Horizon2020 Research and Innovation
Programme Grant Agreement n°824091

3 Adobe Connect webinar: Poll

Poll can be useful during or at the end of a meeting for an instant feedback on what is being presented.

Presenters can use the **Poll pod** to create questions for participants and to view the results. Only hosts and presenters control poll management and how poll appears to meeting participants.

Poll pod

Creating a poll
1. If the Poll pod is not displayed, click the Pods menu and select Poll > Add New Poll.
2. In the upper left of the pod, choose Multiple Choice, Multiple Answers, or Short Answer.
3. Enter a question into the Poll pod. Then enter one or more answers if your choice is Multiple Choice or Multiple Answers. If your choice is Short Answer, you need not enter any answer.
4. Click Open.

(Poll can be closed and re-opened)

Viewing poll results
Poll results are updated in real time as participants continue to cast or change their votes:
1. In the upper-right corner of the Poll pod, click the menu icon ≡▾.
2. Select Results Format, and choose a display option: percentages, numbers, or both. The overall responses appear in the Poll pod. To view responses from individual participants, click View Votes.

To show poll results to participants

By default, only hosts and presenters can see poll results, but you can show them to all participants by doing the following:

1. In the upper-right corner of the Poll pod, click the menu icon ☰▾.
2. Select Broadcast Results.

It is possible to create multiple poll and navigate among them.

More info on Poll pod in the video below:
https://www.youtube.com/watch?v=hbU-e4OZc8c