

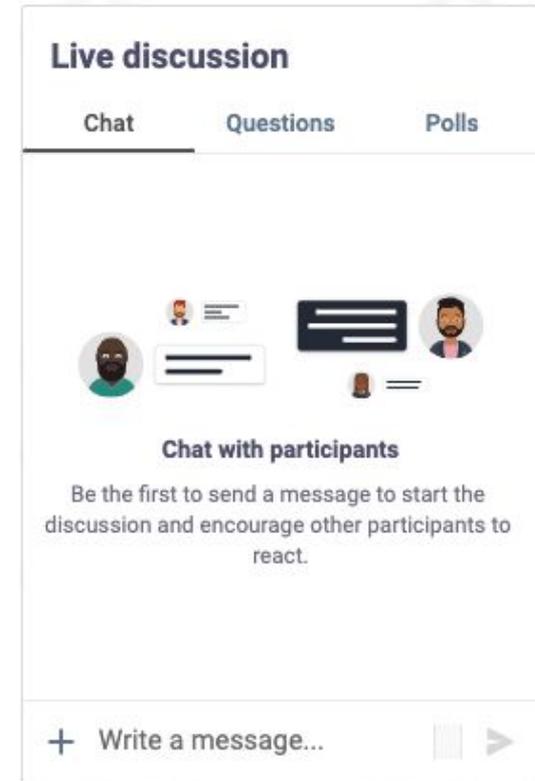


ECLIPSE
2021 CON

Q&A Facilitator Guide

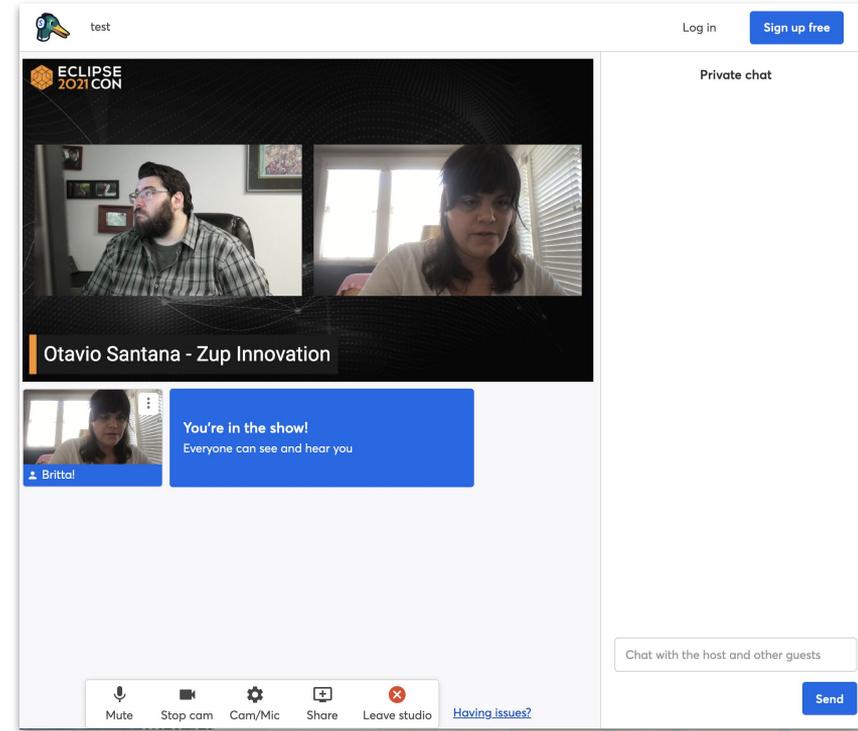
Swapcard

- The conference platform is Swapcard. Attendees access the talks as live streams in the platform.
- Each Swapcard session has a “Live Discussion” window with three channels: Chat, Questions, and Polls. Attendees will be encouraged to use the Questions channel to ask each speaker questions about their talk. From experience, we know that attendees will use both the Questions channel and the Chat channel to interact and ask questions.
- In Swapcard, you will have the same view as the attendees, and participate by typing into the Live Discussion window.



Streamyard

- Each virtual “room” at the conference is a separate broadcast session in Streamyard. A Session Engineer manages each room. Speakers and Q&A Facilitators move in and out of the room in Streamyard, following the published schedule.
- In Streamyard, you will use the private chat on the right hand side to communicate with the session engineer and the speaker. The audience will not have access to this chat.
- Q&A facilitators are not “on stage” (with audio or video turned on) in Streamyard. Only the session presenters are visible to the audience.



Q&A Overview

- Talks have a 25-minute presentation portion, and a 5-minute Q&A session at the end.
- Some speakers will give their talks “live” in Streamyard.
- Some speakers have pre-recorded their talks, and the recordings will be played in Streamyard.
- Speakers who have pre-recorded will be in Streamyard while their recording is played, waiting for the Q&A to start.
- For each type of talk, you will facilitate the Q&A session for each talk by gathering questions asked in Swapcard during the speaker’s presentation, and passing them to the speaker to answer during the Q&A via Streamyard.

Speaker Questions

- Questions come from two sources: 1) From attendees, via the session “Live Discussion” window in Swapcard; and 2) From you, the facilitator.
- Please prepare two of three questions of your own for each talk ahead of time.
- During the talk, use your questions to “seed the feed.”
 - First, at the start of the talk, type a greeting to the attendees into the Questions channel, encouraging them to participate. *Example: “Hello, everyone. Please use this channel for speaker questions or comments about the talk.”*
 - If interaction among the attendees is slow, type in one of your questions to get things going.
 - At the end, type a “thank you” message to the attendees.
- If you like, your remaining questions may be added to the ones you copy out of Swapcard and pass to the speaker via the Streamyard chat.

How It Works - An Overview

- Each facilitator “shift” is for three consecutive talks in the same virtual room in the schedule.
- Before the conference, you will get a calendar invitation with a time and a set of links for each shift. For each shift, one link will take you directly into the Streamyard broadcast session. The other link is for the session in the Swapcard platform.
- During the talks, you will have two windows open on your desktop, and monitor each one: 1) the Swapcard platform session “Live Discussion” window; and 2) the Streamyard session where the talks are being presented.
- The presentation portion of the talk will end after approximately 25 minutes, and the 5-minute Q&A session will start. When the Q&A starts, you will pass questions to the speaker via Streamyard chat.
- In Swapcard, you will note questions and copy them from the Live Discussion in preparation for the Q&A.
- In Streamyard, you will be communicating with the session engineer and speaker via the chat.
- The session engineer will use the Streamyard chat to cue you when the Q&A is about to start.
- When the Q&A starts, you will paste questions into the chat for the speaker.

Day-of-Event Detailed Instructions

1. Plan to join the first Streamyard broadcast session 10 minutes before the start of your shift. Make sure you have access to your calendar invitation.
2. Before joining the session, log into Swapcard so that you are in the EclipseCon 2021 event in the platform. Keep Swapcard open in a separate browser window.
3. In a different browser window, join the call using the Streamyard session link in your calendar invitation.
4. **If you aren't able to join the call for some reason, email speakers@eclipsecon.org immediately.**
5. The Session Engineer will greet you via chat in Streamyard, and verify that you are ready to go.

Day-of-Event Detailed Instructions, continued

6. Pull up the link to the session in Swapcard from your calendar invitation. **Important: Before the speaker starts, mute the video playing in Swapcard to avoid duplicate sound from the Streamyard session.**
7. Access the session in Swapcard via the link and add your greeting into the Live Discussion window, as described on page 5. Type your “seed” questions at an appropriate time. Continue to monitor Swapcard and gather questions in preparation for passing them to the speaker. *Note: we will ask the audience to ask their questions in the Questions channel, but expect that some will ask questions in the Chat channel. If possible, monitor both channels in the Live Discussion window for questions.*
8. The Session Engineer will monitor for time, and will communicate to both you and the speaker via the Streamyard chat at the 5-minute mark before the Q&A is due to start, and again at the 1-minute mark.
9. When the Q&A starts, paste the questions into the Streamyard chat for the speaker to read aloud and respond to.
10. Repeat steps 6 - 9 for each session in your shift.
11. Leave the Streamyard session at the same time as your final speaker. The Session Engineer will send you a chat message when it's time to go.

Thank you!

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