The purpose of this webinar series is to provide a forum for WTP grantees and consortia members to share their challenges, solutions, demonstrations, and lessons learned while delivering engaging health and safety training during COVID-19. Each webinar is focused on topics raised during Phase 1 of the WTP COVID-19 needs assessment conducted in the spring. The audience for this series includes grantees and trainers who are delivering online and in-person instruction on a variety of health and safety topics. This webinar, the first call in the series, focused on practices and platforms for setting-up online training.

The topics covered included building trainers' capacities and preparation to deliver virtual trainings, setting up for success during the training, and discussing how various platforms (i.e. Zoom, Facebook Live, WebEx, GoTo Meetings) may be used for training purposes. The following are some high-level summaries of the three-part webinar that the facilitators and panelists engaged in:

Part 1: General Tips and Procedures; Not Platform-Specific (Demia Wright – Facilitator)

- *Question 1: How do you prepare your staff or trainers to deliver online training? Are there any tools, trainings, or procedures that you use?*
    - The key is practicing. Trainer briefings are used so that all trainers can learn and practice. Instructor coordination meetings are also held, prior to a live training, to give trainers a chance to practice their presentations, transitions, and ensure that all video files are working.
    - Staff sessions are held twice a week, for one hour, to bring them up to speed. Staff then use these lessons to practice by facilitating staff meetings on Zoom platforms.
    - Guides have been created to allow trainers and staff to educate themselves on the Zoom meeting features. These three guides focus on Presenter, Participant, and Administration tips/tools.
    - Provide trainers with scripts, detailed agendas with time allotments, and slide assignments. This allows any trainer to jump in as a host, if needed.
- *Question 2: What are your minimum requirements for platform hosts, facilitators, [or instructors]?*
    - Making sure that instructors are up to speed on the platform being used. Once again, the key is to practice. 1:1 sessions are used to go over WebEx features (i.e. whiteboard, share slide deck, videos, etc.). Ensure that instructors are in a quiet place during the trainings, encourage use of a writing tablet for legibility and use of two monitors if possible (one for meeting video and one for the slide deck).
    - Have host/facilitator, alongside the instructor, to contact participants before the course (sends out meeting links, etc.), monitor the chat during the training, and address any technical issues that arise.
    - Videos created by the IT department aided in training the instructors, practice was held before live trainings, a "Housekeeping Tips" document was shared prior to training to provide participant guidance/platform best practices, and host/facilitators were used alongside instructors to assist with any administrative/technical needs.
- *Question 3: Any tips on communicating technology requirements before a training?*
    - The "Housekeeping Tips" document (mentioned in the discussion of Question 2) is typically sent out 2-3 days before the training.
    - Use an automated system to send out an overview sheet one month before the training with active registration links. After registering, participants receive Zoom information right away and then 24 hours prior to the training.

- *Question 4: Does anyone give guidance to participants about cell phones?*
  - o Accessing platforms via mobile is discouraged, due to a limited view of platform features. However, if it is the only way that someone can join, it is welcomed.
    - ▪ If someone is using a cell phone, one of the presenters will have either an Android or iPhone to help guide participants, if issues occur during the training,
  - o Slide decks are also shared after the meeting in case someone who did join by cell phone missed something.
  - o For a cell phone only class, other platforms such as WhatsApp may be used to adapt training curriculum.
- *Question 5: What kind of ground rules or tips for virtual training do you discuss as the training begins?*
  - o Keep the same expectations that would be in a physical learning environment, in the virtual one. The goal is to make sure that it is still a safe learning environment.
    - ▪ This can be done by going over harassment policies, the code of conduct, and other inclusive classroom rules in the beginning. Encourage the use of the chat box to have respectful dialogue. If any comments (via the chat or spoken to the group) are deemed as harassment/disrespectful, those people will be removed.
  - o Encourage participants to have their cameras on to promote interaction, ask them to view the space that they will be training in and remove anything that may be offensive to others, keep others of the training space if possible, and mute everyone during breaks.
- *Question 6: How do you follow up with participants after the training?*
  - o When wrapping up, participants are informed that they will receive a "Thank You" email. In the email are links to the training evaluation and a link to the slide deck and all the resources used/contact information.
  - o Send pre-registration links to upcoming trainings.
  - o Consider using social media follow-up (i.e. Facebook), especially when training migrant populations who often change their number and/or email addresses. This information can be gathered during the pre-registration phase.
  - o Can tie certificates to participants doing registrations and evaluations to ensure that the needed information is collected. Use platforms such as Microsoft Forms to view data live in real time and privately remind people to complete registrations and evaluations.
- *Question 7: WhatsApp curriculum for cell phone only trainings?*
  - o More detail is needed on this, but participants were sent videos to view and then discussed them via group phone calls.

Part 2: Platform-Specific Tips and Practices; Non-Zoom

Facebook Live (Debora Gonzalez and Arturo Archila – Presenters)

- Typically, virtual platforms such as Facebook Live were used along with radio (Radio Jornalera), in-person outreach, and Facebook Messenger/WhatsApp.
- As mentioned before, when working with migrant workers consider using social media follow-up (i.e. Facebook Messenger or WhatsApp). This approach is more effective than using email.
- The best class length on Facebook Live is around 40 minutes. The training is usually a Zoom event that is streamed on Facebook Live.

- Facebook allows metrics to be collected on live events (i.e. peak live view; minutes viewed; 1-min, 10-sec, and 3-sec views; and average video watch time; etc.) and the impressions afterwards. (Note: Zoom will have its own metrics, the metrics are not aggregated). This may be a way for NIEHS to better document the increased outreach that NIEHS programs have.

WebEx and GoTo Meetings (Mitchel Rosen and Ashlee Fitch – Presenters)

- For WebEx:
  - There are three platforms within: meeting, training, and event. Overall, it is a great product, some features include whiteboards and sharing slide decks, and generated attendee reports. However, sharing video may be a bit problematic and the video of other participants cannot be seen.
- For GoTo Meeting:
  - Pulling reports is very easy on GoTo Meeting (i.e. reports on attentiveness and criteria for evaluation and efficiency). Also, the certificate process is easy and will track participants. However, with small room breakouts, Google Chrome must be used.

Part 3: Platform-Specific Tips and Practices; Zoom (Tom Sundly and Shari Glines-Allen – Presenters)

- Use polls, "yes and no" buttons, raising hands, and results sharing to promote engagement.
  - Up to 10 questions can be created and incorporated into present and future Zoom templates. The "yes and no" buttons can be seen in the participant mode options.
- When doing hand-on trainings, ensure that the participants have the materials in their possession as well. Use the speaker view to make the speaker full screen.
- Desktops may also be shared if needed (be careful about what is being shared and what desktop backgrounds are). Also, "Screen Share" in the Zoom platform may be used to share documents.
- Content or video from a separate camera can be added to a presentation under the "Advanced" tab.
- Use "Video Options" to change video orientation and use HD if needed.
- With using whiteboards, participants can draw and write via the "Annotate" option.
- Use the chat box to pose questions, break people into breakout rooms to have discussion, and then come back to report. (An example of this was done during the webinar with 3-minute breakouts)
- Note: Without Zoom Pro, the free version of Zoom limits to 45-minute sessions, 25 people, and no breakout rooms.

All calls/webinars were recorded and posted on the COVID-19 Webinars and Presentations web page: https://tools.niehs.nih.gov/wetp/index.cfm?id=2592.