FAQ/More tips

**A full description for each step in the virtual engagement process is outlined in the Virtual Engagement Guide** found on the [MSCHNA Resources page](https://www.maine.gov/dhhs/mecdc/phdata/MaineCHNA/resources.shtml). Here you will also find how-to videos, Run of Show and Breakout Discussion Worksheet templates, Post Event Checklist and more.

**Documents that will be emailed to you one week prior to your event:**

1. Run of Show—with your event-specific contacts and links
2. Breakout Discussion Worksheet— with your event-specific links
3. Your county’s Data Health Profile – provided as a link

**Will the closed captioning transcription in breakout rooms?**

* Unfortunately, Zoom’s closed captioning function does not transfer to Breakout Rooms. If people are in need of closed captioning in a breakout room, we do have the option to keep people in the “main” Zoom room. When giving their opening remarks, Local Planning Committee members will ask participants to message the Meeting Host if they require Closed Captioning throughout the session (this has been written into the Run of Show and will be included in their Speaker’s notes in the PowerPoint). If this happens, we will also assign participants join this group to keep the discussion robust.

**Will JSI be able to send chats to Scribes in the Breakout Rooms, if we make them cohosts?**

* No. However, the Meeting Host will broadcast a message to all Breakout Rooms to keep everyone updated on timing. For example, “You have 1 minute left on Question 1” and “Time to launch the indicator activity.”

**Will scribes and facilitators be able to chat with event hosts if the hosts are outside of the breakout rooms?**

* No. However, while in the Breakout Room, you will see an option to “Ask for Help” in the meeting controls. Clicking this will alert the Meeting Host that you need assistance, and they will be asked to join your Breakout Room, where they will be able to assist you (see below).



Reminder instructions for this function have been added to the Run of Show and the Breakout Discussion Worksheet.

**Where can I find the links to put in the chat during the breakout sessions?**

* **The links can be found in several places:**
1. At the *top* of the Run of Show and the Breakout Discussion Worksheet
2. Highlighted *within* the Breakout Discussion Worksheet, nestled within the instructions on what to do and when (e.g., you will see a link to the Indicators Survey in the section for Question 2: Choosing Indicators)
3. Highlighted *within* the Run of Show document, nestled within the instructions on what to do and when

**Will the indicator list be grouped according to Priority Health Topic Areas?**

* Yes. Within the Indicators Survey (Question 2), indicators are grouped according to Priority Health Topic Area.

**What happens if a participant accidentally hits ‘submit’ after they select the indicators that concern them (Question 2)? Will they be able to reference their choices when choosing their 4 Priority Health Topic Areas?**

* As written in the Breakout Discussion Worksheet, Facilitators will encourage participants to keep the survey open to reference during the next activity (Question 3). However, if the participant does hit submit, we have adjusted the Survey Monkey settings to allow participants to re-enter their survey in order to view and edit their responses.

**Do I copy and paste the URL from the Ideaboardz I create into the chat box for my Breakout Room participants to use?**

* Yes, you will copy and paste the link of the IdeaBoardz that you created

**What accommodations are being made to ensure all participants are able to fully engage?**

* Closed captioning/transcription will be turned on at the beginning of every meeting. Participants will be alerted to this and will be encouraged to enable the transcription if they need/want it. Participants will be asked to message the Meeting Host should they need Closed Captioning throughout the session, as CC is not available in Breakout Rooms (see above)
* We have purposely chosen programs and tools that are generally regarded as simple, user friendly, and accessible for people joining via computer and Smartphone
* There are several other events and methods being employed by the Maine Shared CHNA in order to engage with audiences outside of a mainstream event:
	+ Community Sponsored Events hosted and facilitated by members of various communities that have, traditionally, been under-represented and/or not distinctly heard in mainstream forums. Those communities include:
		1. Deaf/Hard of hearing
		2. People with disabilities
		3. People with a mental health diagnosis
		4. People in recovery
		5. People with low income
		6. LGBTQ+ community
		7. Older adults
		8. Youth
		9. People who experience housing insecurity
		10. Black/African Americans
		11. Formerly incarcerated
		12. Veterans
	+ Oral Surveys are being developed and deployed in partnership with Maine’s immigrant community

**Can participants who joined by Smartphone participate in the online polls being used?**

* Yes. We’ve experimented during dry runs and participants report being able to fully engage. Breakout Facilitators are encouraged to frequently check in with their Breakout Participants to ensure they’re able to participate in the activities.
* Should any participant experience technical difficulties accessing the Mentimeter poll, they should place their votes in the chat box. The Breakout Facilitator will email their votes to the Lead Facilitator.

**Can participants who join by landline phones participate in the online polls being used?**

* No. If there is someone who joins via landline only, they should ask one of the meeting hosts for assistance. They must have the Priority Handout open to make participation possible. If possible, they should email their gaps/barriers and resources/assets to the meeting host.
* Alternatively, there are instructions on the [Events page](https://www.maine.gov/dhhs/mecdc/phdata/MaineCHNA/events.shtml) for those who wish to view a recorded event and provide feedback at home or at a local library at another time.

**Can participants see and comment on other’s Ideaboardz sticky notes?**

* Yes. Ideaboardz is a live, interactive platform. Each participant can give a thumbs up to another’s sticky note, add their own sticky notes, and arrange them. They also have the ability to edit or delete each other’s notes. Facilitators will request that participants do not delete or edit anyone else’s sticky note (this is included in the script in the Breakout Discussion Worksheet). Participants will not be able to see who added what sticky note.

**How many people are in each group for the Ideaboardz and the Mentimeter poll?**

* These poll will be launched in the Breakout Rooms—which contain anywhere from 5-10 people. Small groups are especially important for Ideaboardz (to avoid confusion in the creation and sharing of sticky notes). All forum attendees will be taking the Mentimeter poll at the same time.

**Will we be able to see the results for other Ideaboardz?**

* The PDF export of each group’s Ideaboardz will be posted to the SmartSheet for local planning teams to share with participants upon follow-up.

**Can facilitators or scribes offer to add notes for those who may have difficulty?**

* Yes. They can also add their own notes.

**Can the same groups of people be moved in and out of breakout rooms?**

* All Breakout Facilitators, Scribes, and participants will remain in Breakout Rooms for the entirety of the Breakout portion of the event (people will not be moved in and out).

**Can facilitators/scribes participate in the Indicators Survey, the Mentimeter poll, and the Sticky Notes exercise?**

* Yes. We do not want to miss any feedback from our valued community partners!

**Will we have a list of participants prior to the start of the event?**

* Yes. Lists of those who have registered are posted to the SmartSheet every Monday by noon. JSI will also update these lists the day of your event.

**Who do I contact for any issues that arise day of/during the event?**

* See JSI email addresses listed at the top of the Run of Show Document for day-of issues. There will always be one JSI staff member designated as “Technical Support.” You will be able to chat with them during the plenary session portion of the event, or click the icon, “Ask for Help” while in the breakout rooms if you require technical assistance.