

Transcript from the Recording of the Presider's Orientation

Jenny Haubenreiser (she, her): Hi, there, I'm, Jenny Haubenreiser and I'm coming to you from Oregon State University. I'm really happy to have this opportunity to talk to you about a really important part of the ACHA experience, which is serving as a presider or facilitator at the ACHA meeting.

First, I want to thank you so much for volunteering to serve in this important role. Some of you may be new or newer to ACHA, and if so, just know that this is a great opportunity to get involved with ACHA as a volunteer. This is also a wonderful way to support your colleagues. As a frequent presenter at ACHA's meetings, I can speak firsthand about the value of having a team right there on site to support the educational experience. Presenting is so rewarding, but not without challenges and some difficulties and some nervousness. I always appreciate having the presider and facilitator right there to ensure that these sessions go as smoothly as possible.

So now that you have volunteered, what are those next steps? Prior to the meeting, you will receive an email from ACHA confirming the date in the time of the session. If you have signed up for multiple sessions, you'll receive multiple confirmations.

You'll also receive a handout via email listing the specific responsibilities of the presider and facilitator. You'll get information on both these roles in case you need to perform the duties of both, which does happen. So, thank you in advance if you're called upon to do additional duties.

So, what is the difference between a presider and a facilitator? The presider serves as the host for the session. They help the speaker set up, prepare for their presentations needed, and they begin the session by welcoming attendees, introducing their lead speaker, and providing the requisite prompts -- things like cell phones, evaluations and so on. ACHA will email you a script for this introduction, which includes several housekeeping notes.

Presiders also play an important role as timekeeper, which is really helpful for the speaker in making sure that the session ends on time. This is really important so that the next presenter that is coming in has the time to get set up. You can work out these details beforehand with the speaker, but the timekeeping role is very important. There will be a 5 min and a 10 min prompt card for you in the session room to assist with that.

And then finally monitoring the discussion for commercial bias or promotion. There have been instances in the past where a comment made by a presenter, or a question asked by attendee has inadvertently led to a discussion that could be considered by the crediting bodies that allow ACHA to award continuing education credits to be introducing what they call "bias into an educational activity."

The speaker might even recognize that the discussion is moving in a direction that could be appropriate for CE but not know how to handle it. The handout that you can see via email will give you some great examples of that and pointers on how to handle the situation if it happens in your session.

For facilitators, this person is typically stationed in the back of their room and greets attendees at the door. They can assist folks finding a seat. They can distribute any handouts if there are any available and respond to any general questions that people might have.

If a session is becoming crowded, the facilitator can help encourage people to make room, particularly to accommodate late-comers. If all seats are taken, note that we cannot add additional chairs, because these rooms are already set to capacity. Facilitators need to assist people in moving to another session if this is the case.

Also, if there's any technical difficulties or issues in the meeting room the facilitator is usually the one that will relay that information to the staff member or member of the AV Technical support team. We're usually pretty close by.

Again, you'll be receiving more detailed information about your roles. But here's some general tips.

When you get to the meeting, pick up the Final Program. Double check the date, time, and the location of your assigned session or sessions. Please arrive 15 to 20 minutes before your session time at the meeting room. Introduce yourself to the presenter and remain available to assist as they're setting up.

If for some reason you are no longer able to fulfill your role as a presenter or a facilitator, please go to the ACHA Speaker and CE support Booth near the registration booth, and let staff there know, so that they can alert the speaker.

If a session has just a presenter or a facilitator, but not both, please know that priority should always be given to you supporting the speaker. That's the most important thing.

All rooms are equipped with laptops, and if the speaker has submitted their slides through the ACHA portal beforehand, as they're instructed to do, the slides will be pre-loaded on the laptop. If not, there are members of the hotel's technical team there to assist during set up.

There's always questions about handouts or copies of the presentation slides. Very few speakers now bring printed handouts for the session.

If the speaker has submitted their slides to ACHA in advance via the portal, those slides will be posted on the ACHA web page at the beginning of the meeting. If the slides are submitted later, or they've had to be changed or updated, there will be a delay. The web page will remain open and accessible to the meeting attendees until August 1. The web page will be accessible via the meeting app and information will also be printed in the Final Program.

So again, thank you. Thank you so much for volunteering to serve in this role. Your efforts are so appreciated by your colleagues and do know that you are certainly making an important contribution to the success of the meeting.

Wendy Copp (she, her): Hi, there! My name is Wendy with Production Resource Group. I'm really happy to have the opportunity to talk with you briefly today about the technology that will be in use this year.

Production Resource Group, or PRG, is honored to be part of this year's ACHA event, and as the production and AV provider for all of the meetings as such, I'd like to share a few things with you today as the in-room facilitators and presiders.

The first and most important piece of information I can share with you is to ask you to please get help from our team if there is any issue. We have a wonderful team of dedicated onsite technicians who are readily available to assist you. And please don't hesitate to flag one of them down.

We kindly ask that you don't try to troubleshoot equipment on your own. A little bit about the equipment that will be provided this year for the meeting.

In each room we will provide a laptop where the speakers may access their presentations from the ACHA portal. If the speaker has uploaded their slides and submitted their information pre-event through the ACHA portal, they will be pre-loaded on the laptop and ready to go. We will, of course, have members of the technology team available during setup, and there will also be an onsite office available for the speakers to go to to upload slides and process changes if they are needed.

We will also be providing the audio support with microphones and sound systems, along with screens and projectors, to show the presentations in the room. If you need help with anything such as volume, control, or adjustments, help with a projector or any of the technology in the room, please grab one of us in a PRG shirt with the PRG logo, or, of course, the ACHA staff member can also assist you. We're happy to help. It will be very easy to identify us. As I mentioned, we'll all be in the black shirts with the PRG logo.

We'd like to also offer you some best practices, a few notes about some things in the video department. If you have an image on the screen or don't have an image on this screen, and you need help, please grab a PRG technician for assistance.

If you have a video inside of your presentation, be sure that the volume is up on the computer so we can hear it.

Don't change any inputs or menu items on the projectors. Please make sure that the PRG team can assist you if you need help.

If the presenter is using their own laptop for any reason, make sure that they plug it into power, and make sure that the sleep functions are disabled.

The provided laptops are even equipped with a way for you to call for help. It's a great button, the F9 button. If you push this button, it signals our digital team in the office on site that you need help, and we will dispatch assistance right to you.

In the audio world, specific to microphones -- please remember to have your presenter speak directly into the microphone just fully in close to their mouth, even if it's a small group of people. This ensures us the best opportunity to make sure that they are heard and heard by all.

Don't walk directly in front of speakers with microphones. It will cause feedback, and you do not want that noise.

If you're using a lavalier type microphone -- the ones that clip on your collar -- please make sure that you have presenters remove badges and or jewelry that might bump into the microphone and make noise.

Please make sure you remove cell phones from your pockets. Even if you turn them on silence, you can hear them. If they ring, they make it clicking sound.

Lavalier mics should be right along the center of your chest roughly this high. That's a great place to put things, or if you need help with placing that microphone, please feel free to grab us and we'll help.

Handheld microphones pick up the best when they are held close to your mouth for speaking.

And last, of course, but not least. If you have any questions, we are here to help you. Please let the ACHA or PRG Staff know, and we're delighted to support you and your efforts. You are truly appreciated. Thank you very much.