TECHNICAL ASPECTS & FUNCTIONALITY

Q: Will I attend sessions through the web portal? Do I need to download any software for this?
A: Sessions are launched from within the presenter portal, in a web page; you do not need to download any software for this. Google Chrome is the preferred/recommended browser for this portal; please make sure you’re checking to ensure you have the latest version of your browser.

Q: What do I do if I have a technical issue during a session?
A: You may access support in a few ways: you may email sshe@naspa.org; you may reach out to the NASPA staff in your session (their name will be listed with NASPA preceding their first name); you may reach out to the Bravura help option within the platform.

Q: What can I expect the experience to be like in these sessions? How will I get materials or other resources from presenters? How do I ask questions?
A: This experience will be similar to Zoom or other webinars or virtual meetings you may have attended. Attendees will be able to access their selected session “room” beginning 15 minutes before the scheduled start time, and will be placed into a waiting room until the session begins. Presenters may have added materials to the agenda entry for the session, which will be available before and after the session, or they may have added handouts or videos to the live session, which are only available during the live session. There is a typed chat function you can use to send questions to the presenter(s) or the entire session.
ATTENDEE ENGAGEMENT & ACCESS

Q: Where can I find messages and announcements on the conference portal?
A: Attendees will see red badges with numbers indicating unread messages and announcements from our NASPA conference staff or messages from other attendees.

Q: Do participants sign up for sessions in advance, or can anyone join? Will presenters see how many people are in attendance? Can attendees leave a session and join another one? When will attendees gain access to sessions?
A: For general conference sessions, attendees can join sessions without signing up in advance. For pre-conference sessions, attendees had to pre-register. Presenters will see a count of how many people have joined the session. Attendees may come and go from any session. Attendees have access to the session 15 minutes before the scheduled start time. They will be held in a “waiting room” and then given live access at the scheduled start time.

Q: Will closed captioning be integrated into any/all presentations?
A: We have been monitoring access accommodation requests and at this time no one has requested closed captioning. We are not able to add live closed captionings to our presentations at this time.

Q: For pre-cons, which require pre-registration, are presenters able to reach out to participants prior to the session?
A: Pre-conference workshop presenters will receive an email with the name, title, and institution of all registered attendees for their pre-con. Participant email addresses will not be provided.
Q: How soon before the scheduled start time may I join a networking session? How soon before the scheduled start time may I join a general conference session or keynote?
A: Attendees may begin joining 5 minutes before the start of the networking session and 15 minutes before the start of a general conference session or keynote session; attendees will be placed in a waiting room until the start time of the session.

Q: How will I know what time the session begins?
A: In the attendee portal (CONNECT), session times will be displayed in YOUR computer’s time zone.

Q: What are the different types of sessions available at the conference?
A: General Interest - 60 min; Sponsored Sessions - 60 min and 30 min; Sponsor Showcase - 30 min; Engagement sessions - 30 min; Networking sessions - 60 min

Q: What’s the difference between Q&A and Chat?
A: **Q&A** is private to presenters, unless presenters select the setting to publish all Q&A or individual questions, allowing all attendees to see them. Published questions can also be upvoted or downvoted by attendees; presenters can identify which questions are shared by many attendees, whether they want to try answering it during their session, or which they may want to answer first during the Q&A time. Items submitted through Q&A are transcribed following the session; presenters will have that record of engagement.

**CHAT** has either the public channel visible to the whole group in the session, or private messages to individual attendees or presenters in the session. The chat content is not transcribed following the session; those additional notes and questions won’t be saved after the session ends.

**FEEDBACK & FOLLOW-UP**

Q: Will there be a way for presenters to gather feedback?
A: NASPA will send surveys to attendees each day, including feedback about sessions they attended. Presenters may include a slide in their presentation encouraging attendees to reach out directly.

Q: Since presenter and attendee emails are not shown when viewing profiles, how will people be able to contact each other?
A: There is an internal message system in the platform, allowing attendees and presenters to message each other. If you would like to continue conversations outside of the platform, you can share your email address directly with others. You may also see presenters include a “contact me” slide in their presentation. For your protection, NASPA does not share email addresses of attendees or presenters; individuals may choose to do so
themselves. Please note - if you click into/navigate through the exhibit hall, your email will be shared with the exhibitors.

Q: Will sessions be recorded? Will all presenters and attendees have access to download recorded sessions? Will the recordings be available to those who registered for the conference but did not attend the session? Will presenters be able to see who viewed the recording?

A: We plan to record all sessions. All registered conference attendees will be able to access recorded sessions, whether they attended the session originally or not. Recorded sessions will be available within 24 hours of the session end time. Presenters will not be able to see who has viewed the recording.

Q: Will I have access to the conference session recordings and documents after the conference ends on July 1?

A: Yes, registered attendees will have access to the conference portal until July 31, 2020.