

## **Suwannee Banjo Camp 2022 Tech Host Responsibilities & Help Sheet**

Dates for Camp March 12-13, 2022

Website: <http://suwanneebanjocamp.com>

Program Schedule: <http://www.suwanneebanjocamp.com/program-schedules/>

Thank you for being a Tech Host for Suwannee Banjo Camp! You are critical to the success of the classes, the campers' experience, and the instructor's peace of mind. Your most important job is taking the job of monitoring meeting software off the shoulders of instructors, and leaving them free to concentrate on teaching. This document will give you an overview of your responsibilities and resources to help you prepare.

### **Your Duties in a Nutshell**

- Host two classes per day of Camp, or four classes in all; for details read on.

### **What You Get**

- Free access to the rest of the event
- Free access to videos made of all classes that take place at SBC 2022; in other words you won't miss anything! (As noted on the website this access lasts for two months following the end of Camp).

### **How the Online Camp will Operate**

- We will set up eight Zoom Breakout Rooms at the beginning of each class day – one for each track. The Breakout rooms will have the same names as the tracks on the schedule (Bluegrass Lower Intermediate; Old Time Advanced; Fiddle etc.
- We will send you a separate link for each day. When you click onto Zoom at your appointed time using our link, you'll find yourself in a Main Meeting Room; you then click on the Breakout Rooms icon and choose the track name to which you've been assigned.
- A Coordinator will be stationed in the Main Meeting Room throughout Camp to assist you (and the registrants) and to direct traffic.
- Important! When you first get to the Main Meeting Room, you must remain there long enough for the coordinator to make you a co-host! Otherwise you won't be able to initiate the recording of the session or access the other zoom features you'll need to run your classes.

### **What You Need**

- A good strong internet connection
- Reasonably up to date computer
- Zoom "app" and some familiarity with Zoom (we can help you with this . . . )
  - Make sure to update your Zoom app before camp and get the latest version
- Enough space on your hard drive to temporarily accommodate the videos you'll make of your assigned classes (You should have 4-5 gigabytes of space free for this purpose)

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## **Responsibilities**

- Assist campers moving into and out of Breakout Rooms, muting themselves etc. (and make sure students stay muted when instructor is teaching or demonstrating)
- Start and end sessions on time.
- Take a minute or two at the start of class to introduce yourself as Tech Host, make a few announcements and reminders, then turn the workshop over to the instructor
- Help the instructor with camera, lighting, and sound throughout the session
- Monitor the Chat and Hand Raise features, and otherwise assist students to ask questions
- Record the class session, using the built-in Zoom feature (more on this later).
- Handle any technical issues that arise (if necessary, alert the coordinator to those issues)
- Stay in touch with the on-duty coordinator in the Main Meeting Room, watching for messages from the coordinator, etc.

*Note: While you will also be able to attend classes as a student, Tech Hosting for your instructor(s) is your first and most important priority.*

## **Recording the Sessions**

- When you first check in for the day; make sure that the coordinator has assigned you “Co-host” status
- Hit the record button as soon as the instructor has entered the virtual class space and is set up
- Make sure to select the option, “Record to this computer”
- Stop the recording at the end of the session (that is, at the conclusion of the post-class Q&A period)
- Once you stop the session, Zoom automatically converts the recording to an mp4 format; depending on the speed of your computer and internet, this could take 10-15 minutes.
- You will find the video file inside the Zoom Folder, within a sub-folder labeled with the current date. There will be a few files inside that sub-folder but the one you want has the .mp4 extension (and it’s really big!!)
- At your earliest convenience, upload this file to SBC Director Ken Perlman’s Google Drive account, using the special link he will provide you with.
- Shortly after camp, you will receive word from Ken that he has received the video files (and that they came through OK); you are then free to delete them from your computer.

## **Prior to Camp**

- We will set up a training session to make sure you know where everything you need on the zoom interface is located, and how it operates
- We will provide mobile phone numbers of all your assigned instructors; and we’ll make sure they have yours. This is in case there are technical or other difficulties and you need to talk before or during the workshop.

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### **First Day of Your Class Assignments:**

1. 30 minutes before your first class of the day gets started, be available by phone in case the coordinator or your instructor(s) need to call you (or vice-versa)
2. 20 minutes before your first class begins, join the SBC meeting (the Main Meeting Room) using the main Zoom link and check in with the Coordinator or Director. We will then make you a “co-host,” which gives you the tech privileges you’ll need to run your classes, and you’ll both have a chance to talk about any issues.
3. 10 minutes before the class begins, join the Breakout Room (track) assigned to your instructor so that you can assist as campers join and begin handling any technical issues that arise.
4. Open the “Participants” pane on your Zoom window (click on the “Participants” icon in the bar at the bottom of the window) and the “Chat” pane (click on the “Chat” icon in the bar at the bottom of the window).
5. Check with instructors that their Original Sound is on and that they will be mindful of the camera angle if their hands need to be seen.

### **During the Class:**

- At the beginning of class time (before the instructor begins), take 1-2 minutes to introduce yourself as Tech Host, inform the students what your role will be and how you can help them,
- Inform students how and when to ask questions. If necessary, explain how to use Chat and the Hand Raise features.
  - Monitor the Chat and help students resolve technical issues. Have the Chat pane open throughout the entire class to help you see questions in the Chat
- Tell students they should remain muted unless they are invited to speak (tell them you'll mute them if necessary).
- Explain to students how to use speaker view and the “pin” feature to keep the instructor's screen front and center
- Monitor the camera view of instructors and if necessary, remind them to adjust their camera to allow students to see what they are doing.
  - Watch in particular the position of the instructor’s plucking hand (usually the right hand) and make sure it doesn’t slip below the camera’s field of vision.
  - Monitor lighting and sound and if necessary, inform the instructor of any problems.

Note: If the instructor wants to share handouts or anything else on the screen (including recordings), they have to return to the Main Meeting Room and get the coordinator or director to make them a co-host.

- We will inform instructors of this procedure ahead of time so hopefully they will take the time to stop by the Main Meeting Room ahead of class.

**IMPORTANT!!! If there’s anything you can’t resolve, the student can ask the coordinator or Director for help and we’ll come into the classroom to deal with it. The student can also leave the classroom and come back into the Main Meeting Room to find us for help.**