Jefferson Regional Foundation Spring 2020 Virtual Forum

May 6th, 2020: Growth Through Challenge: Moving Forward with Technology

Breakout #2: Best Practices for Virtual Program Design - Session Notes

Session Led by Todd DePastino, Executive Director at Veterans Breakfast Club and Sara Cole & Nicole Johnson, ESL Instructors at Literacy Pittsburgh | Moderated by Mary Phan-Gruber, CEO at Jefferson Regional Foundation

<u>Advice for Designing Virtual Programs:</u>

1. **Find a platform that works best for the audience you have.** Use something that people are familiar with and is well suited to your audience's level of technological capacity – this information can either be from previous knowledge of their technology usage or from a survey/poll. Be sure to test technology from the participant perspective before implementing.

2. **Go slow and stick to one or two platforms:** be patient with yourself as you are learning new technology but don't be afraid to try new things and features – people are generally very understanding right now as we are all adjusting to new technology. The more you try, the better you'll get and the more engaging your programming will be!

3. **Provide your audience with instructions and resources**: share materials or resources with your audience in advance on how to use and engage with your platform. Provide them materials in a way that's easy for them to understand, such as printed instructions mailed to community members, email instructions on how to log on for the first time, etc.

4. **Use a microphone or headset for the best quality.** A few recommended headset options (thanks to our Collaborative Member organizations for their recommendations!) are listed below.
   - Logitech USB Headset H390 with Noise Cancelling Mic by Amazon:
     https://www.amazon.com/dp/B000UXZQ42/ref=cm_sw_em_r_mt_dp_U_oDhTEbPY8960Y
   - Bluetooth Headset, YAMAY Wireless Headset with Microphone (Noise Cancelling Mic):
     https://www.amazon.com/dp/B07L13Y3K2/ref=cm_sw_em_r_mt_dp_U_2qhTEbCB9GFJG

5. **Build in Flexibility and Opportunities for Continuous Learning:** Allow yourself to learn from your community members and teach you new things on platforms as well! Be responsive to your audience's needs and adjust your technology to be simpler or more engaging as needed.