

Northwest Washington Subsection PNWS-AWWA

Online Workshop Attendance Verification Protocol

The workshops are online using the Subsection's Zoom Platform. The following elements are part of the protocols used to assure participants are at their computer and participating in the program:

- We use a Moderator in addition to the speakers for our workshops. The Moderator's responsibilities are to:
 - set up and start the Zoom session,
 - monitor and respond to attendee technical difficulties, (chat messages, phone calls, emails),
 - monitor the chat for questions to the speakers,
 - run the poll questions, and
 - be the timekeeper for presentation and breaks
- Attendees log in and their login is recorded (and time stamped) by the Zoom Platform.
- Attendees that are signed in on individual computers are logged on.
- Some attendees watch the presentation in a group on a common "big screen" in a conference room or similar. The individual signing in is recorded and asked to be the proctor and enter the name of all other attendees in the chat function on Zoom. This is recorded.
- In the introduction we ask all operators who are certified to enter their certification # into the Zoom Chat so we can compare that with what they put on the registration form and make sure all operators needing CEU credit are accounted for.
- Imbedded into the presentations are poll questions for the attendees to respond to. These pop up on the screen and are multiple choice that the attendee clicks on one or more buttons. Those responses are recorded in the Zoom platform. The results of the poll are summarized for all to see. Most of the questions are simple information "What types of tanks does your utility have?" or "Who is responsible for updating your Emergency Action Plan?".
- If an attendee is unable to see or "click" on the poll buttons (generally the result of having an older version of Zoom) then we ask that they respond via the chat to provide a time stamp.
- These poll questions come up at least once an hour and are at random times during the presentations.
- Attendees who are in a group are asked to record their responses on paper with their name. At the conclusion of the workshop, the proctor scans and emails those responses to the workshop moderator.
- When Attendees drop out of the Zoom session they are recorded and time stamped
- At the conclusion of the workshop the login/logout, chats and poll question responses for each attendee is downloaded in an Excel spreadsheet and organized by individual. The Moderator can then check attendance and responses and note any periods of absence.
- This information is filed with the registration data and kept for 7 years.