Remote Services

Have a Plan B

Use monthly meetings to come up with Plan B if services must be altered. Save your notes.

Questions to consider: Will it help to have people RSVP a time slot? Can we do this in smaller groups, with social distancing? Can we make this a drive through event? How can we use texting? What information will they need to bring/have/prepare ahead of time? What is our hook to get students engaged? What is our priority content and how can we get that to the student/family?

Communicate changes in plans ahead of time, with the school grant manager, when a budget change may occur.

Documenting Outreach:

Despite your efforts, events may have low attendance.

Show your recruitment efforts by "entering service" and then adding **outreach** to the event name. When the service occurs, enter it.

Use comment box to provide details one why attendance was lower than expected.
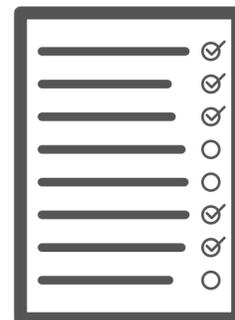
General Advice: Be organized. When inviting, tell people what they will gain by joining in. Don't apologize for a virtual service; highlight the benefits of a virtual format, by using tools like breakout rooms, boards, and polls. Make things fun, use humor & stories, use short chunks of time. For virtual campus visits, set up Q and A times with university departments like housing, financial aid, resident's life. Virtual camps and clubs can be fun (daily competition, colors, themes, etc). End on time. Send thank you afterwards so that people have an opportunity to ask follow up questions. **Do not record services for students/families. Be mindful of FERPA/Privacy issues.**

Use Icebreakers

- Your name
- One question you hope gets answered in the meeting
- Why is this topic important to you
- Where are you logging in from

Use Privacy Settings

- Require a password for login & do not publicly post it
- Make all questions previewed before they get posted
- Mute everyone
- Make it so only the speaker can share the screen
- Do not let people change their usernames

Remote Meetings:

Send agenda Ahead of Time

Tells the purpose of the meeting

- **Include logistics** of how to log in, and what time the meeting will start and finish

- Ask them to sign in 5 minutes early to prevent delays

- Include any tasks they should do ahead of the meeting

- Tell them what to bring to the meeting

- Keep copies of roll call and agenda

State your expectations up front:

- Please place your phone on mute

- Ask questions in message center

- Introduce yourself when speaking

- Please stay focused and do not multitask
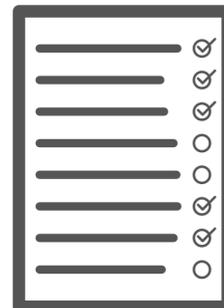
General Advice: Engage in small talk at the beginning to make people relax, use short chunks of time, switch between facilitators or speakers, offer quick breaks to get up and move around, use quizzes, ask for feedback, check in and ask each person to briefly share what they learned or want to learn more about, check in to make sure they can hear and see what you show on the screen. If appropriate give attendees tasks to do; assign roles like time keeper or note taker. End on time. Send thank you email afterwards so that people have an opportunity to ask follow up questions. Do not record.

Get Them Sharing

- Your name
- One question you hope gets answered in the meeting
- Why is this topic important to you
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