Answers to frequently asked questions regarding the digital format of the 3rd Conference of the German Network of Forced Migration Researchers

Last updated: 13.08.2020

You can search this PDF document for keywords with the key combination "Ctrl + F" or click the table of contents.

1. General questions

1.1. Will I get a zoom license for the conference?

You will be provided with a zoom meeting room for your session. Every session team gets a code, the so-called *host key*. This six-digit code is used to identify the *host*, the one person who then has all authorizations within the respective zoom meeting. From this moment on, the host can design the meeting (manage participants, start small groups, transfer host rights or co-host rights to other people, mute participants, etc.). One person is thus responsible for the session from a technical point of view. These codes will be distributed to the appropriate persons from the beginning of September.

On this page you will find a video showing the necessary steps to identify as the host.

1.2. How do I get into the zoom meeting of a session in order to use it as a moderator or speaker?

The *host key* described in 1.1. can be used to identify one person as *host* in the respective zoom session. From this moment on you have all host functions in the respective zoom meeting. Other presenters or speakers can participate in the meeting as normal participants or co-hosts. As a participant you can also be visible and present content. As a co-host you have additional permissions. For further information on host and co-host see section 5.3.

Basic settings of zoom meetings (scope of functions etc.) cannot be changed by hosts, these settings are predefined.

On this page you will find a video showing the necessary steps to identify as the host.

1.3. Are the training videos and live training sessions only for moderators or also for speakers?

The training videos and the live trainings are aimed at those who design and are responsible for a session, i.e. moderators and speakers. However, not all moderators and speakers are required to participate in the training sessions. It is sufficient for one person to do this on behalf of the others, so that the session as a whole can be well prepared for the digital conference format. If you are already familiar with zoom and digital conferencing, you may not need any training. In that case, please only follow the general instructions at the beginning of this page and note that the "Polls" and "Recording" functions are not available in the zoom sessions of this conference.

1.4. What happens if I lose my Internet connection?

Please ensure a stable Internet connection. A good WIFI or even better a connection via network cable to the Internet router is the safest. If the connection is bad, the video or audio signal may be disturbed, or you may lose the connection to the zoom meeting. If this happens, please reconnect to the Internet (locate closer to the WIFI antenna, reboot the router or restart the computer, etc.) and then dial in again in the way you originally used. The Zoom-Meeting itself will remain.

1.5. How do I know how many participants will be in my session?

You will receive information about the registration for your sessions after the registration deadline (end of August). Participant limits, e.g.: for workshops apply. For sessions that have

not reached the participation limit, participants will be allowed to decide spontaneously to attend such sessions on the conference days. Just like at a real conference, participant movements between sessions may occur. Participants will enter the sessions on their own and silently, so that you can conduct your session undisturbed.

1.6. Can we use a zoom meeting before the conference and try out everything?

Yes, from September you can try out a zoom meeting. You will then receive further information.

1.7. Are the participants of the conference bound by the choice of their sessions? Or can participants choose additional sessions during the conference?

See point 1.5.

1.8. Are the meetings recorded, or can we record the meetings with zoom?

The meetings are not recorded for privacy reasons and the function is not available during the conference.

1.9. Are chat histories and created whiteboards automatically saved or documented?

No, this is not possible for data protection reasons. If you want to save the results of a whiteboard, please do this yourself.

1.10. What common technical problems can participants encounter and how can we help them solve them?

The biggest problem may be that participants* cannot hear you. You can then ask the participants to use headphones and increase the volume. Unfortunately, there are many things that you cannot help remotely without losing a lot of time in your session. However, zoom is a widely used and intuitive video conferencing tool. We do not expect any major problems. As team of a session you should do a test run beforehand so you can be sure that everything works. (See point 1.3.)

1.11. What is the ConfTool?

The ConfTool was used to register participants, speakers and moderators. In the ConfTool, each participant can compile an individual agenda. During the conference, the individual sessions can be started from within ConfTool. You will receive further details in time before the conference.

1.12. What is the Event App?

The event app provides the framework for the conference and adds additional functions to create the character of a "normal" (non-digital) conference. You will receive further details in good time before the conference.

2. Questions regarding the content of panels

2.1. How is the flow of sessions structured? Are there guidelines for speaking time and discussion time?

There are no specifications. You can freely design your session. We recommend an interactive structure with active participation of the audience so that the session is interesting for everyone.

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

2.2. Can I show a presentation (PowerPoint or similar) in Zoom?

Yes, you can show a presentation so that everyone else can see it. You can show a single program window, for example PowerPoint, or your entire screen content.

2.3. Should sessions be submitted as recordings?

No. The panels, roundtable discussions and workshops will take place live in Zoom during the respective time slots. If your contribution is different, please contact the conference team at event@ffvt.net.

2.4. What is different about a presentation via zoom than about a presentation on site? What needs to be considered already in the preparation?

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

2.5. How can the audience be involved in the lecture if eye contact and reactions from the audience are missing?

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

2.6. What do you recommend for discussions with e.g. 4 participants? Will audience participation and discussion questions take place via the chat function? What tips and tricks are available to make the session professional?

Using the chat function is a good idea for this purpose. Depending on the number of participants in your session, you can also communicate directly with each other or use the "Raise Hand" function.

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

2.7. My role as moderator would be to start the session, welcome people, pay attention to the time structure and coordinate the discussion with the help of the raise hand function (blue hand) or, in the case of many participants, in the chat. Is this how it is intended?"

Yes, please also note the information under point 1.1 You can use additional functions. In the basic training video, we have compiled further information on functions you can use.

2.8. A central question at the moment is the number of participants in the panel and participation in the discussion after each presentation. Will the audience have the opportunity to ask questions verbally or only via chat? How should the discussion be organized?

You can manage verbal discussions by using the "raise your hand" function in Zoom, for example, to manage requests for the floor from participants. For larger groups it is recommended to use the chat for questions.

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

See also point 1.5.

2.9. How many presentation slides should I show in 10 minutes?

You are free in the design and the answer to this question depends on the content of your presentation. Tip: Focus on the most important aspects and do a rehearsal beforehand in order to present within the time available.

2.10. What is the difference between a moderator and a speaker?

From a technical point of view, there is no difference between these roles, these roles were queried when registering and submitting topics in order to know who, for example, is presenting or discussing in a session, and who is moderating the session.

Technically, the distinction between the roles "host", "co-host" and participant is important. See points 5.3. and 1.1.

For your session, discuss who will take responsibility for the zoom session as the host. There are some special points in a virtual conference regarding moderation that you should consider and discuss.

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

3. Questions on the content of roundtable sessions

3.1. What do I need to consider when moderating online? How can I integrate the questions of the listeners well? Are there any tricks to make the discussion really interactive?

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these success factors.

3.2. So far, I have moderated rather small/medium sized groups (10 to max. 35 persons) in video conferences. What should be considered if a significantly larger number of people participate? What does this mean for the moderation?

It is then helpful for the moderator to switch to questions via chat instead of verbal questions and discussion. There is also the function that participants can "raise their hand". This is done via the participant list. The host and co-host of a session can then call people to

unmute themselves and speak. It is important to keep track of the order in which hands are raised. After a contribution, the host or co-host can take down the raised hand. The more participants you have in your session, the more time you should plan for questions and answers. It is best if a moderator moderates the questions in the chat, clusters similar questions and finds a good balance between different aspects.

4. Questions on the content of workshops

4.1. Is it possible to work in small groups within one session?

Yes, it is possible. These small groups are called "Breakout Groups". Only the host (see points 1.1 and 5.3) can create, start and end breakout groups.

4.2. How can the World Café format be performed in a zoom meeting?

It is demanding to do the format of a "World Café" in a zoom meeting. It is also recommended to use other online tools at this point. If you are planning a World Café, please contact event@ffvt.net if you are not already in contact with the conference team.

5. General questions about the operation of Zoom

5.1. Are there any limitations compared to the functions I know from other zoom meetings?

You cannot use the polling and recording functions during the conference. All other common functions can be used. If you have very special requirements, please contact event@ffvt.net

5.2. Can several speakers be co-host in the session?

Yes, this is possible. Only the Host role is limited to one person and this role can also be transferred to another person in the meeting. Please also read point 5.3.

5.3. What is the difference between host, co-host and "normal" participants?

The Host role is the role with all permissions in a zoom meeting. The person who identifies himself or herself as the host with the "host key" (see point 1.1.) gets these permissions. Only one person can hold the host role. The "host" can also give the role to others in the meeting but will lose the role him- or herself. The rights that only the host has include assigning participants to breakout groups (small groups) and starting and stopping breakout sessions. Only the host can appoint co-hosts.

Appointed co-hosts (which can be several persons) also have extended rights compared to participants. Co-Hosts can mute or unmute participants, turn participants' video on or off, highlight a person's video, remove participants from the zoom meeting, rename participants, etc. Co-hosts cannot create, start, or end breakout groups. Host logically have all the rights that co-hosts have.

Participants do not have the rights listed above. A detailed overview can be found at https://support.zoom.us/hc/en-us/articles/360040324512-Roles-in-a-meeting (Please note

that the function "Polls" is NOT available for the conference, nor is the function to record a meeting.

5.4. Do I need to install the Zoom Meeting client on?

As a speaker or moderator, you should install the Zoom Meeting client on your PC or Mac to take full advantage of its features. It is possible to participate in a session via the Web browser, but you may have limited access to important functions. Using a tablet or smartphone is also not recommended, as there may be functional limitations. If you cannot use the Meeting Client, we advise you to test if all the needed functions are available to you.

Here you can download the Zoom Meeting client free of charge: https://zoom.us/download

Here you can find a comparison of the functions between Zoom Meeting client and web browser: https://support.zoom.us/hc/en-us/articles/360027397692-Desktop-client-mobile-app-and-web-client-comparison

5.5. Where can I get more information on how to use Zoom?

The live online training sessions will provide further details. We intend to record the training sessions and make the recordings available to all speakers and moderators on this website. This will allow people who cannot attend the live online training sessions to benefit from them. Further up on this website you will also find short videos of the most important features.

You can also find more tutorial videos on the Zoom website, but please note that not all of the information is applicable to the Zoom meetings of the conference.

Link to the video tutorials on the homepage of zoom.us https://support.zoom.us/hc/en-us/articles/206618765

5.6. How do I navigate between different screens, e.g. Zoom and PowerPoint?

You can present from your screen to everyone else in a zoom meeting by starting a screensharing. You can choose whether you want to show your entire screen or individual program windows, for example PowerPoint only. If you have several screens connected, you can select which screen or program window is to be shared.

5.7. How can I make sure that I look good during the videoconference, not too close, not too far away?

It is best to bring the webcam at eye level and provide good lighting. In the basic training video, we have compiled more information on this.

5.8. As a moderator, do I have to start the session or are moderators, panelists, speakers and participants in a 'room' at the start time and then the session starts? What about the coming and going of participants, who administers that?

We provide zoom meetings. The same link is provided to everyone in a session (speakers, moderators and participants). When the link is clicked, the Zoom Meeting opens. A person from the group of people responsible for the session can identify himself/herself as moderator with the "Host Key" (see point 1.1.).

Anyone with the link can enter the zoom meeting directly, there is no indication when people enter or leave the meeting, this can be seen in the participant overview. If someone comes late or leaves earlier, this does not disturb in this way (no signal). If necessary, host or co-host can remove people from the meeting.

5.9. What are the technical possibilities beyond splitting the presenter's screen and using the chat function for discussion?"

In the basic training video, we have compiled 10 success factors to help you with this question. In the live training sessions, we will also discuss these.

5.10. Can I present a video with sound via screensharing?

Yes, this is possible. When starting the screensharing, please make sure that you check both options (a) to transmit the computer sound and (b) to optimize the transmission for a smooth video transmission. You can also activate these options during a running presentation by using the drop-down menu at the top of the screen (during an active screensharing)

5.11. Can I play an audio file (sound) in a session so that everyone can hear the sound?

See point 5.8, in which case you do not need the optimized video transmission.

5.12. Can the "Polls" function be used in the individual sessions in Zoom?

Unfortunately, this function cannot be used during the conference. However, there is the possibility to conduct surveys in a simplified form via the chat in order to ask for an opinion or mood from the audience.

5.13. Do I have to allow participants and other people from the waiting room into the meeting during my session?

No, everyone who knows the link to enter the meeting will go directly to the corresponding session. Please also see point 1.1. If someone is seriously disturbing the session or obviously is not a legitimate participant, the host or co-host can remove that person.

5.14. My sound never works on Zoom unless I plug in a headset.

Before the conference, check if your sound works in zoom and avoid background noise. A headset is recommended, as it allows you to be heard clearly. The audio quality also depends on factors outside Zoom, e.g. your computer/laptop settings etc. We cannot provide full support at this point. If in doubt, please seek advice.

5.15. Which zoom license do we get and which functional range?"

You can use a meeting within the so-called "Business" license of Zoom. However, you will not receive a separate license, but a person from a session can identify himself as a moderator*in using the "Host Key". See also point 1.1. "Polls" function and recording is not available.

5.16. "How is Zoom preset, especially with regard to data protection and the rights of participants?

Participants can use all the usual functions of Zoom, e.g. the video conference including audio transmission, chat, reactions and the "raise hand" function. It is even possible for participants to transmit their screen or show a presentation. Each participant can change the name displayed on the screen. Sessions are not recorded by default and chat histories are not saved by default.

5.17. Are the opening session and the keynotes zoom meetings?

As a speaker or moderator in these sessions you will receive further information in due time.

5.18. Are meeting URLs used repeatedly?

No. Each session gets a unique meeting URL (link to the meeting).

5.19. Is it possible to use a virtual background in Zoom in your own video transmission?

If your computer has enough processing power, you can replace the real background behind you with a virtual background. It is important that your face is well lit.

6. Questions about the operation of Zoom in Roundtable Sessions

6.1. How is it possible to show the videos of all participants despite screen sharing?

You can choose between a speaker view (one person is visible) and a gallery view (all people are visible, possibly on multiple pages) when you see other people's videos. You can zoom in and out of the appropriate window as desired and also view it as a separate window. A large or second screen is recommended for this. In some cases, it may be helpful to interrupt your screensharing when you want to see more videos from participants, for example, if you want participants to give feedback on a specific question with a hand signal.

Participants can also manage the above options to see presentation and speaker view or presentation and gallery view side by side. Both areas can be resized at the area separator. Try it out, because it can be very helpful if you explain this function to participants at the beginning of your session.

In addition, host and co-host have the option to highlight a speaker (spotlight) or to turn off the video of people individually.

6.2. Can I turn off the video of all but the podium guests / participants in the discussion group?

This is possible as a host or co-host. You have to click on each participant individually in the participants list. Unfortunately, there is no function to do this for everyone with one click. If you use this feature, please explain to the participants why you are doing this, because the participants can only reactivate the video after permission from the host or co-host.

This feature can be useful for panel discussions (roundtable sessions) so that only the video transmissions of the discussion participants are visible. All others can then watch and ask questions, in the chat.

6.3. What are the differences in the zoom meetings between panels, roundtables and workshops?

None. The range of functions is the same.

6.4. What different permissions are there in a zoom meeting? Who can do what?

See point 5.3.

7. Questions about the operation of Zoom in workshops

7.1. Does the general information on Zoom and the information for roundtable sessions also apply to workshops?

Yes, the statements also fit for workshops. Workshops are by their nature more interactive than other formats, so we recommend that you plan well and use the features of Zoom with confidence.

7.2. Can other virtual tools be used, e.g.: Miro, Mural, Conceptboard or other online whiteboards? Or tools like Mentimeter and other survey tools?

If you want to use such tools on your own responsibility and at your own expense and you are already familiar with them, this is possible. Unfortunately, the conference team cannot provide licenses for such tools. If you plan to use such tools, please send us a short note to event@ffvt.net