

ISAC 2020
FAFSA SYMPOSIUM
SEPTEMBER 29, 2020



Planning Successful Virtual Events

10:30-11:30 am

Before we begin...

- This session will be recorded
- If you are having trouble connecting audio through your computer, use the “Call Me” option for audio instead
- Please select the Q&A feature to post any questions you have during the presentation
- Participant video will not be used during this session
- After session ends, please complete the online survey that will be presented
- Recorded sessions will be available at www.isac.org/pd





Planning Successful Virtual Events

Sara Espinosa
Manager, Professional Development

Abel Montoya
Director, Outreach Operations



Agenda

1. Pre-event preparation
2. Tech setup and troubleshooting
3. Establishing ground rules
4. Online etiquette and professionalism
5. ISACorps Financial Aid Application Workshops (FAAWs)

Pre-event Preparation

Learn the Event Platform

- Prior to the event, become familiar with the platform by logging in and testing the features you plan to use
- Practice by scheduling and hosting a mock or practice event
 - If possible, have another staff or colleague attend to let you know what they see/have access to as an attendee
- Use the platform's "support" or "help" section to learn more about available features and how to use them

Determine a Suitable Location

- Find a separate, not-shared space in your home to host the event from if possible
 - Use headphones if a completely private space is not available
- Position yourself so that the computer is facing the exterior of the room (i.e. a wall)
 - Ensures that no distractions appear behind you during your event
- Let those you live with know when you will be hosting an event to help reduce background noise/distractions
- Host your mock/practice event from the same location you plan to use for the real event
- Make sure internet is not lagging or slow

Pre-Event Communication

- Events should have two hosts:
 - Presenter – primary presenter for content
 - Moderator – monitors chat and helps troubleshoot any issues that arise during the event
- Make sure that the event is scheduled and that you and your co-host have the access to the link or login information needed to join

Tech Setup and Troubleshooting

Setup for Success

- Make sure you have good internet connectivity from the location you will be hosting
- Plug in your computer to avoid running out of power
- Position your laptop so that your head and upper torso are centered in your camera's view
- Make sure the lighting is sufficient
- Make sure your computer's mic or audio is not muted when you start speaking

Starting the Event

- Join the event at least 10 minutes prior to the actual start time
- Once you join, communicate with your co-host to confirm that they can see and hear you
- If you will be using a presentation, pull it up immediately upon starting the event so participants know they are in the right place
 - Start your PowerPoint in presentation mode on the title slide
 - Make short announcements every 2-3 minutes while participants are joining
 - Allows participants to determine if their sound is working

Troubleshooting Tech Issues

- If participants are struggling to get audio through their computer, check if there is an alternative option for them to dial-in using their phone
 - Double check that you are unmuted
- If you are getting feedback (unexplained background noises) ask participants to make sure they are muted
- If your internet lags or your PowerPoint is frozen, keep talking!
 - Acknowledge and apologize for the connection issues then continue with your presentation verbally
 - Handle this situation similarly to how you would handle tech issues at an in-person event

Establishing Ground Rules

Set the Stage for the Event

- Once the event has begun, start by letting participants know how the event will be run
 - Introduce yourself and the purpose or topic of the event
 - Explain how you plan to address questions
 - During or after presentation?
 - Using chat, Q&A, or audio?
 - What they can expect as follow up:
 - Email?
 - PDF version of the presentation?
 - Recording?

Online Etiquette and Professionalism

If Only Audio is Enabled...

- Always double check that you are unmuted prior to speaking
- Mute or turn off notifications from other applications (email, messaging, etc.)
- Posture is still important!
 - Your voice carries differently if you are not sitting up
- Be mindful of filler words that detract from the meaning
 - “Like”, “kind of”, “sort of”, “pretty much”, etc.
- Avoid speaking too fast
- Make sure your meaning is clear
 - Participants cannot see you so they can only go off the words you are saying
 - Humor can be more difficult when participants can’t read your nonverbal cues!

If Video is Enabled...

- Make sure your appearance is professional
 - Present yourself as if it were an in-person event
- Be aware of your facial expressions and hand gestures
 - If you are using your hands to illustrate a point, make sure they are in the frame of your video
 - Avoid unnecessary gesturing – can distract participants from the content
- Make sure your background is appropriate
- Eliminate distractions in your immediate vicinity
 - It is easy to tell if you are looking down to check your phone!

Things to Remember

- On a live event, always assume that people can see and hear you
- Start on time, end on time
- If using chat, be aware of who you are sending messages to (a specific person or all attendees)
- If you are unable to answer a participant's question immediately, let them know that you will look into it and follow up with them offline
- Do not attempt to multitask while hosting
 - Your co-host can manage the chat or Q&A and make you aware of any issues
 - You can always respond to any unanswered chats or check the Q&A at the end of the event

ISACorps Financial Aid Application Workshops

ISAC FA Application Workshops

- All outreach events will be done virtually until further notice
- Three workshop options (hosted via WebEx)
 - Step-by-Step
 - Walk-in
 - Breakout Rooms
- Student/parent resources
 - FSA ID Step-by-Step Guide
 - FAFSA/Alternative App Helpful Tips
- Outreach request form:
 - ISAC homepage → e-library → Outreach Events (7th bullet)

Step-by-Step Workshop

Format

- PowerPoint with screenshots for students/parents to follow along
 - FAFSA, Alternative App, or hybrid
- Questions will be answered by ISACorps staff in Q&A
- Screensharing not permitted

Audience

- Medium to large workshops (30+ families)

Duration

- 90 minutes – 2 hours

Language

- Presented in English
- Bilingual staff can answer Q&A in Spanish, if needed

Walk-in Workshop

Format

- Everyone is in the WebEx main room and Corps members take questions via Q&A to be answered directly or verbally
- If personalized attention is needed, a separate one-on-one may be scheduled with a Corps member for a later date
- Screensharing not permitted

Audience

- Medium to large workshops (30+ families)

Duration

- 1-2 hours

Language

- Available in English and/or Spanish

Breakout Rooms Workshop

Format

- Everyone is in the WebEx main room and then assigned to a breakout room (one family per room)
- Instructions on what to expect are given prior to going to breakout rooms
- Corps members will “float to breakout rooms” - When assistance is needed, call for help
- Screen sharing permitted in breakout room

Audience

- Registration limited to approximately 8-10 breakout rooms per hour (e.g., 2-hour workshop limited to 16-20 families; half in the 1st hour & other half 2nd hour)
- Not intended for large groups

Duration

- 1-2 hours depending on the number of families

Language

- Available in English and/or Spanish

FSA ID Step-by-Step Guide

- Ask students and parents to prepare ahead of time
- Use this guide to create an FSA ID **prior** to the workshop
 - FSAID can be used the day it's created, but it's conditional
 - Takes 1-3 business days for it to be authenticated; can't be used on the FAFSA during this processing time
- Instructions are provided in detail
- Available in English and Spanish
- Can do an FSA ID creation workshop separately

Helpful Tips: FAFSA & Alternative App

- Students and parents can start working on their FAFSA or Alternative Application prior to joining a workshop
 - All 5 criteria must be met to be eligible to apply via the Alternative Application
- Get through as much of the application as possible
- Use “Helpful Tips” guide to assist with difficult sections or questions
 - Available in English and Spanish
- Gather all pertinent information prior to workshop
 - Tax return/income information
 - Bank/savings statement
 - Social security card info, if applicable

Connecting with Corps Members

- Families can work with corps members one-on-one
- Zip code search in Student Portal:
<https://studentportal.isac.org/ISACorps>
- Several speak Spanish

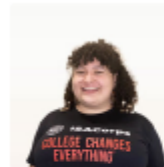
ISACORPS

EVENTS

Find Your ISACorps Member

The ISACorps are here to help you through the college planning process! ISACorps members are recent college graduates from across the state that can help you with the ins and outs of selecting and applying to college, scholarship searches, FAFSA completion, and student financial aid. Meet with your local ISACorps member for free one-on-one assistance or at FREE college fairs and financial aid workshops in your community.

GO



Sahar Steiner

community college district
assigned to:

WILBUR WRIGHT COLLEGE

[✉ Sahar.Steiner@illinois.gov](mailto:Sahar.Steiner@illinois.gov)

[\(773\) 405-5202](tel:(773)405-5202)



Jennifer Vazquez

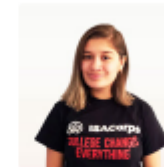
community college district
assigned to:

WILBUR WRIGHT COLLEGE

[✉ Jennifer.Vazquez@illinois.gov](mailto:Jennifer.Vazquez@illinois.gov)

[\(773\) 502-0436](tel:(773)502-0436)

Additional Language: Spanish



Jessica Diaz

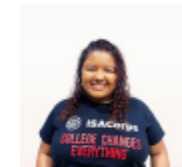
community college district
assigned to:

WILBUR WRIGHT COLLEGE

[✉ Jessica.Diaz@illinois.gov](mailto:Jessica.Diaz@illinois.gov)

[\(773\) 405-5201](tel:(773)405-5201)

Additional Language: Spanish



Rosa Palma-Rodriguez

community college district
assigned to:

WILBUR WRIGHT COLLEGE

[✉ Rosa.Palma-Rodriguez@illinois.gov](mailto:Rosa.Palma-Rodriguez@illinois.gov)

[\(773\) 405-5183](tel:(773)405-5183)

Additional Language: Spanish

Thank you

Sara Espinosa

Manager, Professional Development

Sara.Espinosa@Illinois.gov

Abel Montoya

Director, Outreach Operations

Abel.Montoya@Illinois.gov