

CCW 2021 VOLUNTEER GUIDELINES

This guide explains the role we're asking you to play as Volunteer Session Monitors at the 2021 Conference on Community Writing. We'll review all of these points, show you how this all works on the Conference platform, and field any questions you have at our Training Session. Please join us.

Online CCW Chair/ Volunteer Training Sessions

Friday October 15, 3-4pm : Join Zoom Meeting Training Video
Tuesday October 19 4-5pm Join Zoom Meeting Training Video

Volunteer/ Chair Training Slide Show

Volunteer/ Chair Schedule > use the "Chair/Volunteer" tab at the bottom to see who else is working your session.

Thank you for agreeing to serve as a Zoom room volunteer for the 2021 Conference on Community Writing. Your role is important to our commitment to design a conference space that promotes productive and interactive conversations and that mitigates harm.

As a volunteer, you are asked to both handle some logistical aspects of each session as well as serve as a monitor of group interactions who can alert conference organizers, Phyllis Ryder and Veronica House, if a disruption occurs in the session that needs immediate or ongoing attention.

Communication: Please join GroupMe CCW2021-Volunteers; this app will allow you to contact the conference hosts for any concerns. It works on a desktop browser OR as a phone app. Choose what works best for ou.

> If you detect any technical issues or other concerns during the session, please immediately DM the Conference hosts, Phyllis and Veronica, using GroupMe.

Prepare for your session:
Please download Zoom onto your computer.

Claim Your CCW Conference Account: You should have access to the Conference for Community Writing online platform by now. Look for an email from Pathable (no-repl@pathable.com) with the subject line "Welcome to the Conference for Community Writing Platform." That will contain your personalized link to access the platform as a conference speaker. Please follow the instructions there to

- claim your account
- update your profile

Here's a quick video about how to claim your account. (If you didn't receive this email, DM Phyllis Ryder in GroupMe).

Double-check your agenda.

- Once in the Platform, click on "Schedule" and go to "My Agenda." From there, you'll see all agenda cards for the sessions you're assigned to.

Review handouts and transcripts for your session:

- Click on the agenda card for the session.
- Look under the Files tab. We have asked all participants to upload an outline or transcript before the session begins. Skim to become familiar with the names and terms that will be used in this session.
- If the speakers have not yet uploaded this information, you can message them in the Platform to ask when it might be available.
    - Click the People tab on the top menu and then search for the speaker's name.
    - Click the three dots on the top-right of their speaker card. You'll see an option to message them.

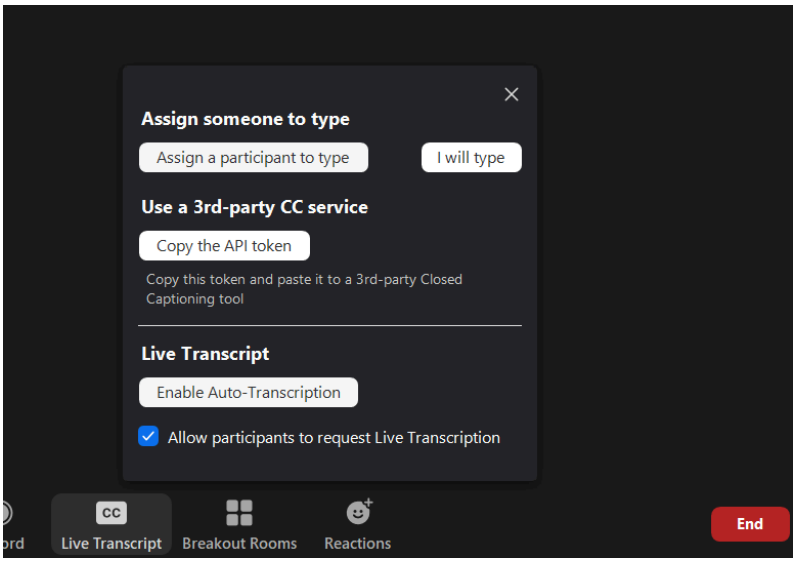
Join a session

- Click on the agenda card for the session you want to join. You'll see a countdown timer on the right.
- For the sessions where you are a volunteer, that timer will become a "Join Meeting" button15 minutes before the session begins. (For sessions you want to attend as a regular audience member, the button will appear 1 minute before the session begins.)
- Join the sessions where you're volunteering 15 minutes before the start.

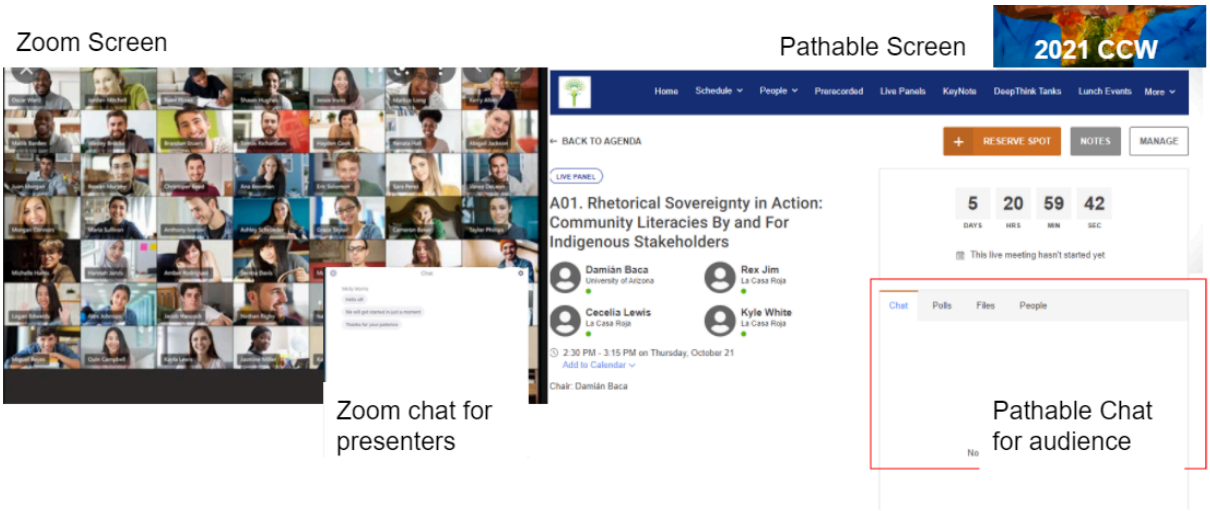
Coordinate with Presenters In the Green Room

- Greet the chair and introduce yourself to the speakers. Help them complete these tasks to prepare for the session.
- *Determine the correct Zoom host*: the first person who enters the Green Room is designated as the Zoom Host, but the host can transfer this role. Chat in the Green Room to determine who the Host should be. To transfer the host role, the host should open the Participants window in Zoom, click on "more" next to the name of the new host, and make them the host. (Everyone in the Green Room will be a co-host)
- *Check display names.* Speakers can rename themselves by opening Participants and clicking on More next to their names.

- *Turn on Closed Captioning* (you must be the Host to do this. If you are not the host, ask the host to do this)
    - Expand your Zoom screen to full window to see all the icons.
    - Look for the “Live Transcript-CC” button. Click You should see something like this:



    - For most session, you will choose “Enable Auto-Transcription”
    - Participants will now be able to click on their Live-Transcript-CC buttons to see the closed captions, if they choose.
        - NOTE: if someone has requested CART services for your panel, the CART transcriber will join the Green Room. Go to the Participants tab and assign them to type Closed Captions.
        - If you use Breakout rooms, note that the auto closed caption will not work in those spaces. If there is a CART transcriber, please designate a CART room and let participants know to join that room.
    - More info about Closed Captioning on Zoom
- *Set Zoom Chat to Presenters only.* Ask the Zoom Host to click on the “Security shield” on the bottom of their screen and ~~set chat to “Presenters Only.”~~ turn off chat for all participants. (All co-hosts will be still able to use the chat) The Zoom chat will not be recorded; you can use the Zoom chat for back-channel conversations with the session chair and speakers.
- To make it easier to monitor everything, we recommend that you *set up your computer with two windows*: one to show the Zoom video (the window on the left in the image below) and one to show the Pathable agenda card with its chat window, files, polls, etc. (the window on the right)



During the Session

- **Use** the **Pathable chat** (on the agenda page) for public conversations during the session.
- Send this message to the Pathable chat at the beginning of the session:
    - Welcome. We are recording this session. The recording will be available for one year, starting shortly after the conference. You can find the recording by coming back to this session in the program.
- Start Recording the session (or remind the HOST to start the recording. It's OK to interrupt them to say this.)
    - CCW will use Zoom's recording feature for the panel. Click on Record at the bottom of the Zoom screen and choose "Record to the Cloud."
      If you need further information about how to record the session, step-by-step instructions (including a tutorial video) are linked here.
- Monitor the Closed Captioning
    - Click on the Live-Transcript-CC button on the bottom of your screen to view the closed caption CCW will use Zoom's captioning/transcription services as a point of access. If you are uncertain how to enable zoom captions, step-by-step instructions (including a tutorial video) are linked here.
    - If the closed captioning is not keeping up well with the speaker, and if it is not catching words or misspelling names of speakers, please put the correct wording in the chat.

Identify Disruption (versus Disagreement) and Intervening As Needed

As can be seen in the CCW Commitments (also on the site's FAQ menu), CCW has attempted to consciously create a space to resist and transform harmful ideologies, yet we recognize that this is a constant struggle and that the struggle will be evident in individual panels. As a volunteer, one important role is in monitoring interactions during conference sessions and notifying conference organizers if a conversation moves from disagreement to disruption. Disagreement allows for multiple perspectives to exist in the same space; disruption seeks to destroy community and shared spaces.

Acts of disruption can include:

- Someone being asked to bracket their identities or lived experiences for the sake of an intellectual discussion;
- Someone being asked to perform emotional labor - such as explaining how they personally have experienced something - for others;
- Microaggressions perpetuated against those in the session;
    - Dr. Derald Wing Sue defines microaggressions as “Microaggressions are the brief everyday slights, insults, indignities, and denigrating messages sent to people of color [and LGBTQIA+, disabled people, immigrants, etc.] by well-intentioned [people] who are unaware of the hidden messages being communicated.”
    - This handout on racial microaggressions may be useful to review. Examples of microaggressions include asking someone if they can use a nickname for them instead of their actual name; asking someone where they “really” come from; asking someone to speak on behalf of all others in a minoritized group; complimenting someone’s language use, physical appearance, social interactions, etc. through assumptions made about group(s) they belong to; statements about colorblindness such as “I don’t see race”; and so on.
- Harassment perpetuated against those in the session, including:
    - Verbal or written comments in the chat box and/or spoken comments in the discussion that make derogatory comments about someone;
    - Physical actions such as offensive hand gestures or facial expressions;
    - Visual or auditory actions such as playing sexually suggestive material.

If any acts of disruption occur, you should:

- Immediately contact the conference organizers, Phyllis and Veronica, by Direct Messaging them in GroupMe.
    - See this page for step-by-step instructions on how to DM someone in GroupMe.
- Send a message on the Zoom chat (NOT the session’s Pathable chat) to let the chair and speakers know that you have called a conference organizer into the session.
- Once Phyllis or Veronica joins the session, they will help determine what actions are appropriate and whether to continue the session or not.

Thank you for taking on this important role at the conference! We are grateful that you are taking time to help ensure the conference serves its attendees as best as possible.