

FACILITATOR'S GUIDE

OJJDP *Report*

A Discussion with J. Robert Flores
Research, Programs and Resources

A Live National Satellite Broadcast

Produced by the
Office of Juvenile Justice and Delinquency Prevention
U.S. Department of Justice
And the
Juvenile Justice Telecommunications Assistance Project
Eastern Kentucky University—Training Resource Center

SITE FACILITATOR GUIDE

Table of Contents

CONTENTS

Responsibilities Before the Videoconference	3
Equipment Requirements	3
Other Considerations.....	4
Responsibilities the Day of the Videoconference	5
Facilitator Arrives	5
Test Equipment (Site Technician).....	5
Participants Arrive	6
Facilitator Orients Participants.....	6
Videoconference Starts	6
Videoconference Broadcast Ends	6
Telephone Protocol	7
Videoconference Announcement	8

SITE FACILITATOR'S CHECKLIST

Responsibilities Before The Videoconference

By now you, or your designee, should have made arrangements with a facility to provide a satellite dish and a room for viewing the videoconference. We have enclosed a **Videoconference Announcement (page 10)** that you can circulate to prospective participants to let them know when and where they should go to view the videoconference. Just fill in the time and place of your site, copy and circulate.

A satellite videoconference is less like watching TV at home and more like attending a local meeting; therefore, a videoconference has many of the same requirements as any other meeting. A group of people will come together on a local level and someone should make sure that the room is ready, that materials are there and other needs are met. In a satellite videoconference, however, someone also has to make sure that the technical aspects work correctly. The following pages provide critical information that will help you prepare for the OJJDP broadcast.

EQUIPMENT REQUIREMENTS:

1. Satellite Receiving Dish

The satellite dish you will be using for this videoconference will receive a "C" band or "Ku" band signal. Please refer to the *Technical Information Guide* for relevant and critical data needed to receive this broadcast.

2. Television

A television that has a channel selector (tuned to the channel on which you will be receiving the program). This broadcast will have closed captioning available. Please refer to the television owner's manual or on-site tech person to enable this feature.

Note: Ask for as large a screen as possible. If you expect more than 10-12 people at your site, ask if another TV set or a video projector can be provided.

3. VCR

If you wish to record the videoconference, additional equipment will be needed. Please inquire with your technical person to arrange for recording. You are encouraged and invited to record the videoconference.

4. Telephone

A telephone should be in the same room (located, if possible, at the opposite end from the TV) or adjacent to the meeting room. Refer to the “Telephone Protocol” (page 9) for instructions about the call-in segments of the videoconference. You may wish to tape the protocol by the telephone for easy reference during the videoconference.

OTHER CONSIDERATIONS:

1. Meeting Space

You will need a meeting space that assures each seat has a clear view of the TV(s) or projector screen and will also allow participants to form small discussion groups, if needed.

2. Supplies

Supplies you will need to provide: Name tags/pens, pencils, note paper

3. Evaluation

You are encouraged to complete a Facilitator's evaluation to ask your participants to complete a Participant Evaluation. These may be found online at <http://www.trc.eku.edu/jj/resources.asp?confid=19>
These evaluations may be completed online or printed and mailed to:

Jenny McWilliams
301 Perkins
521 Lancaster Ave.
Richmond, KY 40475

4. Facility Design

If you are in an unfamiliar facility, you should find out where restrooms and vending machines are, so you can tell the participants.

**THANK YOU FOR SERVING AS A FACILITATOR FOR THE
NATIONAL SATELLITE VIDEOCONFERENCE:**

OJJDP Report: A Discussion with J. Robert Flores

Your Cooperation and Assistance is Greatly Appreciated!

Please watch for future notifications of upcoming juvenile justice satellite videoconferences being coordinated by OJJDP and the Juvenile Justice Telecommunications Assistance Project at Eastern Kentucky University Training Resource Center.

SITE FACILITATOR'S CHECKLIST

Responsibilities The Day of The Videoconference

As with any conference or workshop, a satellite videoconference needs someone to make sure the event runs smoothly at each site and that is the function of the Site Facilitator, including:

1. making sure the phone works,
2. making sure the technical person has tuned in the satellite receiver and TV,
3. greeting participants and handing out materials,
4. explaining the videoconference format to the participants,
5. facilitating group discussion before and after the videoconference,

It would be a good idea for the Site Facilitator to bring someone to assist him/her.

Listed below are the specific tasks of the Site Facilitator on the day of the videoconference:

FACILITATORS ARRIVE:

1. You should arrive early enough to:
 - make sure the room is arranged where all can see,
 - make sure the phone is available and working,
 - arrange the handout materials,
 - make contact with the technician. Ask him/her to adjust the satellite dish and TV to receive the videoconference.

TEST EQUIPMENT: (Site Technician)

2. There will be an opportunity to view the test slate for this broadcast. **The test slate will announce the videoconference *OJJDP Report: A Discussion with J. Robert Flores* and will be shown from 2:00-2:30 PM EST.** If you do not see the above at this time, ask the technician to re-check the satellite receiver and TV channel tuner to make sure you are on the correct satellite coordinate and channel.

If, after checking, you still do not see the graphic, call **1-800-895-4584** and tell the person answering the phone that you have a technical problem. Technical staff will try to assist you in solving the problem. Please be aware that EKU will be of limited assistance with your on-site technical questions. **We highly recommend that you have a satellite technician present during the broadcast.**

PARTICIPANTS ARRIVE:

3. Greet the participants and distribute the videoconference materials.
4. Familiarize them with the facility.
5. Direct your participants to complete the evaluation form. You may either direct them to the JJTAP website www.trc.eku.edu/jj or pass out hard copies for them to fill out.

FACILITATOR ORIENTS PARTICIPANTS:

6. Introduce yourself to the group and welcome them.
7. If the group is small enough, you might ask them to introduce themselves and tell what organizations they represent.
8. Go over the format of the videoconference with them.
9. Go over the telephone protocol with them and explain that if they want to ask a question or make a comment, you would be happy to assist them in phoning in to the videoconference. Some participants may be reluctant to phone in so it would be helpful for you to announce that you would phone in questions if the participants wrote them down.
10. Explain that your local group will be having a short discussion of the issues following the videoconference.
11. If there is time before the videoconference starts, encourage participants to review their information packets.

VIDEOCONFERENCE STARTS:

12. Music will start two minutes before the videoconference begins. That is a good cue to start asking people to be seated. You might walk around the room and make sure that everyone can see and hear.
13. When you see the graphic to begin calling in questions and comments, please encourage your group to call in with a question.

VIDEOCONFERENCE ENDS:

At the conclusion of the broadcast, the Facilitator should :

14. Encourage the participants to stay in their seats a few moments to discuss the issues from the videoconference.
15. Remind your participants to complete either a written or online evaluation form.

TELEPHONE PROTOCOL

The telephone is a key component in allowing participants to communicate with the panelists in the television studios. The questions that are asked and comments that are made are generally reflective of what many others are thinking and provide perspective and depth to the videoconference.

We will try to get as many calls on the air as possible. If you call in, please be patient. Our operators may be handling other calls. The following information will assist you.

1. If the phone is in the same room as the TV(s), you should lower the volume before you go on the air to reduce noisy feedback.
2. Dial the following number to ask a question or make a comment: **1-800-895-4584**
3. When your call is answered, please state your question to the operator succinctly and clearly. Please wait for the operator to record your question and repeat it back to you for accuracy.

YOU WILL BE PUT ON HOLD

4. Our operators will then forward your call to the studio. Please know that due to time constraints it will be impossible for all questions to be answered on the air. It is our intention to present as many questions as possible to the studio panel.
5. When you are on the air, please state your name, city and state and ask your question loudly and clearly.
6. After you have finished with your conversation, please hang up.

****CELLULAR PHONES****

Please do not use cellular phones to place you calls. At times, cellular phones may produce static interference which may result in your being disconnected.

**Announcing a
NATIONAL SATELLITE VIDEOCONFERENCE**

***OJJDP Report: A Discussion with J. Robert Flores
Research, Programs and Resources***

Wednesday, December 11, 2001

The Office of Juvenile Justice and Delinquency Prevention (OJJDP), and the Juvenile Justice Telecommunications Assistance Project (JJTAP) announce the Satellite Videoconference ***OJJDP Report: A Discussion with J. Robert Flores***. See below for local time listing. This broadcast will help bring community members together to:

- Introduce the Administrator of OJJDP, J. Robert Flores, to juvenile justice, delinquency prevention, and child protection constituents.
- Present research initiatives and OJJDP's research strategy.
- Outline OJJDP program priorities.
- Highlight available resources.

If you would like to attend the videoconference, please arrive at the location listed below approximately 15 minutes before the broadcast begins to receive a packet of informational resource materials, meet your fellow participants and receive instructions about the videoconference.

During the broadcast, you will have the opportunity to participate in interactive question-and-answer segments with the broadcast presenters and panelists. At the end of the broadcast, you will be given the opportunity to discuss issues and ideas with others in your locality.

PLACE: _____

TIME: _____

HOST AGENCY: _____

RSVP TO: _____

PHONE: _____

NOTE: _____
