



# FACILITATOR'S GUIDE

## *Community Responses to Truancy: Engaging Students in School*

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

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# **AGENDA**

## **Community Responses to Truancy: Engaging Students in School**

**April 30, 2003**

**\*All times listed are EDT and approximate**

- 1:00-1:30 PM Pre-conference Site Activities; Test Slate
- 1:30-1:37 PM Overview Videotape and Welcome
- 1:37-1:47 PM Panel Discussion-The National Perspective
- 1:47-1:52 PM Video-Collaboration
- 1:52-2:05 PM Panel Discussion-Participant Call-in
- 2:05-2:10PM Video-Strategies
- 2:10-2:25 PM Panel Discussion/Participant Call-in
- 2:25-2:30 PM Video – Public Awareness
- 2:30-2:45 PM Panel Discussion/Participant Call-in
- 2:45-2:50 PM Resource Presentation
- 2:50-3:00 PM Closing Comments
- 3:00 PM Sign-off

## **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.

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.

You are welcome to tape the program, so, if possible, have a VCR connected to the TV

##### **3. Online Viewing**

If you are hosting an online viewing, do an advance check of your computer and projector. This may be done at <http://www.juvenilenet.org/jjtap/mentoring/view.html>

##### **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. Duplicating Materials**

You will be responsible for duplicating the *Participant's Packet* and materials for those attending the videoconference at your site. If you prefer, you may direct your participants to our resource page to download the Guide themselves.

**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:

# ***Community Responses to Truancy: Engaging Students in School***

**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,
6. ensuring that evaluation forms are completed and returned to you,
7. ensuring that the Facilitator Evaluation Form is completed by you,
8. returning the evaluation forms to Eastern Kentucky University, and,
9. returning the Facilitator Evaluation Form to Eastern Kentucky University.

**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 equipment you are using 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 "Community Responses to Truancy: Engaging Students in School" and will begin at 1:00 PM EDT until 1:30 EDT at which time the live broadcast will begin. If you do not see the above at this time, ask the technician to re-check the equipment.

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 ECU will be of limited assistance with your on-site technical questions. **We highly recommend that you have a technician present during the broadcast.**

#### **PARTICIPANTS ARRIVE:**

3. Greet the participants and distribute the videoconference materials.
4. Familiarize them with the facility.
5. Encourage participants to review their information packets.

### **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. Encourage your participants to complete an evaluation. These may be completed online at <http://www.trc.eku.edu/jj/ParticipantEvaluation.asp?confid=21> If you prefer, you may print this evaluation form, duplicate and mail to: **Jenny McWilliams**  
**Juvenile Justice Telecommunications Assistance Project**  
**102 Perkins**  
**521 Lancaster Ave.**  
**Richmond, KY 40475**
16. Please complete a Facilitator Evaluation. It can be found at:  
<http://www.trc.eku.edu/jj/FacilitatorEvaluation.asp?confid=21>

# ***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.**