final report

Project code:	L.PGS.2015
Prepared by:	Dr John James Enablers of Change
Date published:	8 July 2020

PGS Remote Delivery Technical Training and Support

Executive summary

In a world affected by COVID-19, web meetings are an important tool for MLA staff and collaborators to use to engage with clients while adhering to physical distancing requirements. A series of seven introductory webinars were designed, delivered and evaluated to improve the skills and confidence of MLA staff and collaborators in the use of web meetings to engage their clients. Specifically, they were to support MLA service providers in their ability to deliver high-value Supported Learning Projects during the COVID-19 restrictions and in remote areas of Australia using remote delivery technology.

A training needs analysis was undertaken using SurveyMonkey and the results guided the content of the training webinars. The content included the following topics:
  a. Benefits that webinars offer
  b. Equipment options
  c. Software options
  d. Steps to running a successful webinar
  e. Engaging with your attendees (slide design, polls, Q&A)
  f. Minimising presenter stress
  g. Helping producers use the technology
  h. Q&A session.

A detailed post-event evaluation of attendees at the *MLA collaborators and staff* webinars determined that their degree of understanding of running web meetings increased from an average of 4.9 before the webinar to 7.8 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 4.6 before the webinar to 7.2 afterwards. Overall, respondents rated their satisfaction with this activity at 8.3 and the value of the activity at 8.4.

Regarding the webinar for the *MLA PGS presenters*, the post-event evaluation indicated that the respondents appreciated learning more about Zoom breakout rooms and how to share documents during a webinar. As a consequence of attending the session, several respondents stated they were going to run a web meeting and start using some of the features such as breakout rooms and polls. The respondents rated the usefulness of the session at 9.4

The post-event evaluation of the attendees of the *Practice Zoom session for novice MLA webinar hosts*, determined that their degree of understanding running web meetings increased from an average of 5.3 before the webinar to 7.7 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 5.8 before the webinar to 7.8 afterwards. Overall, respondents rated their satisfaction with this activity at 8.7 and the value of the activity at 8.5.

Finally, the post-event evaluation of attendees at the *Advanced Zoom training for experienced MLA webinar hosts* determined that their degree of understanding running web meetings increased from an average of 6.4 before the webinar to 8.4 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 6.4 before the webinar to 8.1 afterwards. Overall, respondents rated their satisfaction with this activity at 8.9 and the value of the activity at 9.0.

As a result of this project, it is expected that MLA staff and collaborators will be making greater use of web meetings to engage with their clients. For many this will be taking the first step of running their own web meeting, while for others it will be running further web meetings more confidently and with more engaging techniques.

As it is likely that only the early adopters and early majority were attracted to attend this first series of webinars, it is recommended that another series of introductory and advanced webinars be delivered in the next 12 months. This will help to get even greater usage of web meetings within the red meat industry. It is also recommended that participants from the initial webinars be followed up in six to 12 months time to determine their usage of web meetings, to help quantify the value of these sessions.

The benefits that are likely to accrue include greater client satisfaction from the continued engagement during times of physical distancing and also from potentially more frequent interactions, as they are no longer bound by needing to physically travel to the properties of their clients. The increased use of web meetings will also potentially decrease travel time and costs for both presenters and attendees.

The effective use of web meetings could help increase the adoption of other MLA funded research and development, through improved engagement with the end users during the development and implementation phases. More specifically, web meetings could help improve the adoption of practices promoted within the PGS program through increased follow-up and support of producers after the initial training events.

Table of contents

1   Background

The MLA Program Profitable Grazing Systems (PGS) and the Adoption team prioritised the development of a remote delivery support mechanism to:

- attract and support Service Providers (SPs) to deliver high-value Supported Learning Projects (SLPs) during the COVID-19 restrictions and in remote areas of Australia using remote delivery technology;
- enable the ongoing delivery of supported learning via the support and training of deliverers and subsequently of producers; and
- enable the continued engagement of producers to engage in MLA Adoption programs program during the COVID -19 restrictions and ongoing for remote producers.

Remote areas of Australia often necessitate travel over large distances for deliverers to meet the expectations of the PGS program – those of having regular producer interactions during the course of the PGS program. This repeated and regular interaction is a key feature of the PGS supported learning/coaching model. Key factors currently limiting the expansion of PGS in remote areas where travel can be a barrier to deliverers are:

- the increased cost of delivery due to the travel costs involved;
- the lack of service provider skills to use remote delivery technology to enable the delivery high-value supported learning projects;
- lack of producer skills to use remote technology ; and
- lack of product awareness of PGS in the producer community.

Consequently, there is a need for a targeted remote delivery training and support mechanism to enable deliverers to efficiently and confidently use technology to provide supported learning in remote rural areas where distances necessitate the provision of other measures to enable follow up delivery with PGS participants.

In addition to remote delivery challenges, the recent COVID-19 situation and related mandated requirement for group events to be limited has necessitated the unforeseen and sudden requirement for Adoption deliverers to manage and deliver via remote delivery technology.

2   Project objectives

The key tasks of the Adoption Program remote delivery webinar project were to:

1. Design and conduct a Training needs analysis to determine the current knowledge and skill level of the participants (up to 200), using SurveyMonkey. The survey will also gather data about their intended webinar usage and the technology their clients already uses. This will ensure that the subsequent training meets their needs. A report summarising the findings will be prepared and delivered.

2. Subsequent to the analysis of the SurveyMonkey data (see above) develop an introductory one-hour webinar using Zoom and deliver over 7 sessions to up to 200 participants, covering the following topics:
    a. Benefits that webinars offer

    b. Equipment options
    c. Software options
    d. Steps to running a successful webinar
    e. Engaging with your attendees (slide design, polls, Q&A)
    f. Minimising presenter stress
    g. Helping producers use the technology
    h. Q&A session

These sessions will be recorded and edited, and the final versions available for MLA to distribute for future viewing.

Monitoring and Evaluation data will be collected from each session and submitted to MLA.

3. Develop and deliver specific training webinars for the three most popular platforms (determined from the Training needs analysis). Each 45-minute session will give an overview of the platform, including the following:
    a. Setting up a meeting
    b. Hosting a meeting
    c. Engaging with your attendees
    d. Q&A session.

Each session will be recorded and edited, and the final version available for MLA to distribute for future viewing.

Monitoring and Evaluation data will be collected from each session and submitted to MLA.

3   Methodology

An electronic survey using SurveyMonkey was developed to gather data from potential webinar participants. A link to this was circulated with the promotional material for the webinars, inviting potential attendees to complete the survey prior to attending the webinar. Data were gathered from MLA collaborators (and in particular PGS presenters) and MLA staff (who attended a specific webinar delivered for them).

Webinar registration pages were created using the Zoom web meeting software and the links were distributed by MLA to potential attendees. Webinars were then conducted using the Zoom web meeting software. Post-event evaluations were conducted using SurveyMonkey.

4   Results

4.1   Training needs analysis

4.1.1   MLA collaborators

The 50 respondents to the Training needs analysis survey provided their responses between 1 and 22 April 2020. These results, as detailed below, guided the design of the training webinars.

Q1: To what degree do you already use online engagement tools as part of your extension approach?
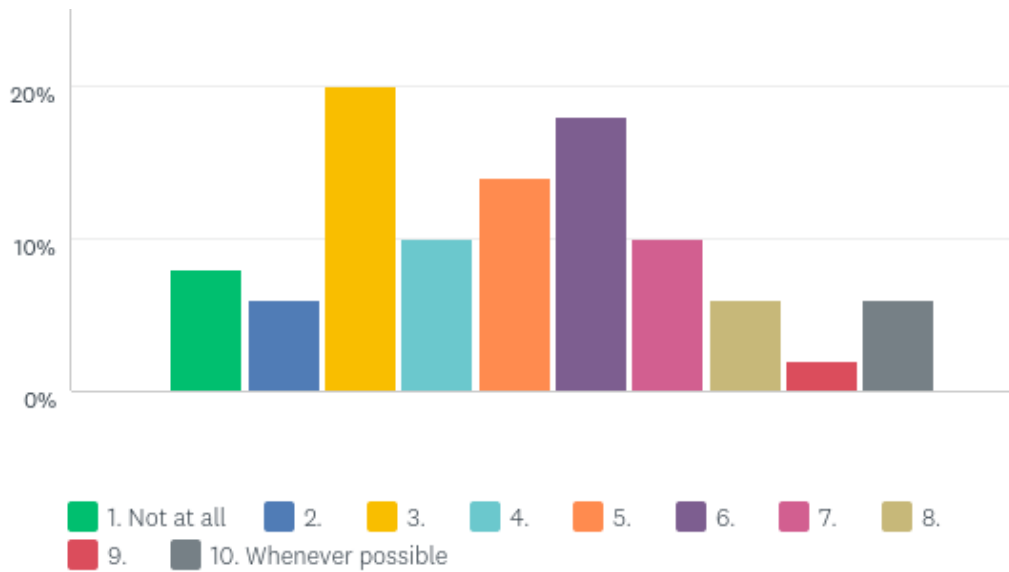
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. WHENEVER POSSIBLE	TOTAL	WEIGHTED AVERAGE
	8%	6%	20%	10%	14%	18%	10%	6%	2%	6%		
	4	3	10	5	7	9	5	3	1	3	50	5.04

Further comments (if required)...
- Work remotely internally it would be 10, externally it would be limited.
- Only used with team members not farmers
- Engage with meetings/presentation organised by others. Never run something myself.
- I am new to this field
- Participant only
- I have used Zoom to bring a presenter to an event when they were unable to travel to present at an event. I have used Zoom this way a handful of times.

Q2: What experience do you currently have with web meetings?
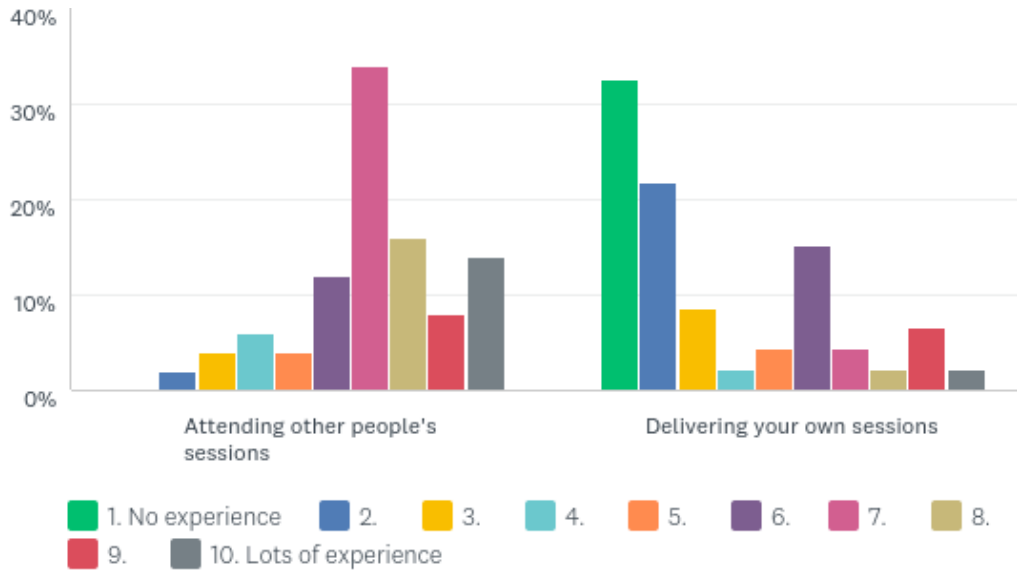
	1. No exp	2.	3.	4.	5.	6.	7.	8.	9.	10. Lots of exp	Total	Weighted average
Attending other people's sessions	0% 0	2% 1	4% 2	6% 3	4% 2	12% 6	34% 17	16% 8	8% 4	14% 7	50	7.1
Delivering your own sessions	33% 15	22% 10	9% 4	2% 1	4% 2	15% 7	4% 2	2% 1	6% 3	2% 1	46	3.5

Q3: Which of the following technologies are you familiar with (either at work or at home)? [You may select more than one]
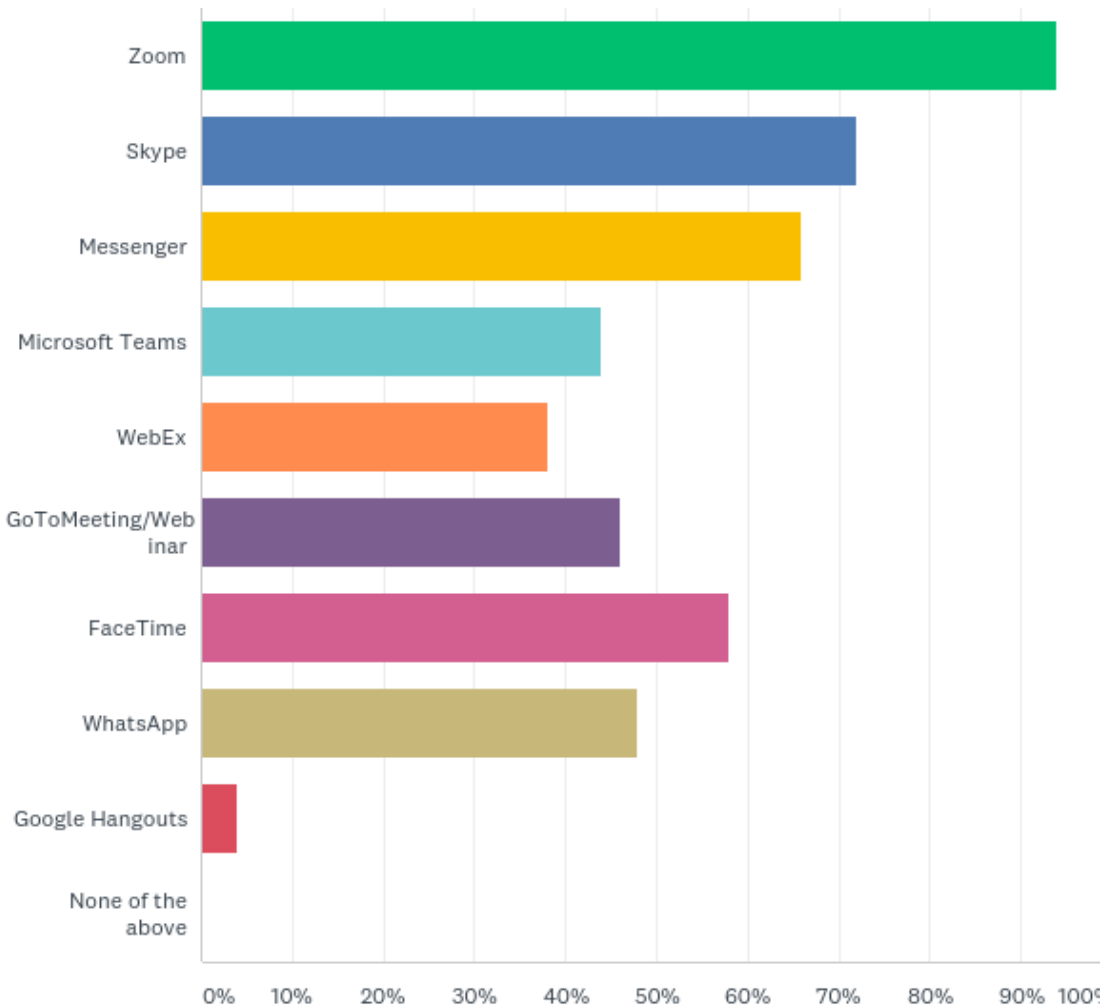
ANSWER CHOICES	RESPONSES	
Zoom	94%	47
Skype	72%	36
Messenger	66%	33
Microsoft Teams	44%	22
WebEx	38%	19
GoToMeeting/Webinar	46%	23
FaceTime	58%	29
WhatsApp	48%	24
Google Hangouts	4%	2
None of the above	0%	0
Total Respondents: 50		

Further comments (if required)...
- Some of them only as a participant
- I would like to know pros and cons of each of these
- Viber, twitter
- Educational online platforms REACT/Moodle/Google Classroom
- Party House

Q4: Which of the following technologies have you used to run your own web meeting? [You may select more than one]
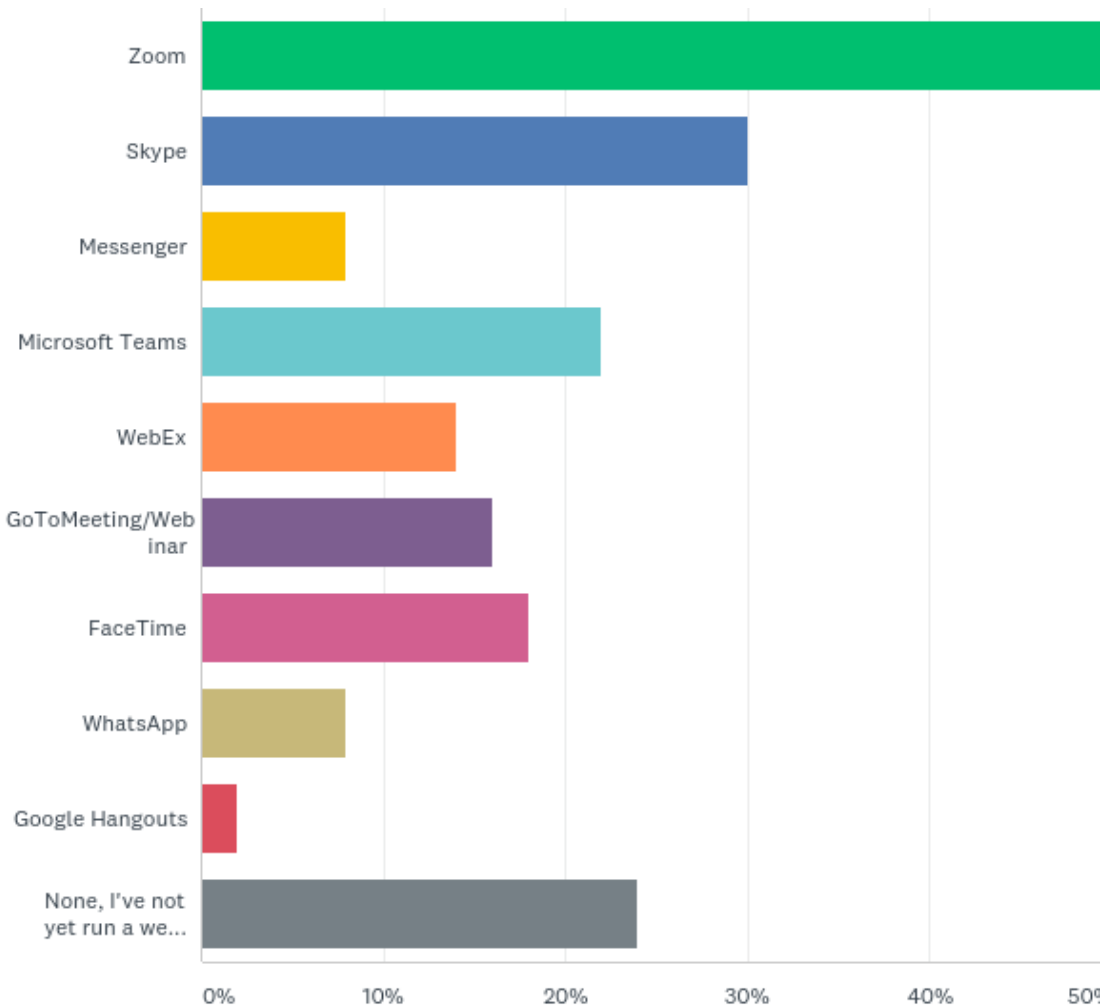
ANSWER CHOICES	RESPONSES	
Zoom	50%	25
Skype	30%	15
Messenger	8%	4
Microsoft Teams	22%	11
WebEx	14%	7
GoToMeeting/Webinar	16%	8
FaceTime	18%	9
WhatsApp	8%	4
Google Hangouts	2%	1
None, I've not yet run a web meeting	24%	12
Total Respondents: 50		

Further comments (if required)...
- Only our internal system
- Chrome Remote Access
- TeamViewer

Q5: What type of device would you use to run a web meeting? [You may select more than one]
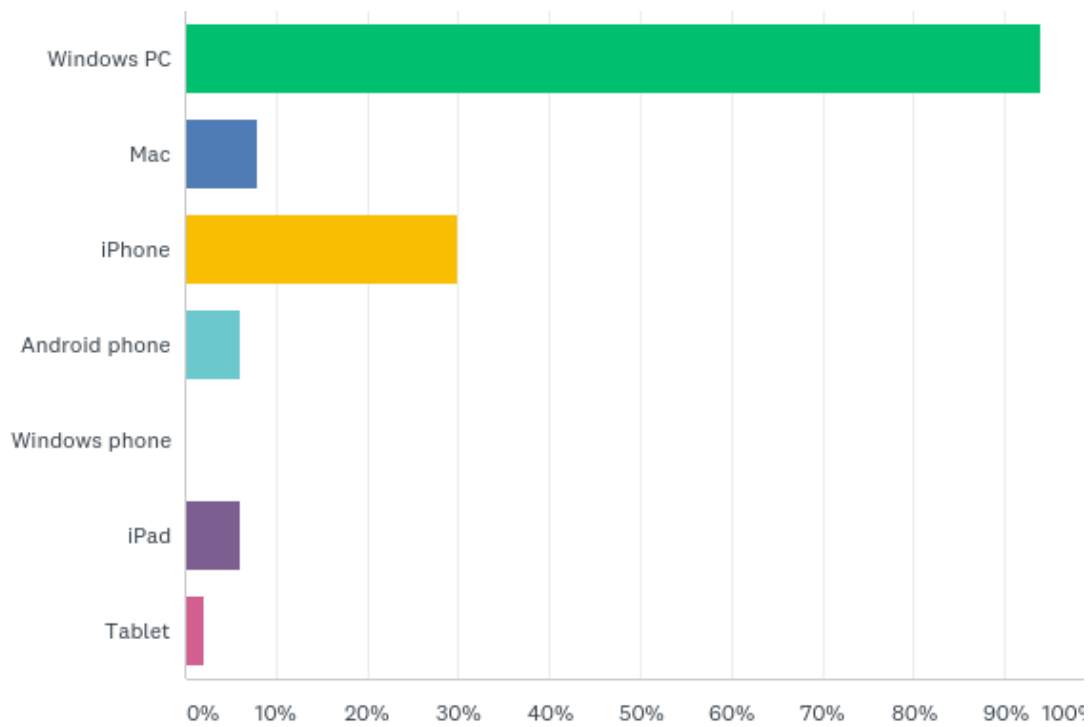
ANSWER CHOICES	RESPONSES	
Windows PC	94%	47
Mac	8%	4
iPhone	30%	15
Android phone	6%	3
Windows phone	0%	0
iPad	6%	3
Tablet	2%	1
Total Respondents: 50		

Further comments (if required)...
- Use a PC with 3 screens plus when using zoom another computer logged in as additional participant
- Lap top

Q6: To what degree are you comfortable running your own web meetings?
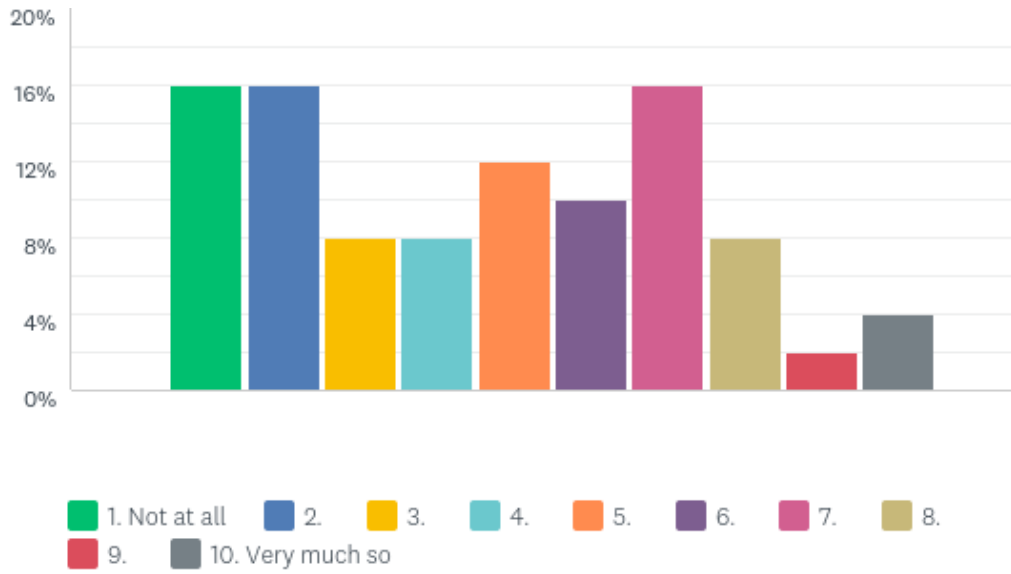
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
	16%	16%	8%	8%	12%	10%	16%	8%	2%	4%		
	8	8	4	4	6	5	8	4	1	2	50	4.74

Q7: If you could easily run web meetings, what would be the main benefits for you? [You may select more than one]
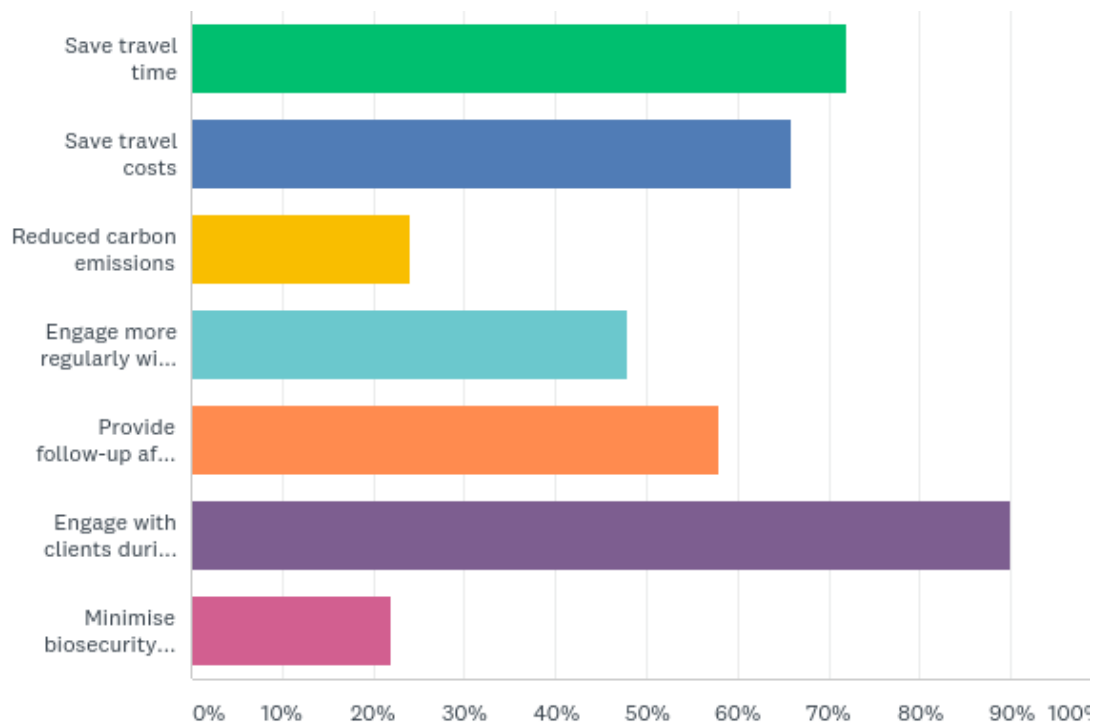
ANSWER CHOICES	RESPONSES	
Save travel time	72%	36
Save travel costs	66%	33
Reduced carbon emissions	24%	12
Engage more regularly with clients	48%	24
Provide follow-up after face-to-face meetings	58%	29
Engage with clients during the COVID-19 pandemic and similar emergencies	90%	45
Minimise biosecurity risks by avoiding unnecessary farm visits	22%	11
Total Respondents: 50		

Further comments (if required)...
- COVID19 changes everything!
- Provide succinct and pithy information relevant to clients' needs, diagnose on farm problems such as poor pasture growth and insect damage
- All of the above, but if I was to rank them it would be saving on travel time as number one.

Q8: If you could easily run web meetings, which of the following size groups are you likely to use?
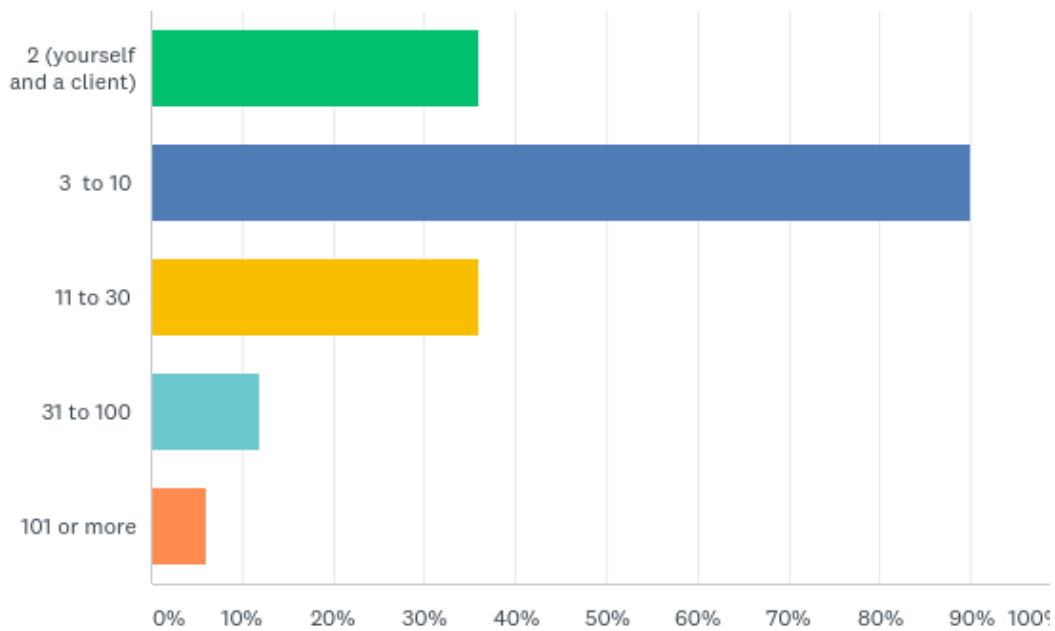
ANSWER CHOICES	RESPONSES	
2 (yourself and a client)	36%	18
3 to 10	90%	45
11 to 30	36%	18
31 to 100	12%	6
101 or more	6%	3
Total Respondents: 50		

Further comments (if required)...
- I run webinars >100, small group training (10-12) and one on one client meetings
- Smaller groups if running as inclusive discussions. Happy for 100 or more for PowerPoint type presentations
- Depending on the project the meeting is for.

Q9: What percentage of your clients do you think are active (or comfortable) with using these technologies? Remember that some may FaceTime with their family etc, which is a type of web meeting.
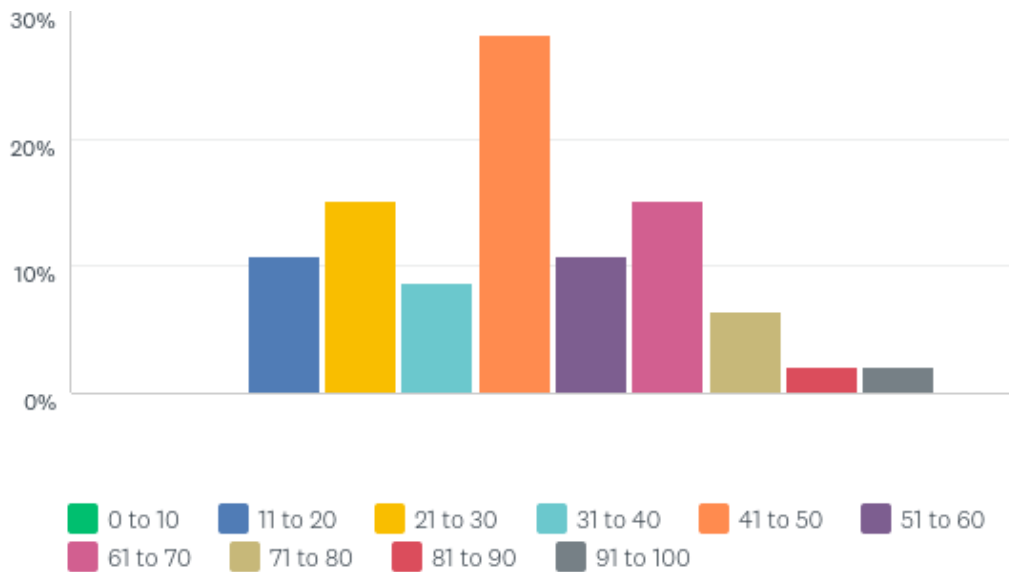
	0 TO 10	11 TO 20	21 TO 30	31 TO 40	41 TO 50	51 TO 60	61 TO 70	71 TO 80	81 TO 90	91 TO 100	TOTAL	WEIGHTED AVERAGE
	0%	11%	15%	9%	28%	11%	15%	7%	2%	2%		
	0	5	7	4	13	5	7	3	1	1	46	5.24

Q10: Which of the following technologies are most of your clients more likely to be able and willing to use? [You may select more than one]
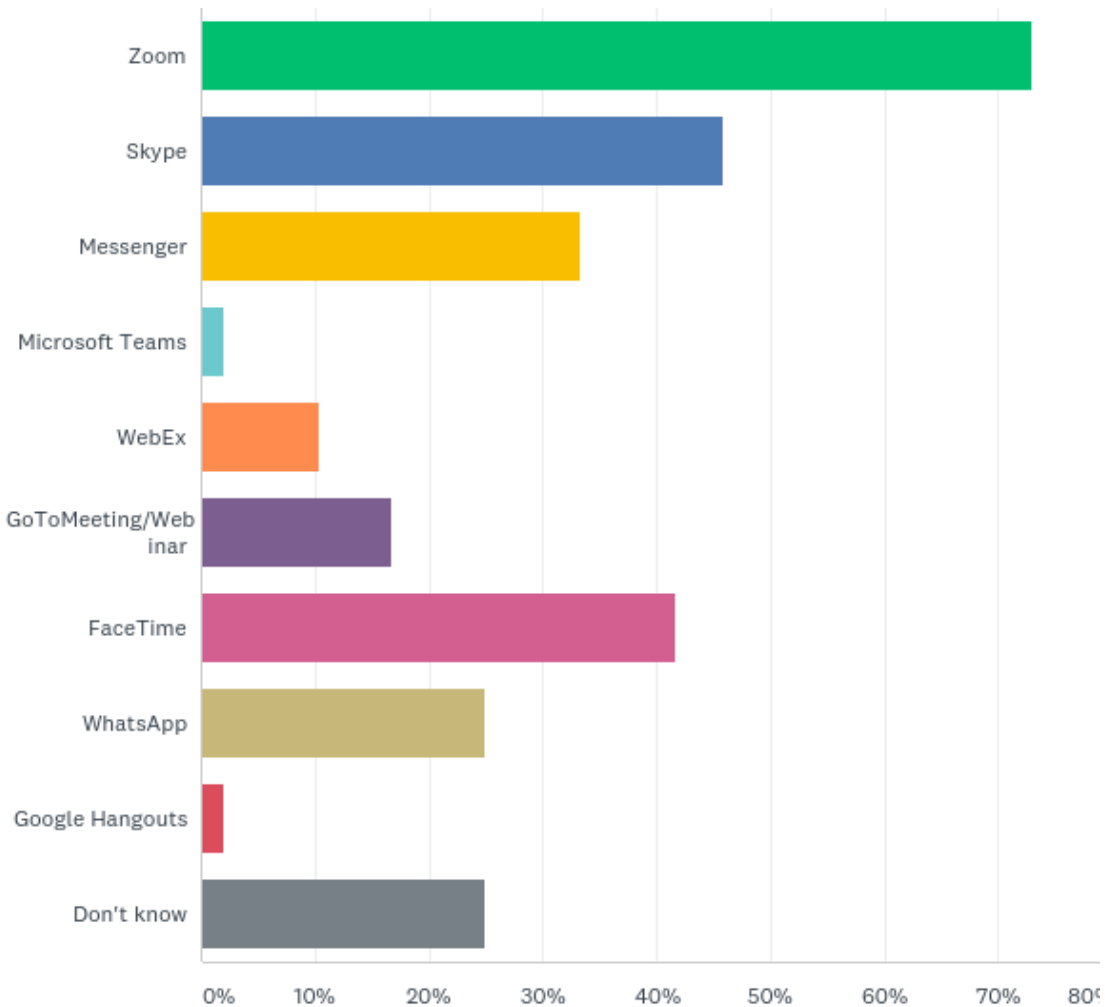
ANSWER CHOICES	RESPONSES	
Zoom	73%	35
Skype	46%	22
Messenger	33%	16
Microsoft Teams	2%	1
WebEx	10%	5
GoToMeeting/Webinar	17%	8
FaceTime	42%	20
WhatsApp	25%	12
Google Hangouts	2%	1
Don't know	25%	12
Total Respondents: 48		

Further comments (if required)...
- They will use anything if it is as simple as clicking on a link to join
- But I am mostly guessing as have not really explored this with my groups before
- I would like to know!
- Investigation needed on what proportion of clients are able to access and interact with technology.

Q11: If your clients could easily attend web meetings, what would the main benefits be for them? [You may select more than one]
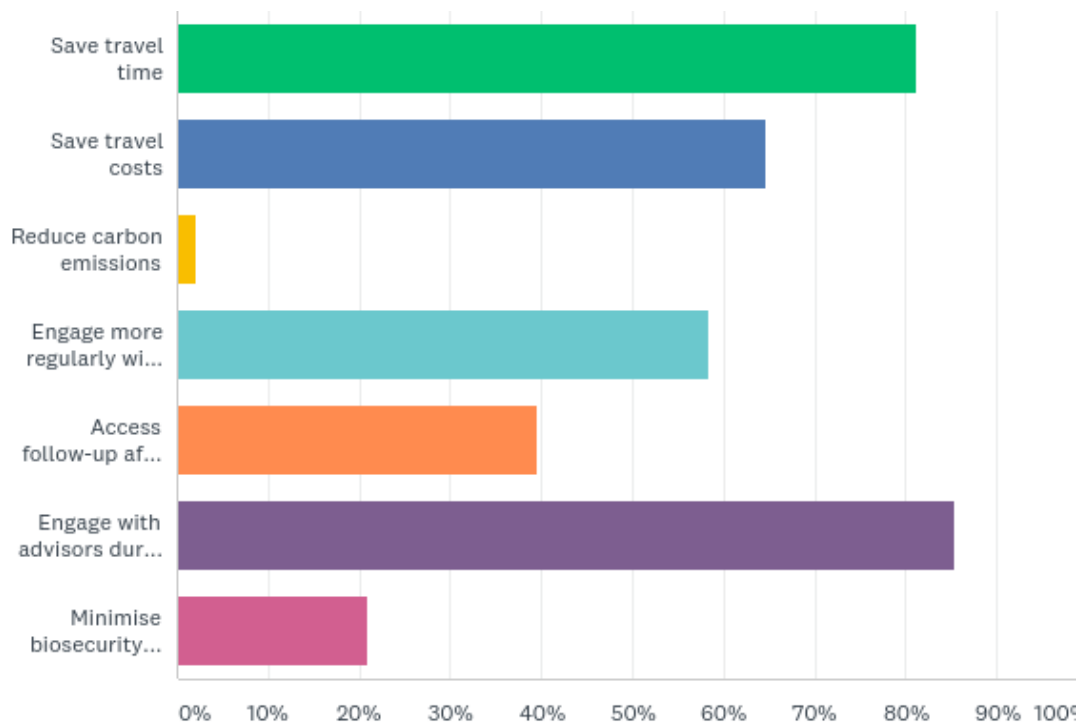
ANSWER CHOICES	RESPONSES	
Save travel time	81%	39
Save travel costs	65%	31
Reduce carbon emissions	2%	1
Engage more regularly with advisors	58%	28
Access follow-up after face-to-face meetings	40%	19
Engage with advisors during the COVID-19 pandemic and similar emergencies	85%	41
Minimise biosecurity risks by avoiding unnecessary farm visits	21%	10
Total Respondents: 48		

Further comments (if required)...
- Provide succinct and pithy information, diagnose paddock issues
- Reduced cost of advisory services (consultant doesn't need to cover travel time and costs).

Q12: Which best describes your role with MLA?
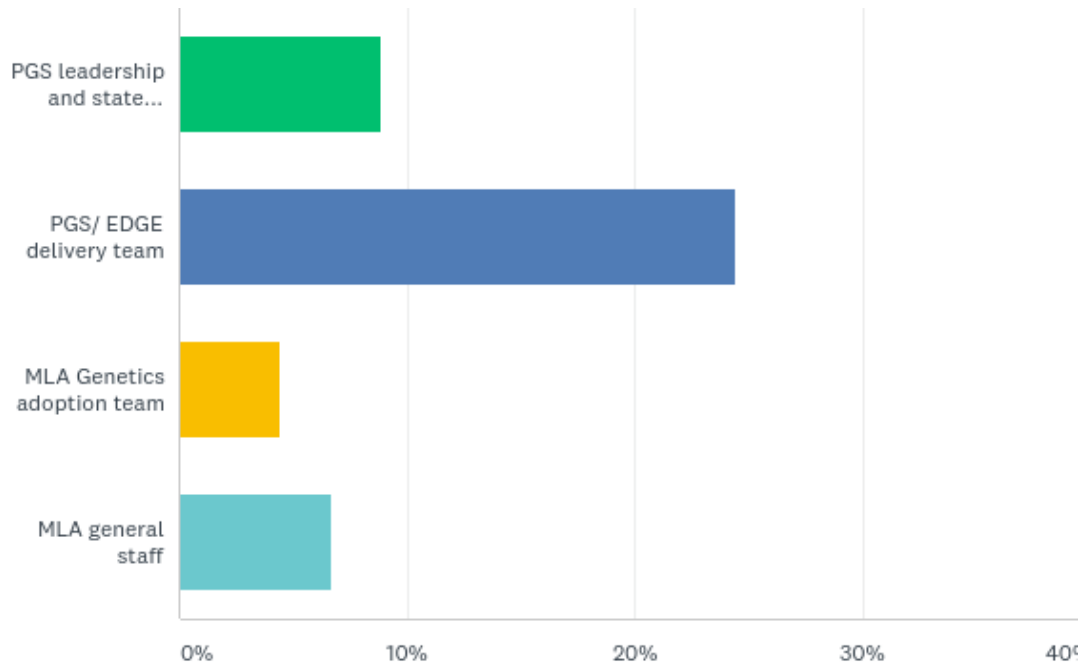
ANSWER CHOICES	RESPONSES	
PGS leadership and state coordination team	9%	4
PGS/ EDGE delivery team	24%	11
MLA Genetics adoption team	4%	2
MLA general staff	7%	3
TOTAL		45

Further comments (if required)...
- MSA
- LEP International Markets
- I am on PGS leadership team and EDGE delivery team
- Industry researcher
- farm demo role
- None - hanger on
- MLA PDS Project Manager/Delivery
- DAF
- PDS and other project delivery
- I am an externa; participant, working for a state government
- Northern Australia Climate Program
- Extension staff NTG
- Healthy Soils discussion group delivery team
- Farm group facilitator - PPS
- LCI 3, SALRC
- Work in MLA funded projects

- PDS deliverer
- Consultant delivering various MLA adoption projects
- N/A
- Consultant - PDS coordinator
- stakeholder
- Delivering a range of projects funded by MLA
- associated organisation
- External extension provider
- N/A
- state govt employee
- Industry connection.

Q13. Any final comments or burning issues you'd like covered in the webinar?

- I think it's important to change the language to promote positivity around adoption of the technology. We have a role to play in this. Web meetings, in my view, are face to face meetings (I encourage my team to adopt this approach) its just that we are not in the same room. I also think we need to sell the benefits to the client. Timeliness of advice - "we can catch up as soon as you like", No loss of human interaction - "We can meet face to face", Comfort - "We can catch up from the comfort of your own home", Efficiency - "You can get straight back into the fencing after we meet", Skills development - "I am happy to talk you through the technology - its so simple even I can use it!", Biosecurity - "We don't want to put you or your family at risk so we are adopting this approach - its working brilliantly so far."
- I hope it is OK for me to listen in - our Department of Primary Industries and Regional Development agency is now working from home - and I am looking for ways to get better at managing my project team and staying engaged with senior leadership - using Zoom - which is the tool DPIRD has brought out for COVID19 times - and which we are all unfamiliar with but getting more so!
- The biggest issues for me are connectivity issues for my clients i.e. poor internet and low IT literacy.
- A run down on the pros and cons of each security, accessibility, costs, etc
- Troubleshooting issues with technology and preventative measures to ensure everyone can connect.
- Costs of zoom etc for an individual private consultant to access. Is there a cheap/free service available?
- I would like to know a bit more about the cyber safety of online platforms (Zoom is the one I am using the most as a participant currently, but has had a bit of bad press lately regarding cyber safety). Pros and cons of different platforms would be good to discuss. Also tips and tools (how to get a background to hide your messy office!! etc).
- Internet is limited, particularly when clients rely on SkyMuster. This is likely to be exacerbated at the moment due to students returning from boarding school and requiring data for school work.
- I have found internet connection for a number of our clients (who have previously tried to attend webinars we have run) to be an issue - there are many examples of individuals trying to log in but their internet connection is patchy and they drop in and out.
- How do you ensure all participants have a chance to have their say or ask questions without one person dominating? Do you use similar techniques as in a real life meeting?

4.1.2 MLA staff

Q1: To what degree do you already use online engagement tools as part of your MLA work?
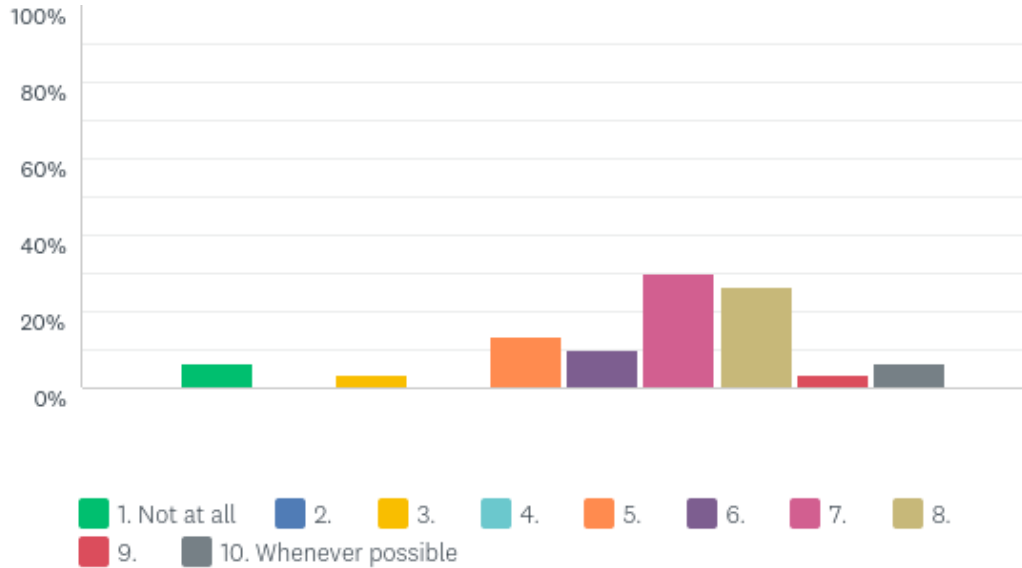
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. WHENEVER POSSIBLE	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 2	0.00% 0	3.33% 1	0.00% 0	13.33% 4	10.00% 3	30.00% 9	26.67% 8	3.33% 1	6.67% 2	30	6.93

Further comments (if required)...
- When dealing with software vendor they appear to engage better through webinars than workshops.
- I participate when links are provided but cannot organise these for myself
- I have been delivering lectures to universities via go to meetings & skype in the past
- Increased in recent times.

Q2: What experience do you currently have with web meetings?
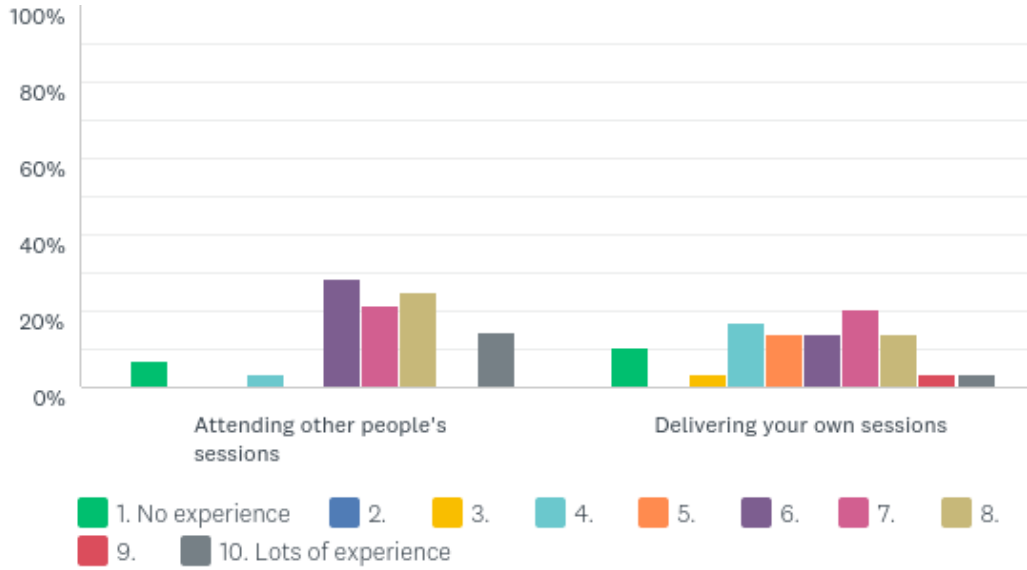
	1. NO EXPERIENCE	2.	3.	4.	5.	6.	7.	8.	9.	10. LOTS OF EXPERIENCE	TOTAL	WEIGHTED AVERAGE
Attending other people's sessions	7.14%	0.00%	0.00%	3.57%	0.00%	28.57%	21.43%	25.00%	0.00%	14.29%		
	2	0	0	1	0	8	6	7	0	4	28	6.86
Delivering your own sessions	10.34%	0.00%	3.45%	17.24%	13.79%	13.79%	20.69%	13.79%	3.45%	3.45%		
	3	0	1	5	4	4	6	4	1	1	29	5.62

Q3: Which of the following technologies have you used to run your own web meeting? [You may select more than one]
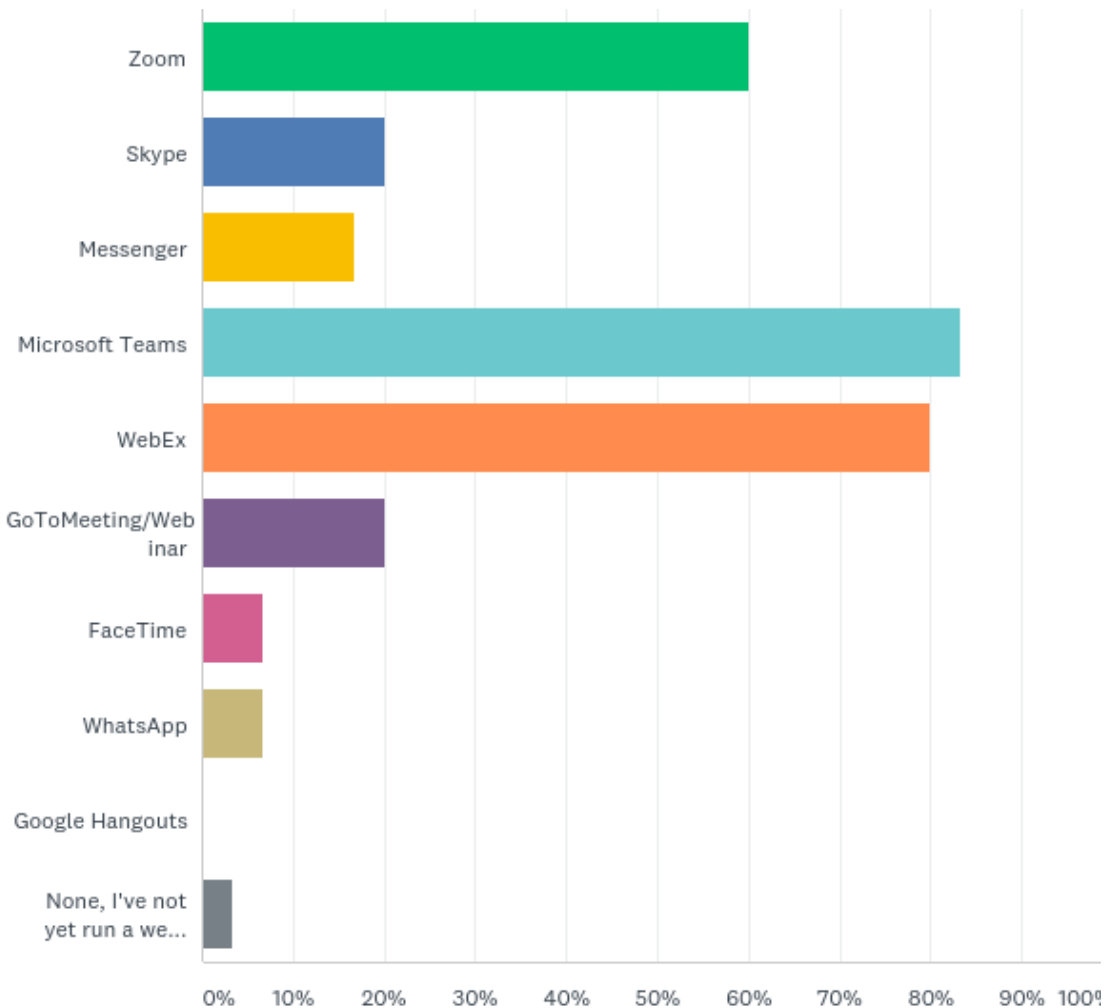
ANSWER CHOICES	RESPONSES	
Zoom	60.00%	18
Skype	20.00%	6
Messenger	16.67%	5
Microsoft Teams	83.33%	25
WebEx	80.00%	24
GoToMeeting/Webinar	20.00%	6
FaceTime	6.67%	2
WhatsApp	6.67%	2
Google Hangouts	0.00%	0
None, I've not yet run a web meeting	3.33%	1
Total Respondents: 30		

Q4: Which platform do you find easiest to use (and trouble free) when running meetings with external stakeholders? Tell us about some of your experiences...

- Teams
- Teams. It seems more intuitive and hassle free.
- It depends on what you are doing.... With external communication Zoom is the easiest. With webinars the best I have used is GoToMeeting as a facilitator.
- Microsoft Teams
- Microsoft Teams have been a lot easier to use for external meetings as the stakeholders were able to access the platform with no issue and sharing screens were easier. Have participated in meetings with Zoom with externals and people have had no issues with login in, sharing screens and the chat box functionality is great to encourage conversations and questions.
- Zoom is easiest and most reliable to join
- WebEx
- Zoom
- Zoom
- Teams and Zoom have been reliable
- I have only used WebEx for external meetings but find it's not really straight forward for producers to join meetings.
- Zoom
- Microsoft Teams and Zoom
- Zoom. Much less clunky and easier for externals to access
- Teams, zoom, go to meetings, FaceTime
- In past companies WebEx has been easy - click and play kind of thing
- Microsoft Teams & Zoom
- WebEx has only been used with externals. Works most the time but sometimes not without problems (like people not being able to connect cause the line is busy).
- Zoom
- Zoom - by far the best connectivity and features. Also being able to do 'the Brady bunch' is a great features and really helps engagement throughout the meeting.
- Microsoft Teams
- WebEx. use this daily for Team catch up
- Zoom - I prefer zoom as it is harder to connect to WebEx and I get an echo.

Q5: What type of device would you use to run a web meeting? [You may select more than one]
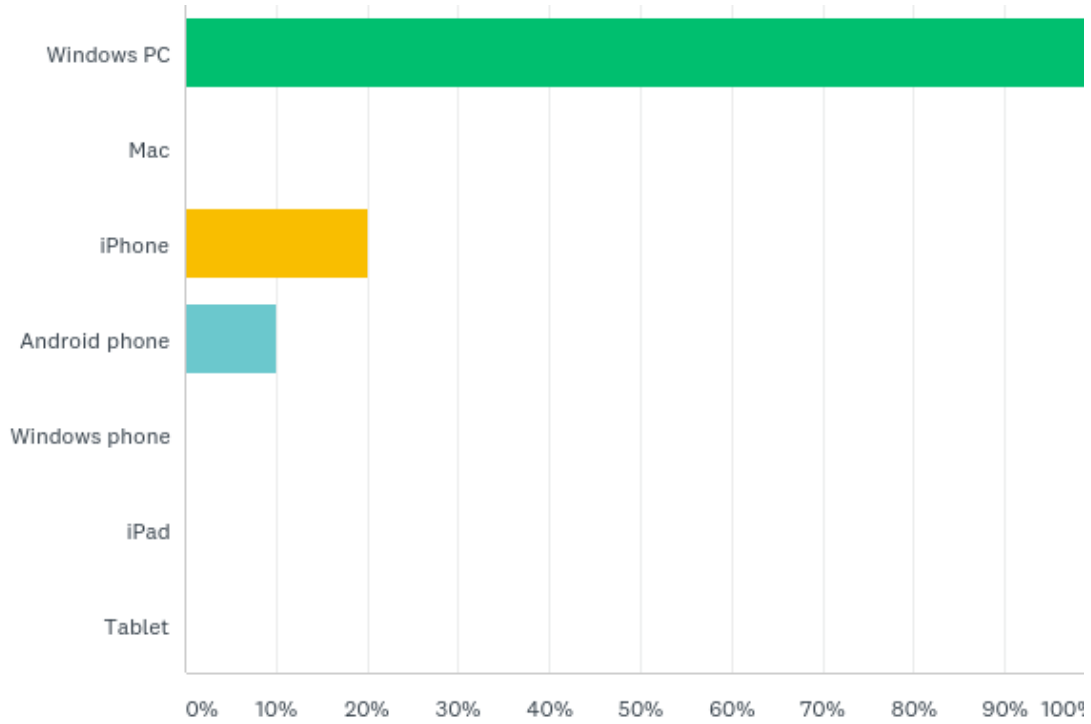
ANSWER CHOICES	RESPONSES	
Windows PC	100.00%	30
Mac	0.00%	0
iPhone	20.00%	6
Android phone	10.00%	3
Windows phone	0.00%	0
iPad	0.00%	0
Tablet	0.00%	0
Total Respondents: 30		

Q6: To what degree are you comfortable running your own web meetings?
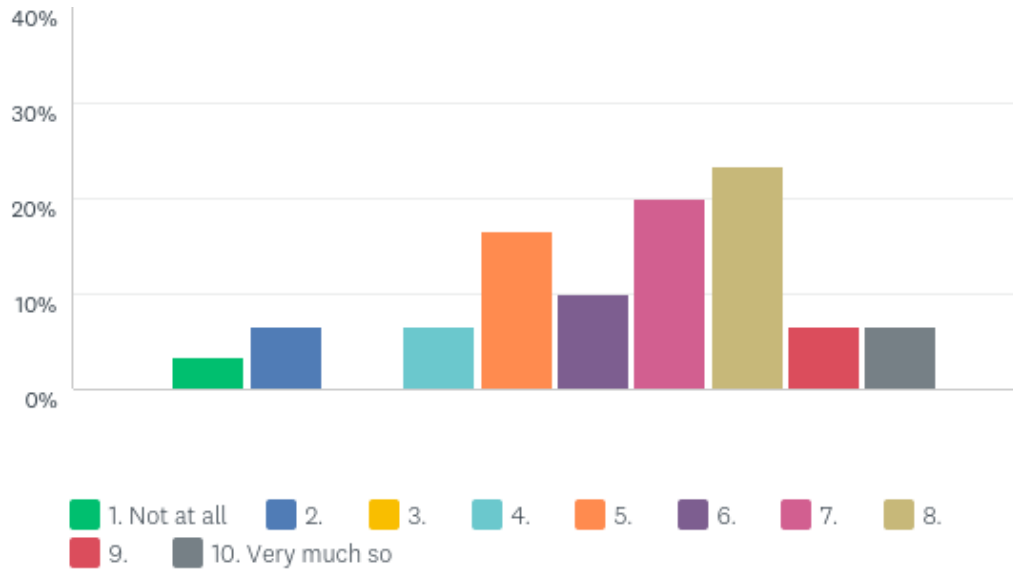
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
(no label)	3.33% 1	6.67% 2	0.00% 0	6.67% 2	16.67% 5	10.00% 3	20.00% 6	23.33% 7	6.67% 2	6.67% 2	30	6.60

Further comments (if required)...
• It depends on the platform.

Q7: If you could easily run web meetings, what would be the main benefits for you? [You may select more than one]
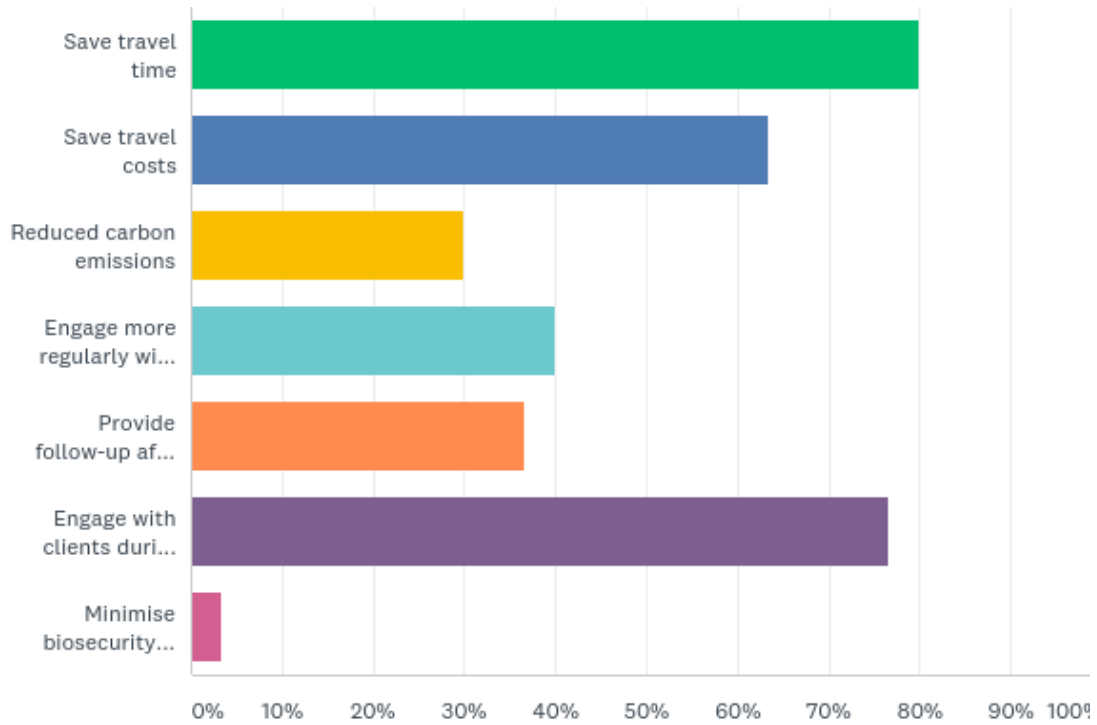
ANSWER CHOICES	RESPONSES	
Save travel time	80.00%	24
Save travel costs	63.33%	19
Reduced carbon emissions	30.00%	9
Engage more regularly with clients	40.00%	12
Provide follow-up after face-to-face meetings	36.67%	11
Engage with clients during the COVID-19 pandemic and similar emergencies	76.67%	23
Minimise biosecurity risks by avoiding unnecessary farm visits	3.33%	1
Total Respondents: 30		

Q8: What size groups would you expect to run web meetings for the following...

Type of web meeting	Average size
Internal MLA meetings	10
Meetings with external stakeholders	50
Combined meetings (internal & external)	22

Q9: To what degree would you like a follow-up webinar to further develop your remote engagement skills and confidence?
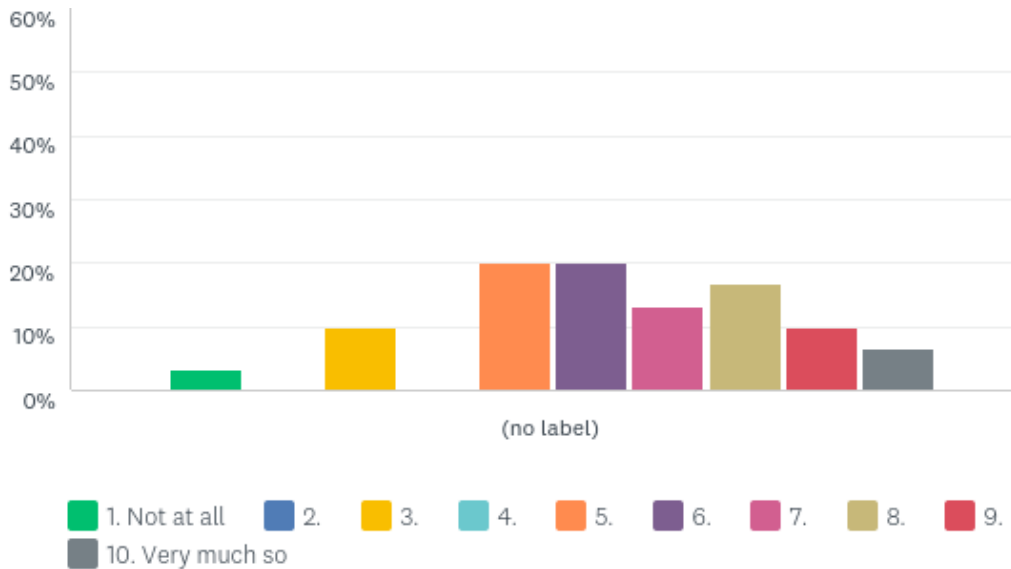
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
(no label)	3.33% 1	0.00% 0	10.00% 3	0.00% 0	20.00% 6	20.00% 6	13.33% 4	16.67% 5	10.00% 3	6.67% 2	30	5.67

Q10: Any final comments or burning issues you'd like covered in the webinar?

- What platform is easiest to join for our external stakeholders?
- Tactics on how best to engage people virtually and keep them interested
- Some basic 'rules' of conducting professional web-based engagement

- MLA sponsors industry events, many of which are now cancelled due to COVID and the organisers are looking at online options. How do we make the participation and engagement as effective as possible?
- I would like to know about how to conduct large events online so I can send this information to external event organisers.

4.2 Webinar training sessions

4.2.1 MLA collaborators and staff

Seven training webinars were delivered for MLA collaborators and staff, on the following dates and times.

Session	Audience	Registrations	Attendees
Monday 6 April 2020, 8:30 am	MLA collaborators	39	25
Monday 6 April 2020, 10:30 am	MLA collaborators	71	55
Wednesday 8 April 2020, 8:30 am	MLA collaborators	32	27
Wednesday 8 April 2020, 10:30 am	MLA collaborators	52	37
Wednesday 22 April 2020, 1:00 pm	MLA staff	42	39
Wednesday 22 April 2020, 3:30 pm	MLA PGS deliverers	30	19
Total		**266**	**202**

Q1: Which webinar session did you attend?
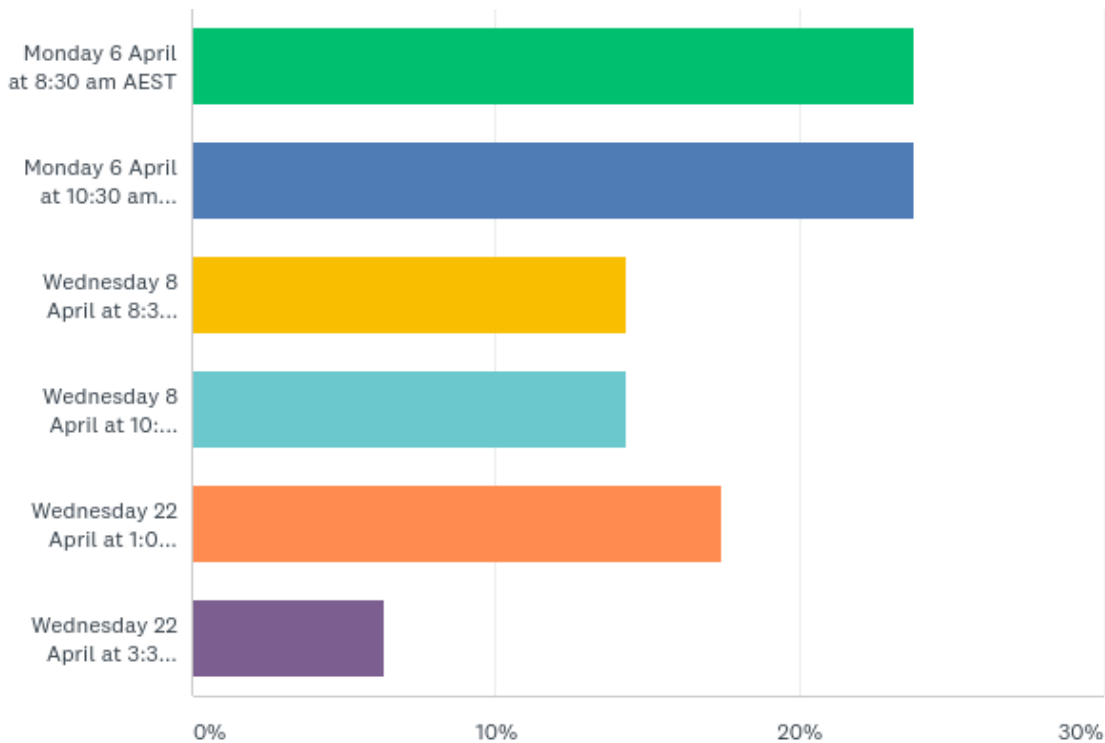
ANSWER CHOICES	RESPONSES	
Monday 6 April at 8:30 am AEST	23.81%	15
Monday 6 April at 10:30 am AEST	23.81%	15
Wednesday 8 April at 8:30 am AEST	14.29%	9
Wednesday 8 April at 10:30 am AEST	14.29%	9
Wednesday 22 April at 1:00 pm AEST	17.46%	11
Wednesday 22 April at 3:30 pm AEST	6.35%	4
Total Respondents: 63		

Q2: What did you appreciate most about the webinar?

- Lots of information
- It was really clearly presented! The seminar was a living example of what was being discussed!
- Learning how much better Zoom is than WebEx (unfortunately I'm locked into WebEx for a series of 6 webinars though). I also really liked the options to use other tools (i.e. Poll Everywhere) and the advice about easing yourself in (i.e. not trying to do polls and everything in your first webinar).
- Interactive and the continual tips & tricks
- The practical tips
- John demonstrating good technique through out
- Poll Everywhere, really useful tips and real time testing of Zoom
- Clarity of the experience. Both when talking but also how John was explaining the different features and tools that we can use.
- The refresher and tips on how to do online meetings / webinars well
- Clear concise presentation
- As a stakeholder, not MLA employee, I have already used Zoom as part of my business - however I definitely took away helpful tips from the presentation e.g. your intro, clearly stating how non users could find what they needed to do to e.g. chat
- Very informative and interactive
- The step by step on how to use zoom
- John made the webinar interesting and easy to follow, especially during the interactive parts. The breakout rooms session was particularly fun!
- Finding out all of the technology that we should purchase. I like having specific details - it saves me a lot of time in a space I am unfamiliar with.
- The very practical and specific advice.
- The few small tips that were useful. I had considered them but they reinforced the need to do them. 1. Have a wingman 2. Log in from a second email to see what participants see.
- Wasn't able to join live in the end but appreciate the recording being made available. Have now watched it and found all the tips and hints really valuable. Well presented and obviously ran to time - excellent.
- I have never presented a Webinar so going through the whole process was very interesting.
- It was clear in the way it stepped through Zoom and it's features/tools that may be applicable to running various sized meetings and webinars.
- Practical and useful tips on using Zoom. Broad application of the topic.
- First time involved with something like this so I learnt some valuable ideas
- The information on break-out sessions. Some good hints on technology.
- Professional presentation that provided very timely information in a simple fun way
- little tips like Zoom isn't that data hungry - be extra good to have some data to back that up; flipped learning, poll everywhere, be multi skilled use a variety of products,
- Walking the talk - very engaging and great 'change of state' activities to keep us connected throughout.
- Clean professional presentation of relevant summary info with pointers or follow-up links for more info.
- New knowledge - on techniques (such as the breakout room) and the theory of flipped learning.
- How well it was run. It really showed me the potential of online meetings.
- Very informative in using a resource I am unfamiliar with
- The Q&A segment.
- Clear concise information presented very professionally
- The professionalism of John James and the very helpful tips he shared with us.

- Informative
- Interactive
- Clear and upbeat presentation
- The information and how it was presented.
- the resources emailed
- The advantage of using "Flipped Learning" in tandem with web content
- Mate it was clear and you model what you talked about. Thanks. Your pictures were excellent.
- The relevance of the content to the current situation
- Mainly focussed on using zoom - which was great as attendees indicated this was what they had used.
- Asking people questions prior was good to be able to hone in on key things to discuss.
- Presentation tips
- Wisdom... 10 years of John's insights on webinars in 45 mins!
- The clarity of the presentation and John's ability to engage with the participants as well as the tips for delivering effective webinars.
- Great tips
- Information on Zoom
- Practising e.g. poll everywhere and break out group
- clearly articulated processes for running webinars and tips
- Met my level initially. Showed what could be done to a certain extent. Seeing other people's faces! (been a bit too quiet lately).
- The professional and easy going manner in which it was delivered. You felt reassured you were doing the right thing and it is easy.
- Not a huge amount of content covered but still helpful and effective
- John spoke very well and presented well. The webinar was thought out and had a plan B when some things didn't work out. Learning new functions about Zoom
- Covering the basics so well
- A positive approach to a new way of learning. It was professional and clear.
- The breakout rooms - I had never utilised those before
- Informative and easy to follow without too much detail
- Emailed links + summary + slides just received are fantastic.
- Tips on what makes a good webinar.
- The tips and tricks that were suggested.
- Simple clarification of the main logistics. Particularly on the platform to use.   With a number of options available just knowing that Zoom is one of the best to use helps confidence. Headset & camera suggestions handy.
- Excellent tips, Dr James clear voice, great slides, extremely well done.
- Succinct, easy-to-understand presentation, no jargon
- Relevant info - that by turning off video, then very little bandwidth is used by Zoom; advantages of Zoom (purpose-built) vs Microsoft Teams; ideal length is 45 mins or less - 15 mins works well; schedule around audience preferred timeslots; buddy system so you know that the presentation is working or if any glitches
- John was a great presenter and gave us practical tips - not just how to use the platform.
- I really liked seeing some of the links - such as PollEv - in action. I didn't know that this product existed and think it is a nice way to allow attendees to prioritise webinar questions.

Q3: What did you appreciate least about the webinar, and how would you suggest we do it differently next time?

- Learning how much better Zoom is than WebEx (unfortunately I'm locked into WebEx for a series of 6 webinars though).
- It was all good. Very concise, interactive and informative. Maybe a follow up for further or continual development
- Nothing to improve
- I hate generic American looking iStock images - like local content ... that is very nit-picky I know
- I didn't think there need the explanation at the start about the zoom mute and video. However, I am reasonably proficient with this type of tool so some people may have seen benefit in it.
- I thought you could have touched on the other main options e.g. Microsoft teams (as this rated highly in the mediums identified by attendees)
- My mobile didn't have a signal so couldn't go to Poll Everywhere. Not sure you can do much about Telstra!
- Nothing comes to mind! It was a great session.
- No, all good.
- Too short. I would have liked more.
- I think the sessions that didn't work potentially instilled a lack of confidence in me surrounding the use of the technology while I completely understand that it wasn't your fault or intention. More time invested to ensure that the shortcomings of those sessions aren't quite so demonstrable at a critical time (I assume these were fixed in following sessions).
- Nothing, was just frustrated that couldn't join live but recording was nearly as good. Was there enough time for all the questions at the end?
- The steps for logging on to Pollev.com could have been a bit slower
- I thought there might have been some more information on keeping the audience engaged and obtaining feedback, and extending more into flipped learning and adult learning principles online - but it was all good. I really enjoyed what was covered.
- Nothing
- Some sections too fast for a beginner
- It was a little basic in some areas.
- Could have gone a little longer
- Google docs session didn't work - couldn't access; needs more time to explain
- Had to think ... so obviously more than satisfied over all. Nothing stands out to mention.
- My capacity to follow threads - webinar was my only dedicated downtime to get across the technology.
- The Poll Everywhere session was rather quick. I don't have good mobile reception, so by the time I had connected my phone to Wi-Fi I missed a couple of opportunities to respond. So, maybe allow a few extra seconds at the start of that section.
- Nothing on your end just the frustration at my inability to log in on line due to my connectivity and only being able to zoom on my phone. Couldn't get into PollEv either so in current times it is tricky if the whole nation is trying to get on line.
- It was all excellent
- Nothing
- Google docs didn't' work
- Did not get onto Poll Everywhere as I was disturbed at that very minute and missed the instructions. Also lucked out in getting onto the chat room. Would not know how to do this.
- Couldn't get the Google doc to open. Other Zoom meetings I have been involved with usually send a link to the doc prior to the meeting.

- Hadn't used PollEv app before so mucked around trying to open it & missed some of your presentation. I registered last week but didn't receive any instructions/links to joining the meeting.
- Using Poll everywhere and Google docs was unnecessarily complex
- Sometimes too much voice/audio. I reckon more adults are 'visual' learners than 'audio' learners. This is where some 'dot points' could have been included in presentation and some answers needed to be shorter (as no way to 'present visually').
- Probably the limited time to get to know the other participants and the technical difficulties with the breakout room ... next time! As each person signs on, does the technology allow me to immediately introduce myself to at least one other person? Secondly, knowing that this lesson was part of a series of lessons being presented at the end of which I would be ready to deliver to real clients having already presented to my class colleagues.
- All good, even though the Google Doc didn't work it was reassuring to know sometimes the stars just won't align
- Zoom Room not working. The link needed to be left up longer. Even though we had to move on.
- Perhaps downloading poll everywhere app prior to webinar? and have the website ready and open to enter in for breakout groups (naughty thing wasn't working today)
- I still wonder how to actually get one organised? That is - do I make a zoom link and email out? etc.
- Poll everywhere explained too fast, and google docs.
- Nothing
- I was looking forward to trying breakout room so was disappointed when it did not work.
- The time allowed to get the app - I missed that
- Unsure about how to use polling. Unsure about how to set up breakout rooms.
- Maybe a bit more explanation of the breakout rooms - what they are, what will happen and when you could use them in your future webinars?
- Still not sure how I make my webinar stand out from everyone else's!
- All good. Not sure if hitting the google drive link would have been any good for me, even if it had appeared. I prefer and use MS One Drive but that is me! Was a bit tricky getting into the chat room but I did get there but didn't contribute - need more confidence + I indicated in the chat box my video head shot is very fuzzy although my virtual background is OK
- Nothing really
- Trying to get internet connections and download apps while attending the webinar.
- Some instructions that we should download the Poll Everywhere app/have access to Google docs sent to us once we registered so that we are prepared before the meeting
- Just a little bit longer!
- I thought the webinar was very well done. I believe the organiser has an option to mute all attendees and that would have been good when one attendee was talking on the phone as he didn't think his microphone was on (and failed to turn it off).

Q4: To what degree has your understanding of running web meetings changed as a result of this webinar?
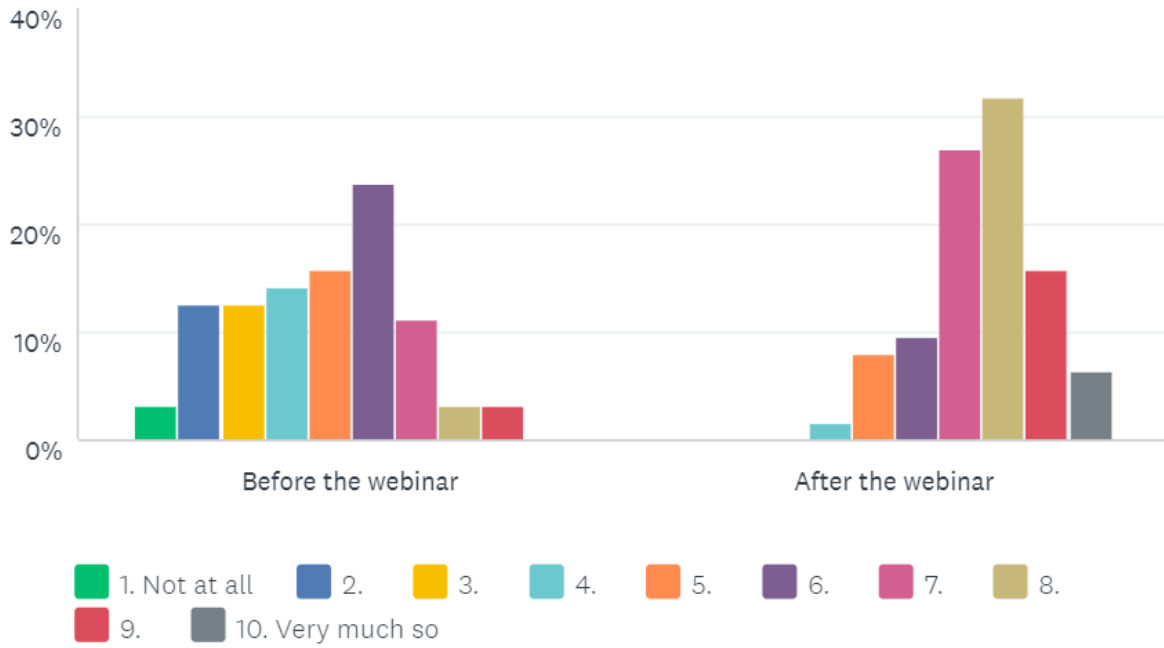
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
Before the webinar	3.17% 2	12.70% 8	12.70% 8	14.29% 9	15.87% 10	23.81% 15	11.11% 7	3.17% 2	3.17% 2	0.00% 0	63	4.89
After the webinar	0.00% 0	0.00% 0	0.00% 0	1.59% 1	7.94% 5	9.52% 6	26.98% 17	31.75% 20	15.87% 10	6.35% 4	63	7.79

Q5: To what degree has your confidence of running a web meeting changed as a result of this webinar?
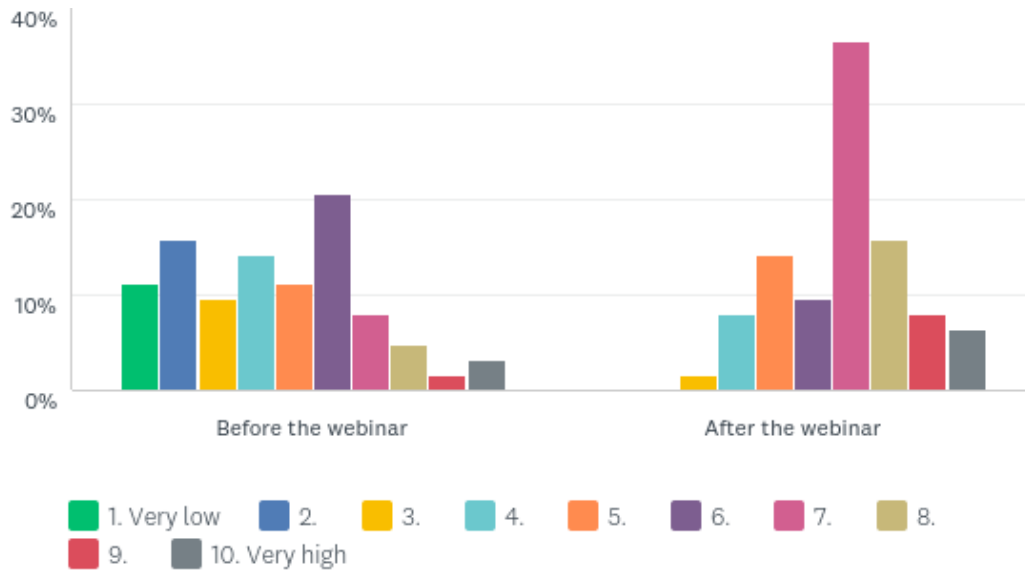
	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Before the webinar	11.11% 7	15.87% 10	9.52% 6	14.29% 9	11.11% 7	20.63% 13	7.94% 5	4.76% 3	1.59% 1	3.17% 2	63	4.56
After the webinar	0.00% 0	0.00% 0	1.59% 1	7.94% 5	14.29% 9	9.52% 6	36.51% 23	15.87% 10	7.94% 5	6.35% 4	63	7.19

Q6: Please rate the following aspects of this activity.
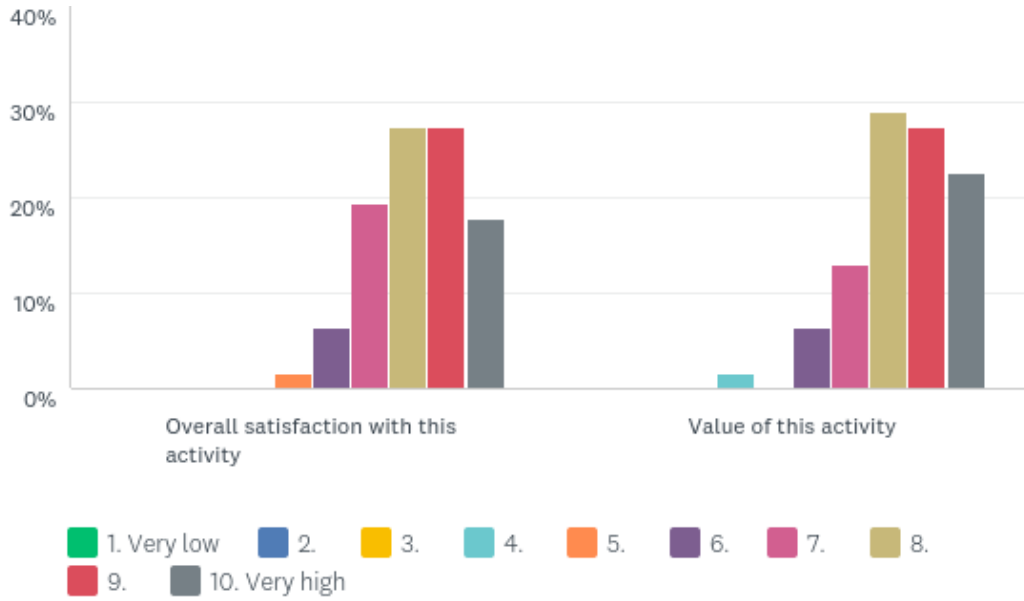
	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Overall satisfaction with this activity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.61% 1	6.45% 4	19.35% 12	27.42% 17	27.42% 17	17.74% 11	62	8.26
Value of this activity	0.00% 0	0.00% 0	0.00% 0	1.61% 1	0.00% 0	6.45% 4	12.90% 8	29.03% 18	27.42% 17	22.58% 14	62	8.40

Q7: May MLA contact you to further assess the impact of this webinar training session?
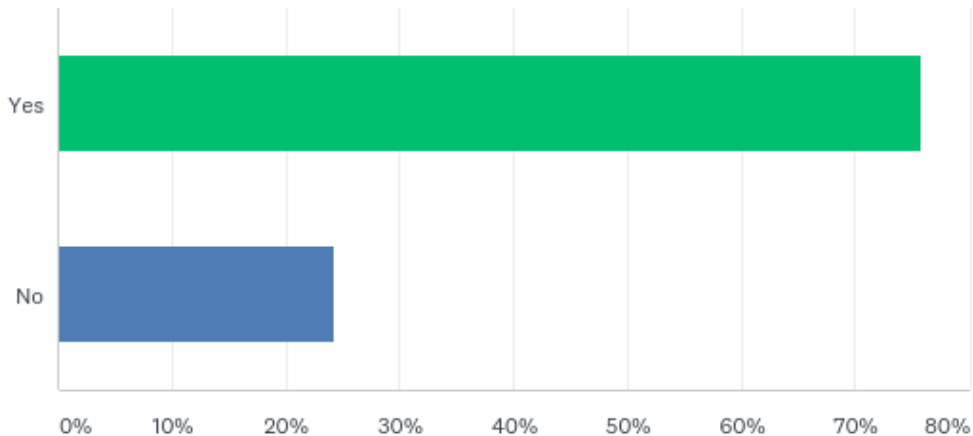
ANSWER CHOICES	RESPONSES	
Yes	75.81%	47
No	24.19%	15
TOTAL		62

Q8: Please enter your contact details.

To safeguard the privacy of respondents, these details are provided in a separate document.

Q9: Any final comments...

- Excellent session
- Sorry I could not make it, thanks for the recording and additional resources
- Personally I am seeing so much go online, I also think we need to look beyond this as well. We are definitely over using it, I think considering what you are presenting and going deeper in sections and or grading/classifying your audience - don't always go for the lowest denominator. I didn't do the pre survey questions, however I would have liked to ask questions during the presentation rather than leaving them to the end, maybe zoom needs a polling option built in! Thank you for including me, it was really appreciated.
- Found it very useful.
- Thanks again, John!
- Awesome presentation as always, John.
- Well done. Two things resonated with me. Flipped learning and importance of visuals.
- Well worth attending with some very practical advice
- further tips on making best use of low band width
- It was well done, thank you!
- Thank you.
- Thanks so much for allowing me to gain this knowledge!
- Excellent initiative.
- Thank you, it was a most helpful seminar
- I'll be recommending this to my colleagues.
- Thanks for putting this on.
- I have been asked by a government dept to deliver some online webinars however I have to use MS Teams. I really want to walk my talk about engagement but am very nervous about how I might do this as I am not all that Tech savvy. Face to Face no problems just need some confidence to make the transition to online delivery.
- Might email you separately with more questions if that is ok. Especially your coaching (hand-holding) work.
- It was a useful activity
- Keep up the good work John.
- Thanks... very much appreciated participating.
- Thanks very much John it was really interesting and I will put many of the tips to good use
- Thank you!
- :)
- Thanks John. It confirmed that we can't do the Breeding EDGE workshop on line, but we can use Zoom for follow up activities.
- Thank you, it was a great session that explained everything very clearly. And showed you how it can be interactive and user friendly.
- Very good John
- Thanks
- Well worth my time
- I thought it was a good use of my time at this stage in my video conference/ webinar experience. There was the right balance of overview and detail.
- Good points about making contact before and starting on time. Also making sure slides are simple.

- I need to upgrade my equipment; audio is not up to scratch. I appreciate the point that treat like you would a live face to face delivery, be professional, plan and prepare. Flipped learning - great name but so important to shorten the online time. Thanks for opportunity to provide feedback.
- Thanks for providing these very timely insights.
- John did a great job - clear, well presented and informative

4.2.2 MLA PGS presenters

A separate training webinar was delivered for MLA PGS presenters on Friday 1 May 2020, at 1:30 pm. There were 42 registrations and 39 attendees for this webinar. As a practical demonstration of using a shared Google document, the evaluation was conducted using this technology. The results are as follows.

What new things did you learn during today's event?
How to share documents.
How to session for breakouts was handy - Ditto
Break outs
10 minutes maximum presenting before something new
The feature for using the phone
Concentrate.
Polls

What one thing are you going to do as a result of what you learnt today?
Run a webinar - with JJ support
Run an online meeting (with support)
Start sharing more documents.
Use breakouts and polls
Do a practice run with people I know, so we can have a go at using some of these technologies.
Chat rooms
Flipped learning
Sign up for Toastmasters!
Get a set of processes at the start

What else would you like to learn about at a future training session?
Try a meeting with some clients to work through winter plans

On a scale of 1 to 10 (where 1 is low and 10 is high), how useful was today's webinar for you?
10, 10, 9, 10, 9, 9, 9
Average: 9.4

Any final comments?
Will look forward to re-watching the recording of this. Lots to consider.
It would be handy if MLA sent a list / network contact of people participating (and what they currently deliver…)
Could you send us a booklet with all of these tips summarised please?

4.2.3   Practice Zoom session for novice MLA webinar hosts

A Practice Zoom session for novice MLA webinar hosts was delivered on Wednesday 17 June 2020, at 9:30 am. There were 23 registrations and 14 attendees for this webinar. The seven survey responses are summarised below.

Q1: Where are you located?
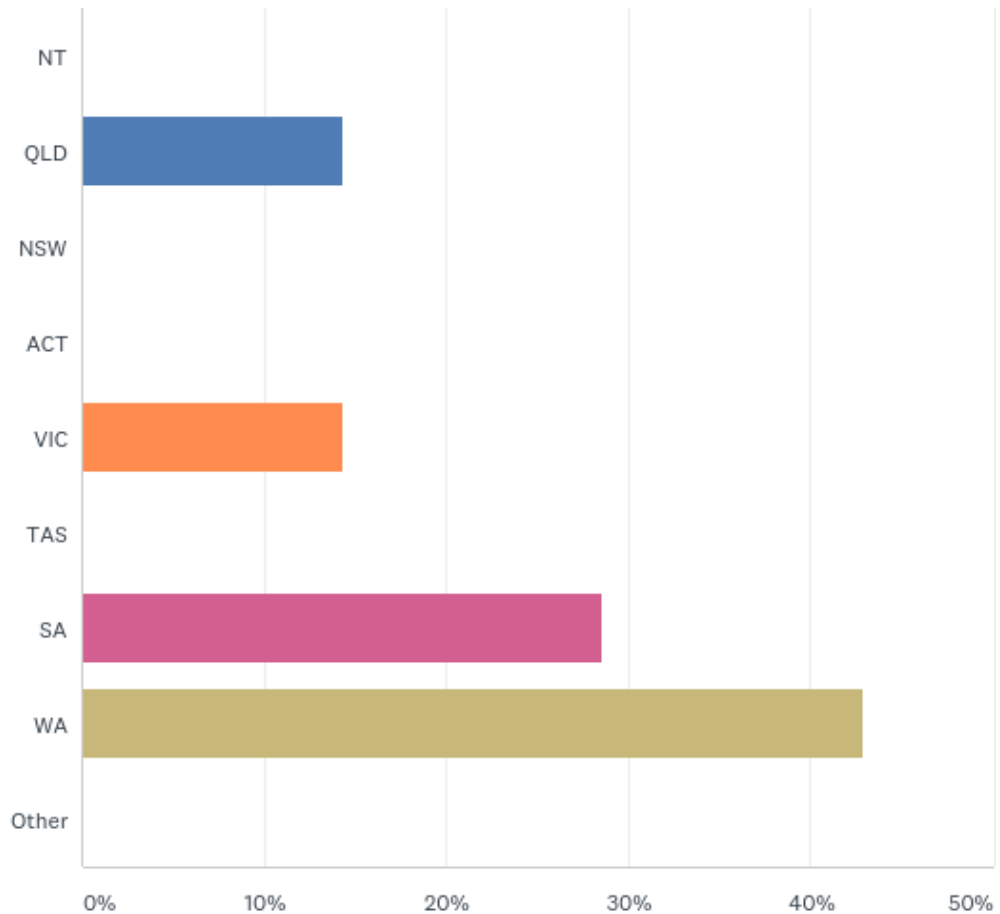
ANSWER CHOICES	RESPONSES	
NT	0.00%	0
QLD	14.29%	1
NSW	0.00%	0
ACT	0.00%	0
VIC	14.29%	1
TAS	0.00%	0
SA	28.57%	2
WA	42.86%	3
Other	0.00%	0
TOTAL		7

Q2: What did you appreciate most about the webinar?
- Unfortunately, I missed it. Before 8am WA time is a bit difficult for working mums who have to get kids off to school
- Practical advice and tips and being able to ask questions in a small safe group
- Being able to try a few things myself
- Practicality of it and being 'shown'
- Clear, well-paced info presentation.
- Interactive and informative.

Q3: What did you appreciate least about the webinar, and how would you suggest we do it differently next time?
- All good thanks John
- Nothing really
- Trying to keep up
- Nothing it was great!!

Q4: To what degree has your understanding of running web meetings changed as a result of this webinar?
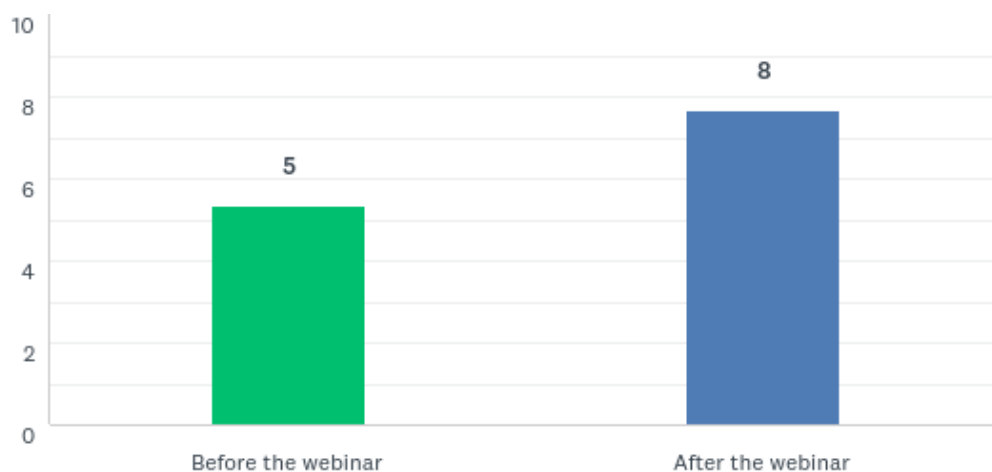
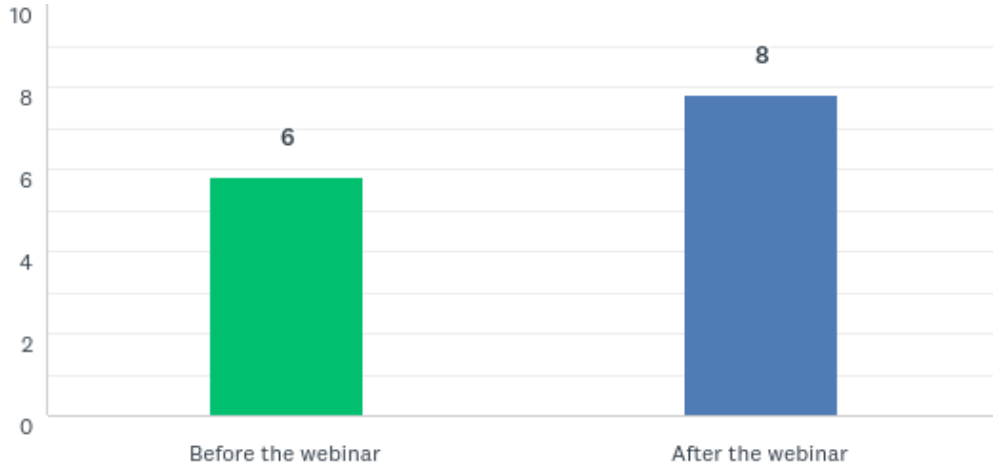|	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
Before the webinar	0.00% 0	0.00% 0	0.00% 0	16.67% 1	33.33% 2	50.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6	5.33
After the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 1	66.67% 4	16.67% 1	0.00% 0	0.00% 0	6	7.67

Further comments (if required) …

- I just need to practise
- I certainly built on what I've absorbed so far. Looking forward to the next instalment!

Q5: To what degree has your confidence of running a web meeting changed as a result of this webinar?

	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Before the webinar	0.00% 0	0.00% 0	0.00% 0	33.33% 2	16.67% 1	16.67% 1	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	5.83
After the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 1	50.00% 3	16.67% 1	16.67% 1	0.00% 0	6	7.83

Q6: Please rate the following aspects of this activity.

	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Overall satisfaction with this activity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	33.33% 2	66.67% 4	0.00% 0	6	8.67
Value of this activity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 3	50.00% 3	0.00% 0	6	8.50

Q7: May MLA contact you to further assess the impact of this webinar training session?
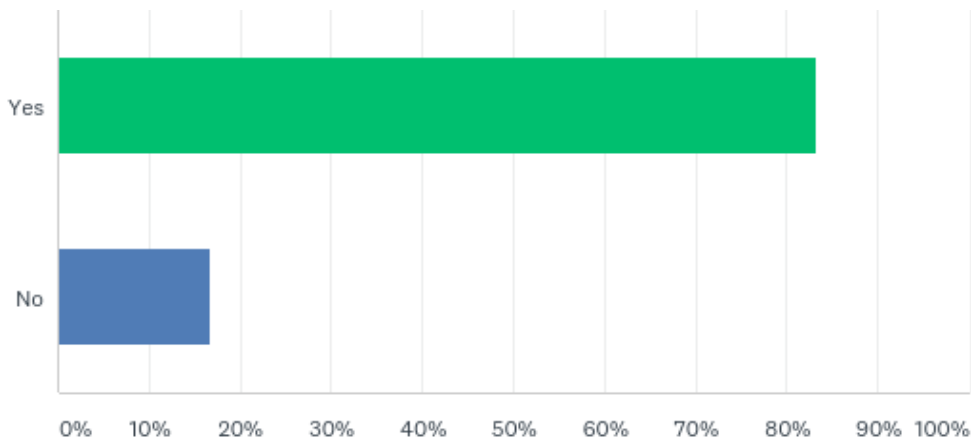
ANSWER CHOICES	RESPONSES	
Yes	83.33%	5
No	16.67%	1
TOTAL		6

Q8: Please enter your contact details.

To safeguard the privacy of respondents, these details are provided in a separate document.

Q9: Any final comments...

- Thank you!!
- Very useful session

4.2.4   Advanced Zoom training for experienced MLA webinar hosts

An Advanced Zoom training for experienced MLA webinar hosts was delivered on Thursday 18 June 2020, at 9:30 am. There were 23 registrations and 14 attendees for this webinar. The seven survey responses are summarised below.

Q1: Where are you located?
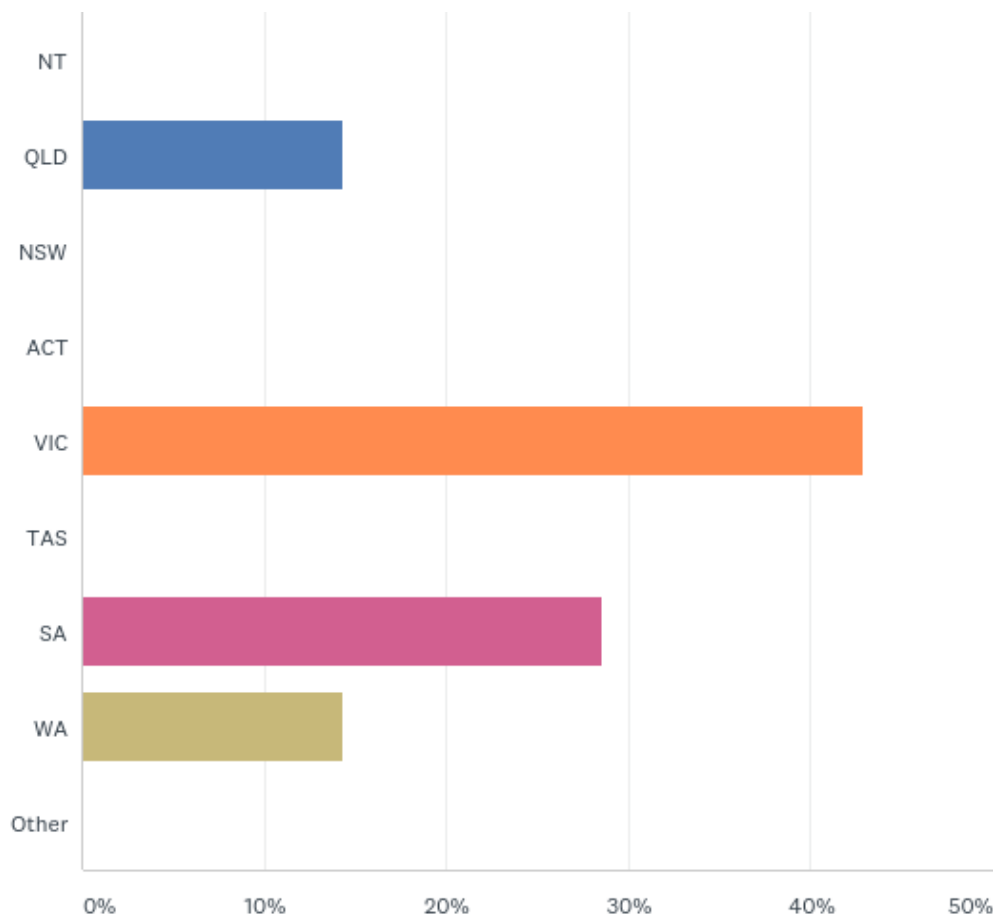
| ANSWER CHOICES	RESPONSES	
NT	0.00%	0
QLD	14.29%	1
NSW	0.00%	0
ACT	0.00%	0
VIC	42.86%	3
TAS	0.00%	0
SA	28.57%	2
WA	14.29%	1
Other	0.00%	0
TOTAL		7

Q2: What did you appreciate most about the webinar?

- Learning about polls
- Being able to test out functions like the breakout room to better understand them.
- Practical examples and understanding of the sorts of presentations we would be doing
- The casual and informal learning environment - made it much more relaxing
- The small group size allowed us to ask questions! The webinar was great, well-structured with prepared demonstrations of tools and tips.
- Exploring a lot of features I had very little idea about
- Informative but too much detail

Q3: What did you appreciate least about the webinar, and how would you suggest we do it differently next time?

- Bit more about setting up the breakout groups
- I found nothing wrong with the webinar, it was very informative and interactive.
- Was great thank you
- Nothing it was great
- I knew most of the tips and tricks that John spoke about, but did learn a couple of new things as well.
- Did struggle a little toggling between your presentation and my Zoom settings - you may have gone a little too fast!

Q4: To what degree has your understanding of running web meetings changed as a result of this webinar?
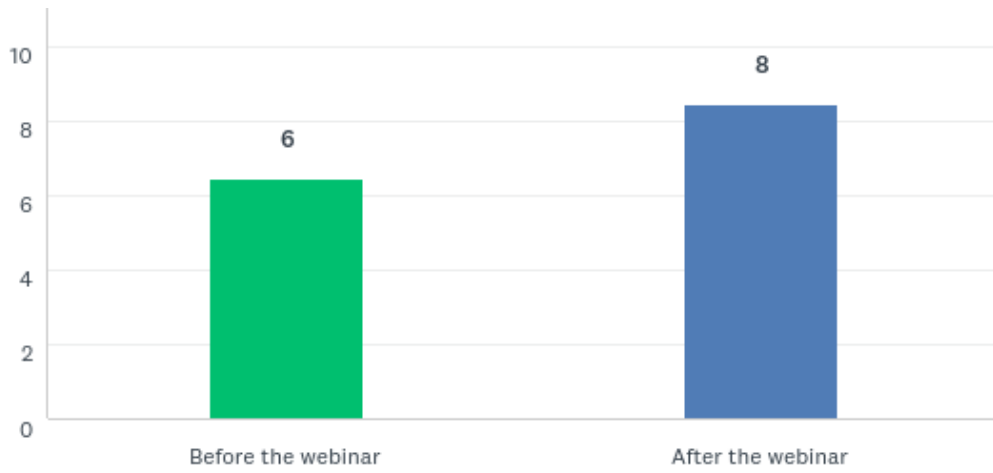
	1. NOT AT ALL	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY MUCH SO	TOTAL	WEIGHTED AVERAGE
Before the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	85.71% 6	0.00% 0	0.00% 0	14.29% 1	0.00% 0	7	6.43
After the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	57.14% 4	14.29% 1	14.29% 1	7	8.43

Q5: To what degree has your confidence of running a web meeting changed as a result of this webinar?
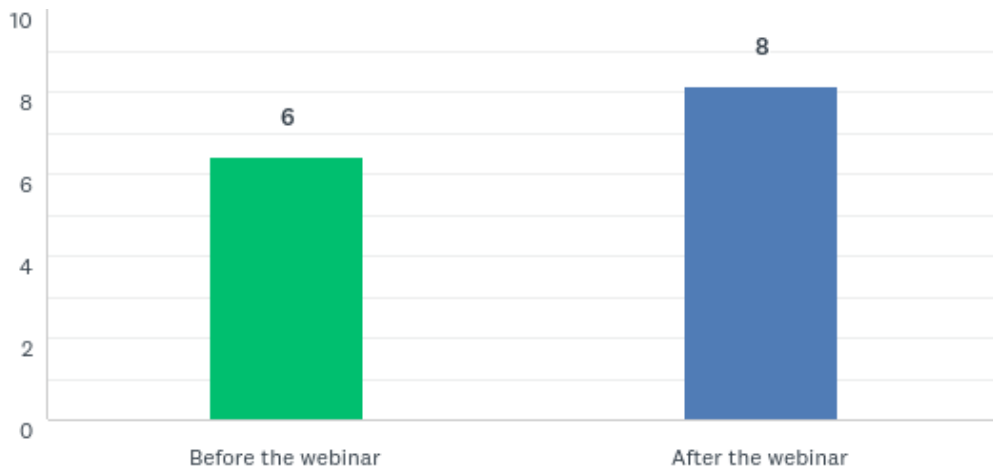
|	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Before the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.57% 2	42.86% 3	14.29% 1	0.00% 0	14.29% 1	0.00% 0	7	6.43
After the webinar	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	14.29% 1	28.57% 2	42.86% 3	0.00% 0	7	8.14

Q6: Please rate the following aspects of this activity.
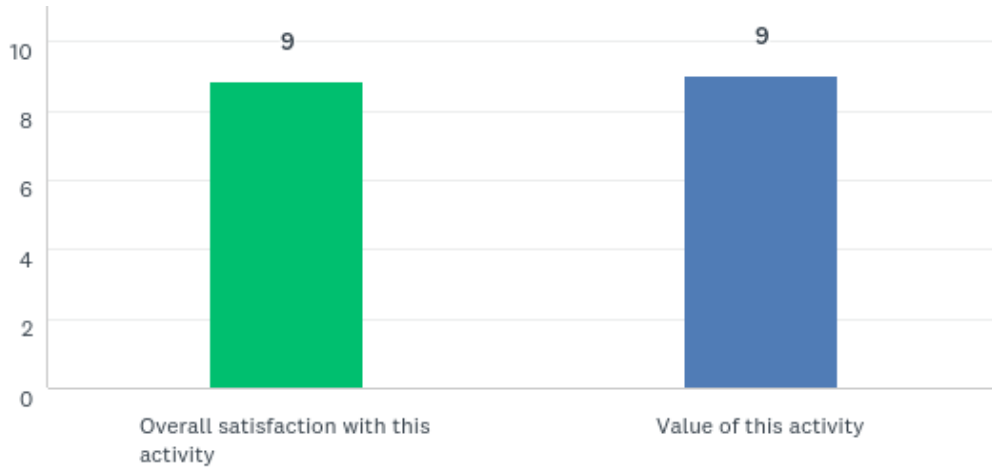
	1. VERY LOW	2.	3.	4.	5.	6.	7.	8.	9.	10. VERY HIGH	TOTAL	WEIGHTED AVERAGE
Overall satisfaction with this activity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	28.57% 2	14.29% 1	42.86% 3	7	8.86
Value of this activity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 1	16.67% 1	16.67% 1	50.00% 3	6	9.00

Q7: May MLA contact you to further assess the impact of this webinar training session?
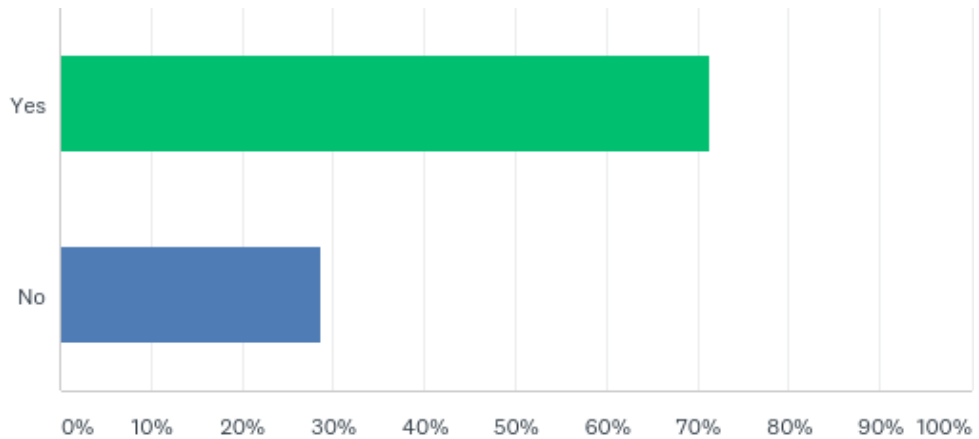
ANSWER CHOICES	RESPONSES	
Yes	71.43%	5
No	28.57%	2
TOTAL		7

Q8: Please enter your contact details.

To safeguard the privacy of respondents, these details are provided in a separate document.

Q9: Any final comments...

- Thanks so much John!
- I missed the webinar but watched the U Tube recording which was great.

5   Discussion

5.1 Training needs analysis

5.1.1   MLA collaborators

The responses to the first survey question, regarding the level of existing use of online engagement tools, demonstrated a wide range of experiences with 5.0 as the mean (on a 1 to 10 point scale). As a result, the training webinar content was targeted at a person with average experience but included helpful hints for first-time users (such as how to schedule your first webinar) through to experienced users (such as the use of breakout rooms).

Question two, regarding their experience with web meetings clearly showed that while most respondents had reasonable experience attending other people's sessions (7.1/10 with a negatively skewed bell curve), they had little experience delivering their own sessions 3.5/10 with a strongly positively skewed bell curve). As a consequence, the training webinar was geared to give them the confidence to deliver their first web meeting. It included suggestions such as taking baby steps, and having a buddy in the background to manage the behind-the-scenes technology.

The responses to the third question, regarding their familiarity with web meeting technologies, strongly indicated that Zoom was the most common technology with almost 95% of the respondents saying they had used it. As a result, the training webinar focused on Zoom but also mentioned the other options.

The fourth question, regarding technologies they had used to run their web meetings, again clearly showed Zoom as the most used technology. This reinforced the need to focus on Zoom in the training webinar.

When asked what type of device they would use to run a web meeting, the overwhelming majority of users (almost 95%) indicated they would use a PC. As the other options received so few votes, the focus of the training webinar was using a Windows PC/notebook computer.

Respondents indicated a wide range of comfort when running their own web meetings, with almost half respondents scoring themselves from 1 to 4, and the average being 4.7. Consequently, the training webinar included techniques to help webinar hosts feel less stressed, such as doing practice sessions and having a buddy in the background to look after any technical issues.

Regarding the benefits, overwhelmingly respondents selected being able to engage with clients during the COVID-19 pandemic and similar emergencies. The training webinar used this as a hook at the beginning of the session to gain their attention and emphasise the importance of the training session to them.

When asked what size group they were likely to have at their web meetings, the majority (90%) stated 3 to 10 attendees. That size was used as the focus of the training webinars but as all the other categories were also selected, material was included about that, for example, the difference between Zoom meeting and Zoom webinar.

Regarding their clients' use of these technologies, the results indicated a range of responses with an average of 5.2. The training webinar included a section on ways to help clients with little experience of web meetings.

Respondents thought that their clients were most familiar with Zoom, receiving almost 75% of the responses. Comments indicated that this wasn't something they had really asked their clients before.

In question 11, the respondents thought that their clients would the greatest benefits of web meetings as engaging with advisors during COVID-19, followed closely by reducing travel time and costs.

As expected, in question 12 the respondents self-identified as being predominantly PGS/EDGE deliverer team members, with a range of other roles.

In the final comments, several respondents expressed their desire to learn more about the basics of running web meetings, specifically Zoom and its pricing model. Questions were raised about poor internet connectivity and cyber safety.

5.1.2 MLA staff

The 30 respondents to the first survey question, regarding the level of existing use of online engagement tools, demonstrated a wide range of experiences with 6.9 as the mean. This was higher than the MLA collaborators rating of 5.0, so the training webinar content was targeted at a slightly higher level but included helpful hints for first-time users (such as how to schedule your first webinar) through to experienced users (such as the use of breakout rooms).

When asked about their experience with attending and delivering web meetings, the results were not as extreme as the MLA collaborators, with the averages being 6.9 and 5.6, compared with 7.1 and just 3.5 for the collaborators. Consequently, the training webinar was pitched to a slightly higher level.

The responses to the third question, regarding their familiarity with web meeting technologies, indicated that MS Teams and WebEx were the most common technologies, with 83% and 80% of the respondents selecting them while Zoom received 60%.

The fourth question, regarding technologies they had used to run their web meetings, again clearly showed Zoom as the most used technology with 15 mentions, followed by Teams with 9 mentions. This reinforced the need to focus on Zoom in the training webinar.

When asked what type of device they would use to run a web meeting, all the users indicated they would use a PC. As the other options received so few votes, the focus of the training webinar was using a Windows PC/notebook computer.

Respondents indicated a wide range of comfort when running their own web meetings, with the average being 6.6. This was higher than the MLA collaborators rating of 4.7, so the training webinar content was targeted at a slightly higher level.

Regarding the benefits, the majority of the respondents selected being able to save travel time (80%). This was closely followed by being able to engage with clients during the COVID-19 pandemic and similar emergencies (77%). The training webinar used this as a hook at the beginning of the session to gain their attention and emphasise the importance of the training session to them.

When asked what size group they were likely to have at their web meetings, the average size for internal MLA meetings was 10, meetings with external stakeholders was 50 and combined meetings (internal and external) was22.

Regarding their clients' use of these technologies, the results indicated a range of responses with an average of 5.6. The training webinar included a section on ways to help clients with little experience of web meetings.

Respondents thought that their clients were most familiar with Zoom, receiving almost 75% of the responses. Comments indicated that this wasn't something they had really asked their clients before.

In the final comments, several respondents expressed their desire to learn more about online engagement techniques. A large section of the training webinar was dedicated to this topic.

5.2   Webinar training sessions

5.2.1   MLA collaborators and staff

Of the 266 people who registered for the webinars, 202 attended the live sessions. This is a very high attendance rate, as at 76% this is almost double the worldwide average of 30%. Unfortunately it seems that the good intentions of attending a live webinar are easy dismissed closer to the time when other emergent activities are considered a higher priority, especially when they know they can always watch the recording afterwards.

The first two webinars on Monday 6 April were attended by the largest number of survey respondents, while the last webinar on Wednesday 22 April received the fewest responses. This may be due to the fact that people felt a sense of urgency to attend the webinar series and grabbed the first opportunity. There was overlap between the webinars attendance when the same person attended more than one session. Perhaps that was the case with the final webinar and they did not then complete its evaluation, as they had previously provided their feedback at an earlier session.

When asked what they appreciated most about the webinar, many respondents commented favourably on the clear, practical, interactive presentation where the presenter walked the talk. Many added that they appreciated seeing the various tools in action, such as the breakout rooms.

However, when asked what they appreciated least, some respondents felt some of the more basic Zoom functionality could have been skipped over, but that the instructions for using Poll Everywhere should have been given more time. Some were disappointed when the Zoom breakout rooms and Google docs didn't work in the first webinar. Finally, several thought the session was too short and were left wanting more.

The degree of understanding running web meetings increased from an average of 4.9 before the webinar to 7.8 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 4.6 before the webinar to 7.2 afterwards. Overall, respondents rated their satisfaction with this activity at 8.3 and the value of the activity at 8.4.

The majority of respondents (75%) provided permission for MLA to contact them after the event.

In their final comments, many respondents mentioned their appreciation of being able to attend and the quality of the presentation.

5.2.2   MLA PGS presenters

When asked what new content they learnt during the session, respondents mentioned breakout rooms and how to share documents during a webinar. As a consequence of attending the session, several respondents stated they were going to run a web meeting and start using some of the features such as breakout rooms and polls.

The respondents rated the usefulness of the session at 9.4 and in the final comments mentioned they would re-watch the recording. One respondent asked for booklet summarising all the tips.

5.2.3   Practice Zoom session for novice MLA webinar hosts

This survey received a 50% response rate and the survey respondents were from WA (3), SA (2), VIC (1) and QLD (1). When asked what they appreciated most about the webinar, several noted the practical advice and being able to practice in a safe environment. When asked what they appreciated least, the only comments made were positive.

The degree of understanding running web meetings increased from an average of 5.3 before the webinar to 7.7 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 5.8 before the webinar to 7.8 afterwards. Overall, respondents rated their satisfaction with this activity at 8.7 and the value of the activity at 8.5.

The majority of respondents (83%) provided permission for MLA to contact them after the event.

In their final comments, respondents mentioned their appreciation of being able to attend and the usefulness of the presentation.

5.2.4   Advanced Zoom training for experienced MLA webinar hosts

This survey received a 50% response rate and the survey respondents were from VIC (3), SA (2), WA (1) and QLD (1). When asked what they appreciated most about the webinar, respondents noted being able to better understand and test features such as the breakout rooms and polls, and that the session was well structured. When asked what they appreciated least, one respondent wanted to learn more about the breakout rooms and another struggled to keep up during the session on Zoom settings. Otherwise all the other comments made were positive.

The degree of understanding running web meetings increased from an average of 6.4 before the webinar to 8.4 afterwards. Meanwhile their confidence of running a web meeting increased from an average of 6.4 before the webinar to 8.1 afterwards. Overall, respondents rated their satisfaction with this activity at 8.9 and the value of the activity at 9.0.

The majority of respondents (71%) provided permission for MLA to contact them after the event.

In their final comments, respondents mentioned their appreciation of the event and that while they missed the live webinar, they watched the recording and found it useful.

5.3 Extent to which project objectives were met

The key tasks of the Adoption Program remote delivery webinar project and the extent to which they were achieved are as follows:

1. **Design and conduct a Training needs analysis**
   This was successfully completed and the data from the 50 respondents provided invaluable information for designing the training webinars.

2. **Subsequent to the analysis of the SurveyMonkey data, develop an introductory one-hour webinar using Zoom and deliver over 7 sessions to up to 200 participants.**
   Seven training webinars were successfully delivered, with 266 registrations and 202 participants. The training webinars included both basic and advanced techniques for running a successful Zoom meeting. The post-event evaluations indicated a significant increase in understanding and confidence in running web meetings, and high levels of satisfaction with the activities.

3. **Develop and deliver specific training webinars for the three most popular platforms (determined from the Training needs analysis).**
   This task was modified based on the data received from the webinar attendees that Zoom was the predominant webinar platform, indicating there would be little interest in training materials being developed for any other platforms. In consultation with the MLA Project manager, it was agreed to instead deliver a practice session for novice MLA webinar hosts and two advanced sessions for experienced MLA webinar hosts. These three webinars were successfully delivered, with 51 registrations and 29 attendees. The content included both basic and advanced techniques for running a successful Zoom meeting, and included time for participants to practice their skills. The post-event evaluations indicated a significant increase in understanding and confidence in running web meetings, and high levels of satisfaction with the activities.

6   Conclusions/recommendations

In a world affected by COVID-19, web meetings are an important tool for MLA staff and collaborators to use to engage with clients while adhering to physical distancing requirements. The enormous popularity of these training sessions demonstrated the need for this particular training in web meetings.

However, it is likely that only the early adopters and early majority were attracted to attend this first series of webinars. It is recommended that another series of introductory webinars be delivered in the next 12 months, to attract others from the early majority and perhaps some of those in the late majority. This will help to get even greater usage of web meetings within the red meat industry.

This initial series of webinars has helped build the skills and confidence of MLA staff and collaborators to start using web meetings, but like any new skill, will require practice and refinement. It is recommended that a series of advanced webinars be delivered to further hone the skills of those using web meetings to engage with their clients. A further training needs analysis survey would determine the topics of greatest interest, but could include evaluation metrics for web meetings and the recording, editing and uploading of sessions to YouTube.

It is also recommended that participants from the initial webinars be followed up in six to 12 months time to determine their usage of web meetings. This will help quantify the value of these sessions to the red meat industry.

7   Key messages

As a result of this project, it is expected that MLA staff and collaborators will be making greater use of web meetings to engage with their clients. For many this will be taking the first step of running their own web meeting, while for others it will be running further web meetings more confidently and with more engaging techniques.

The benefits that are likely to accrue include greater client satisfaction from the continued engagement during times of physical distancing and also from potentially more frequent interactions, as they are no longer bound by needing to physically travel to the properties of their clients. The increased use of web meetings will also potentially decrease travel time and costs for both presenters and attendees.

The effective use of web meetings could help increase the adoption of other MLA funded research and development, through improved engagement with the end users during the development and implementation phases. More specifically, web meetings could help improve the adoption of practices promoted within the PGS program through increased follow-up and support of producers after the initial training events.