

## Transcript

>>Ariel Simms: Hi, everyone. My name is Ariel Simms. My pronouns are she/hers or they/them, and I lead The Arc's work on access, equity, and inclusion.

We are working to make sure all of our events are as welcoming and inclusive as possible.

I would like to share some information with you about what you can expect during our virtual events, including access features.

First, let's take a tour of our platform, Zoom.  
You can join Zoom from your computer or from a mobile device.

First, we will review the features on the desktop application for Zoom.

You can find the meeting controls at the bottom of your screen in a black bar with icons and short phrases.

There are a few different features that you will likely encounter during a virtual event. These include connecting to audio, the chat function, turning on and off the closed captioning, and, if you would like to, leave the meeting.

You can connect to the audio by using your computer or by dialing in using your phone.

If you have trouble hearing the presenters during any point in the event, we do recommend switching to phone audio. If you choose to connect audio using your computer, you can test your connection. Select test speaker and microphone and follow the instructions on your screen.

Most of our virtual events are interpreted in American Sign Language, or ASL.

Throughout the event, you should be able to view the presentation, the presenters, and ASL interpreter at the same time. If that's not what you are

viewing on your end, you may need to change your video layout to gallery view or side by side view. You will find the different layouts above the speaker's video, or in the upper right-hand corner of your screen. Every 15 to 20 minutes, we will take a brief pause to change interpreters.

We provide closed captioning for most of our events. This means that you have the choice of viewing, or not viewing, the captions during the event. To turn on the closed captions, go to meeting controls at the bottom of your screen. Select closed caption and choose the arrow. Select show subtitle and the captions should appear right above your meeting controls. If your captions are too small or too large, you can resize them by clicking on closed caption and selecting subtitle settings.

When you click on the chat button on your meeting controls, a chat window will appear.

You can send chat messages to the host, panelists, and other attendees. Select the dropdown arrow to select who you would like to send the message to. You can use the chat to request technical assistance or support. Just send your message to the host or all panelists.

For some of our events, the Q and A, or question and answer function, is also available.

You can find this under the "more" options of your meeting controls. Q and A is a great way to ask the presenters questions. You can even ask your question anonymously. Just select the box next to "send anonymously" before submitting your question.

For some of our events, there will also be polling questions. Polling is a great way for the presenters and participants to interact with one another. Once the presenter launches the poll, it should appear on your screen. Once the majority of responses are collected, the presenter will share them with everyone. If for some reason you don't see the poll on your screen, you can always chime in with your response in the chat box.

Let's now talk about joining from a mobile device.

If you are joining through an iPad, you can find your meeting controls at the top of your screen. If you are joining from your smartphone, the meeting controls will be found at the bottom of the screen. Depending on the mobile device you are using, you may only be able to see the ASL interpreter and not necessarily the presenters.

To view closed captioning on your mobile device, open the Zoom app and select "more," meeting settings, and then closed captioning. To view the full transcript, select more, and then view full transcript. You cannot change the size of the captions on your mobile device.

The chat and Q and A features will be located under the "more" button. Simply select "more", and then chat, or "more" and then Q and A.

Zoom offers a few different products for virtual events. At The Arc, we use both Zoom Webinar and Zoom Meeting. We use Zoom Webinar for most of our webinars, trainings, and for general sessions at our larger events. We use Zoom Meeting for most of our meetings, as well as breakout sessions of larger events.

Each platform creates a different experience for the participant and how they can interact.

In Zoom Webinar, you would be in listen-only mode. This means you won't be able to unmute yourself and speak aloud. Your video will not be active. And you will not be able to see the full participant list. You will be able to interact using the chat, Q and A, and polling functions.

In Zoom Meeting, you can mute and unmute your own audio. You will also be able to share your video with participants, and to see the full participant list. You will be able to interact through the chat and through the polling function. The Q and A feature is not available on Zoom meeting.

If you have any technical problems during the event or need assistance, please visit [support.zoom.us](https://support.zoom.us). You can also send a message to the hosts or all panelists in the chat box.

For questions about any of our virtual events, past, present, or upcoming, please feel free to e-mail [events@thearc.org](mailto:events@thearc.org).

After each of our events, we typically have a brief survey asking for your feedback, so please take a few minutes after the event and tell us what you thought about it.

Thank you for your time and have a great event!