### Go To Webinar Interactive Audience Features

#### RAISE HANDS

<table>
<thead>
<tr>
<th>Attendee View</th>
<th>Organizer View</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Attendee View" /></td>
<td><img src="image2" alt="Organizer View" /></td>
</tr>
</tbody>
</table>

There is no set rule for using the raise hand feature. Attendee can raise/lower their hand by clicking the icon in their control panel.

The organizer can see who has their hand raised because a hand icon appears next to the name in the Attendee list.

This can be used to quickly “poll” the audience (i.e. “Raise your hand if…”) because the Dashboard reflects the number of hands raised as a % of total attendees.

The organizer can also specify a situation where they would like attendees to get their attention with this feature. (i.e. “Raise your hand if you would like to be unmuted to share with the group)

The organizer has to set the expectation for how this is used.

Attendees associate this with the Question box and forget to lower hands on their own meaning the organizer must manually lower the raised hands.

If used to “poll” the audience, the organizer would have to use the Lower All Hands button when finished.

If there is a long list of attendees the organizer either has to scroll through the list or sort by raised hands.
<table>
<thead>
<tr>
<th><strong>QUESTION &amp; ANSWER</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendee View</strong></td>
<td><strong>Organizer View</strong></td>
</tr>
<tr>
<td>![Attendee View Image]</td>
<td>![Organizer View Image]</td>
</tr>
</tbody>
</table>

**Organizers see all questions by default, but can assign to a panelist**

Use the Send Privately button to answer one-to-one or the Send to All button to broadcast to entire audience.

d) the checkmark indicates the question has been answered; flags allow organizer to set priorities

Questions and Answers are logged and can be saved/printed and used as a reference later.

**Panelists will only see the questions assigned to them and can only answer privately to the attendee (no Send All)**

Attendees ONLY have the Questions pane, while organizers have separate panes for Questions and Chat

If control panel is minimized, attendee may not immediately see messages in the Questions pane

Must answer all questions. If you delete and no answer has been given it will still show that the attendee has an unanswered question
<table>
<thead>
<tr>
<th><strong>Attendee View (Audience View appears on presenter’s Control Panel)</strong></th>
<th><strong>Polls can be created before (when scheduling webinar) or during the webinar</strong></th>
<th><strong>Polling is managed by organizers only, but the organizer can launch the poll even if someone else is presenting.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Attendee View" /></td>
<td>Up to 8 polls</td>
<td>If you are presenting, creating a poll in session can be awkward because you would have to pause screen sharing, create the poll, then resume – meaning downtime for the audience unless you pass screen control to another presenter.</td>
</tr>
<tr>
<td><strong>Organizer View</strong></td>
<td>Up to 5 answers for each question</td>
<td>Not on the control panel shortcut bar; have to have full control panel open and Polls pane displayed.</td>
</tr>
<tr>
<td><img src="image" alt="Organizer View" /></td>
<td>2 types:  - single answer  - multiple answer</td>
<td>If an attendee joins after a poll has been launched they will not be able to vote even if they see the question up on their screen.</td>
</tr>
<tr>
<td><strong>Polls Pane</strong></td>
<td>From Polls pane, select the poll and click Open Poll – it will appear in attendees window (about 60% of their screen). Give them time to answer then Close Poll. Use Show Results to display them to the audience – this can be done at any time in the webinar.</td>
<td>A poll question can not be repeated. The wording has to be changed or the system will not allow it to be entered.</td>
</tr>
<tr>
<td><img src="image" alt="Polls Pane" /></td>
<td><strong>see attached for more on Polling</strong></td>
<td><strong>see attached for more on Polling</strong></td>
</tr>
</tbody>
</table>
# DRAWING TOOLS

<table>
<thead>
<tr>
<th>Drawing Tool:</th>
<th>Creates interest and movement in the presentation</th>
<th>Must go back to the shortcut bar and select normal non-drawing mode or Esc to release the drawing tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal non-drawing mode</td>
<td>Is available on the control panel shortcut bar (highlighter icon)</td>
<td>Only the presenter can erase drawings and allow drawing for other participants</td>
</tr>
<tr>
<td>Pen</td>
<td>*Tip: press Shift with any drawing tool to make a straight line</td>
<td></td>
</tr>
<tr>
<td>Spotlight</td>
<td>Allow another organizer, panelist, or attendee to draw by right-clicking their name in the attendee list and select <em>Allow Drawing</em>.</td>
<td></td>
</tr>
</tbody>
</table>
CREATING AND MANAGING POLLS

This is what the screen looks like when setting up polls either during Scheduling the Webinar or by clicking the Manage Polls button once the webinar has started.

Polls you have created appear in the Polls pane of the control panel. When you Launch Poll, the active poll will appear in red. The timer keeps track of how long the poll has been on the screen for your attendees. %Voted shows you the % of attendees that have taken the poll. When you have given sufficient time to answer, Close Poll.

What the poll looks like to attendees

After you have closed the poll, you can Share Results (this can be done immediately, or later in the webinar). The results will appear to the attendees in the same format as the poll. Click Hide Results to return to your presentation.
<table>
<thead>
<tr>
<th>SHARING – MUTING/UNMUTING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendees are muted by default</strong></td>
</tr>
<tr>
<td><strong>Up to 25 can be unmuted at one time</strong></td>
</tr>
<tr>
<td><strong>Use the Mute All button if necessary to keep order</strong></td>
</tr>
<tr>
<td><strong>Organizer has to change the attendee’s status to unmuted in the attendee list for them to speak, however, they also have local control to mute themselves again</strong></td>
</tr>
<tr>
<td><strong>Requires some practice and a procedure for requesting to be unmuted, deciding how many to unmute at once.</strong></td>
</tr>
<tr>
<td><strong>Potential audio quality difficulties</strong></td>
</tr>
<tr>
<td><strong>Background noise if you have too many people unmuted at once</strong></td>
</tr>
</tbody>
</table>

Prepared by Region XIII Education Service Center
<table>
<thead>
<tr>
<th>Created during the webinar scheduling process but can be set to appear to attendees immediately after the webinar or in a follow up email the next day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only 8 available and we are using 7 for Balanced Scorecard data</td>
</tr>
<tr>
<td>Scale is not included (i.e. 5=Strongly Agree). You have to add it into the text of the question each time and it takes away from the number of available characters</td>
</tr>
</tbody>
</table>
Useful GoToWebinar Terms

**Attendee:** An attendee is any person who joins a Webinar with no pre-specified role. Attendees have very limited privileges.

**Control Panel:** The Control Panel gives organizers, panelists and attendees access to various in-session Webinar functions.

**Hallway:** The Hallway is a dialog box presented to attendees that arrives either during a Practice Session or before an organizer has started a live Webinar. Once an organizer has started the live Webinar, the Hallway dialog box will disappear and attendees will see the Waiting Room.

**In-Session:** Time frame when tasks are done during a Webinar.

**Interest Rating:** The Interest Rating is a statistic that allows organizers to benchmark and qualify attendee interest in a Webinar. Interest Ratings are computed from a proprietary algorithm that evaluates each Webinar attendee’s interactions on a scale of 1 to 100 (100 being best). Factors that contribute to the Interest Rating include, but are not limited to: attendance length, attentiveness during the session, number of questions asked and an attendee’s successful completion of polls, surveys and registration.

**No-Show:** A No-Show is someone who registered but did not attend the live Webinar.

**Organizer:** An organizer is the person who schedules and starts a Webinar. There can be more than one organizer. On GoToMeeting Corporate plans, all organizers specified pre-Webinar have equal rights to view, create and modify the pre- or post-Webinar information on the Web site. Attendees can also be promoted to organizers in-session, but will not have post-Webinar organizer privileges.

**Panelist:** A panelist is a guest who will be presenting (guest speaker) or answering questions (subject-matter expert) forwarded to him/her during a Webinar. A panelist can be promoted to presenter at any time during the Webinar. An attendee can be promoted to a panelist.

**Post-Webinar:** Time frame after the Webinar ends when tasks are done on the GoToWebinar Web site, such as reporting, archiving a recording or sending out a follow-up email. Only organizers have tasks post-Webinar.

**Practice Session:** The Practice Session allows organizers to practice their Webinar before going live. Only organizers and panelists can join a Practice Session.

**Presenter:** A presenter is the person showing his or her desktop. The current presenter can then pass this role to another organizer or panelist.

**Pre-Webinar:** Time frame before the Webinar begins when tasks are done on the GoToWebinar Web site, such as scheduling a Webinar, monitoring the registration count or creating in-session polls and surveys. Only organizers have tasks pre-Webinar.

**Registrant:** A registrant is any person who has registered for a Webinar.

**Viewer Window:** The Viewer Window is the window that appears on the attendee’s computer displaying the presenter’s desktop or shared application.
**Waiting Room:** The Waiting Room screen displays in the Viewer Window any time attendees wait for a presenter to begin showing his or her screen.

**Webinar Invitation:** After scheduling a Webinar, the Webinar Invitation is the email that the organizer forwards to prospective attendees to invite them to register for the Webinar.

**Webinar Confirmation:** The Webinar Confirmation email gets sent to panelists, other organizers (for GoToMeeting Corporate plans) and registered attendees, providing the Webinar information and a unique Join Webinar link.