

# Hybrid PACE Test

04 October 2020

## ATTENDANCE

### in N255

Rosemary Ellis

Mark England

Russ Simmonds

Jim Alexander

Thom Blake

David Johnson

### Remote

John Estill

Nelson Cain

Chris Alexander

Floy Rorie

Barbara Wheat

## OBSERVATIONS

### FROM FLOY :

1. How much time will be needed to get technical set-up each week? Will there need to be a "test" before the class begins with a ZOOM participant? It would be disconcerting to class members to have to sit through too much of the technical stuff.
2. We need good instructions for all phases of the meetings in case all the gurus are not always available.
3. We need to recognize that the video sharing quality may be less than optimal due to wifi or individual restraints.
4. Do we need a mic boom for the walk-around mic?
5. Do we need two people for discussion in the class, one to hold the mic and the other to handle the camera? This would help solve part of the social distancing concerns. Jim expressed that he would not be the in-class camera guy.
6. Procedural questions need to be addressed by Leadership:
  - Will the class behind us be in use when we are meeting?
  - Social distancing is a concern: 6 feet apart, sanitizing mics (headset and handheld) and other equipment

### FROM RUSS :

1. Cart Host needs to be a "Co-host" to be able to "Mute All"
2. Headset mike volume needs to be turned up due to mask issue. Headset slider volume control on the sound control panel needs to be moved so that it covers the bottom 1/4" of the yellow marking tape.

3. To “Mute All”, click on participants — then a window panel shows up on the right with the “mute all” button at the bottom of this panel.

4. I was unable to locate the “Spotlight” feature.

5. Whoever conducts the “Circle” at the end of the class, needs to insure both the “in-class” and “remote” attendees are also called upon to provide their greetings to the entire class.

**FROM BARBARA WHEAT:**

The phone-in only participants has not been tested.

The video and voice lag did not really seem that big a problem for me. I think it happens with the best of systems.

Set up time and instructions on how the whole thing works seems vital. I can't imagine them being very simple.

**FROM CHRIS:**

The technical issues have been satisfactorily worked out.

I did not find the minor jerkiness with the videos to be distracting.

Neither did I find the cameraman moving around the classroom distracting.

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My main concerns are with social distancing.

Tech support for the speaker requires both tech support and the speaker putting their heads together. Both tech support and the speaker must be willing to accept the risks.

Handing off the microphone or holding it 12 inches in front of a speaker’s mouth puts both the person holding the microphone and the speaker closer than 6 feet apart. Having the microphone mounted and allowing the speaker to approach it with no one closer than 6 feet is a possible solution. Multiple speakers coming close to the microphone may potentially contaminate the microphone. Speakers must be wearing a mask to minimize the risk.

The headset should be worn by only one person during the class.

I heard what someone in class suggest using spray Lysol to clean a microphone. However, I understand that to clean a microphone or headset after use, first remove the foam windscreen and wash it with warm soap and water. Allow it to dry for 72 hours. To disinfect the other parts of the microphone, make a mixture of 20% water and 80% isopropyl alcohol. Straight alcohol

evaporates too quickly to sufficiently sanitize the microphone. Dampen a cloth sparingly with the solution and use it to wipe the microphone. Spray cleaners are not recommended. Here is my source for this guidance.

Another concern is that although the use of the microphones allows the class members on Zoom to hear the speaker, there is a possibility that it may disturb hybrid classes in other classrooms.

Most of these issues will need to be solved, not by the technical team but, by PACE leadership with input from Raegan.

**FROM MARK:**

This will only work if we have enough knowledgeable people in class that can set-up/run the “show”. If we could do a sign-up sheet (like snacks) for those critical roles, then we can determine in advance when it will be possible for people to meet in person. I think, too, that a stationary mic & camera make it technically easier and safer (COVID-wise).

**FROM NELSON:**

We'll need to equip additional class members with the technical ability to support the hybrid environment; especially to ensure there are people in the classroom each time with the ability to set up the laptop, microphones, speakers and running the camera. There will also need to be a process for class members to register in advance if they plan to attend in person, so the church can be notified, the room can be set up and so we do not exceed the limited capacity. We'll need to consider the minimum number of people attending in order to have a viable hybrid session. The number of people registering to attend in person may vary from week to week; I imagine there may be some weeks where we don't meet the minimum, or the technical support team is unavailable for one reason or another.

**FROM DAVID:**

We experienced some latency, but it was not always viewed by the same person. Therefore the source must be in the network, not anything we do. The latency observed was at least acceptable.

Latency was observed when the Presenter was showing a video: YouTube or otherwise. If the Presenter is only speaking or showing a PowerPoint, we never experienced latency.

Acoustical feedback never occurs when only using the room audio system. Feedback is observed primarily when cell phones are connected to Zoom, and can be eliminated by lowering the volume or silencing the audio (mic AND speaker) on the cell phone.

**IDEAS**

- It is not practical for the Camera Operator to have or hold the mic. The mic cannot be held 6' away from a speaker and still pick up soft voices. A better solution is to leave the mic on the podium and/or the Cart Computer and have speakers line up (if more than 1 speaker) 6' apart. That way no one touches the mic, and it could be cleaned after class with a sanitizing wipe. This policy would be a problem for people who have difficulty getting to the podium.

- It is clear that documentation and training are needed, especially for the roles of:

- Presenter, when showing a video

- Cart Host, when the Presenter is in-class but Zoom Host is not

- Camera Operator

I have added a new Hybrid section to our PACE website, with pages for "HowTo"s, "Fixes", "Documents" and "Tests".

- Not only for the current COVID pandemic, but possibly for other problems, we may need to have some ability to do contact tracing. It seems this would apply to any groups in our church, so I expect that the CUMC staff should provide at least guidance for contact tracing. At a minimum, we should record PACE in-class attendance until some "all clear" is issued.