

Online events

The online events breakout chats were facilitated by Ellie (ellie@corra.scot) and the conversation starter was Nicola Bell, Youth Engagement Officer at [Carers Trust Scotland](#). Nicola shared Carers Trust Scotland's experiences of transforming the annual Young Carers Festival into an online event, '[Best of the Fest](#)'.

Tips & resources

Content

- A **mix of pre-recorded and live content** can work really well for big events
- Recorded content can be shared online afterwards – to allow people to view at their leisure (see the [Best of the Fest](#) and [SCCR international conference](#), for example)
- [ShotCut](#) is free video editing software

The tech...

- Research what **platform** will work best for you and your audience
- [Zoom webinar package](#) allows you to do a simultaneous livestream to Facebook
- Make sure you have **enough people working on the event** – e.g. 1 presenting, 1 managing the Zoom meeting/webinar, 1 managing the Facebook livestream

Music: a themed event playlist can bring real energy to your event

- Create a **playlist** on [Spotify](#) – remember to tick the 'share computer sound' box on Zoom so participants can hear the music
- You'll need to [buy a licence](#) to play music
- Alternatively, **royalty-free music** is available for free via [Bensound](#) and [Incompetech](#)

Engagement

- **40-60% attendance** is a good level for free online events (increases to 80-90% attendance for paid-for events)
- [Zoom fatigue is real!](#) Keep sessions focused and have regular breaks (longer than 5 minutes).

Evaluation

- **Evaluation Support Scotland** recently ran an [excellent webinar on how to evaluate online events](#) effectively
- Share [SurveyMonkey link](#) in the chat box & ask people to complete the survey before you close the call (Zoom polls work well too)
- [MS Forms](#) works really well with MS Teams

Corra's online conference

- Loads of resources from the **CYPFEIF & ALEC Fund conference** (including blogs, recordings, event programme, slides) are available on the [event webpage](#)
- The team are happy to have a chat and **answer questions** – just email sg@corra.scot or contact your Grants Advisor

A-ha! Moments

- Remember **time zones** for international events – especially when the clocks go back/forward
- **45-50 minutes** is the optimum session length (according to research shared by [Mellow Parenting](#))
- Actively **encourage participants to share contact details** in the chat – seems basic but so helpful!
- **Private chats on Zoom aren't private!** (all chat – including private messages – can be downloaded by the host after the event)
- Using **international speakers** at online events
- **Interactive fun activities** to help combat Zoom fatigue

Online training

The online training breakout chats were facilitated by Catriona (catriona@corra.scot) and the conversation starters were Norma Ruettiman and Corrina Shearer from the [Care and Learning Alliance](#). Norma and Corrina shared CALA's experiences of adapting their training activities for online delivery.

Tips & resources

How to guide

- Blog: [6 tips for moving your face-to-face training online](#)

Platforms & tools for delivery & evaluation

- [LearnWorlds](#) is a specialist online training platform
- [BigBlueButton](#) is a web conferencing system designed for online learning
- Use interactive tools like [Slido](#), Zoom polls, [MentiMeter](#), [WooClap](#), [Kahoot!](#)
- [Impactasaurus](#) is impact measurement software, designed for the third sector

A-ha! Moments

- Build a “**mosaic**” of **evaluation data**
- **Connect with others!** [Kerry Knox \(Families Outside\)](#) is keen to link with others in a similar situation – starting to develop and deliver online training
- Online training is possible, but it requires **more planning** than face to face
- **Working across different platforms** is increasingly common

Online service delivery

The online service delivery breakout chats were facilitated by Iain (iain@corra.scot) and the conversation starter was Gillian Urquhart from [Moirra Anderson Foundation](#). Gillian shared MAF's experiences of delivering counselling and support to their clients using online tools.

Tips & resources

How to guides

- SCVO have produced comprehensive resources on [how to deliver services using online tools](#)
- SCVO DigiShift podcast on [delivering advice & information services online](#)

Be creative

- Make your own **Who Wants to Be a Millionaire quiz** using this [template](#)
- **Variety is key!** Give participants tasks to do ahead of the event, send out resources/activity packs... Harry Potter yoga, dance breaks, scavenger hunts, Ready Steady Cook challenges, karaoke, baking sessions

Staff wellbeing & safeguarding

- SCVO guide to [safety & security online](#)
- Working virtually can make it harder for staff to put boundaries round their work / **'leave work behind'**
- Encourage staff to do a **virtual commute** to mark the end of the working day
- Remember that **once something has been typed into the chat, it can't be deleted** – make sure that potentially vulnerable participants understand this, and have someone monitoring the chat at all times so they can provide extra support if required.

Engagement & managing Zoom fatigue

- Not all young people are confident with (or have access to) tech – need to build in **training and support** as part of online delivery
- Work out what **session length** (and time of day!) works best for your audience
- Check out the SCVO guide to [digital inclusion](#) and [Connecting Scotland](#) for information on how to help get people online

A-ha! Moments

- We can use a **range of tools to hear the "voices"** of those who usually don't speak up (e.g. with the chat or [JamBoards](#) or [MentiMeter](#))
- It's worth **going back to people that didn't want to engage** and re-offering the online service
- Services across the board are facing challenges – **we are not alone!**
- **Fatigue for online activities** is more common amongst young people than we'd realised
- Having a **slide at the start**, setting the scene, and asking people to introduce themselves worked well

- If you **work with local authorities** they might be able to give you access to an account for online delivery with them
- Being **online is not scary!**

Online staff support & engagement

The online staff support and engagement breakout chats were facilitated by Malcolm (malcolm@corra.scot) and the conversation starter were Lesley Fox and Sam Loudon from [Smart Play Network](#). Lesley and Sam shared SPN's experiences of supporting their staff and members via online platforms and tools.

Tips & resources

How to guides...

- SCVO have produced comprehensive resources on [remote working and team support](#)
- Blog: [How to facilitate effective virtual meetings](#)
- SCVO DigiShift podcast on [workplace culture, staff wellbeing, & remote working](#)

Online tools & activities

- [Gathertown](#) is a great alternative to Zoom – allows people to move freely between 'rooms'
- **Fun activities** – scavenger hunts, Halloween/Xmas parties, weekly coffees/lunchtime chats (no work chat allowed), guess the baby competitions, WhatsApp groups for chat etc. help staff to stay connected
- Provide internal **staff training** on how to use different platforms and tools – don't assume everyone is confident/comfortable with the technology

Offline support & activities

- **Respite days** (aka jammy or duvet days) do wonders for staff morale
- **Walking challenges** – e.g. [Step Count Challenge](#) – help keep people active
- **Meeting up in person** (where rules allow)

A-ha! Moments

- We've **all adapted brilliantly** but we miss hugs!
- Online can be a great way to **help new staff members** get to know lots of the team quickly and effectively
- We all **work well beyond what we should!**
- Ideas to help with our '**Daily Fun, Move your Bum**' staff campaign
- Importance of time away from work needs to be emphasised by leaders

