

Subject: FYI - Feedback from Interpreters on the At-Large Capacity Building Webinar (4 May 2020)
Date: Thursday, 7 May 2020 at 00:13:14 British Summer Time
From: Gisella Gruber
To: Capacity Building Webinars Team
CC: ICANN At-Large Staff

Dear All,

Further to Monday's webinar, please find attached the ES and FR interpreters feedback. I thought you may find this useful.

My suggestion is to add a "Best Practices to participate in a webinar" on the email invitation and on the actual webinar wiki page (agenda page) and review the housekeeping to capture the main points (and have these in EN, FR and ES).

I sent the presenters (JZ & Drew) a note re presentations and quiz questions to be sent ahead of time, to speak at a reasonable speed and to join 5-10min early for the audio test. I can work on adding a few additional pointers.

With the Webinar Zoom room, the Q&A session will be easier as all questions are listed in a separate pod. NOTE – I always find it challenging when joining a call and having to step away - I often feel as though as I am missing a large part of the webinar, when not in the zoom room and not seeing the chat comments. So this comes back to the comment below re 'reading out the questions', and not assuming everyone can read them in zoom. And also important for those on the language channels who are counting on the questions being read out (and translated) as they don't read English.

Looking forward to the discussions on Thursday at 19:00 UTC.

Thank you!
Kind regards,

Gisella

- Joana's audio and fast pace was very challenging.
- Other than a stable Internet connection (we know it can be challenging), it's important that the presenters/participants speak into the mic (sometimes they use the mic from the apple earphones while the cable is moving).
- Having the presentations ahead of time (at least 24 to 48h) is very helpful (no time to prepare if they are distributed just before the call).
- For the quiz at the end of the call: it would be helpful to read the questions for people who are only connected on the phone (***ACTION ITEM noted for STAFF***)
- For the Q&A slot: the presenter read very fast the questions from the chat (sometimes without even finishing reading the whole question) and responded. This is very hard to follow for the interpreters. Suggestion: say first the name of the person asking the question, then read the whole question at a **normal** pace before answering.
- The speed of speakers both live and on video was quite fast for interpretation, especially considering there were several Quiz questions requiring attendees' interaction during the presentations.

Also, here is a list of recommendations for speakers that might help in preparation of future sessions.

- Turn off all sound notifications (Skype, WhatsApp, emails, etc.) while participating in a session.
- Minimize background noise and interference.
- Mute your computer/device mic or phone when you are not taking the floor (***THIS WILL BE SOLVED IN WEBINAR ROOM***)
- State your name **every time** you take the floor.
- Whenever possible, use a stable Internet or phone connection (We recognize the challenges some participants may face in this regard).