

# Southern Africa City Studies Conference. 2020.

## Guidelines for Participants, Presenters, Chairs and Hosts

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# 1 All participants

## 1.1 Encouraging others to attend

- Since this is an online and free conference, we welcome ad hoc participation by your colleagues, students, and anyone else who may be interested. Please share the details of the [programme](#) by email or reshare any of the social media posts and encourage people to [register](#) in order to receive the meeting links. We encourage organisers of sessions/events and presenters to publicise their sessions within their networks.
- The twitter handle is [@sacsc2020](#).

## 1.2 Virtual venues

- The conference will be making use of six virtual venues (Plenary, A, B, C, D and E), as listed in the [programme](#). The Zoom links for the opening plenary and closing panel (Venue E) will be used once for these specific events. Venues A - D each have their own Zoom Meeting link that is set up as a recurring meeting (e.g. all events occurring in Venue A will use the same Zoom link throughout the conference). Zoom links will be emailed to registered participants ahead of the conference, and daily reminders will also be sent each morning to delegates during the conference week.
- If you are having trouble getting into a venue, please email the conference organiser: [sacsc2020@gmail.com](mailto:sacsc2020@gmail.com).

## 1.3 Installing Zoom

- Zoom is a free programme/app that can be installed on many different kinds of devices from the download centre <https://zoom.us/download>.
- If you have not done so yet, install Zoom on the main device you are intending to use to participate, and also any other device that might function as backups (phone, tablet, other computers).
- Zoom will prompt you to sign in. If you do not yet have a Zoom account you can create one at no cost.
- Please feel free to experiment with the free version of Zoom ahead of the conference. If you are new to Zoom, you may want to watch some online Zoom tutorials, such as this one: <https://www.youtube.com/watch?v=FnFSBjFvK2o>
- For Zoom's bandwidth requirements, click [here](#).

## 1.4 Improving your internet connectivity

- If you are using a router/modem, ideally plug your laptop into your modem using a lan cable. These are often supplied with routers, although it is also possible to buy long lan

cables at computer shops. Doing this can eliminate some wifi-related breaks in transmission.

- When you're participating in a Zoom session, try to limit other internet activity in your house to make sure you have enough bandwidth.

## 1.5 Anticipating power outages or breaks in internet

- There may be power outages where you are. This would cause two problems - you may not be able to run your device and you may not have internet.
  - If possible, have a fully charged battery operated device (laptop, tablet or phone) as a standby.
  - If possible, have a way of connecting to the cellular network (3g/4g) in case you cannot connect to your broadband.
    - Many laptops and other devices can accommodate a dedicated cellular sim card which would allow for a quick transition from your broadband to 3g/4g if your broadband fails (sim cards can be purchased from any cellular provider and charged with some data credit).
    - Another alternative is to turn on your cell phone's hotspot which would allow you to connect a laptop or other wifi-enabled device to the internet using your phone's data  
<https://www.computerworld.com/article/2499772/how-to-use-a-smartphone-as-a-mobile-hotspot.html>
- There may be outages to your broadband/fibre even in the absence of power outages. Again, please set up 3g/4g backups as per the above points to provide an alternative.
- Consider downloading the EskomSePush App to get updated information on load shedding schedules:  
[https://play.google.com/store/apps/details?id=com.ashwhale.sepush.eskom&hl=en\\_ZA](https://play.google.com/store/apps/details?id=com.ashwhale.sepush.eskom&hl=en_ZA)

## 1.6 Microphones, speakers and cameras

- Many devices like laptops, tablets and phones have inbuilt cameras and mics (Some desktop PCs would need you to plug in a mic and camera).
- Inbuilt device speakers and mics may be adequate for presentation and participation. Please do experiment with different configurations. For example, a headset or earphones/mic may improve your ability to hear and be heard. You can test this before the start of the meeting with the host.

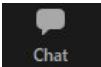

## 1.7 Video and audio use

- Zoom meetings can be somewhat anti-social, in that few people are visible or heard. We encourage interaction as far as it is possible. If you join a meeting early, and you see someone you know also waiting, please do feel free to unmute and greet.
- When you join a meeting, your mic will be automatically muted. In order to avoid disruptive background noise, please ensure that your mic remains muted during the session unless you are speaking.



- Video uses bandwidth and we may be leaving our videos off much of the time unless we are speaking. That said, if you are not limited by data constraints, it would be great to see some faces at the start of the session and during question time. If a participant is experiencing connectivity issues, or is worried about data usage, they should feel free to post a message on the chat asking for all videos off, or send a message directly to the Chair asking for this.

## 1.8 Participating in discussion

- Please do not wait for discussion time to begin engaging. Post comments or questions in the chat window as you think of them during presentations. If your question is directed to a particular presenter, indicate the name of the presenter. 
- Once the discussion time begins, the chair will invite inputs. If you have a comment or question, click the participants button and [raise your hand](#), or, if there is no one talking, unmute your mic and say that you have a question. When you are given the chance to speak, unmute your mic, speak and at the end of your question, mute your mic and 'lower your hand'. 
- It would be great to have as much participation as possible so don't hold back. Even if you have posted a chat comment feel free to restate your points verbally in discussion time - the Chair may invite you to do so.

## 1.9 Zoombombing

- We are only sharing meeting links with registered conference participants in order to reduce the likelihood of zoombombers (uninvited individuals whose objective is to disrupt the meeting, sometimes with disturbing images).
- If this happens, please give the hosts a moment to kick the individual off the meeting. If you prefer, exit the meeting and return a few minutes later.
- In the event of repeated zoombombing, we may have to create new Zoom meeting links, which we would email to all participants.
- To prevent breaches in security, please do not share the Zoom links with unregistered colleagues - rather encourage them to register to receive the links (it is quick and free!)

# 2 Presenters

## 2.1 Preparation

- Email your slides to your Chair ahead of the session as a back-up.
- Please join the session 10 minutes before the start time in order to meet the host, Chair, and other speakers, and to undertake a technical check.

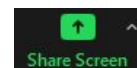
## 2.2 Presentation length

- Presenters will present in the order that they appear in the [abstract booklet](#).

- Presentations of papers are 12 minutes. This shorter than normal time is necessary to: allow sessions to finish on time, allow time to resolve technical issues and limit Zoom fatigue. Please do a practice run in advance and use a timer to keep track of the time as you present.
- The Chairs have been asked to interrupt you to announce when you are at full time since they cannot hold signs up. You can just keep speaking and finish up as soon as possible.

## 2.3 Presenting slides using Zoom

- You will be required to present your slides from your computer on the day of your presentation. Please have your slides ready.
- On the device that you are using for the Zoom meeting, open the slides in the relevant programme (e.g. MS Powerpoint) before the start of the session. It's a good idea to close down all windows that don't have anything to do with the meeting or your presentation.
- Click the green 'share screen' button, the green button on the bottom of your Zoom screen (you may have to move your mouse around for it to appear).
- Choose which programme's screen to share (pick the window with your slides).
- Then start the presentation as you would through a projector.
- Stop sharing once you are done.
- If you are unfamiliar with this procedure, please have a look at these resources. Join your session 10 minutes early to check that you can share slides.
  - <https://www.youtube.com/watch?v=5q8N-79np4E>
  - <https://www.lifewire.com/how-to-share-screen-on-zoom-4845906>



## 2.4 If the Chair does not start you off

- Presenters should self-organise if necessary. If the Chair is not there at the start of the session, they may be experiencing a power or internet outage. The host will then ask the first presenter to start their presentation, and the last presenter will be asked to keep time for everyone. Similarly, if the Chair drops off the meeting part way through the session, presenters should keep the session going.

# 3 Chairs

## 3.1 Preparation

- Have a copy of the [abstract book](#) available in order to see the titles, presenters and their organisational affiliations. Presenters will present in the order they appear in the booklet.
- Presenters have been invited to email you their slides ahead of the session as a backup. If they cannot project their slides from their device, you can try from yours. Please thus have any presentations sent to you ready for the session, and see 2.3 above.
- Please arrive in the session 10 minutes prior to the start time to meet speakers and the host, and to undertake a technical check.

## 3.2 Timing

- Start sessions on time. Unless your first speaker is missing, there is no need to wait more than a minute or two into the scheduled session before starting.
- End sessions within your timetabled window (normally two hours). For most sessions, the same link will be used for another session starting 30 minutes after yours ends. Sessions can finish early, whenever the discussion comes to a natural end.
- As you start a speaker off, state the start time and the expected finish time for that presentation. For example, say 'It's four minutes past two. Please finish at 16 minutes past two'.
- Since we cannot hold up 'time up' signs, we ask all Chairs to simply unmute their mics at full time, and cut across the speaker to quickly indicate the time lapsed, as in '12 minutes finished, please take a few minutes to conclude'. Give presenters 3 minutes to wrap up and then interrupt again. We ask all participants and presenters to be understanding of the practical need for this intrusive approach (and Chairs to be bold in doing this).

## 3.3 Running the session

- Start with a brief welcome. Ask participants to ensure their mics are off unless speaking. Encourage comments and questions in the chat even during presentations. Explain that you will be interrupting speakers when they get to their allotted time limit. Mention any changes to the programme (e.g. if a speaker is late or is no longer attending).
- If the first speaker is more than 2 minutes late, begin the session with the second speaker. If the first speaker joins later, introduce them in the break between presentations and move their presentation to the end of the list. The same applies if any of the other speakers are late for the session.
- Briefly introduce each speaker and paper. Chairs do not need to introduce speakers with biographical information, although they may mention the speakers' affiliations.
- Mute your mic during presentations. Unmute when a presenter finishes to thank them and start the next.
- Questions and discussion are normally taken after all the presenters have finished. In the discussion time, invite participants to raise their hand to indicate that they have a question or comment and to lower their hand once they have spoken (say that anyone with a comment can click on the 'participants' button to find the 'raise hand' function). You can see the sequence of hands by clicking on the participant button. There may be some questions or comments typed in to the chat function. While you are waiting for people to raise their hands, invite those who have made written comments to speak to them. You may also opt to read them out yourself.
- It is preferable for Chairs to call on people by name rather than say 'who wants to answer first' as we might if we could pick up visual cues.



## 3.4 Speaker audibility

- Breaks in a speaker's audio are likely to happen. If the speaker is adequately audible despite the glitches, let the presentation continue.

- If a participant's audio is inaudible, interrupt them to ask them to turn off their video. If this does not work, ask them if they can improve their connectivity somehow (e.g. move closer to the modem, or use an alternative way of connecting to the internet). If necessary, go to the next presenter on the list to allow time for someone to switch to an alternative arrangement.
- If this doesn't work, interrupt the presenter and ask them to end. It may be possible for them (or you) to share their slides or a draft paper with participants in the meeting (to share a file, click on Chat, select More and choose the option to **Share** file in meeting to send a file).

## 3.5 Co-hosting

- The primary host is the individual who set up the link for the Zoom meeting (Tamlynn Fleetwood - Plenary; Marlon Lakey (A); Melisa Moodley (B); Richard Ballard ©; Steven Blumberg (D). This person, or a colleague that they assign, will be on the Zoom meeting to assist with some of the Zoom related technicalities. They will make the Chair the co-host for the duration of the session. This is useful because you will be able to:
  - see the sequence of hands raised by clicking the participants button and lower their hands once they have spoken.
  - you will be able to [mute individuals whose mics have inadvertently become unmuted](#) (the host will also help with this).
  - turn off a presenter's slide sharing once they are done presenting.
  - evict a zoombomber (see below).
- If the host does not join the meeting, it is possible that they are experiencing a power or internet outage. The implication of this is that you will not be given co-hosting rights, although you should be able to join the meeting and proceed anyway.
- The organisers are not recording sessions as a matter of course. Organisers of sessions or presenters may ask the Chair or host to record, and the Chair should announce they are doing so in the meeting.

## 4 Hosts

### 4.1 Supporting the chair and presenters

- Please have the abstract booklet ready to be sure who should be in the session (i.e. Chair and speakers).
- Hosts should join sessions at least 15 minutes before the start time. When Chairs join the meeting, hosts should introduce themselves to the Chair and should [make the chair a co-host](#).
- If the Chair is not in the meeting, and cannot be contacted, please ask the presenter who is last on the list to act as the Chair (i.e. keep time and facilitate the Q&A).
- As the speakers join, hosts should invite them to briefly test their slides and audio. If their audio is not clear, ask them to try any of the following:
  - change the microphone (e.g. many earphones have a built in mic)
  - turn off their video to free up bandwidth

- change position to get a better signal
- connect to the modem using a lan cable to avoid wifi interruptions
- use an alternative way of connecting to the internet (e.g. a phone hotspot)
- use a different device
- Although participants will automatically be muted when they join, they may inadvertently unmute themselves. Hosts can [mute them again by selecting 'Manage participants'](#).
- About 5 minutes into the session, hosts can post the following in chat:
  - In order to avoid disruptive background noise, please ensure that your mic remains muted during the session unless you are speaking.
  - Video uses bandwidth and we may be leaving our videos off much of the time unless we are speaking. That said, if you are not limited by data constraints, it would be great to see some faces during the discussion. If a participant is experiencing connectivity issues or is worried about data usage, they should post a message on the chat asking for all videos off, or send a message directly to the chair asking for this.
- Note the numbers of participants in the meeting (it will vary, but try to get an idea of the maximum number - e.g. about 10 min in).
- If a session overruns by more than 10 minutes, and there is another session starting in 20 minutes on the same link, unmute your mic and explain that the session needs to end to make way for the next session.

## 4.2 Avoiding zoombombing

- Although we have only distributed links to registered participants, there is the possibility of zoombombing, where a non-conference participant disrupts a meeting. Read [this](#) on how to deal with such situations.
- Meeting hosts need to be on alert throughout the session to mute or remove anyone who is being disruptive: From the participants menu, point at the participant's name, several options will appear including Remove. If the disruption was particularly disturbing, check in with participants about whether they are OK to proceed.
- Resources:
  - Zoom ['Managing participants in a meeting'](#)
  - Zoom ['How to keep unwanted participants out'](#)