Forever Duke Virtual Send-off Party
Run-of-Show Template

SOP Title: Forever Duke Virtual Send-off [insert region]

SOP Date/Time: [Insert date/time]

DAA Staff: Regional Director (RD)
- ➜ Cell phone number
- ➜ Role: Master of ceremonies/MC, co-host
- ➜ Duties: Welcome, student introductions, regional information, breakout room information, student breakout conversation/Q&A session, breakout room time management, closing

Secondary staff member (SS)
- ➜ Cell phone number
- ➜ Role: Technical producer, host
- ➜ Duties: Waiting room management, participant audio/video monitoring, speaker video spotlighting, screen sharing (slides & video), breakout room assignment & management

Other Staff/Speakers:

Student Affairs staff member
- ➜ Cell phone number
- ➜ Role: Presenter
- ➜ Duties: Participate in parents' Q&A session

Regional Volunteer leader
- ➜ Cell phone number
- ➜ Role: Moderator
- ➜ Duties: Facilitate parents' Q&A session

Current Student(s)
- ➜ Role: Presenter(s)
- ➜ Duties: Participate in students' Q&A session

Zoom Settings

- *Audio:* Computer Audio
- *Video (Host & Participants):* On
- *Co-Host:* Enabled
- *Screen Sharing by Host:* Enabled
- *Chat/Private Chat:* Enabled
- *Allow Participants to Rename Themselves:* Enabled
- *Waiting Room:* Enabled
- *Mute All Participants upon Entry:* Enabled
- *Allow Participants to Unmute Themselves:* Enabled

- *Breakout Room:* Enabled

Time	Length of remarks	Program	Speaker	Format
25 min prior to event start		**Event Technical Prep** Regional Director (RD) starts meeting Secondary Staff (SS) joins meeting Other Zoom support staff (SS2) joins meeting (if applicable) RD admits SS from Waiting room & promotes SS to host SS promotes RD to co-host, SS2 to co-host; connects computer to WiFi modem via ethernet cable *Note: If a text message group including all SOP staff (SS, SS2, RD, Volunteer Leader) has not yet been created, create it during this time.		
15 min prior to event start		**SOP Team Check-in** Student Affairs staff, Regional Volunteer leader(s), current students join meeting for A/V check & event run through *Note: before admitting volunteers, current students, or other speakers, ensure that the entire SOP team is ready and has tested all technology (including video, bumper slide, & any other last minute details).		
3 -ish min prior to event start		SS screen shares Forever Duke Virtual Send-off Party bumper slide **Bumper slide link:** https://docs.google.com/presentation/d/1VZeMLT6nlzqtYfgwShQdhZCR6zBekkjT/edit#slide=id.p1 *Note: Ensure that on Zoom application, under Share Screen settings, system notifications are		

		turned off; additionally, please mute or use do-not-disturb for notifications from other applications (i.e. Jabber, Outlook, Teams)		3
2 minutes prior to event start		All staff, speakers, volunteers mute mics		
1-10 min prior to event start		**Attendees are placed in the Waiting Room** SS2 monitors Waiting Room; admits tardy staff/VIPs and updates waiting participants with the following announcement every 3-5 minutes *Welcome to the Forever Duke Virtual Send-off Party for your region. We will move participants from the waiting room and start our program at [event time] sharp. Please review the participant reminders displayed here. We look forward to hosting you!* *Note: The Waiting Room will display a holding slide that includes the following important information about the event (this should be updated via settings at duke.zoom.us) *To optimize your Send-off Party experience, please review the following guidelines:* ● *Students should use a separate device from their parents/guardians* ● *All incoming and current students should add an "S" prefix and their class year to their Zoom name (ex. S24 Mark Liu, S22 Ali Davis)* ● *Students should avoid using Chromebooks/Chrome OS or Zoom Rooms as they are not compatible with breakout rooms*		
Event start time		**SOP Starts & Attendees join the event** SS2 'admits all' attendees from the Waiting Room; disables Waiting Room so that late participants join the event automatically RD unmutes mic & watches participant numbers		
1 min after event start		**Welcome** ● Talking points:	Regional Director	Live

time			

		○ *Welcome to the Class of 2024 to the Forever Duke family! This is the 17th summer of sendoff parties; 50+ parties around the world*
		 ○ *And it truly is a family. You've probably already heard how close the Duke community is, and that's true whether you're a freshman or a parent or an alum living a thousand miles from campus. There is a special bond among Blue Devils that you'll feel again and again, even long after you leave Duke.*
		 ○ *We are so excited to celebrate YOU over this next hour or so.*
		 ● Remind students to add 'S + class year' prefix to their name
		 ● Remind participants to use Gallery view for the next part of the program (incoming student introductions)
		 ● *Optional icebreaker: Before we officially kick off the program with incoming student introductions – we want to get this party started! We want to get you engaged with each other, and to see how much you already know about Duke. So…we're going to ask a few questions and have you share your answers in the chat box. Just to up the ante, the first person to share the correct answer….wins a prize. Forever Duke bragging rights!*
		   ○ ***Question #1***
		
		   The Class of 2024 has a very special milestone associated with your class year. How old will Duke University be in 2024 – the year you graduate?
		
		   ANSWER: *Duke University was founded in 1924 and will celebrate its centennial – turning 100 years old – in 2024.*
		
		   ○ ***Question #2***
		
		   The Class of 2024 is the first to welcome a new Dean of Students.		

What is his name?

ANSWER*: John Blackshear.*

- ○ ***Question #3:***

  Duke just hired a new Women's Basketball Coach. What is her name and what team did she leave to come to Duke?

  ANSWER: *Kara Lawson…who joins Duke from the Boston Celtics, where she was the team's first female assistant coach and one of only 11 female assistants in the NBA.*

- ○ ***Question #4:***

  We know that over the next four years, many of you will become huge Duke Men's basketball fans --- if you're not already. Duke Men's Basketball has the GOAT – the Greatest of all Time – as our coach. Coach Mike Krzyzewski. How do you spell his last name?

  ANSWER*: K-R-Z-Y-Z-E-W-S-K-I*

SS stops screen share of bumper slide; spotlights RD's video; monitors participants' audio/video muting mics/stopping video as needed

		Incoming Student Introductions - One-by-one, RD calls on participants with 'S24' prefix to share their name, the high school they attended, and whether they will be part of Trinity or Pratt - *Optional: place list of incoming student registrants in chat in the order that you plan to call on them to speak* SS unspotlights RD's video SS2 monitors chat	Regional Director + incoming students	Live

		Video Introduction ● Talking points: ○ *Now that we have met you, the Class of 2024, we would like you to hear from some messages from campus and meet some special alumni.* ● Instruct participants to switch from Gallery view to Speaker View for optimal viewing experience SS spotlights RD's video	Regional Director	Live
	~ 5 minutes	**Video** RD mutes mic SS screen shares and plays video; stops sharing screen once video ends *Note: ensure <u>all</u> of the following conditions have been met before screen sharing/playing video: 1. Video has been downloaded & played all the way through at least once prior to event start 2. Video player is full-screen 3. Computer is connected to router via ethernet cable 4. SS audio is NOT muted 5. 'Share Computer Sound' box is checked 6. 'Optimize Screen Share for Video Clip' box is checked		Pre-recorded

		Regional Update & Stats
		
		    ○ # of incoming students
		    ○ # of students on campus
		    ○ # of alumni in region
		    ○ Mention some details about regional activities and that parents are invited too
		    ○ *Optional: introduce co-chair(s)/other heavily involved volunteers in attendance*
			Regional Director	Live

		RD unmutes mic and is prepared to speak as soon as video ends
		
		SS mutes mic & spotlights RD's video
		
		While RD presents, SS preps for breakout room session by
		    1. Creating <u>1</u> breakout room by sorting participants <u>automatically</u>
		    2. Renaming breakout room - <u>Students ONLY</u>
		    3. Under Options, allow participants to return to the Main Session & set countdown timer for 30 or 60 seconds
		    4. Ensure all participants will be invited to join breakout room but do NOT open yet		

		Student Breakout Room Intro & Instructions
		  ● Talking points:
		    ○ *Now is the time for the students to get to know eachother better via a breakout room.*
		    ○ *Shortly, a pop-up window will appear on screen with a message about joining the 'Students ONLY' Breakout Room*
		    ○ *Only students - users with the 'S + class year' prefix before their name should select 'join' option*
		    ○ *Parents, alumni & other guests should click 'later' option to remain in the Main Room for their own breakout session*
		    ○ *Warn that non-students will be asked to leave Student Breakout if they join*
		
		SS keeps spotlight on RD's video
		
		RD verbally signals SS to open breakout room
		
		Upon signal from RD, SS 'opens all breakout rooms'
		
		SS remains in Main Session to ensure that Regional Volunteer/Student Affairs staff start the conversation
			Regional Director	Live

		SS2 monitors chat in Main Session and helps facilitate Q&A as needed		
		Student Breakout Session ● RD instructs <u>current students</u> to share name, class year and 1 piece of advice for incoming students ● RD encourages incoming students to ask questions in chat or unmute mic to ask ● RD selects several questions from chat to have current students answer or uses starter questions found <u>here</u> ● Toward the end of breakout session, RD hides their video and takes a picture of students via screen shot RD facilitates conversation between current and incoming students & moderates Q&A	Regional Director + current students	Live
		Parent & Alumni Breakout Session ● <u>Volunteer Leader</u> introduces Student Affairs staff member (if present) ● Remind parents that they will be invited to upcoming regional events ● Encourage participants to ask questions & share comments in the chat ● *Optional: Invite parents to introduce themselves & share info about their student(s)* Regional Volunteer Leader facilitates conversations between parents and Student Affairs staff No Student Affairs staff? Click <u>here</u> to view the script designed for Parent Session where no Student Affairs staff member is present. SS stays in Main Room to act as staff liaison in case there is no Regional Volunteer to introduce Student Affairs staff SS spotlights volunteer leader and/or Student	Regional Volunteer Leader + Student Services Staff	Live

		Affairs Staff as needed *Note: this session should be run by volunteer leader & student affairs staff. However, if a problem arises, the SS will be in the main session and can provide assistance.		9
		5 Minutes Remaining in Breakout Rooms RD texts SS & volunteer leader 5 minute warning SS broadcasts '5 minutes remaining' warning to participants in Student Breakout Room & participants in Main Session *Optional: Volunteer Leader verbally shares 5 minute warning with parent session* SS2 places 5 minute warning message in Main Room chat		
		Breakout Rooms End RD texts SS & volunteer leader to end Student Breakout Session SS 'closes all breakout rooms' Volunteer leader verbally shares that the breakout session has come to an end and students will be rejoining them Note: all participants in Student Breakout will receive a message alerting them that they will be placed back in the main session after 60 seconds.		

		Welcome Back
		● Talking points:
		   ○ *Welcome back everyone!*
		   ○ *Hopefully you all had a chance to connect and make some new friends.*
		
		SS spotlights RD's video
		
		SS2 shares helpful info/links in the chat (see SOP
			Regional Director	

		Quick Link guide)		
		Thanks & Closing Remarks ● Talking points: ○ *This concludes our celebration of the Class of 2024.* ○ *"Forever Duke" is the lifelong connection you are beginning. The alumni here today are examples of how so many stay involved. We encourage you to connect with these alumni as part of your investment in the extraordinary Duke community - don't be afraid to ask for help.* ○ *And to parents, remember that we would love to see you at local alumni events. These events are a great way to stay connected to what's happening on campus and make new connections, because this is your family too.* ○ *We look forward to welcoming the students on campus soon.* ○ *Congratulations to the Class of 2024!* SS continues to spotlight RD's video	Regional Director	
1 hour after start time		**Event Concludes** SS ends meeting for all		

Still have questions?

- Visit the **SOP Zoom How-to Guide** for step-by-step explanations of all Zoom technical functions performed by SS/SS2 staff
- Visit the **SOP Zoom Set-up Guide** for step-by-step explanations of how to set-up SOP meetings
- See **Virtual Send-off Parties: Quick Links** for information that may be helpful to have on-hand and share via the chat feature during the course of the event
- Click here to see an example of a **SOP script**
- Need additional help? Contact Madeline Drewry at madeline.drewry@duke.edu or (910) 520-5246