

# 2020 Virtual Reunion Staffing Plan

## Roles & Responsibilities

- **Event host (EH)**
  - Welcome, speaker support and introductions, breakout room explanation, visible/vocal Q&A management
  - Zoom co-host; high level of zoom proficiency needed
- **Program assistant (PA)**
  - Monitoring chat (answering question in chat when applicable), assisting with identifying Q&A questions for moderator and/or event host, launching polls, releasing CLE codes (if applicable)
  - Zoom co-host; high level of zoom proficiency needed
- **Technical producer (TP)**
  - Waiting room management, participant audio/video monitoring, recording management, speaker video spotlighting, screen sharing (slides & video), breakout room assignment & management
  - When no event host is staffed, this role comes with added responsibility to greet alumni volunteer co-host(s) and prompt them to begin program (indicated by asterisk)
  - Zoom host; highest level of zoom proficiency needed
- **Technical assistant (TA)**
  - Monitoring [alumni\\_office@law.duke.edu](mailto:alumni_office@law.duke.edu) inbox for questions about zoom access information and questions from alumni experiencing technical issues. Available to join zoom meeting for additional assistance if needed.
  - Zoom co-host; average level of zoom proficiency needed
- **Floating alumni engagement team staff**
  - For times when concurrent programs are happening, one designated alumni engagement team staff member who is available to float between meetings to provide additional assistance as need
  - Zoom co-host; highest level of zoom proficiency needed
- **Alumni volunteer co-host(s)**
  - Welcome, guest introduction, conversation facilitator
  - Zoom co-host; basic level of zoom proficiency needed

**Monday, October 19**

**1:00 – 2:00 p.m. – Town Hall with Dean Kerry Abrams**

- Event Host
- Webinar Technical Support
- Technical assistant
- Viewing as attendee

**5:30 – 6:30 p.m. – 50<sup>th</sup> Reunion Class of 1970 Event (with special guest Dean Abrams)**

- Technical producer \*
- Technical assistant:
- Alumni volunteer co-host(s)

**6:30 – 7:45 p.m. – 10<sup>th</sup> Reunion Class of 2010 Event**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**8:00 – 9:00 p.m. – 30<sup>th</sup> Reunion Class of 1990 Event**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**Tuesday, October 20<sup>th</sup>**

**12:00 – 1:00 p.m. – 57<sup>th</sup> Reunion Class of 1963 (with special guest Dean Abrams)**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**4:30 – 5:30 p.m. – Duke History Reexamined**

- Technical producer \*
- Technical assistant

**7:00 – 8:00 p.m. – Duke Law Goes to Washington, D.C.**

- Event Host
- Webinar Technical Support
- Technical assistant and viewing as attendee

**Wednesday, October 21<sup>st</sup>**

**1:00 – 2:15 p.m. – What is Fraud? with Professor Samuel Buell**

- Event Host

- Program assistant
- Technical producer
- Technical assistant

**4:00 – 5:00 p.m. – 45<sup>th</sup> Reunion Class of 1975 Event**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**7:00 – 8:00 p.m. – A New Beginning After 44 Years: A conversation with Duke Law Clinical Professor Jamie Lau and exoneree Ronnie Long.**

- Event Host
- Technical producer
- Technical assistant

**Thursday, October 22<sup>nd</sup>**

**9:30 – 10:30 a.m. – 5<sup>th</sup> Reunion Class of 2015 International LLM Virtual Social Hour with special guests Jennifer Maher and Oleg Kobelev**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**12:00 – 1:00 p.m. – 35<sup>th</sup> Reunion Class of 1985 Event**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**4:00 – 5:00 p.m. – ACC's of Duke Athletics: Academics, Compliance, and Conditioning**

- Event Host
- Technical producer
- Technical assistant

**7:00 – 8:00 p.m. – 25<sup>th</sup> Reunion Class of 1995 Event**

- Technical producer \*
- Technical assistant
- Floating alumni engagement team staff
- Alumni volunteer co-host(s)

**7:30 – 8:30 p.m. – Class of 2015 Social Hour with guests Matt Adler, Erika Buell, and Paul Haagen**

- Event Host
- Technical Producer
- Technical assistant
- Floating alumni engagement team staff

- Alumni volunteer co-host(s)

**8:00 – 9:00 p.m. – 15<sup>th</sup> Reunion Class of 2005 Event with special guests Jim and Doriane Coleman**

- Technical producer \*
- Technical assistant
- Floating alumni engagement team staff
- Alumni volunteer co-host(s)

**Friday, October 23<sup>rd</sup>**

**11:00 a.m. – 12:00 p.m. – Lemur Center Ask an Expert**

- A&D Staff Representative
  - *The Lemur Center is managing this program (and all Zoom technical details) from start to finish, so the only staff responsibilities is to attend, capture the total number of active participants, and assess the program for future virtual activities.*

**Saturday, October 24<sup>th</sup>**

**11:00 – 11:45 a.m. – Tales of Hope and Strength with Venus Liles**

- Event Host
- Technical producer
- Technical assistant

**11:00 – 11:45 a.m. – Tales of Hope and Strength with Jay Bilas**

- Event Host
- Technical producer
- Technical assistant

**12:00 – 1:00 p.m. – 20<sup>th</sup> Reunion Class of 2000 Event with special guest Tom Metzloff**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

**4:00 – 5:00 p.m. – 40<sup>th</sup> Reunion Class of 1980 Event with special guest Jim Cox**

- Technical producer \*
- Technical assistant
- Alumni volunteer co-host(s)

## Event Timeline for What is Fraud? Program

Time	Length of Section	Program
<b>12:40 p.m.</b>  20 mins. prior to event start	20 mins.	<b>Event Technical Prep</b> <ul style="list-style-type: none"> <li>• TP starts meeting; changes view name to “Technical Support”</li> <li>• EH joins zoom meeting; changes view name to “Alumni &amp; Development Office”               <ul style="list-style-type: none"> <li>○ TP admits EH from waiting room</li> </ul> </li> <li>• PA joins zoom meeting               <ul style="list-style-type: none"> <li>○ TP admits PA from waiting room</li> </ul> </li> <li>• TA joins zoom meeting for event technical prep and opens Alumni Office inbox begins monitoring for technical issues or requests for Zoom information; respond as needed.               <ul style="list-style-type: none"> <li>○ TP admits TA from waiting room</li> </ul> </li> </ul> <p>*Note: If a text message group including all event staff – EH , TP, PA, TA has not yet been created, create it during this time.</p>
<b>12:45 p.m.</b>  15 mins. prior to event start	15 mins.	<b>Event Team Check-In</b>  All speakers join event <ul style="list-style-type: none"> <li>• Professor Samuel Buell</li> </ul> <p>EH, TP, TA and speaker work to prep and troubleshoot as needed ahead of the program.</p> <p style="color: green;">Settings to change at this time if applicable</p> <ul style="list-style-type: none"> <li>• Make speaker(s) co-host(s)</li> <li>• Turn off ability for participants to un-mute</li> <li>• Ensure the speaker is able to screen share</li> </ul>
<b>12:50 p.m.</b>  1-10 mins. prior to event start	10 mins.	<b>Attendees are placed in Waiting Room</b>
<b>12:55 p.m.</b>  5 mins. prior to event start		TP gives last call for breaks or adjustments
<b>12:58 p.m.</b>  2 mins. prior to event start		TP shares welcome slide ( <i>located in MS Teams Folder</i> ), reminds speakers and staff to mute microphones
<b>12:58 – 1:00 p.m.</b>  Event Start Time	1-2 mins.	<b>Event Starts and Attendees Join the Event</b>  EH announces to speaker and assistant that participants can begin to be admitted from the waiting room

		<p>TP begins admitting participants into the event from the Waiting Room using “admit all”; disables Waiting Room so that late participants join the event automatically</p> <p>EH unmutes mic and watches participant numbers</p> <p>TP begins recording</p>
<p><b>1:02 p.m. – 1:05 p.m.</b></p> <p>2 mins. after event start time</p>	<p>3 mins.</p>	<p><b>Welcome</b></p> <p>EH welcomes attendees, reviews housekeeping items, and introduces speakers</p> <p><u>Talking Points</u></p> <ul style="list-style-type: none"> <li>• Welcome and thank you for joining us today!</li> <li>• Housekeeping Items <ul style="list-style-type: none"> <li>○ We will be recording all video and chat from today’s program, and we will share the video with Duke alumni online afterwards.</li> <li>○ Please mute your microphone when not speaking</li> <li>○ If you experience any technical challenges like slow video, turning off your video may improve your connection.</li> <li>○ If you continue to experience technical difficulties, please email our office – we’ll place the email address in the chat. <ul style="list-style-type: none"> <li>▪ TA places alumni office email address in chat with instructions to reach out if participants experience technical issues. <ul style="list-style-type: none"> <li>• <b>Text to Copy and Paste:</b> If you experience any technical issues during the event, please contact us as <a href="mailto:alumni_office@law.duke.edu">alumni_office@law.duke.edu</a>.</li> </ul> </li> </ul> </li> <li>○ If you are dropped off at any time, please just reconnect and join back in.</li> <li>○ This program has been approved for 1 hour of NC CLE credit. If you have not already submitted your NC bar number to us, please email our office. Our office will submit the information for NC credit.</li> <li>○ If you are applying for CLE credit in a different state, please email our office, and will provide you with the necessary materials.</li> </ul> </li> <li>• Questions – We will plan to hold questions until the end of the presentation. At that time, we will have guests submit questions in the chat.</li> <li>• <b>Speaker Introduction-</b> <b>Samuel Buell</b> is the Bernard M. Fishman Professor of Law at Duke University, where his research and teaching focus on criminal law and on the regulatory state, particularly regulation of corporations and financial markets. He is the author of the 2016 book, <i>Capital Offenses: Business Crime and Punishment in America’s Corporate Age</i>, and his recent scholarship explores the conceptual structure of white collar offenses, the problem of behaviors that evolve to avoid legal control, and the treatment of the corporation and the white collar offender in the criminal justice system.</li> </ul> <p>During EH introduction, TP confirms that all participants’ microphones are muted</p> <p>At the conclusion of EH introduction, TP ends screen sharing of welcome slide</p>

		TA can exit zoom meeting (optional) while continuing to monitor the alumni office inbox until the conclusion of the event
<b>1:05 p.m. – 2:05 p.m.</b>	approx. 60 mins.	<p><b>Core Program</b></p> <p>Professor Buell presents and facilitates core program</p> <p>EH and PA monitors chat for Q&amp;A submission and directs technical issues to TA.</p> <p>TA monitors alumni inbox and assists as needed with emails</p> <p>TP answers technical questions that appear in the chat</p> <p>PA launches poll- “Are you actively listening to this presentation?” for CLE credit.</p>
2:05 p.m. – 2:14 p.m.	approx. 10 mins.	<p><b>Question &amp; Answer Time</b></p> <p><u>Moderated Q&amp;A</u></p> <ul style="list-style-type: none"> <li>Alumni will submit questions in the chat. EH can prompt the first few questions.</li> <li>5 mins. prior to the end of the event, the EH announces that we have time for one more question</li> </ul>
<b>2:14 p.m.</b>  1 min. prior to event end time	1 min.	<p><b>Thanks &amp; Closing Remarks</b></p> <p>EH gives closing remarks.</p> <p><u>Talking points:</u></p> <ul style="list-style-type: none"> <li>Thank you to speakers and to participants for joining</li> <li>In addition to today’s program, I hope you’ll join us for additional events throughout the week. The full schedule can be seen at the link in the chat and you can update your registration at any time to add additional events by clicking on the “register here” button or by contacting the Alumni &amp; Development Office at our email (also in the chat). <ul style="list-style-type: none"> <li>TP places schedule link in chat <ul style="list-style-type: none"> <li><b>Text to Copy and Paste:</b> Virtual Reunion Schedule and Link to Register for Events: <a href="https://law.duke.edu/alumni/reunion/virtual-schedule/">https://law.duke.edu/alumni/reunion/virtual-schedule/</a></li> </ul> </li> </ul> </li> </ul> <p>TP ends recording at the conclusion of EH’s closing remarks</p> <p>EH texts TA to notify of event conclusion</p>
<b>2:25 p.m.</b>  10 mins. after event end	1-10 mins.	<p><b>Post-Event Conclusion</b></p> <p>TP ends zoom event</p> <p>TP adds number of participants to attendance tracking document in Microsoft Teams.</p>