

Virtual Zoom Sessions

Live Q&A Tips

It is very common to hold live question and answer sessions during certain Zoom events. A chance for the audience to engage the hosts, presenters and guest speakers with direct questions regarding the content of the session.



To keep your Zoom session secure, and allow for a more efficient Q&A session, there are several steps you can take.

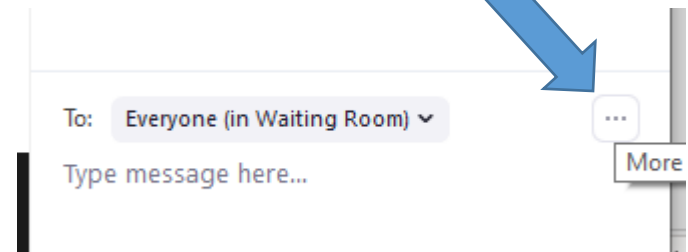
Step One: Limit the chat functionality for the Zoom audience members. An open chat can lead to an overabundance of discussion and chatter, and can crowd the question submissions.

Note: a smaller event, with all audience members confirmed, could opt to have an open chat.

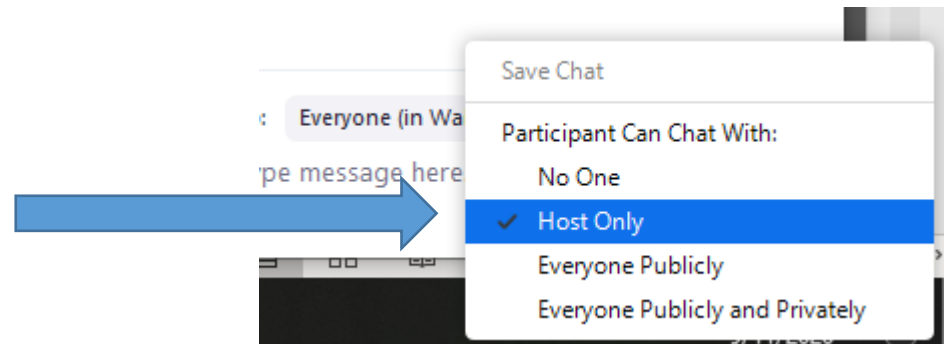


1. Access the Chat Controls by clicking the Chat Icon at the bottom of the Zoom interface

2. Click the icon with three dots in the right corner of the chat window



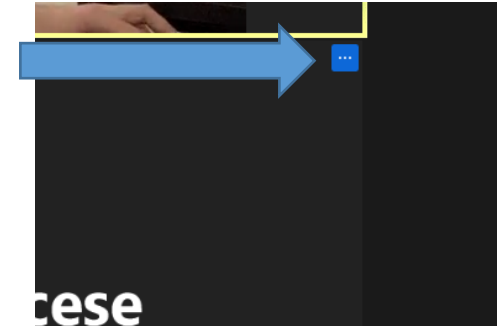
3. Select "Host Only" to limit the audience chat abilities



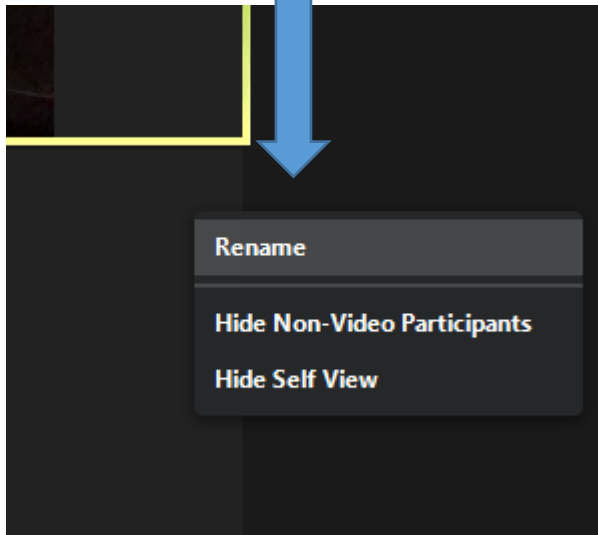
Step Two: Identify the session Co-Host who will be responsible for receiving questions.

Step Three: Have the Co-Host responsible for questions rename themselves **SUBMIT QUESTIONS HERE** (or another variation)

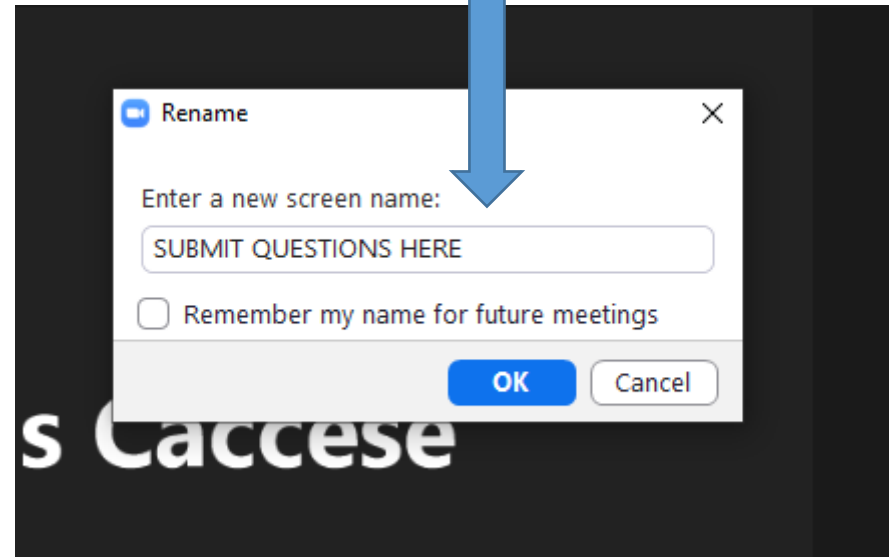
1. Access the User Controls by clicking the icon with the three dots in the upper right corner of the user window



2. Select "Rename" from the list of options



3. Change name to identify the Question-Taker
Example: SUBMIT QUESTIONS HERE



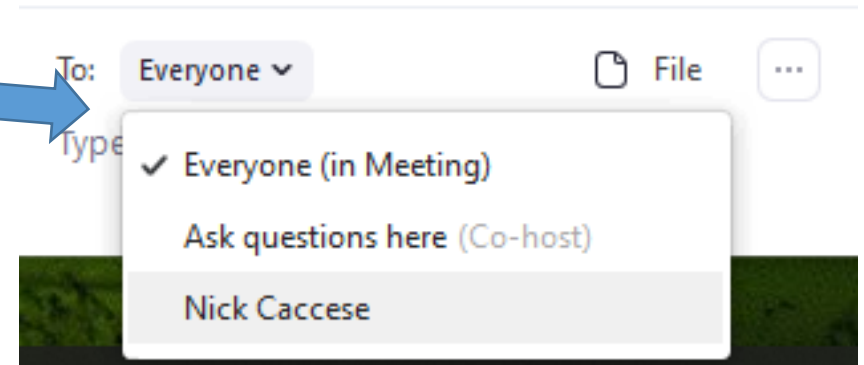
Step Four: Inform your audience of the question structure.

It's good to reinforce the question process as often as possible:

- **Have Moderator verbally inform the audience at the start and remind the participants as the session goes on.**

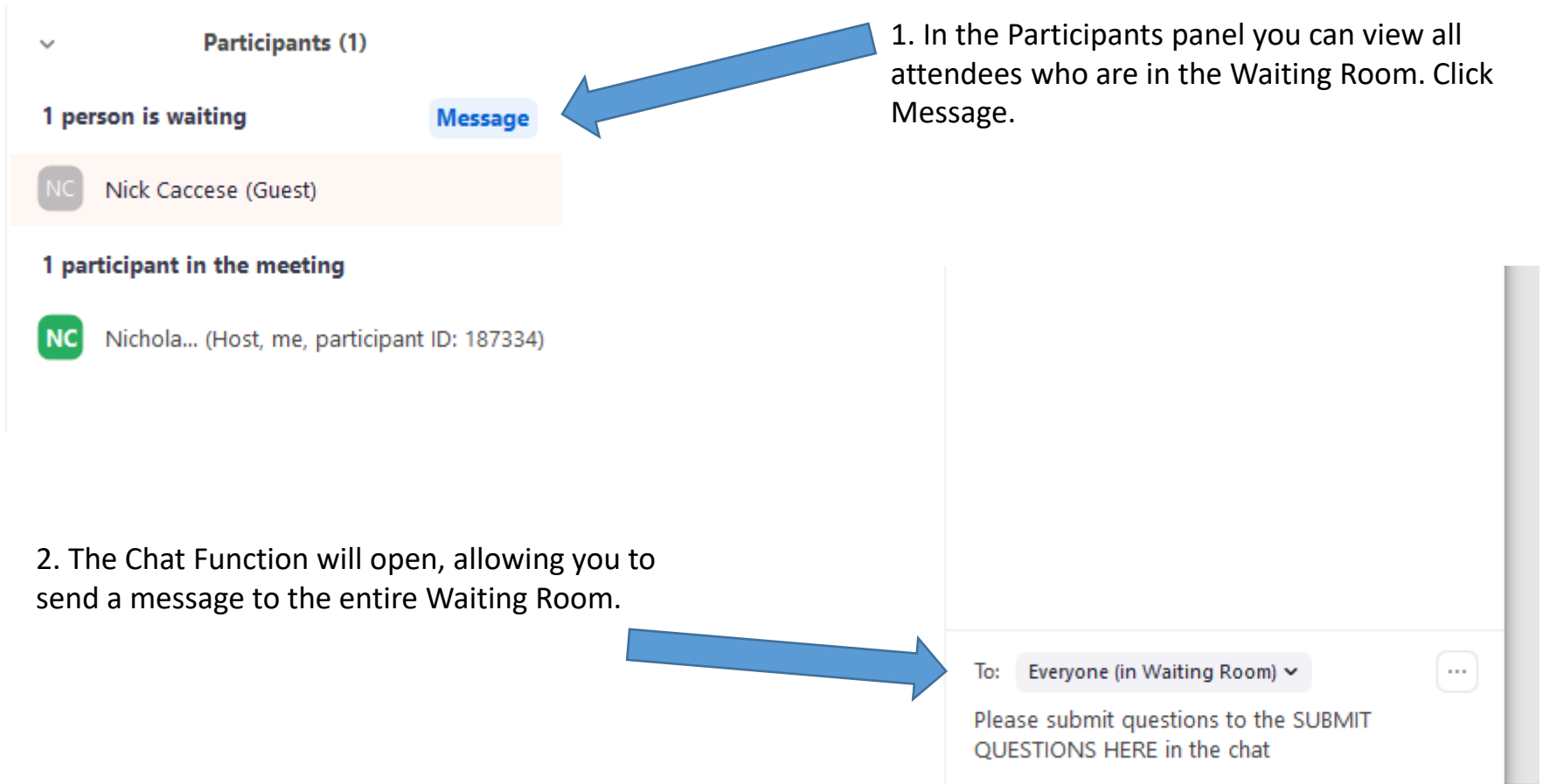
- **Have the Question-Taker send out room wide messages reminding the attendees where to submit questions**

1. In the Chat Menu, use the drop down to select "Everyone (in Meeting)", and share reminder to submit questions to the predetermined Question-Taker.



Step Four: Inform your audience of the question structure. (CON'T)

- **In the waiting room, prior to the session starting, send a message to the waiting attendees informing them of the Q&A process**



The screenshot displays a meeting interface. At the top, a dropdown menu is open for 'Participants (1)'. Below it, a section titled '1 person is waiting' contains a blue 'Message' button. A blue arrow points from the text '1. In the Participants panel you can view all attendees who are in the Waiting Room. Click Message.' to this button. Below the waiting section, a section titled '1 participant in the meeting' lists 'Nichola... (Host, me, participant ID: 187334)'. At the bottom, the chat area is visible, showing a 'To:' dropdown set to 'Everyone (in Waiting Room)' and a message: 'Please submit questions to the SUBMIT QUESTIONS HERE in the chat'. A blue arrow points from the text '2. The Chat Function will open, allowing you to send a message to the entire Waiting Room.' to the chat area.

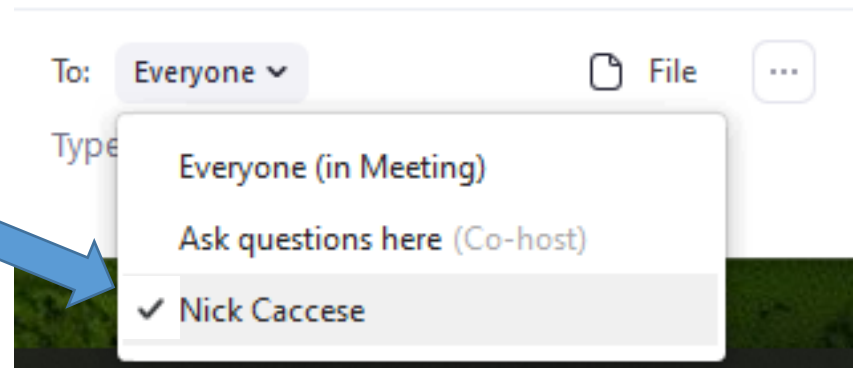
1. In the Participants panel you can view all attendees who are in the Waiting Room. Click Message.

2. The Chat Function will open, allowing you to send a message to the entire Waiting Room.

Step Five: Facilitate questions from **Audience** to the on-screen **Moderator**.

- Questions will be submitted to the identified Question-Taker.
- Question-Taker can curate these submissions, and forward to the Moderator. By copy and pasting into the Zoom Chat.

1. Copy submitted question from chat.
2. In the chat “To:” dropdown, select the session Moderator, who is responsible for reading the question aloud.
3. Paste the submitted question and send to Moderator.



- Moderator can then read question aloud and answer accordingly.

Notes on Co-Hosts and Live Questions

Unfortunately, Zoom does not possess a feature that allows you to limit the audience to **ONLY** message the pre-determined Question-Taker.

- Once the chat function is limited to “Host Only” the audience will still be able to message anyone in the session designated as a Host or Co-Host.
- Renaming the Question-Taker something such as “SUBMIT QUESTIONS HERE” helps the audience to identify the correct person to message when submitting questions.

This allows audience members to ignore the direction and send questions to anyone labeled a Host, including sending directly to the session Moderator.

If this is a concern for your Zoom session, the following could be a solution:

Have the Moderator as a regular attendee, and not a designated Co-Host

- The Question-Taker is still able to forward the questions to the Moderator.
- The Moderator does, however, lose any control over the Zoom session
 - Meaning, another Co-Host would have to mute/unmute them, control the screen (if needed) and so on.
 - This adds an extra layer of coordination to the Zoom session, so is only recommend in specific cases where there is concern over the audience messaging the Moderator directly.