ACEN Virtual Site Visit Technology Manual

(rev. 1 – 8/4/2020)

I. Overview

Your virtual site visit will be conducted in two "locations": meeting rooms, and your private channel in Slack.

Meeting rooms are for meeting with the program and will be prepared in advance by the ACEN. Links for the meeting rooms will be provided to the team chair prior to the visit, and the team chair will work with the program to establish the agenda and establish which room will be used for which meeting. Each visit team will have access to two meeting rooms so that meetings can be held simultaneously. Make sure to alternate meeting rooms: don't schedule two meetings using the same room back to back, so that attendees of the different meetings don't cross paths.

Slack will serve as your "home base" between meetings. You can use the channel to send messages to the other members of your team or get support from the ACEN staff if needed. Slack can also be used for voice and video calls to and from your teammates and/or the ACEN staff.

II. Getting Started

Before the day of your visit, make sure Slack and GoToMeeting are installed on your computer.

Prior to the virtual visit, please download and install the following applications:
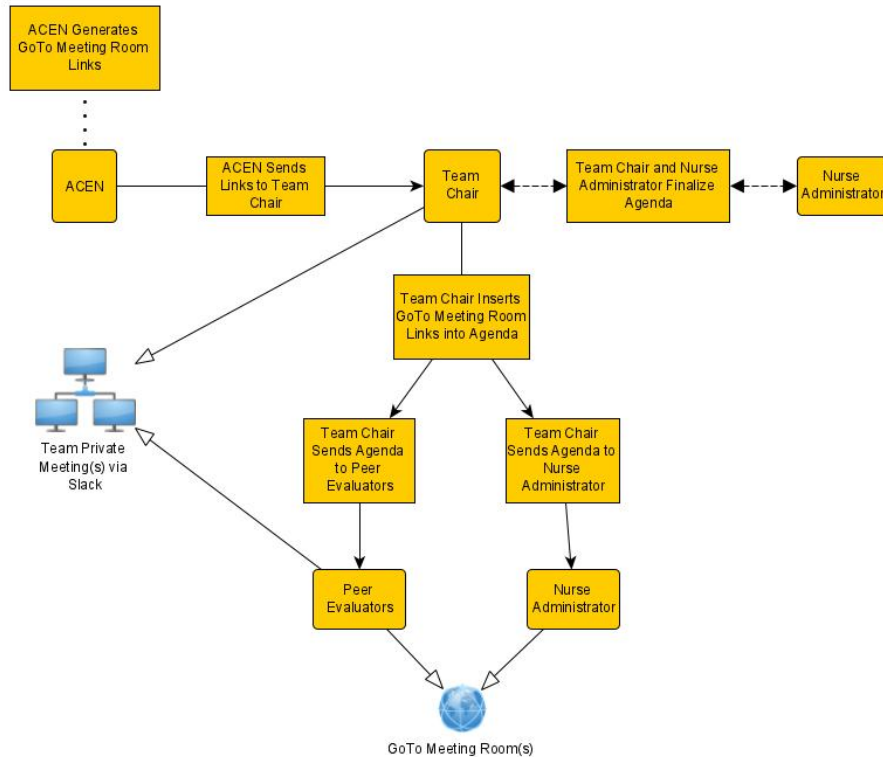
Download the GoTo Meeting Desktop App
Download the GoTo Meeting Mobile App (Android/iPhone)

Download the Slack app
Download the Slack mobile app (Android/iPhone)

Take the time to open each program and log in using the credentials that will be provided to you by the ACEN. Where possible, select options like "Remember me on this computer" so you won't have to enter your login information again when it's time for the visit.

Meeting room links are generated by the ACEN and provided to the team chairs. The team chairs then, are responsible for inserting the links to the GoTo Meeting rooms into the agenda and sending it to the Team Members (PE's) and the Nurse Administrator.

The diagram shows boxes connected with arrows:
- ACEN Generates GoTo Meeting Room Links
- ACEN
- ACEN Sends Links to Team Chair
- Team Chair
- Team Chair and Nurse Administrator Finalize Agenda
- Nurse Administrator
- Team Chair Inserts GoTo Meeting Room Links into Agenda
- Team Private Meeting(s) via Slack
- Team Chair Sends Agenda to Peer Evaluators
- Team Chair Sends Agenda to Nurse Administrator
- Peer Evaluators
- Nurse Administrator
- GoTo Meeting Room(s)

III. Instructions

<u>Meetings</u>
When it's time to start a meeting, simply click on the provided link to enter the meeting room. One team member has been designated as the "Organizer," or host, for each meeting room. The meeting cannot start until that team member has joined the meeting room.

As the Organizer, you have the ability to designate someone else in the meeting as the "Presenter." This allows them to share their screen with the group, which may help the program to present their documents. Find this option by right-clicking on someone's name (or clicking the down-arrow next to their name) in the attendees list and choosing "Make Presenter." Only one person can be the Presenter at a time, so you may need to pass this permission around if different people need to share their screens throughout the meeting.
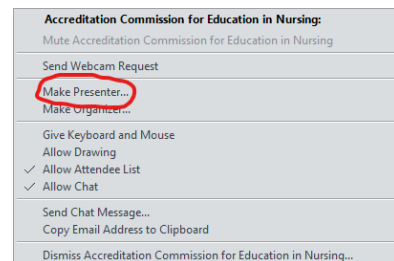

<u>Using Slack</u>
Slack provides a space separate from the program for your team to talk, collect your thoughts, or work on the Site Visit Report. The channel for your visit will contain all of your team members as well as the ACEN Tech Support account (@TechSupport), in case you need help. See Section IV for details on how to contact them.

To communicate with another teammate directly, click on their name and choose "Message" (for text) or "Call" (for voice video). Once you've started a call, you can add additional members if the team would all like to speak together, or if you'd like to consult the ACEN staff about something.
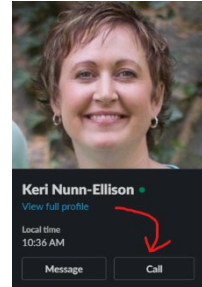
IV. Support

For issues with GoToMeeting, your first and best resource is the GoToMeeting support page. You can find it at https://support.goto.com/meeting/new-attendee-guide, or by clicking the three-dot menu in the top right corner of GoToMeeting and clicking "Support," then "GoToMeeting Support."
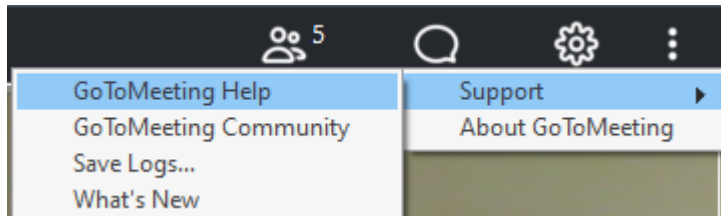
If you still need help with GoToMeeting, tag the ACEN tech support account in your Slack channel by typing @TechSupport.

For non-tech support, such as questions about the Standards and Criteria, you can also tag an ACEN Director in your Slack channel. Unlike our Tech Support, they aren't members of your channel by default, but by tagging them, you will be prompted to add them to your channel. Once they've joined, they can help you with any questions you have.

Virtual Visit One Sheet Quick Reference

Virtual Visit Prep				
Action	*Responsible Party*			
	ACEN	Team Chair	Team Members	Program Representatives
Download and install GoTo Meeting Desktop App		X	X	X
Download and install GoTo Meeting Mobile App		X	X	X
Download and install Slack Messaging Desktop App		X	X	
Download and Install Slack Messaging Mobile App		X	X	
Generate GoTo Meeting Room Links	X			
Insert GoTo Meeting Room Links into the Agenda		X		
Agenda sent to Team Members and Program		X		

Meeting Environment(s)			
	GoTo Meeting	Slack	Email
Team Members Meeting		X	
Team Meeting with the Program	X		
File Sharing			X

Need to Know GoTo Meeting Skillset for Teams	
Skill	*How To:*
Start a meeting	Meeting organizer clicks the room link in the agenda; enters credentials; designates meeting password
Enter a meeting	Attendee clicks the room link in the agenda
Lock a meeting	Organizer clicks the 'People' icon in the upper right corner to open the attendee pane; the clicks the toggle at the bottom of the people pane next to 'Meeting is Unlocked'
Mute an attendee	Right-click the attendee's name in the People pane and select "Mute Attendee"
Dismiss an attendee	Right-click the attendee's name in the People pane and select "Dismiss..."
Designate an individual an organizer	Right-click the attendee's name in the People pane and select "Make Organizer…"
Make an individual presenter	Right-click the attendee's name in the People pane and select "Presenter…"
Share your screen	Click the 'Screen' icon at the bottom of the window; select the appropriate window or application to share
Leave the meeting (without ending)	Click the "Leave" meeting icon ***Please note, if the organizer, you must designate an alternate organizer before leaving***
End the meeting	Organizer closes the GoTo Meeting window or Leaves

Need to Know Slack Messaging Skillset	
Skill	*How To:*
Create your Slack account	ACEN will create the account; Team Member will receive an email with a link to set up password
Access your team's Slack meeting room	Open the Slack Messaging Desktop app
Communicate with ACEN via Slack	Tag an ACEN staff member in your Team's meeting space with '@' followed by the ACEN staff member's name; a list of available options should populate--select from the list
Start a call in Slack	In your team's Slack channel, click 'More Details' then click the phone icon labeled 'Call'
Share your screen in a Slack call	In a Slack call, click 'Share Screen' from the row of icons at the bottom

Tips for a Successful Virtual Visit

TIP #1: Add the site visit dates and times to your personal and professional calendars to avoid personal and professional conflicts. Remember, virtual visits are four days typically starting on Monday and concluding on Thursday. Please give the program your full attention and dedication. The programs deserve your undivided attention.

TIP #2: Schedule a team meeting using GoToMeeting and/or Slack approximately one week prior to the scheduled visit to practice use of the technology, confirm roles/responsibilities, develop team rapport, and to discuss the Self-Study Report and supporting evidence.

TIP #3: Host a GoToMeeting with the nurse administrator (Team Chair), after the team and program receive the team letter, to the visit to alleviate anxiety, answer questions, ask questions, and to ensure that GoToMeeting functions properly.

TIP #4: Begin review of your assigned Standards and supporting evidence upon receipt of the Self-Study Report/supporting evidence. Conclude your preliminary review, write your preliminary narrative for all Criteria, and prepare verifying/clarifying/amplifying questions by the end of the 5th week. Submit a draft of the Site Visit Report (including questions for program representatives) to the team chair based on a review of the program's Self-Study Report and supporting evidence, _at least one week prior to the visit._ Update your narrative, as needed, based on interviews and any additional supporting evidence.

Note, supporting evidence will be provided to the team on the USB drive with the Self-Study Report six weeks prior to the visit.

TIP #5: Maintain scheduled team meetings in the morning and evening of each day to facilitate team communication.

TIP #6: Schedule a Clinical Meeting, _instead of a Clinical Observation,_ with various staff (e.g., Chief Nursing Officer, Director of Education, charge nurses, staff nurses, preceptors, and program graduates) to verify compliance with Criterion 4.9.

TIP #7: Download the GoToMeeting app on the computer that you will use to conduct the virtual visit **AND** download the GoToMeeting app on your cellular phone just in case there are technology issues.

TIP #8: Use the technology resources (e.g., ACEN Virtual Visit Technology Manual, and Virtual Site Visit Technology videos) and have them readily available at all times.

TIP #9: Remind program representatives to "leave" the virtual meetings prior to concluding virtual meetings. The team will "end" the virtual meetings.

TIP #10: Learn how to change a participant's status to "presenter" (Right-click the attendee's name in the People pane and select "Presenter…") and "share" documents in GoToMeeting (Click the 'Screen' icon at the bottom of the window; select the appropriate window or application to share).

GoToMeeting for ACEN Virtual Site Visits:
Technical Troubleshooting and FAQ

Step 1

If the disruption is due to technical issues, please consult the troubleshooting directions below pertaining to your particular issue(s) (e.g., joining the meeting, video issues, audio issues, etc.)

Also, please contact the ACEN Team Chair to let them know of your situation and if it may affect the planned team schedule.

*** *Please note that for any technical issues, a viable short-term solution would be to call in to the GoToMeeting room via phone (or the GoToMeeting mobile app).* ***

Step 2

Technical Issues

I'm having an issue connecting to/joining my meeting!

Please follow the links below:

Joining Meetings

'Could Not Connect' Error Message

Configure GoTo Meeting to Work With a Firewall

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

I'm having an issue with my video/webcam!

Please make sure that the appropriate webcam is selected and that the webcam is not covered. Click the "Gear" icon in the upper-right hand corner to ensure the appropriate webcam is selected. If the correct webcam is selected or no option to select the appropriate webcam is presented, please consult the following:

Video Not Working

Test Your Webcam

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

I'm having an issue with my audio!

Please make sure that the appropriate speaker/microphone setup is selected by clicking the "Gear" icon in the upper-right hand corner. If the correct speaker/microphone setup is selected or no option to select the appropriate speaker/microphone is presented, please consult the following:

Troubleshooting Audio and Microphone Issues

Why Can't I Hear Anyone?

Why Can't Anyone Hear Me?

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

*** *Please note: Echoes in audio occur when there is more than one microphone or speaker (e.g., phone AND computer speakers). To eliminate audio echoes, please make sure you are using one audio setup at a time.* ***

My audio and/or video quality is not good!

Meeting quality in GoToMeeting is highly dependent on the components involved; specifically, internet bandwidth, webcam quality, computing speed, etc. can affect the meeting quality. Most likely, the culprit for poor meeting quality is bandwidth/connectivity. Follow the link below for more information.

Find Your Optimal Connection Settings

How To Fix Poor Audio or Video Quality

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

Step 4

If you are unable to come to an acceptable solution to your technical disruption, contact the ACEN for further assistance.