11/29/2022

Contest Zoom Master Guide

District 112

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Revision History

Date	Author	Role	Changes
2021	Troy Smith	District Zoom Chair	Initial draft
23/11/2022	Troy Smith	District Zoom Chair	Addition of an introduction. Addition of a hybrid contests section with specific recommendations.
27/11/2022	Amy Overington	District Training Chair	Proof-reading and revision
27/11/2022	Troy Smith	District Zoom Chair	Further revision and minor additions Addition of an Appendix
27/11/2022	James Hippolite	Program Quality Director	Added Revision History Added Information Mapping formatting
29/11/2022	Troy Smith	District Zoom Chair	Formatting

Introduction	We all know the fateful story that began in early 2020, which resulted in a drastic change to the way we operate. The Covid pandemic and subsequent lockdowns forced all of us reassess how we can interact. For Toastmasters, that meant taking to the virtual realm to continue doing what we love: supporting members to grow their communication and leadership skills, and in tandem, their confidence.

Part of growth, and showcasing / celebrating our members' growth, are the Toastmasters Speech Contests.

Speech Contests were also plunged into this new world; for the end of the 2019-2020 year, and the majority of the 2020-2021 and 2021-2022 years, our treasured contests went online. Not to be outdone though, the 2022-2023 year is the Return of the Toastmaster! Melding the best of both worlds and bringing a new challenge: hybrid contests.

There certainly has been a plethora of changes these last few years and the use of online conferencing tools, such as Zoom, have become critical. All new tools need a driver of course, and as such, the use and navigation of Zoom is a revered talent, but who would have these special skills? Enter, the 'Zoom Master'…

Document Purpose	This guide is a tool to help explain the ways of the 'Zoom Master' through the offering of tried and tested methods to conduct an online contest and the online portion of a hybrid contest. These methods constantly evolve, and different methods may be more suitable depending on the contest level and the experience of the Zoom Master/s, therefore, this guide by no means describes the only way to run online and hybrid contests.

In the guide as follows, are segmented steps to running online and hybrid contests, along with tips and more in-depth explanations of the particular methods used.

Online contest & online portion of hybrid contest

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1. **Check in with the meeting creator** (or yourself if it's you) the day before and ensure the meeting room is set up with all the settings you need. This could be enabling co-hosts to be assigned, breakout rooms (including setting the breakout rooms if they wish to pre-set), polls, password / passcode, etc. The meeting settings can be found by logging into the www.Zoom.us website and selecting the meeting within the 'Meetings' tab.

   Note: **If the meeting creator will not be attending** the meeting, ensure the Waiting Room feature is disabled by default, along with having enabled the "Allow participants to join anytime before start time" option.

< Meeting Templates

Edit meeting template

Template Name	Speech Contests Template
Topic	Area K1 & K3 Speech Contests
	+ Add Description
Time Zone	(GMT+13:00) Auckland, Wellington
	☐ Recurring meeting
Registration	☐ Required
Security	☑ Passcode
	Only users who have the passcode can join the meeting
	☐ Waiting Room
	Only users admitted by the host can join the meeting
	☐ Require authentication to join

Video   Host   ○ on   ● off
         Participant ○ on   ● off

Audio   ○ Telephone   ○ Computer Audio   ● Telephone and Computer Audio   ○ 3rd Party Audio
         Dial from New Zealand ✎

Options Hide
         ☑ Allow participants to join Anytime ▾ before start time
         ☑ Mute participants upon entry
         ☑ Breakout Room pre-assign
            5 Breakout Rooms   Edit
         ☐ Request permission to unmute participants
         ☐ Automatically record meeting
         ☐ Enable focus mode when meeting starts
         ☐ Approve or block entry to users from specific regions/countries

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2. **Check in with the event Toastmaster**, the Contest Chair/s, and the Chief Judge/s the day before and confirm the list of officials, contestants, and the overall agenda for the event.

3. If the meeting creator is not attending, **you will need to "claim the host" permissions**. This can be done through the participants tab on your tool bar, by entering a host key that will be provided by the meeting creator. It is recommended that the primary Zoom Master does this 15 – 30 minutes before other officials are due to arrive (e.g. 30 minutes before the briefings begin, if the event starts soon after the briefings).
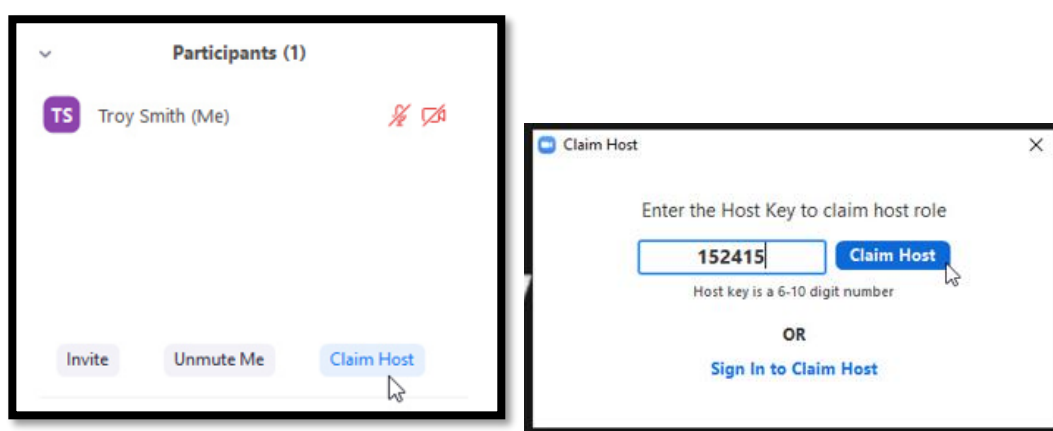

4. **Enable the Waiting Room feature** if it isn't already. This can be done through the security tab on your tool bar.

5. While inside the security tab, you can also **disable the showing of any / all participant's profile pictures**. This can be done by enabling the "hide profile pictures" feature and is particularly helpful for maintaining judge anonymity in case they have a recognisable picture.
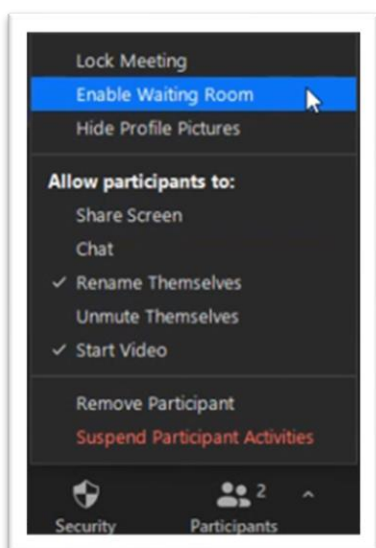
6. **Assign co-hosts as soon as possible** (You cannot assign the co-host powers when in a breakout room, so this must be done before they leave the main session). Generally, the co-hosts are:

    a. Contest Chairs
    b. Chief Judge
    c. Sergeants at Arms
    d. Official Timer (particularly during the Speech Evaluation Contest)
    e. Supporting Zoom Master/s
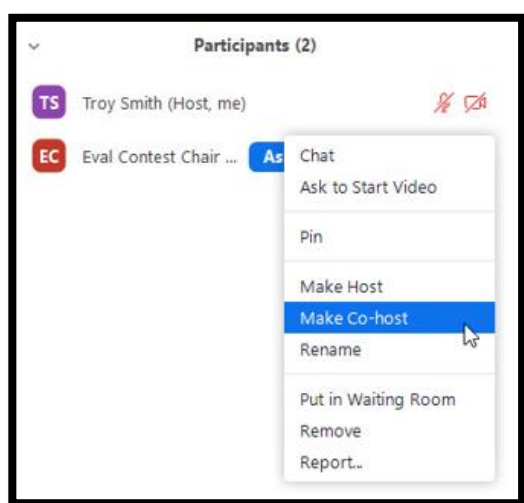
7. If breakout rooms are not pre-set, open the breakout room window and **create 5 rooms with the assign manually option**. Remember that the ability to create breakouts rooms can be accessed through the web-based settings (through www.Zoom.us) and enabled if it's not available already.
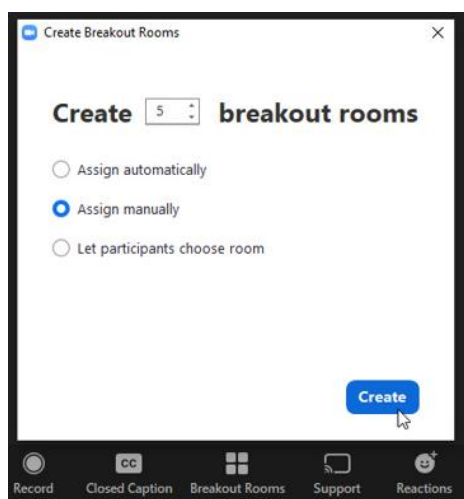
8. Once created, **rename the breakout rooms**.

    a. Contestants' Briefing Room
    b. Judges' Briefing Room
    c. Contestants' Waiting Room
    d. Deliberation Room (Deliberation Station)
    e. Spare Room (Panic Room)

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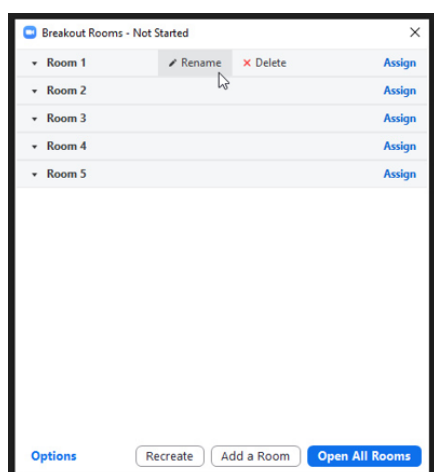
9. Be sure to **enable the "automatically move assigned participants into breakouts" ability through the options tab** (may be signified by a gear icon) in the breakout room window. For extra caution during the Evaluation and Table Topics Contests, **you can also disable the ability for participants to leave a breakout room on their own**. Co-hosts and the host can still move freely.
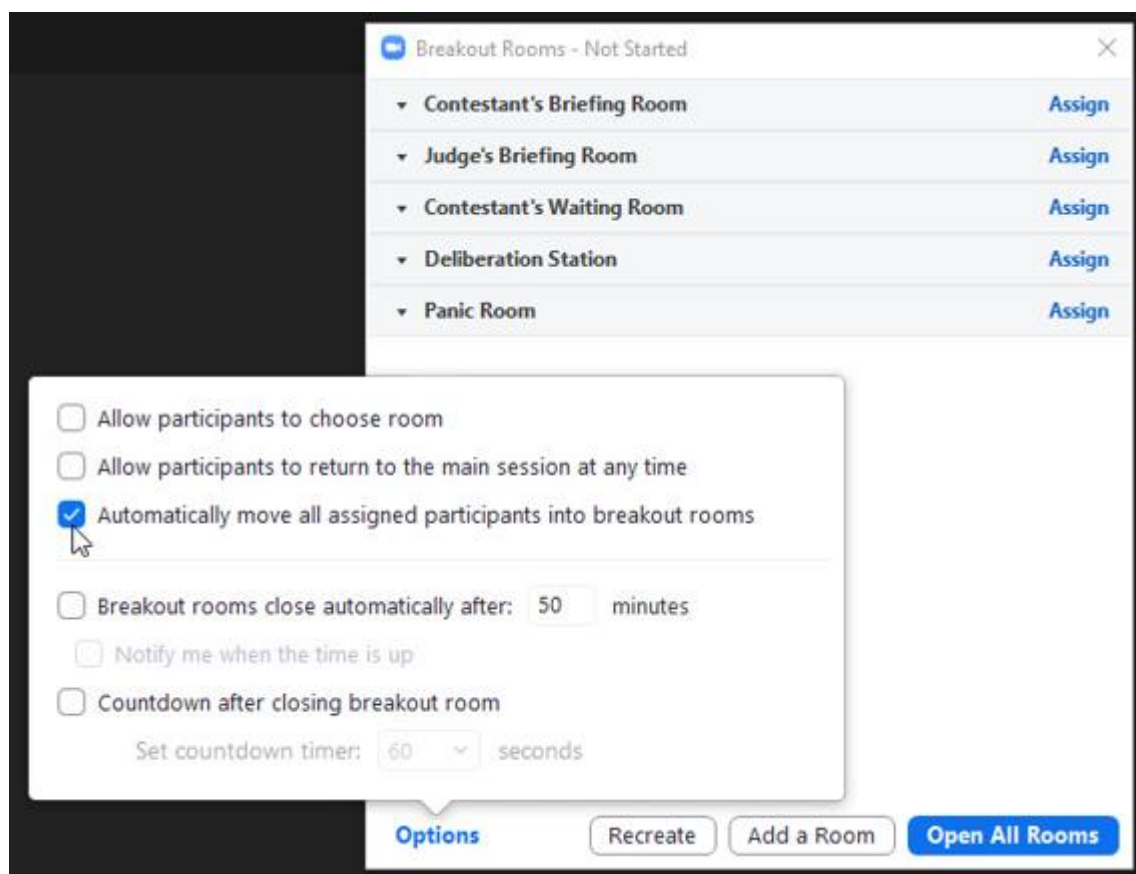
10. **Once the options are set, open the breakout rooms**. This is in preparation for when participants start to arrive and need to be moved to their associated rooms swiftly.

11. **Slowly admit officials and contestants in from the waiting room first**, ensuring they are named correctly before admitting, and then **once in the meeting / main session, assign them to their associated rooms as you go**. If required, a host or co-host can rename participants while they are in the waiting room, retaining anonymity. Have a list of the contest officials and contestants to ensure you can put everyone in the right place, and not accidentally send a contestant into the Judge's Briefing Room instead!

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12. **When renaming, be sure to put the role abbreviation first and then their name**. This helps you find them in the long list of participants when in the breakout window and moving people around. Format could be TT (contest type, table topics) C3 (contestant #) – Troy Smith (Name).

E.g. Zoom Master – Troy Smith, Eval C1 – Sir Dave Dobbyn, SAA – Neil Finn, TC – Tim Finn (Tally Counter), and so on.

13. **Just before the contest begins, change the chat settings to "Host and co-host only"**. This will allow participants to only message a host or co-host, therefore minimising any potential disruptions / distractions for our contestants. This can be done by clicking the more options button in the chat panel, next to the chat box (may be signified by 3 dots or an ellipsis). It is also helpful to disable the participants' ability to unmute themselves. Any participant will then need to be asked to unmute with the "ask to unmute" button, allowing them to unmute.

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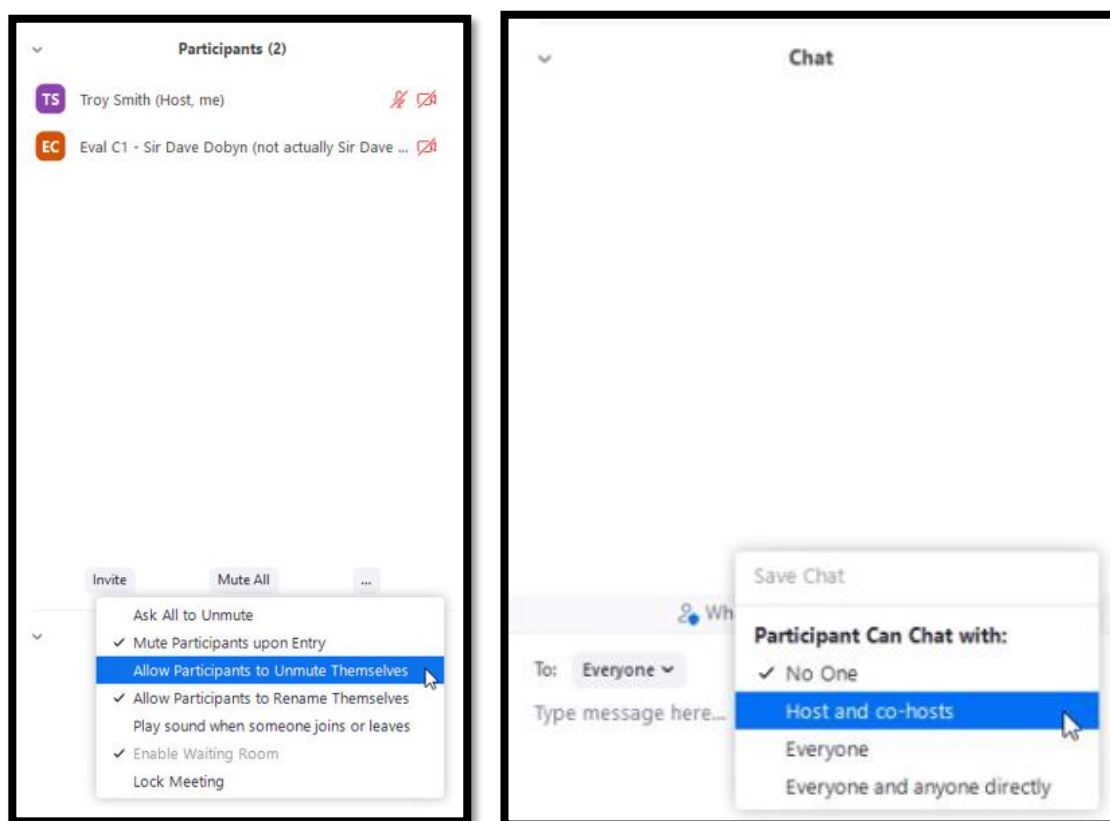
During the contest…

1. When a contestant/s need to go into the 'Contestants' Waiting Room' (Table Topics or Evaluation Contest, or by request), after the contest chair has read through the rules and such, **move the contestant/s as well as the Sergeant at Arms (Also the Official Timer for the Evaluation Contest) into the 'Contestants' Waiting Room'** through the breakout room window.
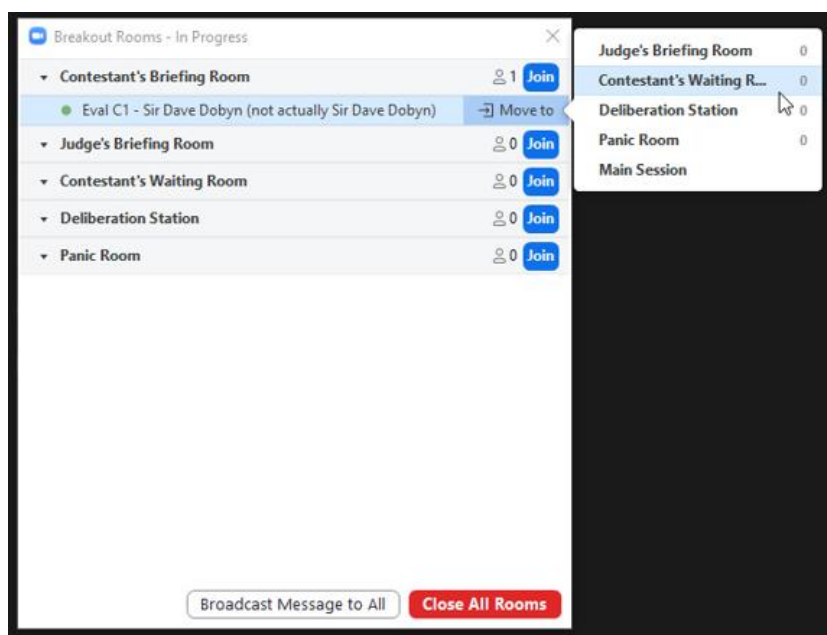
2. Specifically for the Speech Evaluation Contest, **the Sergeant at Arms and Official Timer within the 'Contestants' Waiting Room' will when ready, begin the 5-minute evaluation preparation time**. The breakout room and main session run independently for this period, and once the evaluation preparation time is over, the Official Timer will leave the breakout room (either on their own accord with co-host permissions, or with assistance from the Sergeant at Arms) and advise the primary Zoom Master and the Contest Chair by private message.

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3. Once the speaker has finished, or when the first speaker is required, **send out a broadcast message to all via the breakout room window**, E.g. "Could the next contestant, Sir Dave Dobbyn, prepare to enter the main session. Please remain silent." Remember that **after a speaker has finished there is a mandatory 1 minute of silence**, of which there may be a presentation to share screen if previously agreed.
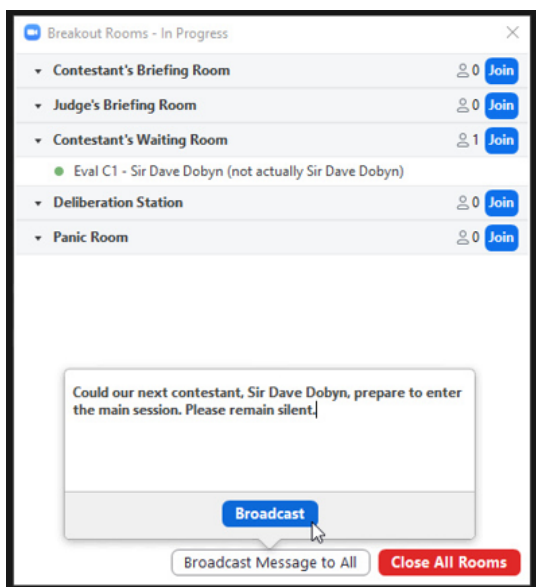
4. After sending out the broadcast, wait a few seconds to let the contestant prepare and then **move the contestant back into the main session** using the breakout window.

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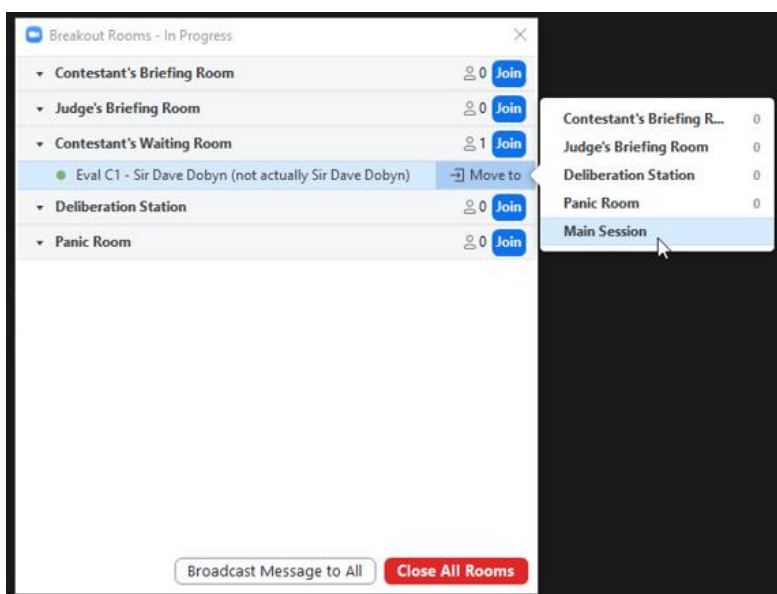
5. Just before a contestant is about to be introduced, **prompt them to unmute using the "ask to unmute" button and spotlight them**. They can then find the timer (will be asked if they have pinned the timer in the introduction) and adjust to the new screen view before the get into their speech. This will be required at Division / District Contests, so it will be good to get used to this method.
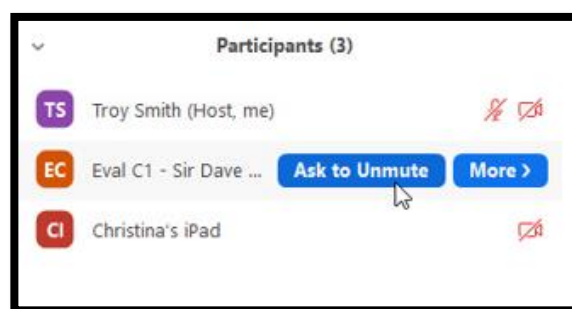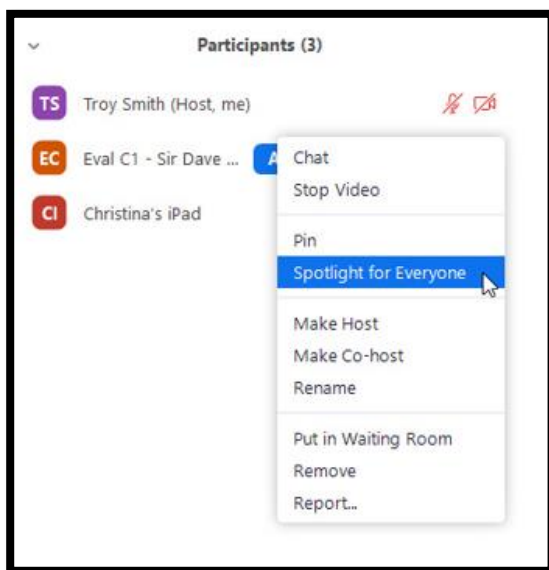
6. **Repeat Steps 3 to 5 until all the contestants have spoken**. For the Table Topics and Speech Evaluation Contests, the Sergeant at Arms will also need to be moved to the main session at the same time as the final contestant.

7. Once everyone has spoken at the contest, the **Contest Chair will ask for silence and maintain silence until either the judges have completed their ballots** (hybrid and in-person contests), or until the judges have turned off their sound and the Zoom Master has moved the Chief Judge and Tally Counters into the Zoom Deliberation Room (virtual contests).

8. **A very similar process (minus the 5-minute evaluation time) can be used for the Table Topics Contest**, and if any of the International or Humorous Speech contestants would like to be in a quiet space during the other speeches.

9. Depending on how many contests will be run in succession, it will be **beneficial to close the breakout rooms in between contests and unassign the participants**, allowing you to start from a clean slate. If you have repeat offenders (a Toastmaster in multiple contests in the same event), this is important as it will also allow you to automatically move them back into the same breakout if needed. This can be done through the breakout room window during a break and once closed, you can **simply uncheck the assigned participants from their allocated room**.
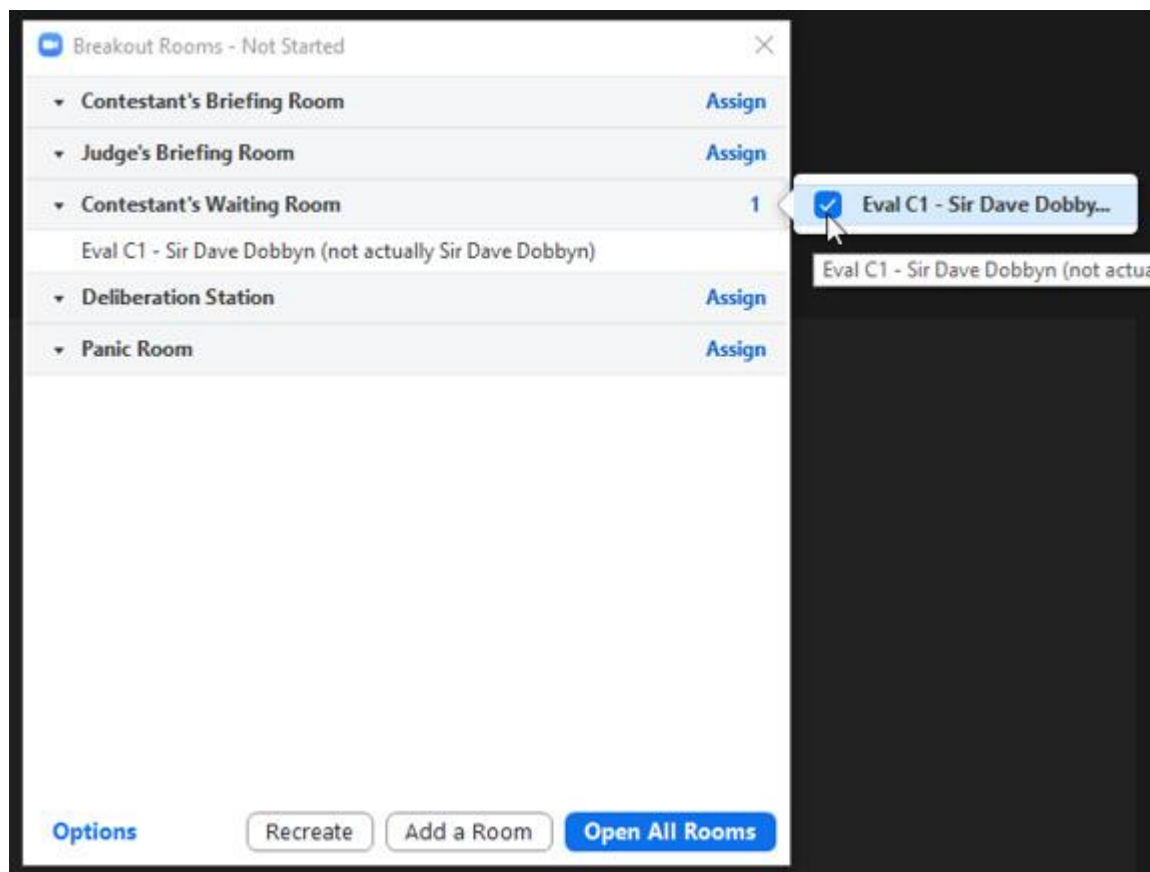
After the contest…

Just kidding, that's it! **Congratulations!**

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Hybrid contests

A hybrid contest includes both in-person and online participants, of which the above steps can also be referred to when setting up and running the online portion of a hybrid contest. There are, however, many other considerations that must be made when hosting a hybrid contest.

Before the contest…

Venue selection

When selecting a venue, be sure to **check the following**:

- What technical equipment is provided?
- Where are the power points / ports / sockets located?
- Is there strong Wi-Fi available in multiple rooms?
- Is there any echo in the rooms?
- Is there enough space to spaciously accommodate the additional equipment (see list below) as well as the usual people, chairs, tables etc.?
- Do you have more extension cords (USB and power) than you think you'll need?

Equipment schedule

Ensure the right equipment is going to be present on the day, either provided by the venue or willing helpers. Generally, the ideal **hybrid contest setup uses**:

- At least two laptops with Zoom installed (One to connect to the projector / large screen TV, and one for Zoom management)
- Additional devices with Zoom installed (Depending on the setup preferred, one to present / film the timing lights, and one for a private connection to Zoom briefings etc.)
- Two to three good quality video cameras / webcams (One to video the audience, one to video the speaker, and again depending on preference, one to film the timing lights)
- One good quality USB or Bluetooth microphone
- One video projector or large screen TV
- One single or pair of good quality USB or Bluetooth speakers
- One set of timing lights (Zoom timer and device with backgrounds or physical lights in person)
- Two multi-boxes (Ensure plenty of handily available power points)
- Two to three video camera stands (One for each video camera)
- Two, 5+ metre long extension cords (One for each multi-box)
- Two, 2+ metre USB extension cords (For USB devices if used)
- Tape / cable covers

A good hybrid contest can be run without some of this equipment; however it does lessen the experience. If there is **trouble in sourcing particular equipment that you wish to use, please reach out** to your venue and Area Director and / or Division Director for support.

Official & contestant availability

Much like wanting to know how many people to expect to an in-person event, we also want to know which people are going to be tuning in online. It is recommended to **ask and confirm with all of the contestants and officials how they plan to attend the contest**.

Include their choice on a list that is then distributed to the event Toastmaster, the primary Zoom Master, the Contest Chair/s, and the Chief Judge/s for their respective responsibilities. In particular, the primary Zoom Master should be aware of role holders and their availability to identify the Zoom requirements (virtual briefing rooms, contestant breakout rooms etc.), and to enable their support if a problem occurs (a judge / contestant disconnects etc.).

Venue & equipment setup

On the day of the contest, there is a lot of additional setup compared to a virtual or in person only contest. It is recommended that **the following arrangements be made**:

- The speaking area is marked out (with tape etc.) and to that extent the speaker camera view is set to ensure that an in-person speaker does not accidentally wander out of view for those attending virtually. Also check that the tallest contestant is entirely in shot while moving around the marked area. The speaker camera is best setup on a stand at the centre-front of the audience.

  - If using an online timekeeper and timing lights, a smartphone with Zoom access can replace the speaker camera, using the front camera to film the speaker, and having the online timekeeper pinned on the phone screen so it is always visible to the speaker. Note: A pinned screen can be replaced accidentally if another participant is spotlighted, so care should be taken to not spotlight anyone if this method is used.

- The USB or Bluetooth microphone is based up the front of the room near the in-person speaker, either on a stand, table, or chair. Bear in mind that some microphones pick up sound from directly in front of the device only, and others from all directions (omni-directional)

- The USB or Bluetooth speakers are positioned at the front of the room near the audience, or generally where appropriate so that the in-person audience can hear any online speakers comfortably. Ensure that the USB or Bluetooth speakers are connected to the same device as the microphone (ideally the projector / TV laptop) to prevent any feedback between the two. If practical the in-person microphone could also be muted

- The projector / TV is located up the front of the room behind the speaking area, so that the online speaker is integrated into the contest much like an in-person speaker. Depending on cords and equipment etc, the laptop connecting to the projector / TV could also be located nearby

- A table to the side or the back of the room (depending on power points and cord length etc.) is setup for the primary Zoom Master and the timekeeper (if both in person). This should be in clear view of the speaker without inconvenience, and preferably out of the audience view so to not distract from the speaker. If using an in-person timekeeper, the video camera / Zoom device can also be located on this table to film the lights and present to Zoom

  - Ensure that the Zoom applications / clients and accounts in use are up to date with the latest release. See Helpful Tips on Page 18 for more information

- The audience video camera can be positioned on another raised stand behind and slightly to the side of the speaking area, ensuring that in-person speakers do not block the camera view. This will allow any online participants to see the in-person audience clearly and hopefully reduce the disparity of speaking online

- With all the technical equipment invading the venue, there are many new hazards to be aware of, particularly trip hazards from cables. Be sure to tidily bundle cables where possible and cover them with a mat, duct tape, or Velcro strips etc. to minimise the risk of people tripping over them. Also be wary of people stepping on cables, as these could be damaged or disconnected from the device, causing a myriad of issues. A personal example had a microphone cable constantly being disconnected from the laptop and Zoom, every time someone stood on the cable!

Audio / video checks

Once all the equipment is set up on the day, **log into Zoom and test the audio and video equipment** to ensure everything is working as expected. This would be speaking into the microphone and confirming there is no echo or feedback, and that anyone on Zoom is receiving clear sound. In terms of the video, this would be ensuring that the cameras are capturing the correct picture (speaking area, audience area, timing lights etc.).

During the contest…

Audio management

Except for the speaking area microphone and audio speakers, **ensure all other in-person microphones and speakers are muted or disabled** to prevent audio feedback. Potential problems can be minimised by ensuring only those who have to be are connected to Zoom on additional devices during the meeting (e.g. Zoom Masters, possibly Chief Judge).

As per the usual Zoom etiquette, all other online participants should also have their microphones muted unless they are speaking. A quick check can be done using the 'Participants' tab, by scrolling through the list of participant names and checking the small microphone indicator is red, crossed out, or not present at all (disabled).

It is beneficial for one of the in-person officials (Primary Zoom Master etc.) to listen to the contest audio through Zoom via a headset or earphones, to allow them to identify and remedy problems proactively.

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Projector / TV video management	In previous contests, a number of complaints have been received for the projected image creating a distraction from in-person speeches. This can be dealt with by different measures, one being to cover the projector with the plastic slide or turn the TV off during an in-person speech, or alternatively, to switch the laptop's projected image from the Zoom screen to a plain background (perhaps a Toastmasters banner or logo).
Briefing room / breakout room interactions	On the day of the contest, there is a lot of additional setup compared to a virtual or in person only contest. It is recommended that **the following arrangements be made**:

- A list of all the online contestants and officials is dispersed to the relevant role holders (Primary Zoom Master, event Toastmaster, Chief Judge and Contest Chairs (for respective participants))

- Where online contestants and / or officials are present, identify whether Zoom breakout rooms are required for online briefings, for online waiting contestants, and for online judging deliberations. This should be discussed with the Chief Judge and Contest Chair beforehand

- If Zoom breakout rooms are required, the respective breakout room facilitators (Chief Judge, Contest Chair, Sergeant at Arms etc.) should have an isolated room in the in-person venue available along with their own Zoom device (laptop, smartphone etc.) to be able to connect and interact with the participants. Similar to an online only contest, these officials would have co-host permissions

- During either the Table Topics or Speech Evaluation contest, where an online contestant waiting room is required, either an online Sergeant at Arms or an in-person Sergeant at Arms connected with an additional device should be present in the Zoom breakout room.

   - If the in-person Sergeant at Arms is connected via an additional device, effectively synchronising the online and in-person waiting rooms, great care must be taken to ensure the connected device is not taken into the main room (online or in-person) until the contest is completed.

   - The / one of the Zoom Master/s will still be responsible for moving participants between Zoom breakout rooms and the main room

- Once the contest has finished and the need for Zoom breakout rooms is over, the breakout rooms can then be closed. By default, the participants within the breakout rooms will have their microphone muted as they are shifted to the main Zoom room, preventing any accidental audio feedback within the in-person venue or disruptions from online

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Helpful tips

Keep Zoom up to date	Before scheduling or starting any contest, apply any Zoom updates ("Click your profile picture and select 'Check for Updates'"). Although they are signalled, updates are not automatic as they were when Zoom was establishing encryption, and there have been some version conflicts. The same applies before joining meetings. For contests, it is suggested that this is covered as part of the contest briefings.
Keep breakout rooms open	Remember that we want to keep the breakout rooms open from the start of the meeting and during the first contest to avoid any accidental movements / interruptions. I would only advise to close them during a break, allowing the space to work without consequence. We do this because you can only open or close all the rooms at once, no middle ground. Contestants will stay assigned to their room after closing, so if you haven't unassigned anyone and go to re-open the rooms, you will resend everyone back into the breakouts, whether you wanted to or not!
	Another tip with the creation of Zoom Breakout Rooms, is that only one person should be given the responsibility of setting up the rooms. Unfortunately while breakouts rooms are closed, changes made are only visible to the one who made them. In that case, multiple people could in theory be making private changes to the breakout rooms, and no one else would know! Any changes made are then over-written when the breakout rooms are opened again, using the settings of the person who opened the room only.
	The ability to create breakouts rooms can be accessed through the web-based settings (through www.Zoom.us) and enabled if it's not available already.
Inclusion in contest briefings	It is recommended that the Zoom Master (like any Sergeant at Arms) is included in the contestant's briefing. This will allow the contestants to practise and get comfortable with the way the contest and breakout rooms will be run, including the method of restricting their movement between rooms, as this may be expected and could lead to problems (e.g. a contestant leaving the meeting entirely by accident) if not discussed. Also in the contestant's briefing, ensure that the Sergeant at Arms is capable to support the contestants inside the room should they encounter any problems.
Timer visibility:	Any online contestants should know, or will be briefed, to pin the timer and / or hide the non-video participants to reduce what they can see on the screen. The Contest Chair will also check in with the online contestant before they get introduced, ensuring they have pinned the timer.
	An alternative to pinning the timer that works well on smartphones; the Zoom timekeeper can use the "Raise hand" response, which places them in the top left-hand corner of the Zoom room for everyone to see. This should be approved by the Chief Judge as it may have implications with the Toastmasters International Speech Contest Rulebook.

Host and co-hosts mobility	The host and co-hosts are able to move between breakout rooms freely. They can all also help assign / move people to and from breakouts and send out broadcast messages.
1 minute of silence	It's been observed that the 1-minute silence is at times either forgotten, or its purpose misunderstood. To ensure this is observed, its requirement for and purpose of this 1 minute of silence (as discussed in During the Contest, Item 7) should be discussed and clarified between the Chief Judge and the Contest Chair before the contest begins. It has become popular for the Zoom Master to share screen a pre-set presentation slide with various written messages during the 1 minute of silence; these could be inspirational quotes or Toastmasters event / workshop advertisements etc. If this is desired, remember to discuss it with the contest organiser (Area Director, Division Director etc.).
Judge's ballot completion / submission time	With hybrid contests, the ballot completion / submission process is very similar to in-person contests. The Contest Chair will ask for silence and maintain silence until all of the judges' ballots have been received, and the Chief Judge and Tally Counters have left the room (in-person or online). This will be consistent throughout the District unless there is a return to online only contests, in which that will be well advertised.
Multiple Zoom Masters	To enable individual supporters to take ownership and focus on a particular task, it can be a good idea to assign multiple Zoom Masters for the hybrid or online event. In a contest situation, you may wish to split the Zoom Master role into a selection of, or all of the following splinters; essentially forming a Zoom Management Team:

- Primary Zoom Master – Team leader and general support. Sets the Zoom settings before the event begins

- Breakout Room Master – Manages the breakout rooms once set. Moves the participants and sends broadcasts when required

- Spotlight Master – Directs the spotlight to the relevant participants, e.g. spotlights the contestant, contestant chair etc. when speaking

- Slides Master – Uses the share screen feature to show key information to the audience, e.g. shares the placement certificates, shares the list of contestants, table topics questions etc.

- Chat Master & Gatekeeper (Sergeant at Arms) – Monitors the Zoom chat and 'Waiting Room', allowing participants to enter the meeting during the 1-minute silence, or outside of a contest. Messages participants in the 'Waiting Room' when entry is not permitted

A more detailed description of the roles within the Zoom Management Team are included in Appendix A on Page 23.

End notes

Contact Us

If you have any questions or need some extra practise for your online contests, please get in touch with Troy Smith our 2020-2023 District 112 Zoom Chair (That's me!) through ZoomMaster@d112tm.org.nz. Alternatively, there are regularly scheduled Zoom Training Sessions and lots of other exciting events with your fellow Toastmasters over on our District 112 Calendar (https://d112tm.org.nz/district-calendar/)!

Acknowledgements

This document has been created by Troy Smith 2020-2023 District 112 Zoom Chair, with plenty of input, support and feedback from the District 112, District Officers, particularly Mike Diggins 2021-2023 District Webmaster, Amy Overington 2022-2023 District Training Chair, James Hippolite 2022-2023 Program Quality Director, and Wendy Wickliffe 2022-2023 District Director. Thank you for your valuable knowledge in this creation.

Disclaimer

Where official contests are involved, the contest should always be carried out in accordance with the latest version of the Toastmasters International Speech Contest Rulebook. This guide has been created with consideration to the Toastmasters International Speech Contest Rulebook 2021-2022 and 2022-2023, but in following the guide's methods compliance with the Toastmasters International Speech Contest Rulebook should not be assumed.

Appendix A

Roles of the Zoom Management Team

Role	Description
Primary Zoom Master	Overarching role to support the zoom team where required, typically combined with the breakout master role. Sets up the general settings for the meeting, e.g. hides profile pictures, enables the waiting room, disables the ability to unmute.
Slides Master	In charge of using the share screen function to present any presentations, show the speaking order slide, the table topics question slide, the intermission / 1-minute silence slides, and the placing certificates etc.
Spotlight Master	Manages the spotlight function, spotlighting the speaker / contestant as required. For contests, spotlight the contest chair during the contest introduction, add the speaker when invited / the minute of silence is up, have both spotlighted during the short speaker introduction, then remove the contest chair after the introduction. Spotlight the timer during the 1 minute of silence, then replace with the contest chair and speaker and repeat the process. Prompts the contestant to turn on their video before spotlighting and prompts to unmute after they're spotlighted. Spotlights the contest chair and all contestants during the contestant interviews.
Gatekeeper	Controls the waiting room, only required for contests. Allows participants in during the 1 minute of silence or when a contestant is not speaking. If someone enters the waiting room when a contestant is speaking, they post a message into the waiting room, "A speech is currently in progress, please wait a few minutes and you will be admitted once the speech is finished.".
Chat Master	Manages the zoom chat box, ensuring that the chat feature is set to host and co-host only during the main part of the speech contest, and reverting it back to all once the contestant interviews begin. Also doing tasks such as posting the written speaking order into the chat once announced, and posting the written 1st, 2nd, 3rd results once announced.
Breakout Room Master	Manages the breakout room services for workshops, breaks, and speech contests as required. Every contest will require 5 breakout rooms: Contestants' Briefing Room, Officials' Briefing Room, Contestants' Waiting Room, Deliberation Room, and Spare Room. Directs the contestants and other participants in, out, and between breakout rooms as required for the given event. Uses the broadcast feature to advise the breakout room participants of key information, for example calling the next contestant, "Could the next contestant, Joe Bloggs, prepare to enter the main session automatically. Please remain silent."

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