

# Learning Cluster Webinar Guide



(caption: Cabrillo College Learning Cluster, October 2018)

# Welcome to the Learning Cluster Guide!

Learning Clusters are events that bring together colleges in one region to learn from one another about Guided Pathways. Practitioners from a host college share their promising approach to one aspect of Guided Pathways inquiry, design, or implementation. Capacity-builders may help curate a Learning Cluster. These events are designed to:

- Foster regional relationships and exchanges: Clusters create opportunities to learn from and connect with peers.
- Deepen peer-to-peer learning: Each Learning Cluster focuses on one aspect of Guided Pathways redesign.
- Expand access to learning: Including an online component allows each event to reach more practitioners.

## How to Use This Guide

This guide assumes you will use the Zoom video platform (available at no cost to California community colleges through the California Community Colleges Chancellor's Office, or CCCCCO). It is intended to support capacity-builders or host colleges that take on the task of coordinating a Learning Cluster. You can apply the approach to platforms other than Zoom, and you can [use the guide online](#) or download a PDF.

This guide has four parts:

1. Overview and conceptual framework of Learning Clusters
2. Webinar approach to Learning Clusters (using Zoom)
3. Sample checklist and timeline for planning a Learning Cluster
4. Sample agenda for facilitator and coordinator leading a Learning Cluster

## Part 1. Overview and conceptual framework of Learning Clusters

Learning Clusters were created in the second year of Guided Pathways redesign, as California colleges moved from inquiry to accelerating their own efforts at design and implementation. Many practitioners who participated in regional Guided Pathways workshops expressed a desire for deep engagement with peers, and for examples of tangible steps they can take. And participants in the Peer-to-Peer Work Plan Reading Circle in April 2018 illustrated the need for more regional capacity-building by responding with

great excitement at that event to opportunities for regional and sub-regional collaboration. Regional coordinators in particular may find this tool useful.

## Conceptual Framework

These events depend on careful preparation. Presenters, with coaching from capacity-builders, refine and clarify a college's story following four key steps:

1. Identify a topic of particular interest for colleges in the region (e.g. program mapping, data coaching, etc.).
2. Identify practitioners who will share an effective approach to the topic.
3. Understand and identify:
  - a. The college's story: its approach, what they did, and how; background and funding; impact of this approach on Guided Pathways conversations and campus culture
  - b. Key takeaways: successes, challenges, lessons the college learned
  - c. A plan for the Learning Cluster: intended outcomes, event components, activities
4. Solidify presentation content and format with an eye for showing the arc of the college's story
  - a. What questions can you anticipate, from a participant point of view?
  - b. How can you fine-tune and clarify the story?

## Part 2. Planning a Learning Cluster: webinar approaches

The event itself includes four parts:

1. Presentation of the host college's story
2. Interactive activity or activities (individual or group exercises, small-group discussion)
3. Q&A with the presenters
4. Participant poll and feedback

This guide offers tips on two ways to produce a Learning Cluster: either online only, or in an in-person-online hybrid.

Format	Approach	Logistical Considerations
<p>Interactive webinar (1.5 hours)</p> <p><b>Complexity level: Medium</b></p>	<p><i>Online-only:</i> Use Zoom to broadcast the presentation. Engage audience to participate through polls, online activities, chat, and small group discussions in online breakout rooms.</p>	<p>Technology</p> <ul style="list-style-type: none"> <li>● Zoom: Pro account                             <ul style="list-style-type: none"> <li>○ Key features: <a href="#">Poll</a>, <a href="#">breakout room</a>, <a href="#">chat</a></li> </ul> </li> <li>● Computer, webcam, and mic or Zoom room</li> </ul> <p>Personnel</p> <ul style="list-style-type: none"> <li>● <a href="#">Zoom consultant</a>, who provides remote Zoom support to troubleshoot and manage breakout rooms (fee for service)</li> <li>● Coordinator (manages logistics, Zoom, and communication during the event)</li> <li>● Facilitator</li> <li>● Campus AV services, if possible</li> </ul>
<p>Interactive webinar + in-person hybrid (2 hours)</p> <p><b>Complexity level: High</b></p>	<p><i>Online and in-person hybrid:</i> Use Zoom to integrate online participants (using tools listed above) into a live event at the host college.</p> <p><i>Example:</i> <a href="#">Cabrillo College Learning Cluster on program mapping</a> (here are the <a href="#">presentation</a> from the Cabrillo event and the <a href="#">preliminary maps</a> that resulted)</p>	<p>Technology</p> <ul style="list-style-type: none"> <li>● Zoom: Pro account                             <ul style="list-style-type: none"> <li>○ Key features: <a href="#">Poll</a>, <a href="#">breakout room</a>, <a href="#">chat</a></li> </ul> </li> <li>● Computer, projector, <b>separate high-quality video camera, mics, video switcher</b> (Zoom rooms typically have insufficient capacity for events that include in-person participation)</li> </ul> <p>Personnel</p> <ul style="list-style-type: none"> <li>● <a href="#">Zoom consultant</a> (remote Zoom support for a fee)</li> <li>● Coordinator</li> <li>● Facilitator</li> <li>● <b>On-site AV contractor (for setup and recording; additional fee)</b></li> <li>● Campus AV services, if possible</li> </ul>

### Part 3. Sample checklist and timeline for planning a Learning Cluster

4 months before event
<ul style="list-style-type: none"><li><input type="checkbox"/> Select topic and, if applicable, choose a college to present.</li><li><input type="checkbox"/> Set size, location, time, date, and format; edit this timeline if needed.</li></ul>
3 months before event
<ul style="list-style-type: none"><li><input type="checkbox"/> Arrange technical support, as needed<ul style="list-style-type: none"><li><input type="checkbox"/> <a href="#">Zoom consultant</a> (available only remotely)</li><li><input type="checkbox"/> On-site AV contractor (required for hybrid event format)</li><li><input type="checkbox"/> Campus AV services</li></ul></li><li><input type="checkbox"/> Create event invitation and registration using Eventbrite, Constant Contact, etc.</li><li><input type="checkbox"/> Begin promoting event</li><li><input type="checkbox"/> Determine who will serve as facilitator of the event and who will serve as coordinator</li><li><input type="checkbox"/> Start meeting with presenters to determine content, clarify key elements, create interactive components</li></ul>
2 months before event
<ul style="list-style-type: none"><li><input type="checkbox"/> Coordinator meets with Zoom consultant and AV contractor to plan<ul style="list-style-type: none"><li><input type="checkbox"/> Review agenda and clarify roles (Zoom consultant role vs. coordinator role)</li><li><input type="checkbox"/> Test and confirm technical details with Zoom consultant, AV contractor, and event site</li></ul></li></ul>
1 month before event
<ul style="list-style-type: none"><li><input type="checkbox"/> Contact <a href="#">ConferZoom</a> at the CCCCCO, if needed<ul style="list-style-type: none"><li><input type="checkbox"/> Request live closed-captioning (optional; available free for CCCCCO employees)</li><li><input type="checkbox"/> If event involves 100 or more participants, ask ConferZoom to raise the cap (default is 100 for pro account)</li></ul></li><li><input type="checkbox"/> Order light snacks and beverages</li></ul>

### 3 weeks before event

- Create Zoom meeting and link for event (ask your Zoom consultant well ahead of the event what settings to use)
- Share Zoom link and instructions with participants; include event location, agenda, parking information
- If hosting an online-only event, conduct a rehearsal

### 1 week before event

#### Overall event preparation:

- Finalize presentation (firm up both the detailed facilitator's agenda and the participant-facing agenda)
- Close registration
- Send reminder email to participants (see previous step)

#### Zoom preparation:

- Assign participants to [breakout rooms](#) (optional; breakout rooms can be randomly assigned)
- Choose poll or feedback form: [Zoom poll](#) (**helpful at event opening, to learn who is participating**); Mentimeter/ Polleverywhere (for use in real time, or if you want to save results); Google Forms/ SurveyMonkey (to gather later)
- Create [GoogleDoc](#) for communication between facilitator and coordinator during the event

### After the event

- Trim video (beginning and end only) using Zoom's built-in video editing tool
- Review automatically generated transcript and correct any errors
- Send email to thank attendees and share resources and links to video and transcript

## Part 4. Sample agenda for facilitator and coordinator leading a Learning Cluster

Agenda & Time	Facilitator	AV and Materials	Zoom and Coordinator
<p><b>AV Set-up</b></p> <p>2 hours before event</p>		<p>AV</p> <ul style="list-style-type: none"> <li>- Main computer for Zoom feed</li> <li>- Mic for facilitator and presenters</li> <li>- Video switch</li> <li>- Projector</li> </ul>	<p>Coordinator:</p> <ul style="list-style-type: none"> <li>- Begin the Zoom meeting</li> <li>- Change image/name of main Zoom account to reflect event title</li> <li>- Test video &amp; audio quality</li> <li>- Review breakout assignment</li> </ul>
<p><b>Set-up</b></p> <p>1 hour before event</p>		<p>Campus or other catering</p> <ul style="list-style-type: none"> <li>- Snacks and beverages arrive</li> </ul>	<p>Zoom consultant:</p> <ul style="list-style-type: none"> <li>- Joins the meeting (remotely)</li> </ul> <p>Coordinator:</p> <ul style="list-style-type: none"> <li>- Give co-host permission to Zoom consultant</li> </ul>
<p><b>Participant check-in</b></p> <p>30 min before event</p>		<p>Materials</p> <ul style="list-style-type: none"> <li>- Sign-in sheet</li> <li>- Media release</li> <li>- Snacks and beverages</li> </ul>	<p>Coordinator:</p> <ul style="list-style-type: none"> <li>- Ensure screen sharing is set to “host only”</li> <li>- Mute main room</li> </ul> <p>If using live closed-captioning (CC):</p> <ul style="list-style-type: none"> <li>- Enable CC</li> <li>- Live CC person will join as ConferCaption. Allow them to join the meeting early and designate them for CC</li> </ul> <p>Zoom consultant (remote):</p> <ul style="list-style-type: none"> <li>- Allow Zoom participants into the meeting 10 min. early to help them setup properly</li> <li>- Inform Zoom participants that the event will</li> </ul>

			begin shortly; ask people to reach out to resolve technical difficulties/ questions
<p><b>Welcome &amp; Introduction</b></p> <p>0 - 15 min</p>	<p>Wait for cue from coordinator to begin the event</p> <p>Welcome</p> <p>Who's in the room/ on Zoom?</p> <ul style="list-style-type: none"> <li>● Counseling faculty</li> <li>● Instructional faculty</li> <li>● Administrators</li> <li>● Classified staff</li> <li>● Students</li> <li>● College team - Zoom only</li> </ul> <p>Zoom instructions: Share who is participating via Zoom, using the info the coordinator has posted in <a href="#">Google do (here's a sample)</a>.</p> <p>Ask colleges joining Zoom as a team to identify themselves via chat (needed for Zoom breakout later on).</p> <p>Note: All speakers must use a mic to ensure that Zoom participants can hear.</p>	<p>AV</p> <ul style="list-style-type: none"> <li>- Switch between video of the room and presentation slides</li> </ul> <p>Presentation slides</p> <ul style="list-style-type: none"> <li>- Introduce facilitator &amp; team</li> <li>- Who's in the room/ on Zoom?</li> </ul>	<p>Coordinator:</p> <p>Starting the event</p> <ul style="list-style-type: none"> <li>- <b>Unmute</b> Zoom account associated with main room</li> <li>- <b>Start/resume "record"</b> meeting on cloud</li> <li>- <b>Signal facilitator to begin</b> event</li> <li>- Ensure participants are muted</li> </ul> <p>Who's in the room/ on Zoom?</p> <ul style="list-style-type: none"> <li>- Begin poll when prompted by event facilitator</li> <li>- Close poll &amp; share results</li> <li>- Enter results in <a href="#">Google doc (here's a sample)</a> for facilitator to see</li> <li>- End poll sharing</li> </ul> <p>Coordinator and Zoom consultant:</p> <p>Each college team need their own breakout</p> <ul style="list-style-type: none"> <li>- Make note of participants joined as <b>college teams. Adjust breakout room assignment</b> (link document) accordingly</li> </ul> <p>Zoom consultant:</p> <ul style="list-style-type: none"> <li>- Continue to help participants troubleshoot, ask them to merge video and audio, etc.</li> </ul>

<p><b>College Presentation</b></p> <p>15 – 60 min</p>	<p>Introduce presenters</p> <p>Review Google doc for <b>questions/ comments</b> from Zoom participants</p>	<p>AV</p> <ul style="list-style-type: none"> <li>- Switch between video of the room and presentation</li> </ul> <p>Presentation</p> <ul style="list-style-type: none"> <li>- Introduce presenters</li> <li>- College presentation</li> </ul>	<p>Coordinator:</p> <ul style="list-style-type: none"> <li>- Share a link to your Learning Cluster presentation via chat</li> <li>- Invite participants to share <b>questions/comments</b> via chat</li> <li>- Add questions from Zoom participants to a Google doc for facilitator to see</li> </ul> <p>Zoom consultant:</p> <ul style="list-style-type: none"> <li>- Create breakout rooms (add <b>breakout room assignment</b> link) for participants</li> </ul>
<p><b>Q &amp; A</b></p> <p>60 - 75 min</p>	<p>Use mic for in-person participants (or facilitator with mic repeat the question)</p> <p>Ask Zoom participants to type their questions in chat</p> <p>Review <u>Google doc</u> for Zoom participant questions</p>	<p>AV</p> <ul style="list-style-type: none"> <li>- Show video of the room</li> </ul>	<p>Coordinator:</p> <ul style="list-style-type: none"> <li>- Invite participants to share <b>questions</b> via chat</li> <li>- Add questions from Zoom participants to <b>Google doc</b> for facilitator to read out</li> <li>- Organize and highlight key/ unread questions on Google doc to help facilitator</li> </ul>
<p><b>Small Group Discussion</b></p> <p>75 – 95 min</p>	<p>Small groups</p> <ul style="list-style-type: none"> <li>● Break into small groups in-person</li> <li>● Breakout rooms for zoom</li> </ul> <p>Introduce yourself to your group (name &amp; college)</p> <p>Identify a note-taker and a</p>	<p>Presentation slide(s) with instructions</p> <ul style="list-style-type: none"> <li>- Ask each group to choose representative(s) to write discussion notes and share out</li> <li>- Share discussion questions</li> </ul>	<p>Zoom consultant:</p> <ul style="list-style-type: none"> <li>- Explain (or recap facilitator’s explanation of) what’s going to happen next for Zoom participants             <ul style="list-style-type: none"> <li>○ What to expect/ what it looks like when breakout rooms are live</li> <li>○ How much time they have in small groups</li> <li>○ 5-minute warning and 1-minute warnings (announced at top of</li> </ul> </li> </ul>

	<p>lead sharer</p> <p>Sample questions:            1) What resonated or excited you about the presentation today?            2) How are you approaching (topic) at your own college?            3) What questions come to mind as you strategize ways to move forward with (topic) at your college?</p> <p>Ask the note-taker from each Zoom group to share their discussion synthesis via chat</p> <p>Additional Zoom instructions:  <i>You will be invited to join a breakout group shortly. Once you agree, you are taken to a new "room" where you will have 20 minutes to talk with members of your small group (via video/audio/chat). The discussion questions will be available in the presentation slide shared earlier and in your chat. You will have a 5-minute and 1-minute reminder before the breakout room closes and brings you</i></p>	<p>Presentation slide with Zoom breakout room photo/instruction</p>	<p>screen)</p> <ul style="list-style-type: none"> <li>- Explain how to seek help using "Ask host for help" option when needed</li> <li>- Begin the <b>breakout room</b> when prompted by the coordinator</li> </ul> <p>Coordinator:</p> <ul style="list-style-type: none"> <li>- <b>PAUSE recording when breakout rooms begin (otherwise the recording will include a long period of silence and inactivity)</b></li> <li>- Share small-group discussion instructions via chat. Remind participants to choose a note-taker and share notes via chat at end</li> </ul> <p>Zoom consultant:            Check with coordinator regarding time remaining and inform them when groups rejoin main room</p> <ul style="list-style-type: none"> <li>- 5-minute warning for breakout rooms</li> <li>- 1-minute cool down</li> <li>- All breakout groups rejoin the main room</li> </ul>
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	<i>back to the main room with us. If you have any questions or need help, choose the "Ask host for help" option on your screen.</i>		
<b>Transition</b>	Wait for coordinator's cue to welcome back the small groups and begin the share-out		Coordinator: <ul style="list-style-type: none"> <li>- Notify facilitator when Zoom participants will rejoin the main room</li> <li>- <b>RESUME recording</b></li> <li>- <b>Prompt facilitator to begin</b> share out</li> </ul>
<b>Share Out</b> 95 – 110 min	Call on a few groups in person to share their discussion; share discussion notes from Zoom  See <a href="#">Google doc</a> for Zoom participant discussion notes	AV <ul style="list-style-type: none"> <li>- Share video of the room</li> </ul>	Coordinator: <ul style="list-style-type: none"> <li>- Ensure Zoom participants are on <b>mute</b></li> <li>- Invite participants to share their group's <b>discussion notes</b> via chat</li> <li>- Add discussion notes to <a href="#">Google doc</a> for facilitator to read out</li> </ul>
<b>Closing &amp; Feedback</b> 110 - 120 min	Participant feedback: <ul style="list-style-type: none"> <li>• What worked well today?</li> <li>• How can we improve the session?</li> <li>• What topics would you like to explore in future sessions?</li> </ul> <p>Closing</p>	AV <ul style="list-style-type: none"> <li>- Share video of the room &amp; PPT (if using real-time feedback)</li> </ul> <p>Participant feedback options include:</p> <ul style="list-style-type: none"> <li>- Feedback &amp; real-time sharing (Mentimeter, Polleverywhere)</li> <li>- Feedback collection with no real-time</li> </ul>	Coordinator: <ul style="list-style-type: none"> <li>- Share <b>feedback link</b> and invite participants to contribute</li> </ul>

		sharing (Google Forms)	
<b>Share Zoom recording</b>			<p>Coordinator:</p> <p>Once the video recording is available</p> <ul style="list-style-type: none"> <li>- Trim video using Zoom’s easy trimming tool</li> <li>- Review automatic transcript for errors and update it as needed</li> <li>- Enable closed-captioning</li> <li>- Share video with participants and others</li> <li>- <b>Turn off waiting room</b> in account settings (otherwise “join before host” feature will not work for future Zoom calls)</li> </ul>
After the event			

This guide is a product of Career Ladders Project.