



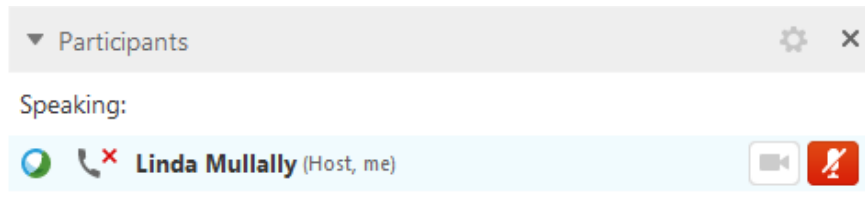
Tuesday, March 22, 2016

## WebEx: Best Practices

Cambridge College offers the use of the collaboration tool WebEx to use during presentation of large-scale events, classes, and many other uses. If you do not have a Webex account, you may follow these [instructions to set up your own account](#), or the IT Department can help you with creating an account. Your account creation also includes access to WebEx University, which includes numerous video tutorials that will assist you with learning the various features of the program, such as how to set up a meeting, how to attend a meeting, or how to share your screen and record a meeting for training purposes.

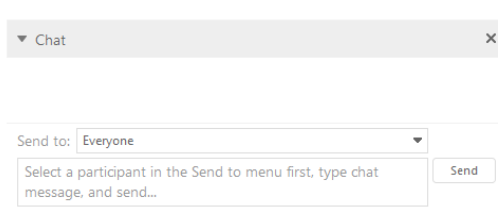
The IT Department recommends the following best practices to optimize your experience with WebEx:

- When calling into a meeting as an attendant, please mute your phone or microphone to mitigate background noise. You can do so by clicking the button next to your name on the WebEx window, as depicted below. The button will turn red once muted, as well as a red "X" appearing next to your name:



Please note as a host, you also have the option to mute callers from the WebEx window. We advise requesting callers to mute themselves, in order to have the option to unmute themselves to ask questions if needed.

- When speaking, please speak loud and clear at an appropriate distance from your microphone.
- Utilize the feature, which allows meeting attendees to pose questions or comment via text, which can be sent to only the presenter, or all attendees:



- Whenever possible, be on time. This limits the disruption to conference calls in session.
- Choose a quiet spot and a good phone. Whenever possible use a land line for the clearest connection. If you are on a cell phone, be sure to mute yourself when you are not talking to limit background noises.
- Agendas, Handouts and Presentations. If you have materials to present, distribute them in advance to other participants. Be sure to include page and slide numbers and refer to them regularly to keep everyone in sync.
- Speak Clearly and pause frequently to deliver material. On a conference call, it can be hard to perceive conversation queues and pauses help others to speak if they have a comment.