



Guide to Virtual Engagement



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Engagement in a Pandemic

The current pandemic has not only impacted our personal lives but also our community-academic collaborations. Scholarly community engagement typically requires going to communities, establishing relationships, and building trust. Now, we must respond to this crisis and adapt how we do our work.



Scope of the Publication

The UIC School of Public Health Collaboratory for Health Justice has developed this resource guide to provide academic stakeholders with an overview of best practices as well as tools for virtual engagement with community stakeholders.

Table of Contents

Overview	0
Introduction	1
Step 1: Check-in With Partners.....	2
Step 2: Evaluate Challenges	3-4
Step 3: Make A Decision	5-6
Step 4: Virtual Engagement	7-9
Step 5: Facilitate Meetings	10-12
Meeting Tips: Icebreakers	13-14
More Resources	15
Contact Us	16

Legend

-  Embedded link
-  Lessons learned from faculty, staff, and partners

Adapting Scholarly Community Engagement to Our New Reality

At this time, the reality is that we cannot meet in person because of our priority to protect the safety and well-being of our partners. This means that the ways in which we engage with our research partners and participants has shifted to become primarily virtual.

In addition, the COVID-19 pandemic has caused many more researchers and practitioners to confront questions of equity. To what extent do our community partners have access to internet? Who are we including or leaving out in our programs and research? How can we make sure everyone has an opportunity to participate? What are our communities' priorities, and how do we support them?

The answers to these questions have a direct impact on how you should conduct your scholarly work. We urge scholars to **be flexible with your partnerships** and **adapt your work** to accomplish your team's goals.

1

Step 1

Regularly check in and assess your community partner's status.

Ask yourself:

- Does this work need to happen now?
- Is the work timely, useful, and feasible?
- What burden will it have?

2

Step 2

Evaluate challenges to virtual engagement.

Ask yourself:

- Will my partners face technological challenges?
- What is the best platform to communicate and collect data?

3

Step 3

Make a decision and update stakeholders.

If moving forward, ask yourself:

- How will I adapt my research methods?
- Have I addressed new ethical concerns?

4

Step 4

Do virtual scholarly community engagement.

Ask yourself:

- What communication tools work best for the group?
- How can I make meetings interactive?

5

Step 5

Follow best practices for facilitating meetings.

Ask yourself:

- What are the group's guidelines?
- How can I make meetings efficient?
- Are meetings set up for people to contribute equitably?

1

Check-in With Community Partners' Needs

This is a time to be adaptive and responsive to your community. It is challenging to have equitable processes when you are working quickly, communicating primarily online, and facing resource limitations due to the pandemic. These challenges, coupled with the daily effects of living in a pandemic, may cause a great deal of stress.

With the current challenges, it is not wise to simply pick up where you left off before the pandemic.

Before adapting, you must ask:
Should this work happen now?
What burden will it have?



Meet with your partners to find out what they need.

Host a check-in with partners. **Do not assume what they do or don't need. Ask.**

Given the needs, can your partners continue participating in this work as planned?
What are you asking for from your partners?
What is the burden it will have?
What does the community need?



Evaluate if your existing plan is timely, useful, and feasible.

Evaluate whether your work satisfies these key criteria and get feedback from your partners. If your partners agree that your work is timely, useful, and feasible, the next step is to identify the adaptations you will make. The remainder of this guide focuses on projects that meet these criteria.

Note that even if your community partners have internet access, the pandemic may still precipitate low research participation. Meetings and forums may have low attendance and enrollment may decline. If you can wait to continue your program or study, do so.



If your scholarly work is on hold, find ways to stay engaged with your partners.

Consider ways that you can strengthen your relationship with community partners and support their efforts to meet community needs.

- Research partners like yourself may be able to leverage your institutional resources. Perhaps you can reallocate grant funding for COVID-19 priorities and needs, or your team can apply for new funding for COVID-19 related work.
- You may have access to more COVID-19 information, data tools, online libraries, learning resources, and connections to health professionals. Help your partners navigate and share that information.

2

Evaluate Challenges to Virtual Engagement

Virtual engagement is not easy. Before choosing *how* to adapt, you must first evaluate *if* you can adapt and the challenges you might face. Below are some common challenges to virtual community engagement and how to address them.

Challenge: The people whom I want to engage (i.e. prospective or current study participants) do not have access to the necessary technology.

Regardless of virtual platforms, one of the significant challenges that many communities face is a stark digital divide. This can impact not only your regular communications with organizations but also determine how you modify your research protocol and design. This is greatly important for your recruitment and retention.

Before stopping your work due to this challenge, **evaluate how your partners and prospective participants are impacted by the digital divide**. You can directly ask your partners as well as use the Digital Divide Index[↗] to see internet access by county as well as median broadband upload and download speeds. If you are concerned about internet and technology access, guide your partners to resources in their community:

- Everyone On[↗] has a tool to find internet and computer resources by zip code across the United States.
- PCs for People[↗] provides refurbished computers and hotspots to both individuals and nonprofits along with training classes in some cities. Devices are available for purchase both in-person and online. They also offer 4G LTE service for their hotspot program.
- Alliance for Technology Refurbishing and Reuse[↗] is a network of refurbishers across the United States that offers a map of their partners[↗]. The map provides contact information of local organizations that may offer low-cost devices to individuals and families.

Consider other ways to communicate and engage that are not through the web.



- Mass text messaging can be cost-effective, easy to set up, and accessible without smartphones. If you're interested in a mobile phone for your research, IT recommends you contact your department for approval then complete a request form[↗].



- Traditional options like flyers and snail mail can expand your reach. These can offer opportunities for people to participate in research using pen and paper.



- Consider conference calls to share program information. These don't require an internet connection.



- Lean on existing partnerships. Collaborate with organizations or coalitions that do a lot of on-the-ground work, and can help you spread the word locally. This could include connections with community health workers, unions, and small businesses.

Challenge: Engaging virtually is a big shift for my partnership.

You may need to build your partnership's capacity and comfort in communicating and engaging virtually. This may include communication by phone, text, email, phone or video conference calls and webinars. It is a shift, but it can be done if parties are committed to learning along the way. Lay the foundation for success by training your team on the technology you will use.

You may also need to invest additional time into personal exchanges outside of your collaborative work. Consider dedicating meeting time towards facilitating social connections. Think about meaningful ways to connect that could be important for your partnership.

Before rolling out any changes, consider whether community partners have access to and comfort using technology and virtual communications for working remotely. See the previous page for advice on barriers in access to technology.



Making a decision on research continuation, from the Prevention of Lower Urinary Tract Symptoms (PLUS) Consortium

Consider conducting a literature search for studies in your field in which data were collected remotely. This can help you determine if and how remote data collection previously impacted research on your topic. At the same time, be cognizant of the challenges from our particular moment and recognize how they may contribute to different research outcomes.

-Glenna Sullivan, MPH, MSW

3

Make a Decision and Update Stakeholders

Everything does not have to stop because we cannot gather in person. As we've already seen, we are capable of developing new approaches and work plans that promote social distancing.



Your decision to continue should be informed by:

- Check-ins with partners about their needs and availability as well as access to technology
- A collaborative decision on a communication medium that works for the group
- Flexibility for shifting timelines and protocols. Check with funders on specific details.



Adapt fieldwork and qualitative research methods.

For detailed information on specific methods amenable to virtual use (e.g. interviews, focus groups, etc.), see "Doing fieldwork in a pandemic" [♦](#). This crowd-sourced document provides an overview of different methods, their benefits, and how to use them in your research.

Consider using the same methods through traditional letter mail or email. You can start by sending artifacts like paper diaries, drawings, collages, letters, and cultural probes, then follow-up with a phone or online discussion.

Take advantage of the crowd-shared documents such as the one above that are produced by research colleagues who are adjusting to our new norms and challenges.



**Dr. Yami
Molina
on data
collection**

Consider using a digital platform that people are already familiar and comfortable with.

"I'm considering 'small group' sessions via WhatsApp for older Latina women who may feel more comfortable with WhatsApp than the other platforms (as we use that most for sharing chisme with our families...)."



Checklist for Protocol Changes

- Identify your proposed changes
- Communicate proposed changes to partners
- Seek your partner's approval
- Update study documents
 - o Protocol
 - o Participant Instructions
 - o Informed Consent
 - o Study Tools
- Revise Institutional Review Board (IRB) documents, if applicable
- Revise Memorandums of Understanding (MOUs)
- Re-train team and partners in new protocols and methods as needed
- Continue to hold regular check-ins

Attend to new ethical considerations

- Maintaining privacy in shared household spaces
- Protecting the confidentiality of digital data



Considerations on protocol amendments, from The Prevention of Lower Urinary Tract Symptoms (PLUS) Consortium

- Your team may want to form a protocol development workgroup. This might include members of the research team, community advisors, and external consultants on issues around technology, digital research, and research ethics.
- Draw from your team's existing knowledge. Is there anybody with experience in digital data collection? Perhaps they can help take the lead in digital data collection and training others. Is there anybody with experience in communications or social media outreach? Perhaps they can help with digital recruitment.
- Be prepared not only to address technology issues, but also signs of distress from the current moment. Train your team on trauma-informed approaches and how to respond to arising issues. This could include starting a break-out session or switching to a phone call or text during critical moments.
- Pay attention to other current events that may impact recruitment. In summer 2020, not only were people impacted by the pandemic, but many community members were participating in and leading uprisings around racial injustice. Researchers should pay attention, and ask: What are the priorities for the research and our communities? Are current events impacting the representativeness of your research? How will the team adjust?
- If your project is a multi-site research study, you will have to get it approved by more than one IRB. Allow time to send amendments to the central IRB and then to your own.

-Glenna Sullivan, MPH, MSW

4

Doing Virtual Engagement: Identify Your Tools

There are various options for virtual meetings using video conferencing software. Here are some software options and meeting tools to help you organize effective team meetings.

Popular Subscription-Based Platforms

UIC has a subscription to both of these popular platforms.

Zoom

< VS >

Cisco Webex

Capacity with free plan: 100 participants. 40 min time limit on meetings with >3 participants.

Capacity with enterprise plan: 500 participants. Meeting duration limit of 24 hours.

Features: meeting recordings, personal room links, screen sharing control, virtual whiteboard, breakout rooms, and backgrounds.

Pros:

- User-friendly
- Good video and audio quality
- Freezing and glitching are rare
- Ability to host a large number of attendees

Cons:

- Too many people on a single screen can be distracting

Closed captions: Closed captions can be typed by a meeting participant or third party service. Captions from each meeting can be saved as meeting notes. See instructions [▶](#).

Translation: Meeting translators can get their own audio channel. Participants select which language they wish to hear during the meeting. Note that recordings only capture one audio stream. See instructions [▶](#).

Capacity with free plan: 100 participants for an unlimited amount of time.

Capacity with enterprise plan: 200 participants.

Features: meeting recordings, personal room links, screen sharing control.

Pros

- High quality audio
- Can make and receive both landline and internet calls
- Affordable

Cons

- Frequent platform compatibility issues
- No toll-free dial-in numbers
- Consistent issues with lagging when screen sharing

Closed captions: Closed captions can be typed by a meeting participant. For transcriptions, meetings must first be recorded and then transcribed. See instructions [▶](#).

Translation: Webex does not currently offer simultaneous language translation streams. One alternative is for participants to mute the Webex video and call in to a separate conference line for a live translation.

For more comparison details, click here [▶](#)

Other Meeting Platforms

Workplace from Facebook

A Facebook video feature with messenger capabilities.

- The free plan can host up to 50 people.
- Auto-translates into 46 languages.
- Live streaming available.

[Learn more](#)

Google Meet

An online meeting platform with no downloads necessary.

- The basic plan allows for up to 100 participants.
- Closed captions are possible.
- Meetings cannot be recorded.

[Learn more](#)

GotoWebinar

Webinar-hosting platform.

- No free plan. The lite plan is \$49 a month.
- Ability to set up registration, accept payments, and host activities like polls.
- Can be recorded.

[Learn more](#)



Virtual Tools: Polling and Voting

Virtual meetings can be just as engaging as in-person meetings. Listed below are just some of the possibilities, starting with the commonly used tool of voting.

Presentain

Upload your presentation and share it with a link. Audience members join via their laptops or smartphones. You can ask questions, run a poll, and record your presentation.

Poll Everywhere

An add-in for PowerPoint or Chrome extension for Google Slides. Has a comprehensive set of features for conducting polls and quizzes using open ended, multiple choice, and true or false questions. Audience participates via smartphones, tablets, or laptops or via Twitter. The free version allows for an audience of up to 25 people.

Mentimeter

Presenters create polls using multiple choice or open ended questions. Audience members instantly cast their votes on their mobile phones, tablets or laptops via a designated URL. The free version allows for unlimited audience size and presentations.

Swipe

Presentation web app that allows you to design slide decks and add polls to your presentations. Audience responds via a URL. The free plan allows for 5 presentations, unlimited collaborators, and exporting to PDF.

ParticiPoll

PowerPoint add-in to help you add live anonymous multiple choice polls, up votes, word clouds and audience questions in your slides. Audience responds using a URL.

Socrative

A classroom teaching tool that allows not only polling, but also quizzes, anonymous feedback, multiple choice and true or false questions. Free for students.

Slido

Live Q&A and polls. The free account allows only crowdsourced questions and 3 polls per event.

Kahoot!

Game-based learning platform for creating, sharing, and playing learning games and trivia. Questions are displayed on a screen and participants respond on their own devices. The free version of Kahoot! allows users to create multiple-choice games.

Virtual Tools: An Assortment of Meeting Aids



Agendas, notes, and collaborative documents

Google Drive, Box, or Microsoft Office's OneDrive allow everyone in the meeting to look at and collaborate on word documents, spreadsheets, slideshows, and more in real time. You can also do screen-sharing in your preferred video conferencing platform.



Data walks

Use Zoom's breakout rooms to create stations for a virtual gallery walk. This will mimic a traditional walk and allow for discussion among small groups. You can prepare slides, or use a tool like Survey Gizmo, Qualtrics, or google forms to share the results of a community survey.



Small group discussions

Zoom enables small group discussions through "breakout rooms" [↗](#).



Post-it activities

Free platforms such as Pinup [↗](#) allow you to create and rearrange post-it notes in a virtual group setting. Alternatively, you can use Zoom's whiteboard setting.



Quick messaging

Slack [↗](#) is a popular messaging platform that is free and easy to use. You can also use it to share resources with groups and individuals.



Brainstorming

Use Zoom's "white board" and give all participants the ability to annotate. Save the ideas generated for future use. For more virtual brainstorming tools, check out this list [↗](#).

If you need help finding a tool for your meeting, check out "The Ultimate List of Virtual Meeting Tools" [↗](#) or "The Ultimate List of Online Collaboration Tools" [↗](#).

For more information, guidance, and technical assistance with meeting platforms and tools, visit UIC's Academic Computing and Communications Center's website [↗](#).

Lessons
from the
field

#1. Preparing for digital meetings, from The Prevention of Lower Urinary Tract Symptoms (PLUS) Consortium

- Hold practice sessions with team members to pilot the research process.
- Be prepared to train participants on the digital platform. Create a step-by-step guide for how research participants can use zoom, webex, or the platform of choice.
- Reserve a time for office hours during which people can tryout the meeting platform. People can use this time to practice accessing the call link, learn to change their name to a pseudonym, and experiment with changing their video background.

-Glenna Sullivan, MPH, MSW

#2. Faculty preferences for meeting platforms

"I prefer Zoom, but I wonder if this is mostly due to my greater experience with it. I love having breakout rooms ... [for when] we want to have small group discussions *and* a large group discussion in the same meeting. I think Zoom's done a lot since the security breaches were identified, as well, so I feel pretty comfortable using it. You can also use it re: drawing/the white board, which is great for games and what not during meetings."

- Dr. Yami Molina

5

Follow best practices for facilitating meetings.



Community engagement is most successful when stakeholders fuel the process and all parties work together to develop ideas and solutions. These guidelines can help you plan effective and collaborative virtual meetings.

Before the meeting,

1

Find a time that works best for most people or everybody.

You may need to use a scheduling assistant like Doodle Poll. When you've chosen a time, send out the meeting information in advance and with clear time zones. If it will be a recurring meeting, notify people to save it on their calendars for future purposes.

2

Identify roles for people at the meeting.

These roles can include who is going to be the facilitator, note taker, question moderator, technical assistant, and timekeeper. If some people are meeting in person, there should be a bridge moderator who can make sure virtual participants can hear, see, and speak, and remind in-person participants that the virtual participants are part of the meeting, too.

3

Inform and ask about noteworthy aspects of the upcoming meeting. Create and send out the agenda in advance.

If somebody will be asked to speak at a meeting, note this in the agenda and let them know ahead of time so they can prepare. In addition, let people know how the meeting information will be used, if the meeting will be recorded, and ask if anybody will need accommodations like translation or closed captioning.

4

Make sure your team is trained and prepared to use the meeting platform.

If people are unfamiliar with the platform, you may want to create a guide or send links in advance that provide people with basic user information. You can also ask people to test the platform in advance so they are prepared to use it.

During the meeting,

5

Set and clarify virtual meeting norms.

Start by making sure the presenter is visible and the presentation can be read, even on a phone. Then, state the standards for meeting preparation, etiquette, and communication. This includes,

- How to identify yourself
- How to mute your device
- How to use the chat functions
- How to pose/add a question – using chat boxes, raising hand, etc.
- Let them know how/when their questions will be addressed



Ensure that your whole study team or office agrees on the etiquette so there is a shared standard.

6

Do a virtual icebreaker or check-in.



Rather than diving straight into a meeting, check in with people. Genuinely acknowledge peoples' challenges, losses, and current struggles. Be prepared to open the floor for people to discuss suggestions for coping and to share resources and tips. As a facilitator, try to create a positive atmosphere and to help support and motivate people if needed. Consider also creating a space for announcements and celebrations.


7

Consider how participants can contribute equitably.

Identify speaking order or how you will call on participants. The facilitator should call on people if they see someone trying to speak during the meeting. Some platforms have a hand-raising function for the facilitator to know when to mute and un-mute participants.

8

Make the meeting engaging.

Consider the use of energizers like stretches, engagement tools, or virtual games . Use some of the tools previously listed in this guide and be sure to provide instructions beforehand.



9

Check-in periodically.

Ask about the pace of the meetin to make sure people are able to follow. If engagement is low, ask about people's energy levels and respect what they are able to contribute. Take periodic breaks if it will be a long meeting.

Ending and following up on the meeting:

**10**

Allocate time to get feedback, plan next steps, and evaluate how the meeting went and how it could improve.

- Use a poll to get immediate feedback
- Ask participants how successful the meeting was
- Provide an option for participants to leave their contact information
- Let people know where they can find materials and how they can continue to provide input

11

End on time and extend your gratitude.

Respect people's time and be aware that they may have another meeting or event scheduled right after. Thank people for the time they have shared with you, especially in the current moment when people may have a lot of responsibilities and priorities. Formally end the meeting so people know they can sign off

12

Send concise meeting notes.

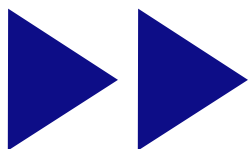


Your concise meeting notes should highlight decisions that were made and indicate who is working on what. Include the comments made in the meeting chatbox. Here's a good guide for meeting note taking [↗](#).

Lessons
from the
field

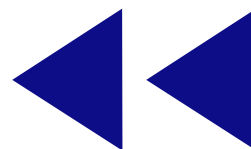
It is okay, and even helpful, to cancel unnecessary meetings.

Arranging back-to-back meetings and working on a computer screen can decrease our ability to give full attention to all of our meetings. Exercise caution with over-scheduling meetings. If there are no agenda items and a meeting will become a check-in, make that clear and optional for people ahead of time.



Meeting Tips

Icebreakers



Icebreakers are questions or activities that help ease people into a meeting. These can be good for getting to know each other, breaking down barriers, and encouraging creative thinking. Here are some examples to use in your meetings.

Traditional Icebreakers

- Have people state their name, organization and role, pronouns, and one phrase to describe how they are feeling
- Ask people to capture how they are feeling using a meme or emoji
- Ask a question. Use this website to help come up with a question [↗](#). You can randomly select a question based on how well your team members know each other.
 - In small groups, people can take turns answering or the facilitator can call on people
 - In bigger groups or short meetings, the facilitator can ask participants to respond in the chat box



Activity Icebreakers

Sketch Your Neighbor

Begin your meeting by having your team sketch each other. Everybody draws the person next to them on the Zoom square. You can use an online platform like Mural [↗](#) or ask people to use paper and pen. Set a timer and then take turns showing your drawings.



This activity levels the playing field, positively reinforces group dynamics, and builds a more open environment.

Meditation/deep breathing

A good icebreaker for a positive, relaxing atmosphere.

Pandemic Bingo

Send folks a work-from-home pandemic bingo card or make your own ahead of time [↗](#). Use Zoom's breakout rooms to do several rounds of random matching. In the rooms, have people introduce each other and find something they can check off on their bingo card.

Interview a partner and tell the group about them



Set up breakout rooms for pairs to talk. Come back to the meeting room to introduce your partner to the group.

Inclusive Icebreakers

Make sure your icebreakers are inclusive for everyone. This means,

- Ensure the prompts don't assume folks' family structures, experiences, or cultural backgrounds. For example, avoid saying "mom and dad." Better alternatives are "parents" or "guardians."
- Ensure prompts make space for a wide spectrum of class experiences. Example: don't assume everyone has extensive travel or dining experiences.
- Watch out for other ways a prompt might leave someone out.
- Maintain an options to "pass" so it's comfortable for folks to sit-out a prompt that is uncomfortable.



Here are some example activities, pulled from an activity book [↗](#). Please refer to it for detailed instructions and/or handouts for each activity.

I Am, But I Am Not

An opportunity to highlight salient aspects of our identity, name stereotypes we may experience, and explain how we defy those stereotypes daily.

My Life Map

An activity to reflect on our origins, our present growth, and our future directions.



Board of Directors

An activity to name some of the most influential people in our lives.

Birth Map

Upload a map of the world to a shared document or online whiteboard. Ask everyone to put a box on the map to show where they were born. Invite everyone to share a short story about what they love most about the place where they were born. This activity shows the diversity of voices represented on your team.



Learn More: Extra Resources for Each Step

Step 1: Check in With Community Partners' Needs

1. Equitable Community Engagement During a Global Pandemic & Beyond [↗](#)
2. Guide for Community-Facing Staff by Oxfam [↗](#)
3. Daily list of articles about COVID and health equity from UCSF SIREN [↗](#)
4. The Alliance for Research in Chicagoland Communities (ARCC), a program of the Center for Community Health at Northwestern University, created a similar resource guide on key principles of engagement during the COVID-19 pandemic [↗](#)

Step 2: Evaluate Challenges to Virtual Engagement

1. US's digital divide 'is going to kill people' as Covid-19 exposes inequalities [↗](#)
2. Digital Divide articles by the Pew Research Center [↗](#)
3. COVID-19 and Broadband: Potential Implications for the Digital Divide, a report by the Congressional Research Service [↗](#)

Step 3: Make a Decision and Update Stakeholders

1. Klugman, B. (2020). Making it Work Online: A Rapid Response to COVID. *American Evaluation Association 365*. [↗](#)
2. Resources on community engaged research during pandemics from the Northwestern Alliance for Research in Chicagoland Communities. [↗](#)
3. Macfarlan, A. (2020). Adapting evaluation in the time of COVID-19-Part 1: MANAGE. *BetterEvaluation.org*. [↗](#)
4. Reed, M. (2020). Reflex or Reflection: Three Lessons for Evaluators Amid COVID-19. *American Evaluation Association 365*. [↗](#)
5. Ratnala, V. (2020). Contactless Evaluation - (in Times of COVID-19). *American Evaluation Association 365*. [↗](#)
6. Webinar: COVID-19 and Virtual Fieldwork – Deborah Lupton at QSR International [↗](#)
7. Webinar: When the field is online: Qualitative Data Collection – Janet Salmons at QSR International [↗](#)
8. Webinar: Ethnographic Fieldwork across Online Spaces – Christine Hine at QSR International [↗](#)
9. Lupton, D. (editor) (2020) Doing fieldwork in a pandemic, a crowd-sourced document. [↗](#)
10. Braun, V., Clarke, V., & Gray, D. (2017). *Collecting Qualitative Data: A Practical Guide to Textual, Media and Virtual Techniques*. Cambridge: Cambridge University Press. [↗](#)

Step 4: Identify Your Tools

1. More about Zoom pricing and features. [↗](#)
2. More about Webex pricing and features [↗](#)
3. Compare Zoom and Webex [↗](#)

Step 5: Facilitate and Execute Well

1. Baker, S. (2020). "Building Trust While Working Remotely." *The Engine Room*. [↗](#)
2. Rewa, J. & Hunter, D. (2020). *Leading Groups Online*. (free ebook) [↗](#)
3. Online Meeting Resources Toolkit for Facilitators, a crowdsourced document [↗](#)
4. DiLuzio, E. & Zatlín, L. (2020). Tips + Resources for Virtual Gatherings During This Global Pandemic. *American Evaluation Association 365*. [↗](#)
5. Johnson, Michael, Attarian, Janet, & Duffy, Kathleen. (2020). Equitable Community Engagement During a Global Pandemic & Beyond. *SmithGroup*. [↗](#)
6. Tippin, M. & Chin, D. (2018). *The Definitive Guide to Facilitating Remote Workshops: Insights, tools, and case studies from digital-first companies and expert facilitators*. [↗](#)

Icebreakers

1. Virtual Meeting Check-Ins and Icebreakers during a Pandemic [↗](#)
2. Check in Questions from the Center for Story-based Strategy [↗](#)
3. Virtual Ice Breakers: Bringing Remote Workers Together by MindTools [↗](#)

Resources for Educators:

1. Campus Compact: Coronavirus & the Engaged Campus and Resources for Local-Global Learning. Resources for campuses, including ideas for virtual engagement and volunteering, teaching resources, civic engagement information, etc. [↗](#)
2. Service Learning in the Online Landscape by Shelly Billig. *Ohio State*. A presentation. [↗](#)
3. Resources for Community Engaged Teaching & Learning during COVID-19 Social Distancing, Isolation, and Quarantine. *Indiana University Bloomington*. [↗](#)
4. Valliant, Michael. (2020). Community Engaged Teaching during Suspension of Face-to-Face Classes. *Indiana University Bloomington*. [↗](#)
5. Teaching Qualitative Research Online – C. Silver, C. Snelson, and S. Bulloch. A Webinar by QSR International. [↗](#)



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