



VIRTUAL FOCUS FARMS

SUPPORT GROUP PARTICIPANT GUIDE

Welcome to your virtual Focus Farm participant guide.

Focus Farms are a flagship initiative of the extension support provided to the dairy industry in promoting effective farm business management practice. Historically, Focus Farm support group meetings have been run as face to face gatherings on farm. Changes to the business operating environment as a result of COVID-19 have required Dairy Australia to develop ways for Focus Farm support group meetings to continue effectively in an online environment. These new modes of delivery use new online platforms to enable effective support group meetings to occur. This guide will provide you with assistance to access and navigate the online platforms for allowing you to actively participate in your Focus Farm support group. You will find the following information included:

- What to expect from an online learning experience
- How to effectively engage in a virtual support group meeting
- Online etiquette
- Participant technical support

We hope that you find the virtual support group experience rewarding and beneficial, as you would the face to face gatherings.

What to expect from an online learning experience

Focus Farm support groups are convened for the purpose of supporting the informed decision making of a Focus Farm business. The group, facilitated by either a Regional Extension Officer or industry consultant, meet regularly to discuss specific challenges, opportunities and solutions which impact the sustainability and profitability to the Focus Farm. This allows support group members to share ideas and learn from each other's experiences in a supported and experiential learning environment.

Online learning, often referred to as 'e-learning' is the delivery of learning experiences using technology-based platforms whereby participants are physically remote from one another. As a participant, there are two ways you may engage online with your virtual Focus Farm support group meeting. The first method of engagement is in a 'live' format such as a video chat between yourselves and your facilitator. This is an opportunity for all group members to proactively drive conversation and explore topics of discussion relevant to the Focus Farm business. In addition to live meetings, the virtual support groups have been designed with the option for groups to use the Dairy Australia Enlight platform to engage in pre and post meeting discussion in your own time. Your facilitator will be able to provide more information about how this online platform can be used by you to share information further to live discussion including photos or video of your own business operations which are relevant to the support group discussion.

Your facilitator will structure each online support group meeting to ensure your meetings are just as engaging and beneficial as the face to face experience. You may find they include opportunities for breakout groups and sharing video or images from your farm business to enhance the Focus Farm discussion. Technology is a great tool for allowing everyone in the group to share their experiences and learn from one another.

You will be guided through an introductory on-boarding session with your facilitator of no more than 30 minutes prior to your first support group meeting which will provide an opportunity for you to learn about the technology used to deliver virtual Focus Farm support groups.

How to effectively engage in a virtual Focus Farm support group meeting

Online etiquette

Focus Farms support group meetings by their nature are designed to facilitate open, honest and robust engagement with participants actively contributing to the conversation.

Focus Farmers share personal business information in a more highly emotive setting. It is important that virtual Focus Farm support group members are hypersensitive to the nature of this conversation as the usual facial and body language which would indicate unrest or offence is less obvious in an online environment.

You can expect your facilitator to encourage the group to develop rules of engagement at the start of your first meeting to ensure the discussion during the online session goes smoothly and is respectful of all participants. Some suggested 'rules' for great online discussions for the group to think about are listed below.

Participate

People must contribute to the conversations. A shared learning environment is only effective if everyone involved actually shares their stories and opinions on the topic.

Help others

The benefit of interactive online discussion for learning is that participants can also act as additional facilitators. No one is an expert in all-things dairy farming or technology. Everyone is encouraged to be an advocate, and educator of others. This is particularly important when the group has more early dairy career farmers alongside those who have been dairy farming for a longer time. A chance to mentor the next generation.

Use appropriate communication

This is a requirement! A virtual course is a professional environment. Speak as you would like to be spoken to. Use language others will understand. Try to keep concise with the story you are telling, so that everyone has a moment to speak. Do not speak over others, although this can be a challenge online when there is a lag in internet speed. Use the 'mute' function of the software when you are not speaking, so noise around you does not distract others. It is imperative you place your microphone on mute whenever you are not speaking. Even the quietest background sounds will be a distraction in a video conference. 'Raise your hand' when you would like to contribute, which can be done literally or using the software function. This allows the facilitator to know you would like to make a contribution and to control who speaks when, for smoother group discussions.

Respect diversity

Your virtual workshop should be, without question, a safe space for people of all races, genders, sexes, ages, sexual orientations, religions, disabilities and socioeconomic statuses. Derogatory and sarcastic comments and jokes that marginalise anyone are fundamentally unacceptable. Offensive language – or language that could be construed as offensive – should be avoided. Our ethnically rich and diverse, multi-cultural world should be highly celebrated.

No 'flaming'

In an online environment, you can easily feel distanced from others and people can misinterpret what is being said. Criticism, although a central part of learning, must be constructive, well-meaning, and well-said. Profanity directed at any contributor is not appropriate.

Technical support

There are two models which have been developed for enabling virtual Focus Farm support group meetings. These have been designed in consultation with Regional Extension Officers as the most suitable for meeting the needs of support groups in an online environment.

The choice of which model is used will be determined by the facilitator in consultation with the supporting Regional Extension Officer and representatives of the Focus Farm and support group.

Introductory sessions of no more than 30 minutes are available for users who are new to the technology and will be held for the Focus Farmers and all support group members prior to the first meeting to acquaint you with the functionality of the online platforms being used. There are also support links outlined in Tables 1 and 2 for your reference should you wish to troubleshoot a specific problem.

The models use two online platforms to deliver virtual Focus Farm support groups:

- **Zoom video conferencing** – This is where you will have your live video engagement for each support group meeting. Your technical onboarding session will also be delivered through Zoom, an online video conferencing software allowing groups to participate in live video chat at a nominated time. Participants do not need to download the software and can access the Zoom meeting via a hyperlink sent from the meeting host. The Dairy Australia subscription is used to administer this software for virtual Focus Farm support groups and no registration is required by participants. A basic guide for users to access a Zoom meeting for your on-boarding session is outlined below.
- **Enlight learning management system (LMS)** – the online LMS for Dairy Australia whereby several extension courses are delivered. An LMS is a personalised portal where you can access the supporting material and resources for your discussion group, such as farm business information or videos. Enlight also provides a discussion board space where you can share information with others in your group such as photos, video or farm figures.

Using Zoom

What do I need to use Zoom?

- A laptop, computer or smartphone/tablet with inbuilt camera or separate webcam
- Internet connection or wifi

Optional: headphones with a microphone (most headphones have one).

How do I join a Zoom meeting?

As a meeting attendee, you don't need anything other than a web link from the meeting organiser which is generally emailed to you or posted in the Enlight learning management system. If you can't utilise your laptop, computer or phone, you can call into the meeting via the phone numbers in the invitation.

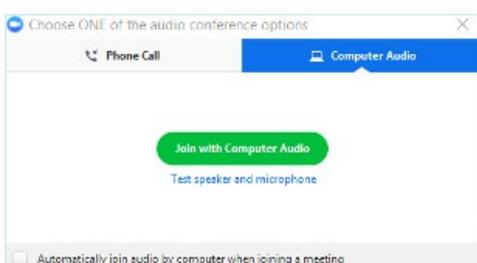
Join Zoom Meeting
<https://dairyaustralia.zoom.us/j/717354350>

Meeting ID: 717 354 350
One tap mobile
+61370182005,,717354350# Australia
+61871501149,,717354350# Australia

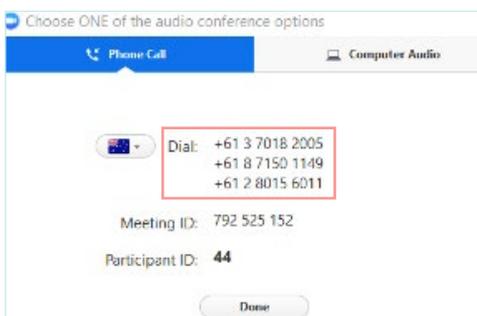
Dial by your location
+61 3 7018 2005 Australia
+61 8 7150 1149 Australia
+61 2 8015 6011 Australia

How do I get sound and audio working for the Zoom meeting?

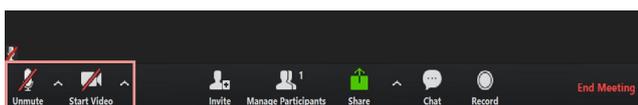
If you have good internet service, then once you've clicked the web link to get into the meeting, click the green 'join with computer audio' button.



If you have patchy internet reception, you will need to dial in via your phone so select 'phone call' on your computer/laptop, then use your smart phone to dial the number you see and follow the prompts. Once you are connected via your phone, select 'Done' on the computer.



To check your audio-visual is working, hover over the bottom left hand corner of your screen and you will see a small microphone and video camera.

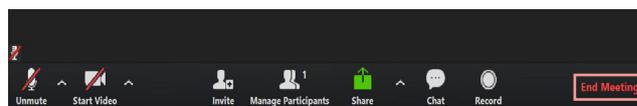


Click on both to turn your sound and camera on. You should be able to see yourself and others in your meeting on the screen. Other participants should also be able to hear you.

It is important that you turn your microphone off (mute) whenever you are not talking to prevent background noise from being a distraction. To mute your microphone, hover over the bottom of your screen and click on the microphone. You will see a red line through the microphone symbol.

Leaving your meeting

When your meeting is finished, you can leave the meeting by clicking on the red end meeting or leave meeting button in the bottom right hand corner of your screen.



TOP TIPS FOR EFFECTIVE ZOOM MEETINGS

- Get on the meeting 10 minutes early to get yourself set up and check everything is working – video, microphone and screen
- Make sure your laptop or phone is charged or on the charger – you don't want to cut out halfway through
- Turn your video on so everyone can see your face – this enhances the experience and allows you to properly 'connect' with others
- Make sure your microphone is on mute unless you are speaking
- Click the 'participant' tab in the tool bar. This will open a white box in the top right-hand corner of the screen and display the names of other attendees in the meeting
- Only one person should talk at a time and if you have a question or comment, utilise either the 'chat' function in the tool bar or utilise the 'raise hand' function in the bottom of the 'participant' box
- If you want to change the way you view your screen, click on the 'speaker view' or 'gallery view' icon in the top right-hand corner and pick the view that suits you best

Table 1 Zoom technical support

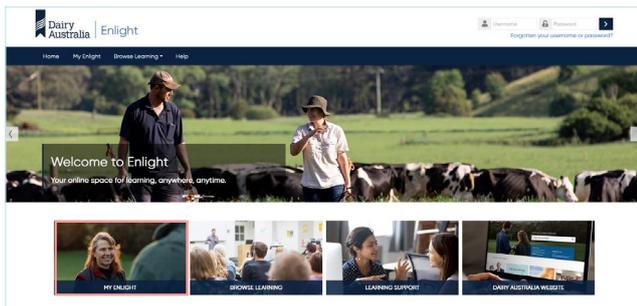
How to join a Zoom meeting	support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting
How to check computer or device audio	support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio
How to join a meeting by phone	support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone
How to use the chat function (desktop and mobile)	support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat
How to change screen views	support.zoom.us/hc/en-us/articles/201362323-How-Do-I-Change-The-Video-Layout
How to share your screen	support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen
How to use the raise hand function	support.zoom.us/hc/en-us/articles/205566129-Raise-Hand-In-Webinar
How to use Zoom on your mobile	support.zoom.us/hc/en-us/sections/200305413-Mobile
Troubleshooting Zoom issues	support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

Using Enlight

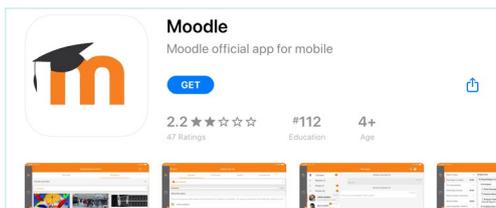
What do I need to access Enlight?

- A laptop, computer or smartphone/tablet
- Internet connection or wifi

Enlight is a web based platform which can be accessed online at enlight.dairyaustralia.com.au or on your smart device through the Moodle app. The app can be downloaded to your device from the app store for free. You will be guided through how to access and use the site and app at your on-boarding session. As a participant, you will be automatically registered for Enlight if it is being used by your Focus Farm support group. You will receive a registration email which provides instructions for how to login to Enlight.



Enlight web login page



Moodle (Enlight) app

How do I find my discussion group information in Enlight?

Once you have logged in, you will have access to your own personalised dashboard of courses titled 'My Enlight'.

Click on this heading and you will see a tile for each course you are enrolled in. One of these will be titled 'Focus Farms'.

Click on this tile to be taken to your support group dashboard which displays individual discussion boards for each of your meetings.

You will find all information about your meeting including the Zoom meeting link in these discussion boards.

Table 2 Enlight technical support

How to access and navigate Enlight	enlight.dairyaustralia.com.au/course/view.php?id=70
How to create a discussion board	docs.moodle.org/38/en/Forum_activity
How to upload documents to an Enlight discussion board	docs.moodle.org/38/en/Forum_activity
How to pose questions in the discussion board	docs.moodle.org/38/en/Forum_activity
How to set up auto notifications	docs.moodle.org/38/en/Notifications
How to set calendar reminders	docs.moodle.org/38/en/Event_reminders
How to use the messaging service	docs.moodle.org/38/en/Messaging
How to make announcements	docs.moodle.org/38/en/Announcements_forum
How to use the Moodle app	moodle.com/wp-content/uploads/2019/11/Moodle_App-2.mp4 docs.moodle.org/38/en/Moodle_app

When participating in a virtual support group, please ensure you are located in an area without distractions that may undermine your safety

Safety

As is the case with a face to face support group meeting, there is a duty of care which resides with the host organisation. In a virtual learning environment, risks to participant safety can be more difficult for a host to control and pose a hazard not only to individual participants but also colleagues participating in a video call who may witness unsafe or distressing behaviour that results in injury.

When participating in a virtual support group, please ensure you are located in an area without distractions that may undermine your safety. This could include visual and audio distractions and importantly, multitasking to complete business activities during the support group such as operating machinery or working with animals.

Your facilitator will have a risk matrix available should you wish to clarify whether a situation is unsafe prior to your support group meeting and will clarify in your rules of engagement, consequences for partaking in unsafe behaviour during a virtual support group. This may include being asked to leave the meeting.