Tips for Remote PSA Grower Trainings

Produce Safety Educator’s Call #47
May 18, 2020

Connie Fisk
Produce Safety Alliance

Heather Russell
Cornell Cooperative Extension

Jovana Kovacevic
Western Regional Center
to Enhance Food Safety
Instructions

• All participants are muted.
• There will be time for questions and answers throughout the meeting.
  – We may not get around to all comments/questions, BUT you may leave additional comments in the comment box to be compiled after the session.
• This session will be recorded and notes will be shared via the listserv and on our website after the call.
Agenda

• Introduction
  – Updates to Temporary PSA Grower Training Course Policy
  – Tips for filling out electronic course evaluations
• How to avoid Zoombombing
• Using Zoom tools to engage your remote audience
• Use of Zoom’s polling feature to administer pre- and post-tests
• Share your Remote PSA Grower Training experience
• Questions
Updates to Temporary PSA Grower Training Course Policy

• Updated May 6, 2020
  – Temporary policy for hosting remote courses was extended to July 31, 2020 with potential for extending this date pending updates on the pandemic
  – Printed manuals are required for all course participants, prior to the course start
  – At least 50% of evaluations must be returned within 1 week of the course conclusion
  • If lower than 50% for three courses, Lead Trainer status for all Lead Trainers affiliated on the course may be revoked
Electronic Course Evaluations

- Two resources:
  - Video tutorial
  - Step-by-step instructions

- These resources are sent in the AFDO registration confirmation.

- Reach out to any PSA team member if you have questions!
How to Avoid Zoombombing

It’s annoying we even have to talk about it!

Heather Russell, Cornell Cooperative Extension-IT
What is Zoombombing?

• During a Zoom meeting, you might have:
  – Unknown or unwelcome attendees joining

• Unwelcome attendees could:
  – Listen
  – Capture screenshots
  – Disrupt the meeting with unwanted video/audio
Best practices – always – part 1

• Have a meeting buddy – someone who knows how to run Zoom meetings
  – Make this person an alternative host
  – This person’s job is to watch the chat, deal with technical issues, and (if needed) eject intruders from a meeting

• Make all presenters alternative hosts
  – If external to your organization, you can promote them to co-host during the meeting
Best practices – always – part 2

• Do not post the meeting link on public websites or social media

• Practice ahead

• Know where your Zoom controls are (bottom of screen)

• Always have your Participant window showing
  – Zoom controls > Manage participants
  – Know how to identify loud participants

• Don’t panic
Take note: new Security icon in meeting controls

Don’t have this? Update your Zoom Desktop Client: https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version-
After launching the meeting

Zoom controls > Security
  > uncheck Rename Themselves
  > uncheck Annotate on Shared Content
  > uncheck Share Screen

Promote others to co-hosts
• Zoom controls > Manage participants > choose name > More > Make Co-Host
What if I need to:

• Let someone else present?
  – Participants pane > choose name > More > Make Co-Host

• Disable someone’s video?
  – Participants pane > choose name > More > Stop Video

• Mute participants?
  – Participants pane > at the bottom > Mute All and uncheck Allow Participants to Unmute Themselves (note that this will mute your Co-Hosts too)

• Eject someone from the meeting?
  – Security icon > Remove participant > choose name > Remove
What if something happens during a meeting I’m hosting?

1) Mute everyone and don’t let them unmute:
   - Zoom controls > Manage participants
   - Bottom of participants pane > Mute all
   - Uncheck Allow participants to unmute themselves

2) Remove the disruptive attendee
   - Zoom controls > Security > Remove participant...

3) Lock the meeting
   - Zoom controls > Security > Lock Meeting
For more information

How to keep uninvited guests out of your Zoom event
https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/

Checklist: keep your Zoom meeting secure
https://it.cornell.edu/zoom-zoomforcourses/checklist-keep-your-zoom-meeting-secure

Keep Zoom meetings private and reduce the odds of Zoombombing
https://it.cornell.edu/zoom/keep-zoom-meetings-private-and-reduce-odds-zoombombing
Using Zoom Tools to Engage Your Remote Audience

Connie Fisk, PhD
Produce Safety Alliance
connie.fisk@cornell.edu
Importance of Engagement

- Engaged course participants are more likely to:
  - Stay awake and focused throughout the day
  - Ask questions to clarify what is being presented
  - Share their experience with others (during class discussions and during breaks)
  - Make connections between Produce Safety Rule requirements and practices on their farms
  - Go back to their farms to identify produce safety risks and implement practices to reduce those risks
Monitoring Engagement

• Policy requires monitoring attendee videos

– If 10-year-olds are gaming the system, adults are too

• Need to monitor engagement in more ways than just video sharing (e.g., nonverbal feedback, discussion via chat, stand and stretch between modules)
Click “Annotate” from the menu on your screen, choose a stamp and place it on the map where you are located.
What does the Produce Safety Rule require for water used in harvest and postharvest activities on covered produce?

A. 126 or less CFU generic *E. coli* per 100 mL sample geometric mean
B. No detectable generic *E. coli* per 100 mL sample
C. Meet the EPA’s definition of potable
D. 126 or less MPN generic *E. coli* per 100 mL sample geometric mean
What does the Produce Safety Rule require for water used in harvest and postharvest activities on covered produce?

- 126 or less CFU generic *E. coli* per 100 mL sample geometric mean
- No detectable generic *E. coli* per 100 mL sample
- Meet the EPA’s definition of potable
- 126 or less MPN generic *E. coli* per 100 mL sample geometric mean
Has your state scheduled remote PSA Grower Trainings yet? Open the Participants window and use nonverbal feedback (at the bottom of that list) to answer the question.

Connie Fisk

Polly Pumpkin

Raise Hand

yes

no

go slower

go faster

more
True or False: Wash water that contains a sanitizer will remove or kill all pathogens on the surface of the produce.

True = yes
False = no
These options can be turned on when you login to your institution’s Zoom website and choose Settings.
3-2-1-GO!

• Ask a short answer question and ask that all attendees type their answer in the chat box, but not hit ‘Enter’ until you say 3-2-1-GO!
  – This encourages everyone to give their own answer
  – Attendee names appear next to their answer, so you can save the chat to show participation throughout the day
Screenshot Gallery View
Heads-Up!

Good morning!

If you don’t hear music, please check your audio.

Please open the Participants window and rename yourself to include your first and last name.

We will be sharing video and taking screenshots, so check your appearance, lighting, and surroundings.
Additional Meeting Etiquette

• Ask growers to raise their hand in the participant window if they’d like to ask a question
  – Take turns rather than talk over each other
  – Use the chat if they’re in a noisy location

• Don’t share PPT screen during introductions, during Q&A at end of the module
  – Gallery view of videos is a nice transition between modules, helps wake audience up
  – Less distracting than summary slide in background while others are talking
Using Zoom Polls for PSA Pre/Post-Tests

PSA Educator Call
May 18, 2020

Jovana Kovacevic, PhD
Oregon State University
Western Regional Center to Enhance Food Safety
jovana.kovacevic@oregonstate.edu
**Useful tips**

- **PSA pre/post tests have 25 questions**

- **You will have 3 or 4 questions per module**

- **In order for Zoom polls to work and poll reports to be generated you MUST**
  - Require people to register for the meeting
  - Note, if you want to ‘match’ participants to pre- and post-module answers you have to ensure “anonymous” option for polls is *not* selected.

- **Create a poll for each module**
  - Note, questions for modules 5.1 and 5.2 are grouped together
  - You should have 14 polls
  - Run a pre-test poll for each module before the module and a post-test poll after the module (it helps to have a dedicated person for this task, so it does not get missed!)
Useful tips continued

Clearly differentiate whether the poll is for **PRE** or **POST** questions, as they will be the same questions and very easy to confuse!

Polling reports will not have the name of the poll associated with the questions, so you have to be creative on how to easily differentiate which answers are pre- and which are post-

- Use time stamp (pre- before the lecture, post- after the lecture; requires some careful and tedious sorting through the generated Excel sheet) **AND/OR**
- Add an easily identifiable marker at the beginning or end of questions for pre and different marker or no marker for post, or use slightly different format in your answer choices, e.g. “a., b., c., d.” for pre- and for other set remove the letters a-d or add a slightly different format, e.g., “a), b), c), d)”. This will allow you to differentiate them visually a lot quicker than using just the time stamp.
How to add a poll to your meeting?

- After you schedule a meeting on the bottom you will see “Registration...Branding, Poll” tabs
- Select “Poll”
- Use “Add” button in the top right corner to add a poll (see next slide)
- You can add up to 25 polls
- If you plan on running multiple classes with same poll questions, it helps to save this template by clicking on “Save as a Meeting Template”
<table>
<thead>
<tr>
<th>Title</th>
<th>Total Questions</th>
<th>Anonymous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll 1:Pre-Module 1 questions</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 2:Pre-Module 2 Questions (pre)</td>
<td>2 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 3:Pre-Module 3 Questions (pre)</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 4:Pre-Module 4 Questions (pre)</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 5:Pre-Module 5 Questions (pre-test)</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 6:Pre-Module 6 Questions (Pre-test)</td>
<td>3 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 7:Pre-Module 7 Questions (pre-test)</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 8:Post-Module 1 Qs</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 9:Post-Module 2 Qs</td>
<td>2 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 10:Post-Module 3 Qs</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 11:Post-Module 4 Qs</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 12:Post-Module 5 Qs</td>
<td>4 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 13:Post-Module 6 Qs</td>
<td>3 questions</td>
<td>No</td>
</tr>
<tr>
<td>Poll 14:Post-Module 7 Qs</td>
<td>4 questions</td>
<td>No</td>
</tr>
</tbody>
</table>
Module 1 Questions *(Pre-test)*

You have created 14 polls for this meeting.

<table>
<thead>
<tr>
<th>Title</th>
<th>Total Questions</th>
<th>Anonymous</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll 1: Pre-Module 1 questions</td>
<td>4 questions</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

1. What is the overall objective of ...? *(Single Choice)*
   - Answer 1: ...
   - Answer 2: ...
   - Answer 3: ...
   - Answer 4: ...

2. Which of the following actions ...? *(Single Choice)*
   - Answer 1: ...
   - Answer 2: ...
   - Answer 3: ...
   - Answer 4: ...

3. Why is the FSMA different ...? *(Single Choice)*
   - Answer 1: ...
   - Answer 2: ...
   - Answer 3: ...
   - Answer 4: ...

4. What is the biggest ...? *(Single Choice)*
   - Answer 1: ...
   - Answer 2: ...
   - Answer 3: ...
   - Answer 4: ...
### Module 1 Questions (Post-test)

You have created 14 polls for this meeting.

<table>
<thead>
<tr>
<th>Title</th>
<th>Total Questions</th>
<th>Anonymous</th>
<th>Edit Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll 1: Pre-Module 1 questions</td>
<td>4 questions</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

1. What is the overall objective of ...? (Single Choice)
   - Answer 1: a. ...
   - Answer 2: b. ...
   - Answer 3: c. ...
   - Answer 4: d. ...

2. Which of the following actions ...? (Single Choice)
   - Answer 1: a. ...
   - Answer 2: b. ...
   - Answer 3: c. ...
   - Answer 4: d. ...

3. Why is the FSMA different...? (Single Choice)
   - Answer 1: a. ...
   - Answer 2: b. ...
   - Answer 3: c. ...
   - Answer 4: d. ...

4. What is the biggest ...? (Single Choice)
   - Answer 1: a. ...
   - Answer 2: b. ...
   - Answer 3: c. ...
   - Answer 4: d. ...

Note slight variation in answer format for post-test.
Generating reports

1. Select "Reports" tab

2. Select Meeting tab
Generating reports

- You can generate two report types: registration or poll report.
- For poll report select “poll report” (1) type and specify date/time range (2) [note, reports may be available only for a month or less, so you want to generate them as soon as possible].
- Click on “Search” (3) button.
- Select the class (4) for which you would like the report to be generated.
- Click on “generate” (5).
Downloading reports

- Once the report is generated, go to Report Queue (1)
- Select download (2)
- Downloaded report will be in .csv format

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Scheduled Time</th>
<th>Start Time</th>
<th>Topic</th>
<th>Meeting ID</th>
<th>Generate Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poll Report</td>
<td>Apr 21, 2020 08:00:00 AM</td>
<td>Apr 21, 2020 07:28:51 AM</td>
<td>PSA Grower Training- Remote</td>
<td>xxx-xxxxx-xxxx</td>
<td>Apr 23, 2020</td>
</tr>
</tbody>
</table>
Report example

### Included headings

<table>
<thead>
<tr>
<th>#</th>
<th>User Name</th>
<th>User Email</th>
<th>Submitted Date/Time</th>
<th>Question 1</th>
<th>Answer</th>
<th>Question 2</th>
<th>Answer</th>
<th>Question 3</th>
<th>Answer</th>
<th>Question 4</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>Joe</td>
<td></td>
<td>4/22/20 12:49</td>
<td>Which of the following statements?</td>
<td>a. ...</td>
<td>Who should be responsible ...?</td>
<td>a. ...</td>
<td>Which of the following ...?</td>
<td>a. ...</td>
<td>What is ...?</td>
<td>a. ...</td>
</tr>
<tr>
<td>25</td>
<td>Ann</td>
<td></td>
<td>4/22/20 12:48</td>
<td>Which of the following statements</td>
<td>b. ...</td>
<td>Who should be responsible ...?</td>
<td>b. ...</td>
<td>Which of the following ...?</td>
<td>b. ...</td>
<td>What is ...?</td>
<td>b. ...</td>
</tr>
<tr>
<td>26</td>
<td>Sam</td>
<td></td>
<td>4/22/20 12:48</td>
<td>Which of the following statements</td>
<td>c. ...</td>
<td>Who should be responsible ...?</td>
<td>c. ...</td>
<td>Which of the following ...?</td>
<td>c. ...</td>
<td>What is ...?</td>
<td>c. ...</td>
</tr>
<tr>
<td>27</td>
<td>Sue</td>
<td></td>
<td>4/22/20 12:48</td>
<td>Which of the following statements</td>
<td>a. ...</td>
<td>Who should be responsible ...?</td>
<td>a. ...</td>
<td>Which of the following ...?</td>
<td>a. ...</td>
<td>What is ...?</td>
<td>a. ...</td>
</tr>
<tr>
<td>28</td>
<td>Dan</td>
<td></td>
<td>4/22/20 12:48</td>
<td>Which of the following statements</td>
<td>b. ...</td>
<td>Who should be responsible ...?</td>
<td>b. ...</td>
<td>Which of the following ...?</td>
<td>b. ...</td>
<td>What is ...?</td>
<td>b. ...</td>
</tr>
<tr>
<td>29</td>
<td>Eve</td>
<td></td>
<td>4/22/20 12:49</td>
<td>Which of the following statements</td>
<td>c. ...</td>
<td>Who should be responsible ...?</td>
<td>c. ...</td>
<td>Which of the following ...?</td>
<td>c. ...</td>
<td>What is ...?</td>
<td>c. ...</td>
</tr>
<tr>
<td>30</td>
<td>Bob</td>
<td></td>
<td>4/22/20 12:47</td>
<td>Which of the following statements</td>
<td>a. ...</td>
<td>Who should be responsible ...?</td>
<td>a. ...</td>
<td>Which of the following ...?</td>
<td>a. ...</td>
<td>What is ...?</td>
<td>a. ...</td>
</tr>
<tr>
<td>31</td>
<td>Jen</td>
<td></td>
<td>4/22/20 12:48</td>
<td>Which of the following statements</td>
<td>b. ...</td>
<td>Who should be responsible ...?</td>
<td>b. ...</td>
<td>Which of the following ...?</td>
<td>b. ...</td>
<td>What is ...?</td>
<td>b. ...</td>
</tr>
<tr>
<td>32</td>
<td>Ben</td>
<td></td>
<td>4/22/20 12:47</td>
<td>Which of the following statements</td>
<td>c. ...</td>
<td>Who should be responsible ...?</td>
<td>c. ...</td>
<td>Which of the following ...?</td>
<td>c. ...</td>
<td>What is ...?</td>
<td>c. ...</td>
</tr>
<tr>
<td>33</td>
<td>Joy</td>
<td></td>
<td>4/22/20 12:49</td>
<td>Which of the following statements</td>
<td>a. ...</td>
<td>Who should be responsible ...?</td>
<td>a. ...</td>
<td>Which of the following ...?</td>
<td>a. ...</td>
<td>What is ...?</td>
<td>a. ...</td>
</tr>
</tbody>
</table>

If you get “Guest” in the User Name column even though your attendees were registered, and poll was not anonymous, wait few days and re-generate the report.
Submitting data to your Regional Center

Please send your poll reports in Excel format to your respective Regional Centers (along with any other standard documents you typically send, such as cover page, attendees’ info etc.)

**Note:** We do not need names linked to Pre/Post-test answers, but we need to be able to *somehow* match participants’ pre and post-test answers. To avoid sharing names, you can replace participant names with matching number codes, as we typically do with paper tests.

For any questions about evaluation data submissions please reach out to your respective regional contacts.

Contact emails for Regional Centers

- Western Region: [wrcefs@oregonstate.edu](mailto:wrcefs@oregonstate.edu) (Stephanie Brown)
- Southern Region: [colby.silvert@ufl.edu](mailto:colby.silvert@ufl.edu) (Colby Silvert)
- North Central Region: [ncrfsma@iastate.edu](mailto:ncrfsma@iastate.edu)
- Northeast Region: [necafs@uvm.edu](mailto:necafs@uvm.edu)
THANK YOU!

I am happy to take questions...

jovana.kovacevic@oregonstate.edu

Visit our website and follow us on social media (@wrcefs)...
https://agsci.oregonstate.edu/wrcefs
https://twitter.com/wrcefs
https://www.instagram.com/wrcefs/
https://www.facebook.com/wrcefs/
Have You Hosted a Remote PSA Grower Training Course?

- What worked well?
- What challenges did you face?
- What will you do differently next time?
Questions?

Who
How
What
When
Why
Where
Next Meeting

• June 15, 2020 2-3 pm EDT
• Speaker: Hans Estrin, UVM Extension
• Topic: Module 7, How to Develop a Farm Food Safety Plan
• Meeting info to be sent out via the listserv closer to the time of the call
• Submit other topics for discussion to Gretchen (glw53@cornell.edu)
The PSA Website

http://producesafetyalliance.cornell.edu/

En español: es.producesafetyalliance.cornell.edu

Join the PSA Listserv
Like us on Facebook
Follow us on Twitter
Follow us on Instagram
Watch us on YouTube