2015 Western Region 4-H Volunteer e-Forum

Hosted by: Oregon State University 4-H Youth Development Program

Submitted by Oregon WRLF Co-Chairs:
Marilyn K. Lesmeister, Volunteer Development and Civic Engagement Specialist
Lyla E. Houglum, Western Region Executive Director and Oregon Special Initiatives

SITUATION
Every spring, on a rotational basis, the 4-H staff in one of the 13 states in the Western Region hosts an educational face-to-face regional Forum for 4-H volunteer leaders. For more than ten years, attendance at the typical face-to-face, multi-state 4-H volunteer forum has declined to 200-350 attendees. The summary of enrollment data (2013) reported that there are 92,804 4-H volunteers in the Western Region. This confirmed that attendance during the current decade, was less than ½ of 1% of the potential audience in the Western Region.

During the same timeframe, twice the number of Oregon staff have consistently attended Leaders’ Forums, compared to the number of 4-H volunteers. As an example, Washington 4-H recently (2011) hosted another ‘new way’ of experiencing a WRLF on a 7-day cruise. There were 726 registrants and 242 (non-registrant) guests attending. Information about the number of volunteers attending compared to staff was not available, although for example, Oregon had 70 participants, including 22 current volunteers, and 48 staff, spouses or other family members attending.

It is generally understood in the Western Region, and three other regions in the United States, that:

a. A successful Western Region Leader Forum includes a large number of attendees (third to half) from the host state 4-H volunteer cohort.

b. A core group of WRLF attendees know one another and attend each year. This core group is aging, commonly retired, and may have a limited role in the current 4-H program.

c. A small number of annual participants are first-time attendees; few are young or represent ethnically diverse groups; few represent 4-H volunteer roles other than club, project volunteers.

d. Depending upon the host state, teen volunteers may be invited to attend WRLF, and may be involved in educational programming. Several states have engaged teens in a separate leadership track, rather than as part of WRLF educational workshops and speakers.

e. The amount of time that a core group of host state 4-H volunteer committee members commit to planning and implementing a regional Forum frequently results in those individuals benefitting from a common experience that may improve leadership, public speaking, teamwork, and event planning skills, as well as establishing long-lasting friendships. This commitment can also contribute to volunteer exhaustion that may reduce participation at state or western region volunteer development opportunities in the future.
PROPOSAL to CHANGE WRLF FORMAT
Change was proposed because Oregon 4-H Youth Development Program was focused on:

1. Making educational resources available to a larger percent of the potential audience, which is more than 92,000 4-H volunteers.
2. Diversifying participants to include volunteers unable to attend a face-to-face Forum.
3. Using the resources of the host state (staff time, volunteer and committee time, private contributions, facilities and contracts) more efficiently and effectively.
4. Modeling 4-H volunteer development that had been tested and applied in other Extension 4-H regions.
5. Freeing up Oregon staff time for hosting NAE4-HA in Portland within a nine month period.

VISION for 2015 4-H VOLUNTEER E-FORUM
Through technology, the 2015 WR 4-H volunteer forum would be accessible to most 4-H volunteers in the region, representing the diverse age and experience levels of 4-H volunteers, and making educational resources available for immediate and ongoing use.

GOALS for 2015 4-H VOLUNTEER E-FORUM
The 2015 WRLF would:

1. Reach at least twice the average number of participants
2. Reach a more diverse audience (age, employment, family role)
3. Reach those who had not previously attended a WRLF
4. Make durable products available for volunteers to use locally, immediately, and in the future
5. Use technology in effective ways (e.g., using various methods, varied topics, in brief segments)
6. Use adult learning principles to create interest and involvement (discussion, sharing)
7. Include some WRLF traditions (e.g., give door prizes, recognize volunteers, promo 2016 WRLF)

PLANNING (See Appendix C, p. 16)
Co-Chairs
Marilyn K. Lesmeister, Oregon Extension 4-H Volunteer Development and Civic Engagement
Lyla E. Houglum, Western Region Executive Director and Oregon Special Initiatives

The 2015 Western Region Volunteer e-Forum co-chairs were responsible for (a) articulating the vision for this new delivery system; (b) managing organizational change and marketing to administrators, staff and volunteers in 13 states, four territories and one Canadian province; (c) learning the language of technology and communicating with technicians; (d) developing a new, multi-state registration process for sites rather than individuals; (e) developing an effective website; (f) guiding and organizing effective educational content; (g) managing technology challenges; (h) orchestrating three Host Site Facilitator orientations; (i) conducting three, 90-minute, multi-faceted, educational webinars; (j) answering many phone calls and e-mails weekly; (k) sending reminders to Host Sites to obtain Attendance Sheets and evaluations after each e-session; and, (l) summarizing evaluations and preparing reports.
Stakeholders
The success of the e-forum was contingent upon buy-in of key stakeholders, including:

- Extension Deans and Directors supported the change, provided financial support and welcomed participants at the beginning of each e-sessions.
- Western Region Program Leaders listened to proposal for change, provided valuable feedback, and promoted participation from county 4-H staff.
- Western Region Volunteer Specialists provided feedback during the planning process, identified content resources to reference and post, promoted host site registration and volunteer participation.
- Oregon Extension Regional Directors encouraged Oregon 4-H staff to be a Host Site and encouraged broad participation.
- Oregon 4-H Foundation Executive Director helped identify and contact potential sponsors, and assisted in determine how to recognize their contributions.
- County 4-H Staff in the host state, hosted three e-Forum sessions, promoted volunteer participation, pre-registered volunteers at their location, completed and returned attendance sheets, and submitted participant evaluations.

Traditions
In the process of planning an inaugural e-Forum, Oregon 4-H considered WRLF traditions and incorporated those when possible. These included:

1. Acknowledging and celebrating the two volunteers selected as regional winners for the national Search of Excellence awards.
2. Announcing door prizes at the conclusion of each session (two per state).
3. Promoting the 2016 WRLF in Alaska at the end of each session.

LEARNING from OTHER REGIONS (See Appendix J, p. 35 and Appendix K, p. 36)
Other Extension Regions have implemented at least one aspect of an e-Forum. The North Central Region and North East Region hosts reported: (a) the number of participants (at minimum) doubled from previous face-to-face Forums; (b) more than half of the participants had never attended a face-to-face Forum; and (c) participants were younger, more diverse, and were less likely to travel for volunteer development opportunities.

North Central Region: Beginning in 2010, the North Central Region (NCR) decided to offer a face-to-face volunteer Forum just every other year, due to low attendance. With no other regional volunteer development available in 2011, NCR Volunteer Specialists decided to offer webinars. At that point, Program Leaders requested that the NCR 4-H Volunteer Forum be offered electronically in the future, so Kansas hosted the final face-to-face NCR Volunteer Forum in 2012. Beginning in 2013, that region has hosted an e-Forum every other year. Staff in every state of that region participate with planning and/or presenting during an e-Forum. The NCR has explored a wide variety of formats to deliver an e-
Forum. They have shared their reports, consulted with other regions, and have distributed information at a number of national professional conferences.

**North East Region:** A number of years ago, the North East Region made the decision to host a volunteer forum every other year. In 2012, Vermont hosted that region’s first e-Forum. Their model incorporated learning from the North Central Region. While Vermont experienced double the number of volunteer participation and impact of an e-Forum, the next host (Maryland) offered a traditional face-to-face Volunteer Forum in 2014. That Forum experienced the same (300) volunteer participation as in the past. Maryland’s decision to host a face-to-face event was made in response to (a) some volunteer requests, and (b) discussion among state Program Leaders and 4-H staff which suggested that 2014 may be the final 4-H Volunteer Forum in that region.

**Southern Region:** After several years and a series of conversations with Program Leaders across the Southern Region, several states chose to withdraw from involvement with that region’s 4-H Volunteer Forum. State staff from three other states formed a collaboration to host an annual, face-to-face Forum with live-streamed speakers. The number of volunteer participants remains constant.

The North Central, North East and Southern regions have tested a variety of e-Forum structures and strategies, including: number of sessions in an e-Forum, length of each session, number of topics included in a session, broadcasting on same or different days of the week, consecutive weeks in one month, or consecutive months. (See Appendix K, p. 36)

**TECHNOLOGY**
Initially Oregon 4-H worked with the OSU Extension communications department and discussed using Adobe Connect to deliver the e-sessions. We learned that Adobe Connect had some limitations in terms of the number of sites that could connect to any one session. There would also be a charge for phone connections to each site. Because of the connection limitation and the overall cost we considered other options. The OSU department of Academic Technologies had just initiated a contract with Cisco WebEx and we were asked to be a pilot event. A 5-month contract was established between OSU 4-H and Cisco for the use of WebEx to cover practice sessions, the three site facilitator orientations, and the three e-Forum sessions. There was no additional fee for recording.

From what was learned through other regions, and from experts in the technology field, Oregon had established standards for producing an effective e-Forum for 4-H volunteers. Some of the preferred functions were difficult to obtain or unavailable through the WebEX platform (e.g., introductory music while waiting for the e-Session to begin, full-screen visual of written input from Host Sites during discussion time, a count-down clock added to the screen during discussion time, viewing the full participant list, patching in presenters who were available by phone only). It was a challenge and steep learning curve for technicians and 4-H staff.

For each of the sessions, one OSU technician was onsite to manage the technology set up, record the session, create smooth transitions between speakers at different locations, and trouble shoot problems for off-site locations.
2015 E-FORUM SCHEDULE, THEME(S) and CONTENT
Oregon 4-H held a contest to select the e-Forum theme. Proposals were accepted through the spring and summer of 2013. Nine proposals were submitted. One volunteer was awarded a $100 gift certificate to the National 4-H Mall for providing design elements used for the overall 2015 WR e-Forum theme, “Connecting for Youth.”

Oregon staff and volunteers, WR Program Leaders and Volunteer Development Specialists were invited to provide input on the e-Forum schedule. WR Program Leaders recommended that one session be held on a Saturday to be viewed in conjunction with a state Forum. After additional input from county staff, the decision was made to offer three e-sessions on three different week days, to accommodate employment and meeting schedules. *Five time zones in the Western Region created a unique challenge for scheduling ‘live’ participation. Sessions and topics were as follows:

- Tuesday, January 27  
  Youth Connect: At Great Meetings  
  6:30-8:00 Pacific
- Thursday, February 12  
  Widening the Circle: Special Connections  
  6:30-8:00 Pacific
- Monday, March 2  
  Youth Connecting: In Your Community  
  6:30-8:00 Pacific

*Mountain Time: 7:30-9:00 pm/Alaska: 5:30-7:00 pm/ Hawaii: 3:30-5:00 pm/Island Territories: 11:30-1:00 pm next day

2015 WRLF e-Forum Content
In addition to identifying themes, Oregon 4-H volunteers and staff, and Western Region volunteer specialist and state program leaders were invited to suggest potential speakers and resource materials. Presentations were selected based on the learning objectives for each of the three e-Forum topics.

WEBSITE
A 2015 WRLF website was created which included marketing materials, registration and host-site information (e.g., attendance sheets, participation certificate). Each e-session had a dedicated page where specific information was available (e.g., required session handouts, videos, additional resources to support learning, copy of power point slides for emergency use, and the evaluation form for that session). An internal 4-H department webmaster spent up to 15 hours/week developing and maintaining the website.

Registration
The Oregon 4-H member enrollment program was used for the 2015 WRLF registration, because the OSU WebEx contract was delayed and unavailable when registration began. The programs were only semi-compatible, resulting in additional staff time for data manipulation throughout the e-Forum. Changes to WRLF registration process, from previous years, included:

1. Only Host Sites registered for the three webinars.
2. A manual process sent a ‘confirmation’ to newly registered sites.
3. Host Sites needed to promote the WRLF webinars, and invite pre-registration locally.
4. WebEx sent three ‘reminder’ notices to each Host Site (1 week, 3 days, and 8 hours) prior to the start of each session.
Posting Host Sites on Website
Every pre-registered Host Site was posted (by state and location) on the Oregon WRLF website. This was done to help volunteers attend an e-session that was convenient, particularly if their local 4-H Office was not a Host Site. This list also provided an opportunity for volunteers, county staff and state program leaders to monitor registration.

DURABLE PRODUCTS (See Appendix E, p. 21)
To perpetuate learning beyond the brief hours of the e-sessions, Oregon chose to create an environment of learning and support through continued access to resources. A large variety of products were developed or collected from experts, from at least 10 different states and youth organizations. The resources were featured or referenced during an e-session to enhance learning during the e-Forum, and for staff and volunteers to download for education at state, county or club levels in the future. The durable products included:

- Videos (11) varying from 3 to 20 minutes, including an educational video on parliamentary procedure developed through a collaboration between OSU and NMSU 4-H staff.
- Power points (8) varying from 3 to 40 slides
- Lesson plans, fact sheets, templates, and print resources (22) varying from 1 to 6 pages
- Three recorded e-sessions at 90 minutes each
- Kids Included Together (KIT) licenses for webinars and personal consultations
- #4hservice social media site created to document Western Region community service projects

Follow Up
After the e-Forum sessions, Oregon 4-H continues to:

a. Invite all western region states to link to the OSU website for easy access to resources
b. Promote WR community service projects through October 2015, and record at: #4hservice.
c. Promote and use KIT licenses for education in diversity, through March 1, 2016.

NEW and STRENGTHENED PARTNERSHIPS
New partnerships were established with the Oregon 4-H Youth Development Program as a result of planning and implementing the e-sessions. Those include:

a. Kids Included Together (An increased level of communication and resource development for 4-H, as the largest youth development organization in the US.)
b. College of Public Health and Human Sciences (Faculty and graduate students are now on Oregon 4-H Strategic Planning Committees and have formed an “Inclusive 4-H” working team.)
c. OSU Extension Regional Administrators (Have been involved in planning updates and have expressed renewed interest in 4-H Youth Development programs.)

EVALUATION and IMPACT DATA (See Appendix F, p. 23 and Total Evaluation Data file)
A downloadable evaluation form was posted on the WRLF website for each of the three e-Forum sessions. Site facilitators were asked to print off the form and provide it to participants to complete prior to leaving the session. The evaluation forms could also be completed and submitted on-line.
Oregon 4-H successfully met and exceeded the seven goals stated for hosting the 2015 WRLF.

**Attendance Data** (See Total Evaluation Data file)
There were 216 sites registered to host one or more 2015 WRLF e-Sessions. Every western region state and one Canadian province participated. Guests from outside the WR included Wisconsin, France and Morocco! An OSU youth organization, Kids Spirit hosted a learning site for college volunteers. And, several OSU technicians and state staff were Host Sites to manage the e-Forum.

Host Site Facilitators were asked to record participation at each e-session. Attendance Sheets were available for downloading from the WRLF website, completed at the Host site and mailed, faxed or e-mailed to Oregon 4-H. Since participation lists were submitted voluntarily, it is known that the record of participation not accurate. (This is consistent with e-Forums in other regions.)

Actual reported attendance numbers for each of the three e-Sessions is identified in the chart below. Estimated attendance has been calculated because the number of evaluations submitted for e-Sessions 2 and 3 were higher than the actual reported attendance. Assuming that at least 20% of participants did not complete or submit an evaluation form, 20% was added to the number of evaluation responses for e-sessions 2 and 3, to provide a conservative estimate of attendance:

| E-Session 1 = 713  | 713 / 591 (= 20% < attendance) |
| E-Session 2 = 376  | 147 / 313 (+ 20%)              |
| E-Session 3 = 295  | 242 / 263 (+ 20%)              |

**Total Estimated Attendance:** 1,384

**Impact - Reach**
Reported attendance at the first e-session (713) was more than double the average (200-350) attendance for a face-to-face WRLF. A conservative estimate of over 1,500 participants attended the 2015 WR 4-H Volunteer e-Forum. (See above.)

**Impact – Age and Audience Diversity**
Quantitative data reports that the e-Forum reached a younger age group of participants than a typical face-to-face Forum

- 120 (10.5% of the respondents) were age 18 or under
- 470 (40%) were between age 19 and 49;
- 289 (25%) were age 50-59
- 161 (14%) were age 60 and older

Overall, 812 (70.9% of the respondents) were 4-H volunteers and 190 (16.6%) were county staff
Of the respondents, 928 were female and 156 were male
Impact – New Participants
Data showed that:
606 (52.9% of respondents) would not have attended an on-site WRLF (272 others were unsure)
545 (47.6%) had never attended a WRLF (241 others had attended one face-to-face Forum)

As a follow-up, 2015 e-Forum participants were invited to share which barriers might prevent them
from attending a face-to-face WRLF. They said:
    Responsibilities at home: 496 (43.3%)
    Cost to attend: 473 (41.3%)
    Travel to attend: 461 (40.2%)
    Time away from work: 379 (33.1%)
    Children at home: 283 (24.7%)

Impact – Technology
1,042 (90.9% of respondents) strongly agreed or agreed that the e-Forum was convenient to attend
1,028 (89.7%) strongly agreed or agreed that the e-sessions were well facilitated
924 (80.6%) would promote a future e-Forum (159 others were unsure)
898 (78.3%) strongly agreed or agreed that the technology was effective
833 (72.7%) reported that the format with three e-sessions worked well (235 others were unsure)
818 (71.4) would attend another e-Forum (248 others were unsure)
808 (70.5%) rated the overall quality of the e-Forum as very good or good (254 others rated it OK)
490 (42.8%) had previously participated in 2 or more webinars
365 (31.8%) had never participated in a webinar prior to the 4-H e-Forum

Impact – Schedule, Educational Strategies, Interaction (See Total Evaluation Data file)
961 (83.9%) reported that the days and time of e-Forums worked well (70 others were unsure)
892 (77.89% of respondents) strongly agreed or agreed that the e-Forum was the right length
862 (75.2%) strongly agreed or agreed that planned discussion and interaction supported learning

What will Participants Use? What did Participants Learn?
1,080 (89.9% of respondents) reported the things they learned would be very useful or useful
950 (82.9%) strongly agreed or agreed that they learned about new resources to support 4-H work
913 (79.7%) plan to adopt one or more things they learned (172 others were unsure)

Written Comments Summary
Session 1 (See Appendix G, p. 29)
189 participants added written comments about what they learned. They said they learned new
methods for creating a more inclusive club experience (e.g., creating a plan for the year, creating more
youth leadership opportunities, including all age youth, using committees, using new voting styles and
discussion methods, building consensus, incorporating more youth-adult partnerships, involving
parents and the community). At least ¼ of the respondents specifically planned to use the
parliamentary procedure video and decision-making resources with officers and club members.
Participants expressed specific interest in using new meeting ideas and incorporating fun into clubs
through these new ideas (e.g., themed meetings, cavy baseball, round robin discussions, and ideas discovered via networking on the e-Forum chat box).

**Session 2** (See Appendix H, p. 31)
139 participants added written comments about what they learned about reaching youth with special needs and what they planned to use in 4-H. Respondents were excited about using KIT’s ‘bag of tricks’ during club meetings to address the needs of youth. They plan to use new teaching methods, including more visuals, maps, group work, and connectABILITY introduced by KIT. They plan to share information about inclusivity with club members, volunteers and parents. Participants reported that they plan to recruit more diverse 4-H members, accommodate special needs, provide more and better materials to meet needs, and “be more tolerant!”

**Session 3** (See Appendix I, p. 33)
76 participants added written comments about information they plan to use. They plan to incorporate new ideas about community service and service learning into club meetings (e.g., adding time for reflection on service, adding international service, planning specific service opportunities, including more youth voice into service process, and incorporating more citizenship opportunities). Respondents also said they plan to use print resources, youth-adult partnership information, videos of 4-H members in service, and ways to find and foster each 4-H member’s “spark!”

**Summary of Suggestions for Improvements**
The following suggestions are summarized from qualitative data submitted by 10 or more participants participating in each of the three e-sessions.

**Session 1** (See Appendix G, p. 29)
202 of the 591 survey respondents provided written comments. They made suggestions around three themes: (1) technological issues, (2) educational content, and (3) timeliness and schedule.

1. Audio: sound quality was a problem throughout e-Forum, before and during each session (N=78)
2. Visual of slides was difficult: slides were too small on the screen and occasionally moved too fast (N=10)
3. More practical information (N=45)
4. More depth of information (N=27)
5. Make resource materials available prior to webinar (N=15)
6. Schedule the e-Sessions earlier in the evening on school nights (N=18)

**Session 2** (See Appendix H, p. 31)
104 of the 313 respondents provided written comments. Their suggestions for improvements clustered around two main points. Suggestions made by 10 or more participants included:

1. Would like more interaction during e-sessions (N=19)
2. Wanted to have more time with presenter, Temple Grandin (N=17)
Session 3 (See Appendix I, p. 33)
55 of the 244 survey respondents provided written suggestions. Comments from 10 or more participants included:

1. Request for more interaction time during e-sessions (N=16)
2. Date and time was difficult for some family, school, work schedules (N=11)
3. Audio and video did not work consistently (N=11)

Impact – Acknowledgement and Celebration
Oregon State University recognized the innovation of the 4-H E-Forum. Co-Chairs, Lyla Houglum and Marilyn Lesmeister received the Vice Provost’s “Award for Excellence in Innovative On-Line (non-credit) Teaching” for the 2015 inaugural webinar series, “Connecting for Youth.”

![4-H Logo]

Connecting
YOU TH
in your community

2015 Western Region Leader Forum
CO-CHAIR’S REFLECTIONS and RECOMMENDATIONS

A. Hire a project manager who: has an in-depth understanding of technology and its application to non-formal education; can negotiate contracts and communicate program needs to technicians; make decisions about online registration and website development; assist with providing orientation sessions for host sites; and can organize and upload resources for each e-session.

B. Post a dedicated phone number and assign a staff member to receive e-mails and respond to questions three months prior to e-sessions and through the duration of an e-Forum.

C. Consider the opportunity to offer a limited number of single, ‘at-home’ registrations. This will be determined by the total number of connections available. We acknowledge that group participation is preferred for networking and sharing ideas, but that is at the cost of some volunteers not participating. Environmental factors (e.g., island living, mountains, weather) are predictable situations that could be addressed by individual participation.

D. Find more ways to prepare Host Site Facilitators to be effective in their important role, by:
   • Offering an online orientation
   • Requiring participation in a live or online orientation session
   • Reinforcing need for host sites to be hard wired to help assure audio and video transmission
   • Developing a full, written script for each session, to follow during e-session or use to facilitate learning in an emergency

E. Provide more frequent updates to WR 4-H Volunteer Development Specialists, who in turn distribute messages to county 4-H staff and/or volunteers, in each state.

F. Encourage greater collaboration among western region states when planning Forums (e-Forums or face-to-face) in the future.

G. Develop strategies (e.g., social media, regional collaborations, activities to report) to help assure volunteers participate in, and benefit from, planned regional volunteer development opportunities.

H. Develop a regional commitment that each state 4-H Office take responsibility for promoting the WRLF directly to every 4-H volunteers.

Options for 4-H Volunteer Development in the Western Region, are to hold:
   • Occasional webinars addressing common 4-H volunteer needs in the region
   • Occasional webinars to meet common 4-H volunteer needs across the nation
   • Alternate face-to-face and e-Forums
   • Face-to-face 4-H e-Forums with live streamed sessions
   • Annual e-Forums
   • Annual face-to-face 4-H Volunteer Forums
   • Other?
# APPENDIX

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APPENDIX A
Budget

ESTIMATED BUDGET for 2015 WRLF
Marketing & Promotion
  Printing bookmarks, table tents, etc. $ 200
  Theme Contest - gift $ 100
  Door prizes during e-Sessions $ 100
Program
  ‘Community Club’ video (OR) $ 3,000 (Session 1)
  ‘Great Meetings’ video (WI) $ 3,000 (Session 1)
  ‘Parli Pro’ video (NM) $ 3,500 (Session 1)
  Temple Grandin, speaker $ 500 (Session 2)
  KIT presenter(s) $ 2,000 (Session 2)
  KIT licenses & consultation $10,000 (Session 2)
Technology
  Host Site phone connections $ 4,968. (460 WR counties x 3 sessions x .04 @ min)
  Adobe Connect $ 400. (1-time fee)
  2 Tech Staff ($50 @ session) $ 300. ($50 x 2 people x 3 sessions)
  4-H Tech Project Manager $ 10,000.
ESTIMATED TOTAL EXPENSES $37,712. (*see p. 14)

ACTUAL FUNDS AVAILABLE
$ 10,000.00 John Nyberg
$  5,000.00 John Nyberg Family, Inc.
$ 15,000.00 Oregon 4-H Youth Development Department (*reserved, see below)
$  5,000.00 OSU Extension Foundation
$  4,000.00 Hoecker Family Memorial (Innovative Grant)
$  3,284.00 4-H Foundation (Innovative Grant)
$ 42,284.00 TOTAL FUNDS AVAILABLE

ACTUAL EXPENSES
$  100.00 Gift Certificate: Theme Contest winner
$  360.00 Promotional materials: print, display for 2014 WRLF participants
$  325.00 Promotional gifts: 2014 WRLF participants (350 screen cleaners with 2015 logo)
$   93.77 National 4-H curriculum: resource material to reference during e-sessions
$  3,500.00 Video development at NMSU: Parliamentary Procedure
$ 10,000.00 KIT licenses
$  225.00 Set-up & purchase: community service bags for multi-state #4hservice (e-Session #3)
$  2,094.00 WebEx: set-up $199 + $379 X 5 mo (Nov ‘14-March ‘15, orientation + e-sessions)
$  3,153.00 OSU technical services (staff for e-Forum site staff orientation, e-sessions)
$  1,400.00 Door prizes: gift cards redeemable at Natl 4-H Mall to 2 participants @ 13 states/1 province
$   750.00 4-H Foundation Administrative Fee
$ 22,000.77 TOTAL EXPENSES

$ 20,283.23 TOTAL BALANCE (*including unspent funds committed by Oregon 4-H department)

Revised door prizes Nov 2015

continued
Budget - continued

Comments on Budget
Hosting a 4-H Volunteer Forum via technology (webinars) was a proven model, as conducted in other regions of the United States. In those regions, the decision to host a regional 4-H Volunteer e-Forum was determined by all or multiple states in that region, therefore the preparation and cost of the Forum may be shared among states in the region (NC states have shared planning and expenses; NE states did not).

By choosing to host the WRLF in a ‘new way’ the Oregon 4-H Youth Development Program decided to offer some traditional elements and some unique features for the purpose of motivating participation and creating a lasting benefit to volunteers, staff and programs. Therefore several budget items were included for the purpose of adding value to a typical webinar, and providing ongoing learning and access. Oregon chose to incur the following costs that other regional e-Forums may not have included.

$ 10,000.00  to provide ongoing access to *Kids Included Together (KIT)* licenses/resources
$  3,500.00  to produce a *Parliamentary Procedure* video for use during e-session 1, and beyond
$   225.00  to set-up logo and bag order to motivate community service for 6 mos after session 3
$   100.00  for ‘theme contest’ winner
$    750.00  to give two 4-H door prizes (National 4-H Mall gift card) with each state/province
$   100.00  for ‘theme contest’ winner (National 4-H Mall gift card)
$ 14,575.00  2015 expenses over basic e-Forum delivery costs

Likewise, there were typical WRLF expenses that Oregon did not incur, including, but not limited to: registration packets, name tags, participant gift bags, meeting room costs, meals, field trip transportation). However, with effective planning, these expenses are typically covered by participant registration fees.

*Twelve to eighteen months prior to the event, it was necessary to work from the estimated budget when inviting partners and sponsors to support the inaugural 2015 WR e-Forum. Approximately nine months preceding the e-Forum, OSU signed a contract with a new technology provider, which greatly reduced the cost of audio and video transmission and resulted in substantial savings to this budget.*
## APPENDIX B

Host Sites Registered, Attendance Reported, Evaluations Received
2015 Western Region 4-H Volunteer e-Forum Sessions

<table>
<thead>
<tr>
<th>State/Province</th>
<th>Number of Sites Pre-Registered for</th>
<th>Total Different Sites</th>
<th>January 27</th>
<th>February 12</th>
<th>March 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta, Canada</td>
<td></td>
<td>6</td>
<td>4</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Alaska</td>
<td></td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Arizona</td>
<td></td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>California</td>
<td></td>
<td>15</td>
<td>13</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Colorado</td>
<td></td>
<td>27</td>
<td>23</td>
<td>24</td>
<td>22</td>
</tr>
<tr>
<td>Hawaii</td>
<td></td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Idaho</td>
<td></td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Montana</td>
<td></td>
<td>16</td>
<td>13</td>
<td>13</td>
<td>15</td>
</tr>
<tr>
<td>Nevada</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>New Mexico</td>
<td></td>
<td>21</td>
<td>17</td>
<td>16</td>
<td>19</td>
</tr>
<tr>
<td>Oregon</td>
<td></td>
<td>39</td>
<td>30</td>
<td>30</td>
<td>29</td>
</tr>
<tr>
<td>Utah</td>
<td></td>
<td>8</td>
<td>8</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Washington</td>
<td></td>
<td>31</td>
<td>27</td>
<td>23</td>
<td>24</td>
</tr>
<tr>
<td>Wyoming</td>
<td></td>
<td>20</td>
<td>16</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Wisconsin</td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL Sites Registered for E-sessions**
212 (+ 4 misc.) 177 176 175

**Attendance Reported**
713* 147* 242*

**Evaluations Received**
591* 313* 242 (+ 21 late)*

*Inconsistencies in reporting underscore the difficulty in obtaining an accurate record of attendance (e.g., more than twice the number of evaluations than the number of attendance were reported for February 12). Using Session 1 as the example, we assumed that attendance was higher for Sessions 2 and 3 (by at least 20%) than the number of evaluations returned.

**For More Information about Registration**
To see the list of specific counties, cities, and e-mail addresses registered in each state, go to: [http://oregon.4h.oregonstate.edu/Registered/%20Sites](http://oregon.4h.oregonstate.edu/Registered/%20Sites)

SIDE NOTE: Regularly, Oregon sent reminders to all Host Site Facilitators requesting that they FAX or SCAN the Attendance Sheet after each session. One creative staff member in the region sent an e-mail reporting, “All (our) County 4-H Leaders attended all of the trainings.” (Oregon 4-H chose not to follow-up and ask for details!)
Committee Structure
The committee structure that had been applied and shared among western region states to host a 4-H Volunteer Forum no longer applied because all aspects of the delivery system were changed. This new effort was led by Marilyn Lesmeister and Lyla Houglum. They brought others into the planning process as needed and as outlined below:

1. Administrators and staff in OSU departments of communications and technology, were contacted early in 2014 to discuss technology options, timelines, costs, and commitment to delivering this program. Communications staff also helped develop and produce the marketing video used at the 2014 WRLF in Montana, and posted to the 2015 WRLF website.

2. The change process included discussion with western region 4-H Program Leaders and Volunteer Development Specialists beginning in the fall of 2013, and continued periodically during monthly teleconference meetings until the first e-session. Program Leader input and support was key to the success of this e-forum. Oregon 4-H invited WR 4-H Program Leaders to identify high priority topics that may be common among Western Region states, brainstorm ways counties in their state would be most likely to be an e-Forum Host Site, and, their interest in using ongoing resources, specifically, licenses available from “Kids Included Together” following the 2015 e-Forum sessions.

3. Oregon 4-H staff were introduced to the idea, heard the scope of the need to reach more volunteers, discussed goals and potential structure, considered their role(s), and provided feedback. Every four to six weeks, Oregon 4-H staff were invited to give feedback, vote, or participate in some aspect of the planning process during Monthly Meet-Ups via teleconference and during two annual staff conferences. They helped select months and days for e-sessions, narrow the list of potential topics to three, suggest presenters and resources per topic, and promote e-sessions.

4. The Oregon 4-H Leaders’ Association (currently a council of nine participants) did not support the change. They initiated an alternative plan, which was not supported by the Oregon 4-H Office.

5. An Oregon 4-H Volunteerism Advisory Team was formed early in this planning process with the understanding that their role would include: (1) advising the development and implementation of the 2015 e-Forum; and, (2) determining needs and opportunities for ongoing volunteer development in Oregon 4-H. The Volunteerism Advisory Committee met via five teleconference calls between March 2014 and February 2015.

Marketing
The first marketing challenge was to introduce and promote the e-Forum format and concept at the 2014 WRLF in Montana. Elements of this plan included:

1) Group presentation including:
   a. A marketing video
   b. Group power point presentation
   c. Skit
   d. table tents
   e. Gift for each participant—computer screen cleaner/keyboard brush

2) Travel kit pamphlet which included
   a. Ways to be involved in the 2015 WRLF
   b. Pre-Forum activities
   c. Sample e-session agenda
   d. Combining other meetings and activities with an e-session
e. Host site facilitator roles and responsibilities
f. How to promote the 2015 e-Forum

3) Display table including:
   a. Book marks
   b. Gift bag of Oregon products and Oregon 4-H pin
4) Door prize of Oregon products

The presentation and introduction of the concept was met with significant resistance by attendees. However, two volunteers expressed support and were encouraged about the potential for reaching more volunteers.

The second marketing challenge was to provide states with ongoing information that could be used to promote the 2015 e-Forum and encourage attendance. A marketing tool kit was developed and posted on the website which included:

1. WRLF 2015 Flyer
2. Power point presentation
3. Promotional table tent (8.5x11)
4. Banner (11 x 17)
5. Bookmarks
6. Newsletter SAVE THE DATE notice
7. Promotional video

Theme
A contest for the e-Forum theme was conducted through the spring and summer of 2014. Nine proposals were received. One volunteer was awarded a $100 gift certificate to the National 4-H Mall for providing elements that evolved into design of the 2015 WR 4-H Volunteer e-Forum theme.

Session Topics
Topics were selected from a list of observed volunteer needs in Oregon, input from volunteer specialists, program leaders, 4-H staff, and volunteers in the Western Region.

Approximate Time Line
Summer 2013
- Decision process and announcement for changing the format from face-to-face to an e-Forum
- Met with communications and tech staffs
- Began collecting info from other regions
- Developed proposal with goals
- Seek input and advice from Western Region Program Leaders
- Seek input from Western Volunteer Specialists
- Seek buy in from Extension administration and Regional Extension Directors

Fall 2013
- Updates to OR staff and administrators
- Continue collecting info from other regions
- Promote e-Forum concept in OR
- Draft budget
- Develop and initiate Theme contest
- Launch 2015 WRLF website
Winter 2014
Continue meeting with Tech staff to make a decision about technology platform
Initiate Volunteer Advisory Committee for input
Prepare to promote 2015 WRLF at 2014 WRLF in Montana
Develop promotional video, ppt, travel kit, bookmarks, display, gift bags
Select theme contest winner and develop 2015 graphics
Introduce 2015 WRLF plans at OR staff conference
Select topics for three e-sessions
Submit proposal for innovative grant

Spring 2014
Develop promotional kit for website
Work with OR 4-H Foundation to identify and contact potential sponsors/donors
Seek input on topics, speakers, resources with WR Volunteer Specialists
Begin drafting outlines for the e-session content
Contract with NMSU to produce parliamentary procedure video

Summer 2014
Continue discussions with other regions about details
Develop e-session content and identify speakers
Initiate contract with KIT
Begin drafting site-facilitator information
Draft registration process
Submit proposal for Hoecker Innovative Grant

Fall 2014
Discuss evaluation for each e-session
Begin drafting site facilitator’s guide
Open web registration for 2015 WRLF
Negotiate contract for Cisco WebEx platform
Identify and request to administrators for e-session welcomes
Advertise dates for site facilitator orientations (1 in December; 2 in January 2015)
Finalize content and speakers for all e-sessions
Request resources for all e-sessions
Participated in NC Region e-forum sessions

Winter 2015
Hold site facilitator orientations
Finalize evaluation forms and process
Finalize host site attendance sheets
Send reminders to those registered prior to each e-session
Develop ppts for all three e-sessions
Develop door prize process
Finalize regional community service project process including bag design
Conduct three e-sessions—recordings and all resources posted to WRLF website
Request attendance sheets and evaluation forms several times
Spring 2015
   Finish posting all videos and resources to website
   Promote KIT licenses
   Summarize evaluations
   Write thank you notes

Summer 2015
   Continue to promote regional community service projects (to finish in October 2015)
   Develop final report
   Report and discuss with Western Region Program Leaders
**APPENDIX D**

*Script for Host Site Orientation*

<table>
<thead>
<tr>
<th>Welcome</th>
<th>Houglum / Lesmeister</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The Oregon 4-H Youth Development Program is pleased that every state in the W.R. and many sites in each state are joining us on this new journey.... Over 150 sites are already registered. We hope that every site will engage at least 10 volunteers – that will mean the e-sessions will reach well over 1000 volunteers!</td>
<td></td>
</tr>
</tbody>
</table>

Describe the WebEx system for general understanding  
Kristina / Raul

- This will be a webinar
- To join the webinar (30 minutes before the e-session begins), you will click on a Link that will be sent to you.
- ONLY those who have registered will receive a message identifying the Link
- If you can see visual, but cannot hear – send a message on the Chat Box NOW
- If you can hear our voices, but cannot see the slides – send a message on the Chat Box NOW
- Let’s look at the screen and talk about some of the icons you might use....volume control / etc.

Thank you Kristina and Raul. What technology is needed at each Host Site & Why?  
Lesmeister

Describe the Technology  
Kristina / Raul

- Wireless connections can be inconsistent, esp w large participation numbers and videos. A wired connection is very important to the success of the e-session. Q & A
- If your room is not wired for overhead speakers, then you may need external speakers to plug into your computer.
- A microphone at your Host Site is OPTIONAL. If you want to ask a question, the first choice is to type into the Chat Box (PRACTICE NOW)

Overview of the Agenda for each e-session  
Houglum / Lesmeister

BEFORE each e-session, Site Facilitators will...

- Go to the WRLF website-make copies of all handouts (Do this on Friday, January 23 or Monday, Jan. 26)
- Download power point and videos – for use in an emergency
- Set up the room with technology, sound, chairs, sign-up sheet
- (Optional) Prepare food, beverages, or snacks as planned or advertised locally

DURING the e-session, Site Facilitators will  
Lesmeister / Houglum

- Distribute each copy at the presenter’s cue
- During local group discussions, type group input into “Chat Box on the screen

At END of e-session, Site Facilitators....  
Lesmeister / Houglum

- Distribute print evaluations
- Fax, scan or mail the Attendance Sheet to Oregon - as printed at the bottom of the Attendance Sheet form
- Encourage those who did NOT attend – to go to the WRLF 2015 website and download resources anyway

Other Comments and Q & A  
Houglum /All

Filed: WRLF Script for Facilitators,2015.doc
APPENDIX E
Durable Products
Available to more than 92,000 volunteers as part of the 2015 WR 4-H Volunteer e-Forum

Educational Videos

3 Recorded e-Sessions (each 90 minutes)
- Youth Connect: At Great Meetings
- Widening the Circle: Special Connections
- Youth Connecting: In Your Community

Professional Video (20 minutes)
- “Parliamentary Procedure Basics” (4 segments: Main Motion, Amendment, Lay on the Table, Refer to Committee) planned by Oregon 4-H and produced by NMSU 4-H

You Tube
- “Parliamentary Procedure Basics” (20 minutes) (OR)
- “Birthday Bags for Food Pantry” (IL)
- “Pay It Forward through Technology” (GA)
- “AZ 4-H Youth-in-Action award winner” (AZ)
- “4-H Green Teens” (CA)
- “4-Her Pledges Her Heart to Child Battling Cancer” (UT)
- “4-H Food Bank Project” (UT)

Power Point Presentations

Session 1
- Making Meetings Interesting, (WI)
- SNACZ, (OR)

Session 2
- “Kids Included Together” with instructional notes (xx slides), (KIT)

Session 3
- “Blending Passion with Service: Youth Development Focus” w instructional notes (24 slides) (MN)

4-H Promotional Products

Social Media: #4hservice to report multi-state community service projects (OR)
Bookmarks: 50 Reasons to Get Involved in Community Service (OR)
Project: Planning Your WRLF Community Service (OR)
Newsletter: Update on Healthy Living 2014, National 4-H Headquarters (NIFA)

Educational Fact Sheets & Other Print Resources

E-Session 1  Youth Connecting: At Great Meetings
- Parliamentary Procedure at a Club Meeting (IL)
- Gaveling Your Way to Better Meetings (OR)
- Methods for Making Group Decisions (OR, OSU Student Leadership Office)
- Tips for Committee Success (OR, OSU Student Leadership Office)
- Committee Basics (NM)

continued
Educational Fact Sheets & Other Print Resources (continued)

**E-Session 2  Widening the Circle: Special Connections**

- 5 Questions for Parents (KIT)
- Gathering Information from Families (KIT)
- Conversations with Parents (KIT)
- Creating and Using Visual Schedules (KIT)
- KIT Resource Purchase Information (OR)
- (Creating) Inclusive Program Goals
- Inclusive Program Messages
- Cultivating Respectful Disability Awareness
- Top Tips of Inclusive Programs
- 4-H Agent’s Reflections for Accommodations (OR)
- 4-H Agent’s Accommodations for County Fair (OR)

**E-Session 3  Youth Connecting: In Your Community**

- Service to Communities
- Program Planning for Connecting Learning and Service (MN)
- Plan of Action-sample worksheet (YMCA)

Lessons and Resources

**E-Session 1**

- 4-H Meeting Pie Chart (OR)
- 4-H Club Annual Plan (OR)
- (Related) Discover 4-H Project Manuals (UT)

**E-Session 2**

- 100 Licenses available to access *Kids Included Together* live and archived e-learning modules (KIT)
- (Related) Discover 4-H Project Manuals (UT)

**E-Session 3**

- 4-H Food Bank Project (UT)
- (Related) Discover 4-H Project Manuals (UT)

**Every e-session included:**

- E-session agenda for Host Site Facilitator to print (1 p.)
- Tip Sheet for Host Site Facilitator (1 – 2 pp.)
- E-Session power point with notes for emergency delivery (varied lengths)
- Host Site Attendance Sheet (1 p.)
- Current e-Session Evaluation Form (2 pp.)
- Certificate of Participation (1 p.)
Please complete this questionnaire so we can learn a bit about your experience during this e-forum session. It will take about 5 minutes to complete. Your answers will be anonymous - meaning that no one will connect your name to your responses. There are no right or wrong answers, we just want you to answer each question as honestly as you can.

You can fill this out now and hand it to the facilitator on your way out, or if you prefer you can enter your answers on-line via the following link: https://www.surveymonkey.com/s/WRLFone. Either way, we hope you will take the time to provide this important feedback. And thank you for being part of this program!

Please indicate your agreement with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Not sure</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was convenient for me to attend this e-forum session</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Technology was an effective way to deliver this program</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>The program was well facilitated at the host site</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>The length of the forum session was effective</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>The discussion and interaction at the host site helped me learn</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I learned about new resources to support my 4-H work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Please indicate your answer to the following:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you have attended this year’s WRLF in Oregon if it had been held there?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Would you attend another regional 4-H leader’s e-forum?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Would you promote future regional 4-H leader’s e-forums to other volunteers?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Did the time of day of the e-forum work for you?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Does the three session format work well for you?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I plan to adopt one or more things I learned at this session to enhance my 4-H program</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

What is your overall assessment of the quality of this e-Forum session? Check one.

<table>
<thead>
<tr>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very poor</td>
</tr>
<tr>
<td>Poor</td>
</tr>
<tr>
<td>Okay</td>
</tr>
<tr>
<td>Good</td>
</tr>
<tr>
<td>Very Good</td>
</tr>
</tbody>
</table>

What suggestions do you have for improving this e-Forum session?
Please indicate what you learned as a result of attending this e-Forum session:

<table>
<thead>
<tr>
<th>As a result of participating in this e-Forum session I learned</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
<th>I knew before forum</th>
</tr>
</thead>
<tbody>
<tr>
<td>The four Essential Elements of youth development programming</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>The three parts of an effective 4-H club meeting</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>How to plan a 4-H Club meeting</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>How to plan a 4-H Club meeting in a youth-adult partnership</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>How to build a quality 4-H Club meeting agenda</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Ways to include fun in 4-H Club meetings</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>How to engage youth of all ages in 4-H meetings</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Skills for managing over-enthusiastic adults so that the youth are in control of their 4-H Club meeting</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Ways to include parliamentary procedure in 4-H Club meetings</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>When to use different methods for making decisions in 4-H Club meetings</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>The purpose and role of a 4-H committee</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>When a committee should be appointed in my 4-H Club</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

Overall, how useful are the things you learned during this e-Forum session? Check one.

- Not useful
- Useful
- Very Useful

Please list one or more things from this session that you plan to try with your 4-H program in the next year:

What other resources on this topic would help you be successful?

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>What is Your Gender</th>
<th>Are any of the following barriers for you to attend an on-site 4-H Leaders Forum?</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 or younger</td>
<td>Female</td>
<td>Time away from work to attend</td>
</tr>
<tr>
<td>19-29</td>
<td>Male</td>
<td>The cost to attend</td>
</tr>
<tr>
<td>30-39</td>
<td>4-H Volunteer</td>
<td>Travel to attend</td>
</tr>
<tr>
<td>40-49</td>
<td>4-H County Staff</td>
<td>Responsibilities at home</td>
</tr>
<tr>
<td>50-59</td>
<td>State Staff</td>
<td>Children at home</td>
</tr>
<tr>
<td>60 or over</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How many times have you attended a WRLF?</th>
<th>Never</th>
<th>Once</th>
<th>2-4</th>
<th>5 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How many times have you participated in other webinars?</th>
<th>Never</th>
<th>Once</th>
<th>2-4</th>
<th>5 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>
Western Regional Leaders e-Forum Evaluation

Session Two: Widening the Circle – Special Connections

Please complete this questionnaire so we can learn a bit about your experience during this e-forum session. It will take about 5 minutes to complete. Your answers will be anonymous - meaning that no one will connect your name to your responses. There are no right or wrong answers, we just want you to answer each question as honestly as you can.

You can fill this out now and hand it to the facilitator on your way out, or if you prefer you can enter your answers on-line via the following link: [https://www.surveymonkey.com/s/WRLFtwo](https://www.surveymonkey.com/s/WRLFtwo). Either way, we hope you will take the time to provide this important feedback. And thank you for being part of this program!

Please indicate your agreement with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Not sure</th>
<th>Agree</th>
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<tbody>
<tr>
<td>It was convenient for me to attend this e-forum session</td>
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<td>Technology was an effective way to deliver this program</td>
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<td>The length of the forum session was effective</td>
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<tr>
<td>The discussion and interaction at the host site helped me learn</td>
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<tr>
<td>I learned about new resources to support my 4-H work</td>
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<tr>
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<tr>
<td>Would you have attended this year’s WRLF in Oregon if it had been held there?</td>
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<tr>
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What is your overall assessment of the quality of this e-Forum session? Check one.

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<tr>
<th>Choice</th>
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<tbody>
<tr>
<td>O Very poor</td>
<td>O Poor</td>
<td>O Okay</td>
<td>O Good</td>
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What suggestions do you have for improving this e-Forum session?
Please indicate what you learned as a result of attending this e-Forum session:

<table>
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<tr>
<th>As a result of participating in this e-Forum session:</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
<th>I knew before forum</th>
</tr>
</thead>
<tbody>
<tr>
<td>I learned strategies for recruiting youth with various levels of ability to 4-H</td>
<td>O</td>
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<tr>
<td>I learned ways that I can model inclusive behaviors to others</td>
<td>O</td>
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<tr>
<td>I learned techniques that I can use for accommodating youth with special needs in my 4-H program</td>
<td>O</td>
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<tr>
<td>I learned that I can support me as I accommodate youth with special needs into my 4-H program</td>
<td>O</td>
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<tr>
<td>I learned the importance of including young people in 4-H who are not currently served effectively in 4-H programs</td>
<td>O</td>
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<tr>
<td>I learned skills to help me work effectively with youth with special needs</td>
<td>O</td>
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<tr>
<td>I learned how to prepare my current 4-H Club members to successfully include a child with special needs</td>
<td>O</td>
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<tr>
<td>I feel more competent to talk about including youth with special needs without causing hurt or offense</td>
<td>O</td>
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<tr>
<td>I believe that 4-H values inclusion of youth with special needs</td>
<td>O</td>
<td>O</td>
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</table>

Overall, how useful are the things you learned during this e-Forum session? Check one.

| O Not useful | O Useful | O Very Useful |

Please list one or more things from this session that you plan to try with your 4-H program in the next year?

What other resources on this topic would help you be successful?

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<td>O</td>
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What is your age?

- 18 or younger
- 19-29
- 30-39
- 40-49
- 50-59
- 60 or over

What is Your Gender

- Female
- Male

What is your Role

- 4-H Volunteer
- 4-H County Staff
- State Staff

Are any of the following barriers for you to attend an on-site 4-H Leaders Forum?

- Time away from work to attend
- The cost to attend
- Travel to attend
- Responsibilities at home
- Children at home
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<tr>
<td>The value of including citizenship in my 4-H Club program</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>The value of including community service in my 4-H Club program</td>
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<td>0</td>
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<tr>
<td>Ways to get young people engaged in community issues they are passionate about</td>
<td>0</td>
<td>0</td>
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<tr>
<td>National citizenship opportunities for my 4-H Club members</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Ways to make time for citizenship activities in my 4-H Club program</td>
<td>0</td>
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<tr>
<td>Ways to get 4-H members excited about and engaged with citizenship opportunities</td>
<td>0</td>
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<tr>
<td>How citizenship opportunities enhance the four Essential Elements of 4-H programming</td>
<td>0</td>
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<tr>
<td>About 4-H materials for promoting youth involvement in citizenship</td>
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Overall, how useful are the things you learned during this e-Forum session? Check one.

O Not useful | O Useful | O Very Useful

Please list one or more things from this session that you plan to try with your 4-H program in the next year:

What other resources on this topic would help you be successful?

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What is your age?       What is Your Gender       Are any of the following barriers for you to attend an on-site 4-H Leaders Forum?

18 or younger O         Female O                      Time away from work to attend O
19-29 O                 Male O                         The cost to attend O
30-39 O                 What is your Role
40-49 O                 4-H Volunteer O                   Travel to attend O
50-59 O                 4-H County Staff O                     Responsibilities at home O
60 or over O            State Staff O                      Children at home O
Participants were asked to respond to two open-ended survey questions.

1) What suggestions do you have for improving this e-Forum session?
2) Please list one or more things from this session that you plan to try with your 4-H program in the next year?

Suggestions for Improving the e-Forum Experience

1. In response to suggestions for improving the e-Forum session, 202 participants provided answers. Of those, 50.4% of the participants reported the need to improve a few technological issues. These issues clustered around three main points.
   a. Hearing the e-Forum clearly. Participants reported sound quality as a problem, suggesting that testing the sound previous to the forum would be helpful (N=78). A few participants suggested to have music playing before the start of the e-Forum as a way to test sound quality (N=7).
   b. Reading the slides was difficult. Participants reported that reading the slides was difficult during some portions of the forum, suggesting that the slides be advanced more slowly to improve readability (N=10).
   c. Present the speaker in the video frame only. Participants reported that at times there was too much happening during the e-Forum, suggesting that only the individual speaker be in the frame at one time to reduce distractions (N=7).

2. A second set of responses clustered around professional development, with 40% providing answers in this area.
   a. More practical information. Participants reported needing more hands-on practical information, suggesting that adding more discussion, group work, and question and answer time in place of some of the lecture would be helpful (N=45).
   b. More depth to the session. Participants reported depth as a problem for the e-Forum, suggesting that more advanced information be provided for 4-H staff with experience (N=27).
   c. Practice the e-Forum presentations prior to delivery. Participants (24%) reported awkward transitions between speakers as distracting, suggesting that practicing these transitions prior to forum deliver might improve the professionalism of the forum experience (N=9).
   d. Make the hand-outs and e-Forum available. Participants reported wanting access to hand-outs, suggesting that the hand-outs be made available prior to the forum (N=15).
   e. Several participants also reported wanting to use the forum for their clubs, suggesting that the e-Forum be made available via the internet (N=10) [This option is available.]
   f. Conduct the e-Forum earlier. Participants reported having the e-Forum late during the school week was difficult, suggesting that the forum be conducted earlier in the day (N=18).
   g. The e-Forum was too long. A few participants reported that the forum was too long, suggesting that the content be reduced to a format that is more practical (N=7).

continued
How Participants Plan to Use the E-Forum Information (Session 1) during the Next Year

1. In response to using the e-Forum information with their clubs, 189 respondents provided answers. Of those who answered, 44.9% of the participants reported that the opportunity to learn about new methods for creating a more inclusive club experience was planned to be incorporated in the next year. Participants conveyed several ways in which they planned to utilize their learnings from the e-Forum, such as using committees in more meaningful ways, incorporating club members into more leadership roles, using new voting styles and discussion methods, including individuals with disabilities, working to build consensus, being inclusive of all ages, incorporating more Y-AP preparation, including the community and parents more into club activities, using the 3-step plan for the year, and increasing efforts to create more mentorship roles.

2. Another group of respondents (27.5%) reported planning to incorporate more fun into their clubs in the next year. Participants reported plans to incorporate new activities and games into their club meetings to create a livelier atmosphere that is more fun and engaging.

3. Another group of participants (20.1%) planned to use themed meetings with clubs in the next year. This group reported the need to improve meeting experiences by including new concepts and ideas.

4. The opportunity to learn about parliamentary procedures was reported by 14.3% of participants as something from the e-Forum they plan to use next year. Participants want to share the parliamentary procedure video with their club officers in their upcoming meetings.

5. Finally, 11.1% of participants reported planning to use new meeting ideas learned about during the e-Forum. Participants reported a range of new ideas they planned to use, such as a pencil a notecard, and a timer, first to 5, the recorded e-Forum, SNACZ, Cavy baseball, and round robin discussions.
Participants were asked to relate their experiences about the e-Forum by responding to three open-ended questions.

1. What suggestions do you have for improving this e-Forum session?
2. Please list one or more things from this session that you plan to try with your 4-H program in the future.
3. What other resources on this topic would help you be successful?

**Suggestions for Improving the e-Forum Experience**

1. 104 participants provided answers. Of those, 57.6% reported that making changes to the e-Forum format would improve their experience. These suggestions clustered around five main points.
   a. Include more interaction time. Participants reported that including more practical time to discuss and interact with other leaders during the forum would have been beneficial, suggesting that including more interaction time would have increased their level of engagement (N=19).
   b. More time with Temple Grandin. Participants reported that they were somewhat disappointed in the time allotment for Temple Grandin, suggesting that future e-Forums have guest speakers in attendance, not via phone (N=17).
   c. Shorten the length of topics covered and add new ones. Participants reported that the topics covered were a bit lengthy, suggesting that shortening the length of each individual topic may provide space to add new topics into the forum (N=14).
   d. Have the forum at a different day and time. Participants reported that the day and time of the forum was difficult to manage, suggesting that alternating the day and time of the forum may help alleviate some of these difficulties (N=6).
   e. Include more advanced topics into the e-Forum. Participants reported that future forums include more advanced information for 4-H staff with more experience (N=4).

2. A second set of responses clustered around technology, with 46% providing answers in this area.
   a. Improve the audio/video quality. Participants reported hearing the presenters clearly as a problem throughout the e-Forum, and several participants reported that the video feed cut off at several times during the forum (N=22). Several participants suggested building in time prior to the e-Forum to ensure that all technical issues have been resolved (N=9). A few other participants suggested utilizing stand mikes as an alternative to help the sound quality (N=2).
   b. Have a “live” e-Forum. Participants reported the need for a live e-Forum, suggesting that incorporating live elements into the forum would increase engagement (N=6).
   c. Include different types of visuals. Participants reported that there was an overabundance of power points slides, suggesting that including alternative visuals, such as videos, would increase engagement (N=5).
   d. Make the transitions smoother between presenters. Participants reported awkward transitions that interrupted the flow of the forum, suggesting that practicing the transitions may help alleviate this issue (N=3).

continued
How Participants Plan to Use the E-forum Information in the Next Year
1. In response to using the e-Forum information with their clubs, 138 participants provided answers. Of those who answered, 34.7% indicated planning to incorporate the bag of tricks into their clubs in the next year. Participants reported being excited about using the back of tricks to diversify their club meetings.
2. Another group of participants (23.1%) reported planning to use new methods with their clubs next year. This group reported plans to include more visuals, Kit, connectABILITY, group work, can do skills, maps, and parents into their meetings.
3. For 20.2% of participants, information about inclusive techniques and behaviors was planned to be shared with their clubs in the next year. Participants reported a range of techniques and behaviors they planned to share with their clubs, such as supporting all kids, recruiting more diverse members, accommodating members with special needs, providing more inclusive materials, discussing inclusive behaviors, and being more tolerant.
4. The opportunity to learn about new scheduling and planning techniques was reported by 12.3% of participants as something they plan to use next year. Participants reported planning to use various scheduling and planning techniques, such as advanced planning, structured scheduling, and assessment checklists.
5. Finally, 11.5% of participants reported planning to use new activities with their clubs in the next year. Participants reported a range of activities they planned to incorporate into their meetings, such as cake decorating, wood working, calming technique, stress ball, songs, red stop signs, control stimuli, guest speakers, and rope knots.

What Other Resources Do Participants Want?
In response to other resources that would help participants be successful, 59 participants provided answers. Of those who answered, 42.3% suggested providing more examples from other 4-H clubs and more specific information from the Americans with Disabilities Act (ADA). Participants reported wanting more information proven successful in other areas and access to more information about specific disabilities.

1. For 20.3% of participants, having access to more practical information would be helpful. Participants conveyed several types of practical information that would be helpful, such as hands on experiences, lists of special education educators by area, websites, forums, literature, feedback, and acquiring funding for kids with special needs.

2. Another group of participants (16.9%) reported wanting more information on how to talk about inclusivity and youth with special needs. Participants conveyed several areas that would help them be more successful, such as talking with parents, including more information on family relationships, talking with youth about inclusivity, and presenting on inclusivity and special needs with members.

3. Finally, 13.4% of participants reported wanting more information on other groups of youth and activism opportunities. In addition to more information on opportunities for activism, participants reported several groups of youth they would like to have more information about, such as LGBTQIA youth, youth who identify with various religious denominations, and other marginalized groups of youth.
Participants were asked to relate their experiences about the e-Forum by responding to two open-ended questions.

1. What suggestions do you have for improving this e-Forum session?
2. Please list one or more things from the session that you plan to try with your 4-H program in the future.

What Participants Suggested for Improving the e-Forum Experience

1. In response to suggestions for improving the e-Forum session, 55 participants provided answers. Of those, 74.5% reported the need to alter the session format, schedule, cadence, depth, and resource availability. These responses clustered around five main categories of improvement:
   a. Integrate more interaction time into the e-Forum. Participants reported wanting more time to interact with the concepts and ideas from the forum, suggesting several ideas such as including more in-person discussion opportunities, interaction time with the host, ice-breaker activities, hands-on experiences, pre-planned activities, interactive technology, and question and answer time (N=16).
   b. The day and time of the e-Forum was difficult for some people. Participants reported that the time and day of the e-forum was difficult to manage, suggesting that the forum be conducted earlier in the day when on a weekday (N=11).
   c. Hand-outs were identified as a concern. Participants reported a few different issues with the hand-outs, suggesting that the hand-outs: be made available prior to the e-Forum, match the power point, and include all relevant information from the forum (N=4). Another participant also suggested using a poster format to highlight the most pertinent information (N=1).
   d. Include more advance information into the e-Forum. Participants reported that the e-Forum was a bit too general, suggesting that including more advanced topics may help increase the forum’s complexity (N=5).
   e. The e-Forum's length, speed, and variety were cited as a concern. Participants reported that the e-Forum was too long, went too quickly, and did not include enough variety, suggesting that the forum be condensed into a more manageable format, which includes a slower pace and variety of information (N=4).

2. A second set of responses clustered around technology, with 18.4% providing answers in this area. Participants reported that although the technology improved from the first session, there were still issues in two key areas:
   a. Audio and video did not work consistently throughout the forum. Participants reported having issues hearing and seeing the e-Forum, suggesting that checking for sound issues and making the video full screen may help enhance the forum experience (N=12).
   b. Transitions between speakers were distracting. Participants reported transitions between speakers as distracting and cumbersome, suggesting that the transitions be made more smoothly, which would increase engagement (N=2).

continued
3. A final group of respondents (5.4%) reported the e-Forum's content as an area for improvement, suggesting incorporating more information on five elements into future forums:
   a. YA-P's
   b. Grant Writing
   c. Planning Service Learning Projects
   d. Getting Youth Involved
   e. Transitioning from Community Service to Service Learning

How Participants Plan to Use the e-Forum Information in the Next Year
1. In response to planning to use the e-Forum information with their clubs in the next year, 76 participants provided answers. Of those who answered, 72% of respondents indicated planning to incorporate new ideas about community service and service learning into their clubs in the next year. Participants indicated several ways in which they planned to incorporate more community service and service learning, such as adding time for reflecting on service, incorporating more international service, planning for specific service opportunities, including more youth voice into the service process, and incorporating more citizenship opportunities for youth.

2. Another group of participants (28%) reported planning to use new content ideas with their clubs in the next year. Participants reported a range of new ideas, such as using more print materials, including more information on Y-AP’s, incorporating more group discussions and experiential learning opportunities, sharing the e-Forum video, and finding/fostering each of their members unique spark.
APPENDIX J
Information Learned from Other Regions

Some Volunteer Development Specialists across all regions have been discussing the options, challenges and opportunities for hosting e-Forums since about 2010. When the North Central Region chose to offer e-sessions for volunteers in 2011, the option was tested and evaluated for consideration.

Ways we learned from other regions...

2012-2014 For several years, Lesmeister had spoken with other Volunteer Development Specialists
2012-2014 Workshops and informal discussion at national conferences (Galaxy, NAE4-HA, NECV)
2014 Early, Lesmeister spoke with NC and NE region staff via multiple phone calls
2014 During planning, Lesmeister and Houglum asked questions of NC and NE regional hosts
2014 Staff and volunteers from six Oregon counties were asked to participate in the NCR e-Forum for the purpose of (a) analyzing their experience and providing feedback to the OR planning committee; and, (b) providing a peer perspective to OR staff at the 2014 March Conference

Some of the things we learned from other regions...

1. NCR and NER feedback was overwhelmingly positive that new volunteers and younger volunteers were reached as a result of e-Forums.
2. The logic used to determine scheduling e-sessions: which season? one month or multiple month? for several sessions in one week or one session per week for multiple weeks? on one consistent day of the week or varying the day during each different week? and/or several e-sessions on a Saturday.
3. A simple, quick registration process is appreciated, as modeled by the NCR.
4. There is value in receiving a ‘confirmation’ message following the e-registration process.
5. Each 90-minute e-session could be 100% scripted for Host Site Facilitators to follow with confidence. (A scripted session had the potential to be “too” formal or read “too” fast to be educational and interesting.)
6. That is was difficult meeting deadlines (NCR) for completion of scripts and posting resources on the e-Forum website when there were staff in multiple states planning, facilitating, and presenting e-session.
7. When multiple states are planning an e-Forum, it is imperative to have one project manager to ensure content is available, deadlines are communicated, and materials are posted.
8. Teams of presenters should develop teaching relationships and practice together.
9. Yes, there are restrictions as to what technology is available to you and what you can accomplish (bandwidth, buffers and drag)! Therefore other regions chose to use power point slides only, not video, during the 90-minute e-session.
10. Success is still dependent upon local promotion of this volunteer development opportunity.
11. In a series of e-sessions, anticipate that the first e-session has the highest participation, with each consecutive e-session having fewer participants
12. It not possible to obtain a very accurate count of participation and/or comprehensive evaluations.

Other regions shared...

- Host Site Facilitator’s Guide, including e-session scripts
- Information regarding registration and websites
- Timelines and assignments
- E-Session recordings
## APPENDIX K

**Brief History of e-Forums for 4-H Volunteers by Regions: West, North Central, North East, and South**

<table>
<thead>
<tr>
<th>History of Regional 4-H Volunteer Forums</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regions hosting Face-to-Face Volunteer Forum (Western Region (WR) / North Central (NC) / North East (NE) / Southern Region (SR))</td>
<td>WR NC NE SR</td>
<td>WR NC SR</td>
<td>WR NC-Final SR</td>
<td>WR NE-Final SR</td>
<td>WR NC SR</td>
<td>WR NC SR</td>
</tr>
<tr>
<td>Live stream speakers from face-to-face Volunteer Forum</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SR)])</td>
</tr>
<tr>
<td>Region holding a Volunteer e-Forum</td>
<td>NC NE</td>
<td>NC</td>
<td>NC</td>
<td>WR NC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Held 3 e-sessions</td>
<td>NC</td>
<td>NE</td>
<td></td>
<td></td>
<td>WR NC</td>
<td></td>
</tr>
<tr>
<td>Held 4 e-sessions</td>
<td></td>
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<td></td>
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<tr>
<td>Planned 1 topic per e-session</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>WR</td>
</tr>
<tr>
<td>Planned 2 topics per e-session</td>
<td>NC NE</td>
<td>NC NE</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Had 45 min. e-sessions w/ Q&amp;A</td>
<td>NE</td>
<td></td>
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<tr>
<td>Had 90 minute e-sessions</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Had 2 hour e-sessions</td>
<td>NC</td>
<td></td>
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<tr>
<td>Held all e-sessions during a 1-month period</td>
<td>NC NE</td>
<td></td>
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</tr>
<tr>
<td>Held e-sessions during a series of months</td>
<td></td>
<td>NC</td>
<td></td>
<td>WR NC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Held e-sessions on same day of week</td>
<td></td>
<td>NE</td>
<td>NC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Held e-sessions on different days of week</td>
<td></td>
<td>NC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeated each topic twice, on different evenings, to accommodate 2 time zones</td>
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</tbody>
</table>

The North Central and North East Regions have hosted a 4-H Volunteer Forum every other year. Each has implemented at least one e-Forum. Recently, decisions were made that neither region will host face-to-face Volunteer Forum in the future. The states in the North Central Region collaborate and use a 2-year planning process for hosting an e-Forum every other year.

Three states in the Southern Region continue to collaborate to host an annual face-to-face 4-H Volunteer Forum at one location. Other states are invited to contribute and participate.

S. McKinley, IL; K. Culp, KY; C Anderson & C. Corridon, MD provided information.