



## **Virtual Professional Development Institute Frequently Asked Questions**

### **Who should attend the Virtual Summer Institute?**

The Virtual Summer Institute is designed for both incoming, as well as seasoned GEM professionals. A variety of topics and sessions for all levels will be offered. Professionals working in undergraduate, graduate, faculty, or related higher education environments have also found these conferences to be useful and appropriate.

### **What if I am not a NAGAP member?**

You are welcome to join us! The fee for non-members will be \$250 through June 8 and \$275 from June 9-July 13. Registration closes on July 13.

### **What should I do after I register?**

Confirmations will be emailed to registrants within one week of receipt of registration. Once your registration is confirmed, details on access and other important information will be emailed soon after.

### **What technology will I need to participate in the Virtual PDI?**

You should have received an email from NAGAP Summer Professional Development Institute with the link to the virtual event platform. You may also find the event here: <https://app.swapcard.com/join-event>. Click the link and enter your email address. You will receive a link via email to access the event.

You will need an Internet connection, and your computer, tablet, or phone, and you can enjoy the sessions from anywhere. For some sessions, we will also go directly to the Zoom platform, so you will need access to Zoom as well. If you are joining us from a mobile device, be sure you have the Zoom app downloaded, along with the Swapcard app. **NOTE:** iPhone users will receive an error when attempting to watch live streams. Your best bet is to live stream from your computer.

Attendees will be muted in the main sessions by default. Use the questions/chat functions in Swapcard to interact with speakers and other attendees. For sessions with interactive components, you will be able to use your microphone to share questions or thoughts.

### **What if someone else is registering or paying on my behalf?**

If that is the case, please ensure the name of the staff member attending is identified as you register.

**Are there opportunities to connect with attendees before and after the Institute?**

The Institute has a Facebook group, for registrants and past attendees to connect leading up to and after the event. We will share the Facebook group with registrants, and the attendee roster afterward with those who participate.

**What if I need to cancel my registration?**

There is no cancellation option as the sessions will be available after the event as well. Recordings of the sessions will be posted at the end of each day and will remain available for a short time after the live event.

**What do I do on the day of the event?**

You can access the virtual platform at any time. During the times of the event, we will offer the live sessions. The agenda is provided on the platform, and you can choose which sessions you want to attend. Click on the session title at the time of the session, and we will be streaming the sessions live. If you aren't able to make a live session, we will be recording the presentations and posting the recordings as part of the sessions at the end of each day as well.

**How do I obtain assistance if needed on the day of?**

There will be a "conference concierge" in Swapcard, which will be staffed throughout the event days for assistance. To access this use the "Contact the Organizers" option on the main page. Click that to send a message to members of the NAGAP Professional Development Committee and Staff. We will respond as soon as possible.

**Who do I contact for questions before the Institute?**

Please reach out to Ariana Balayan, Attendee Liaison and Associate Director of Graduate Admission at Suffolk University. She can be reached at 617-573-8043 and [abalayan@suffolk.edu](mailto:abalayan@suffolk.edu).

For payment questions, please contact NAGAP Data Administrator, Autumn Menefee, at (913) 222-8620 or [amenefee@kellencompany.com](mailto:amenefee@kellencompany.com).