



Online Focus Groups and Interviews - Session Room Options Overview

General: These are tools intended to apply to both AV and text-chat sessions.

- Observers see respondent profiles: By default turned off; moderators have the ability to allow observers to view respondents profile information. This can include personal identifiable information.
- Allow mobile phone users into the room: Useful if you have not allowed this during the initial setup of your activity but you appear to be having several respondents joining your live session from their mobile devices.

Chat: Options specific to the text-chat focus groups.

- Activity timeout (min): This allows you to set an activity timeout for respondents. This means, if a respondent is to be inactive in the Respondent Chat for the set number of minutes, a red ring will appear around their icon in the bottom left corner to indicate this.
- Name and chat on same line: A purely aesthetical option. By default this setting is enabled, but it can be disabled causing any text written by participants to appear beneath their name in the chat areas.

A/V Settings: Options specific to the Video-based focus groups and interviews.

- Automatically put speaking participants on stage: By default this is turned off, allowing the moderator to pick and choose who and how many respondents are staged on screen. If enabled, this will remove the staging option, instead forcibly staging the individual who is speaking at any given time.
- Show participant audio level indicators: By default this is enabled. Switching this off will remove the audio level indicators which appear next to each individuals display box across the bottom. It is useful to keep these enabled as it can help identify background noise and feedback.
- Moderators don't see themselves on stage: By default this is disabled. A preference-based option which if enabled will allow moderators to stage themselves for all other participants, without having to see themselves enlarged on screen.
- Respondents only see moderators on stage: By default this is disabled. Also a preference-based option which if enabled will prevent the respondents from seeing each other enlarged on screen when staged. Can be useful if you would prefer them to focus on the moderator but you would also like them to be enlarged so the moderator and observers can more easily see their expressions and body language.
- Observers see respondent video feeds: By default this is enabled. For privacy reasons, e.g. if a project was to be internally based, you may wish to disable this therefore preventing any observers from being able to see respondent video feeds.
- Respondents see respondent video feeds: By default this is enabled. If you would prefer the respondents to remain completely anonymous to one another, you may wish to disable this, preventing them from seeing each other's video feeds.
- Enable real-time voice transcriptions: By default this is disabled. Still in its beta phase, this tool is being worked on to be improved regularly. Offering a variety of languages, if enabled this option can allow for the use of in-session, real time subtitles and post-session transcriptions.
- Respondent reactions are private: By default this is disabled. Respondents have the ability to use reactions throughout the session. These reactions can be seen by all participants. If this switch is enabled, this will prevent respondents from seeing each other's reactions.

- Enable Translator Features: By default this is disabled. If enabled, this will allow a translator to join your session, creating two separate lines for observers to listen into (moderators can also switch between these if necessary). The original audio line allows observers to listen into the original conversation between moderator and respondents. The translated audio line allows observers to listen to the translator, who can hear the original audio themselves, but what they translate can only be heard through the translated line.
- Force Translator audio for Observers: Forces observers to only be able to listen into the translated audio and not the original audio.