Webinar Wednesday
First Nation to First Nation Learning Webinars
Evaluation Summary – May to October 2020

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November 20, 2020

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Background

The First Nations Public Service Secretariat (FNPSS) brings First Nations experts and partner organizations together to make training opportunities more readily available to BC First Nations. The FNPSS develops new tools and training, and tailors existing supports to better meet the needs of both BC First Nations, both on- and off-reserve. The FNPSS also supports coordination across organizations to both avoid duplication and identify and/or address gaps.

FNPSS Webinar Wednesdays feature speakers on topics of current interest and relevance to BC First Nations administrators and leaders, as well as community members, both on- and off-reserve. These sessions were launched during the early weeks of the COVID-19 pandemic in order to keep Indigenous peoples connected and learning together, despite an inability to travel. Evaluation forms were not circulated to participants following webinars until early May, which is why the period of the evaluation is May through October 2020, capturing eight of the first 14 webinars. Webinar Wednesdays are based on First Nation to First Nation learning and are a key element of the FNPSS Mentorship Network.

Webinar Wednesdays – Evaluation Period Overview

Working Remotely with Staff	**Communicating with Members During COVID-19**
Date: May 6, 2020	Date: May 13, 2020
Length: 44 minutes	Length: 46 minutes
# registered: 60	# registered: 76
# unique viewers: 37 (62% of registrants)	# unique viewers: 47 (62% of registrants)
Zoom Link: Webinar #15	Zoom Link: Webinar #16
Speakers:	Speakers:
• Robin Henry, Namgis First Nation • Cathy Murphy, Fort Nelson First Nation	• Melissa Quocksister, Kómoks First Nation • Juanita Lindley, Upper Nicola Band
Moderator: Celina Dorame, FNPSS	Moderator: Jehan Casey, FNPSS
Food Security During a Pandemic	**Virtual Engagement and Decision Making**
Date: May 20, 2020	Date: May 27, 2020
Length: 48 minutes	Length: 44 minutes
# registered: 181	# registered: 58
# unique viewers: 112 (62% of registrants)	# unique viewers: 33 (57% of registrants)
Zoom Link: Webinar #17	Zoom Link: Webinar #18
Speakers:	Speakers:
• Jeneen Hunt, Ditidaht First Nation • Anne Atleo, Ahousaht First Nation) • Milica Nauman, Indigenous Services Canada	• Collette Sunday, Upper Nicola Band Moderator: Jehan Casey, FNPSS
Moderator: Jehan Casey, FNPSS	
Reconciliation in a Time of Uncertainty	**Reopening Offices and Returning to Work**
Date: June 3, 2020	Date: July 22, 2020
Length: 43 minutes	Length: 60 minutes
# registered: 152	# registered: 54
# unique viewers: 106 (70% of registrants)	# unique viewers: 28 (52% of registrants)
Zoom Link: Webinar #19	Zoom Link: Webinar #21
Speakers:	Speakers:
• Dr. Robert Joseph, Hereditary Chief of the Gwawaenuk First Nation	• Robin Henry, 'Namgis First Nation • Siobhan Hutchinson, Federal Labor Program Official • Melissa Morden, Federal Labor Program Official
Moderator: Celina Dorame, FNPSS	Moderator: Jehan Casey, FNPSS

Continuing Capital Projects During COVID-19	**Outbreak! Lessons Learned from BC First Nations**
Date: September 2, 2020	Date: October 6, 2020
Length: 47 min	Length: 1 hr 15 min
Zoom Link: Webinar #23	Zoom Link: Webinar #25
# registered: 40	# registered: 204
# unique viewers: 26 (65% of registrants)	# unique viewers: 139 (68% of registrants)
Speakers:	Speakers:
• Vaughn Sunday, Executive Director, Adams Lake Indian Band • Jerry Andrew, Engineer, Adams Lake Indian Band Moderator: Celina Dorame, FNPSS	• Shannon Alfred, Health and Safety Manager, 'Namgis First Nation Health Centre • Erik Blaney, Fire Chief, Tla'amin Nation • Chris Lewis, Spokesperson / Council Member, Squamish Nation Council • Kyle Marshall, Director, Emergency Operations Center, Skidegate Band Council Moderator: Celina Dorame, FNPSS

Successes

Overview of Successes by Webinar

- The webinars were very well received – 89% of respondents (122) said the webinars mostly or completely met their expectations.
- The webinars all provided respondents with value – from discussing community examples, experiences and challenges (30% or 50), and providing solid takeaways such as information and templates (28% or 47), to learning from a broad range of speakers and panelists (20% or 33), being inspired by what they said (15% or 26), and allowing for information Q&A sessions (4% or 7).
- The average viewer attendance to registration was 64%, with a low of 52% to a high of 70%.

Webinar	# Unique viewers	# Respond ents	Met expectations	Valuable	Suggestions for improvements
Working Remotely with Staff (May 6)	37	13	100%	Information / Templates / Policies / Tools / Contacts	Provide more takeaways (materials)
Communicating with Members During COVID-19 (May 13)	47	8	63%	Information / Templates / Policies / Tools / Contacts	Provide more information / Clearer topics

Webinar	# Unique viewers	# Respondents	Met expectations	Valuable	Suggestions for improvements
Food Security During a Pandemic (May 20)	112	9	67%	Other Examples / Experiences / Challenges & Successes	Allow for more time
Virtual Engagement and Decision Making (May 27)	33	6	100%	Information / Templates / Policies / Tools / Contacts	Nothing
Reconciliation in a Time of Uncertainty (June 3)	106	34	94%	Specific Speaker / Panelist + Positive Messages / Inspiration	Allow for more time
Reopening Offices and Returning to Work (July 22)	28	11	73%	Information / Templates / Policies / Tools / Contacts	Provide more information / Clearer topics
Continuing Capital Projects During COVID-19 (Sept 2)	26	7	100%	Other Examples / Experiences / Challenges & Successes	Provide more information / Clearer topics
Outbreak! Lessons Learned from BC First Nations (Oct 6)	139	50	90%	Other Examples / Experiences / Challenges & Successes	Allow for more time

Observations

- Attendance at webinars did not drop off or pick up over the six months – it depended more on the topic rather than past attendance
- Two key themes were mentioned the most when asked what respondents valued from the webinars – 'Other Examples / Experiences / Challenges & Successes' and 'Information / Templates / Policies / Tools / Contacts' – that said, it also depended on the objective behind the webinar, as for Reconciliation in a Time of Uncertainty, the valued takeaways likely reflected the reason behind hosting that webinar: 'Positive Messages / Inspiration' and 'Specific Speaker / Panelist (reflecting Chief Dr. Robert Joseph's presentation)
- Suggestions for improvement focused on providing more time overall and more time for Q&As, and on providing more information and clearer topics.

Future Planning

- A broad versus narrow focus seems to attract participants, as do the specific session topics. Outbreak and Reconciliation have both broad and narrow focuses, as do the remaining webinars. Timing, presenters and subject relevance all likely played a role in attracting participants.

- Both on- and off-reserve community members participated in webinars. Webinars with a broader focus (e.g. reconciliation, food security, virtual engagement) attracted more off-reserve participants; promotion from the BC Association of Aboriginal Friendship Centres (BCAAFC), also boosted urban Aboriginal attendance for webinars.

- When planning future webinars, consider the value objective of the webinar (especially to provide information, to provide community examples, to bring together speakers of interest and to inspire), maximise the webinar's organisation for the chosen objective(s), and, perhaps use the value objectives in promoting the webinar.

- Consider making the webinars longer. Review the webinar's agenda to ensure an introduction by moderator includes agenda and objectives, includes Elders when possible, and possibly concludes with a list of tips or best practices as a takeaway resource. Consider providing pre-webinar, during-webinar and post-webinar resources. Consider circulating some resources, such as PowerPoint slides, in advance of the webinars. Review how questions and answers are facilitated to relieve pressure on moderator and ensure key questions are posed. Although there were only a few technical issues, one consideration would be to offer the presenter the ability to view participants, especially for talks like Reconciliation where the presenter is an Elder who wants to connect more with participants and may not be used to the computer interface. Continue working with BCAAFC to promote webinars more broadly to urban Indigenous peoples.

- There is a lot of interest in providing future webinars on a range of subjects, especially those related to HR, mental health and wellness, emergency planning and leadership.

- Future webinars should include a focus on community experiences and the learning occurring between planning a response and then implementing that plan.

- Respondents want more webinars that relate to the impact of COVID-19 on the subject area and communities.

- The average webinar survey response rate was 26%, with a low of 8% to a high of 39%. Consider reviewing how the webinar surveys are distributed to encourage more responses.

Viewers and Survey Statistics Summary

Topic	Attendance at Webinar					Post Webinar Surveys	
	# Registered	Unique Viewers	% viewers / registered	Total Users	Max Concurrent Views	# Survey Respondents	Response Rate (Unique Viewers)
Working Remotely with Staff	60	37	62%	44	35	13	35%
Communicating with Members During COVID-19	76	47	62%	54	46	8	17%
Food Security During a Pandemic	181	112	62%	130	108	9	8%
Virtual Engagement and Decision-Making	58	33	57%	38	34	6	18%
Reconciliation in a Time of Uncertainty	152	106	70%	121	109	34	32%
Reopening Offices and Returning to Work	54	28	52%	40	29	11	39%
Continuing Capital Projects During COVID-19	40	26	65%	36	26	7	27%
Outbreak! Lessons Learned from BC First Nations	204	139	68%	164	140	50	36%
Totals	**825**	**528**	**64%**	**627**	**527**	**138**	**26%**

Definitions:

Registered: Registrants who signed up through the registration site to participate in / view the webinar

Unique Viewers (Zoom): Participants who attended the webinar

Total Users (Zoom): Total number of participants who signed into the webinar at any point over the course of the webinar (this includes participants who leave and rejoin at any point, as well as those signing in by phone and/or video)

Max Concurrent Views (Zoom): The maximum number of participants who were on the webinar at any identical point in time (this number may be different from the Unique Viewers as participants could sign in on multiple devices

Respondent Profiles

Q1. Community / Organization Representation[1]

Type	#	%
Communities	45	58%
Organizations	33	42%

Community / Organization representation

Organization, 33, 42%

Community, 45, 58%
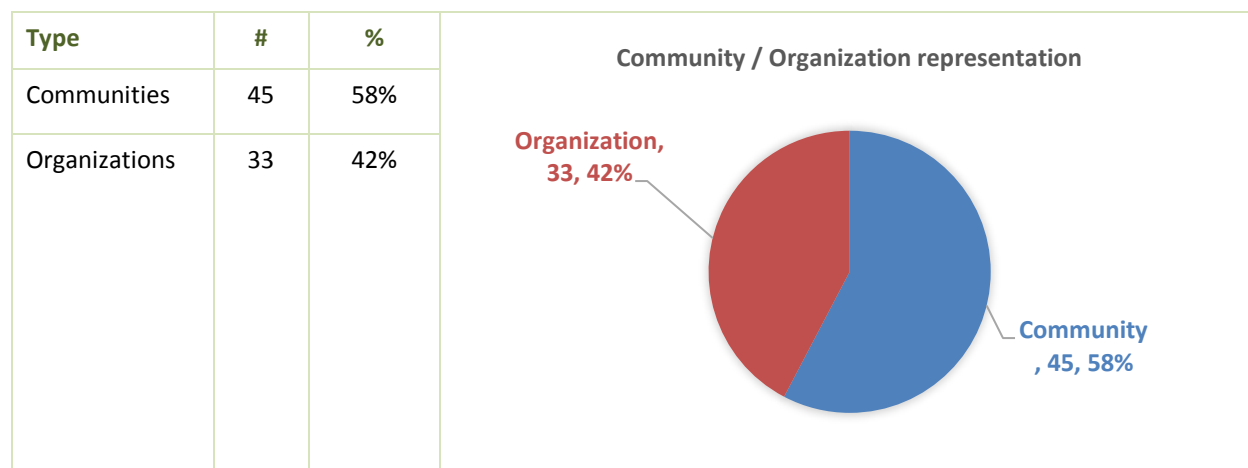
Q2. Attendance at Webinars

Summary

- Takeaway: Attendance at webinars did not drop off or pick up over the six months – it depended more on the topic rather than past attendance
- Outbreak! Lessons Learned from BC First Nations (Oct 6) had the highest number of respondents (50), followed by Reconciliation in a Time of Uncertainty (June 3) (33) and the highest number of first-time respondents as a percentage of total respondents (72% and 64% respectively)
- The remaining webinars drew between 6 and 13 respondents – the subjects were broad (e.g. communicating with members) and narrow (e.g. continuing capital projects)
- Takeaway: It is difficult to conclude if a broad or narrow focus attracts participants. Outbreak and Reconciliation have both broad and narrow focuses, as do the remaining webinars. Timing, presenters and subject relevance all likely played a role in attracting participants. Consider offering an incentive to participants in completing the survey and re-circulate the link following the webinar to the participants.

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[1] 'Which community or organization are you from?' was not asked of the Communicating with Members During COVID-19 or the Working Remotely with Staff webinars.

Overall Attendance

# Webinars Attended	#	%
Today was my first webinar	83	61%
2-4	32	23%
5-7	11	8%
8+	11	8%

How many FNPSS webinars have you attended?

8+, 11, 8%

5-7, 11, 8%

2-4, 32, 23%

Today was my first webinar, 83, 61%
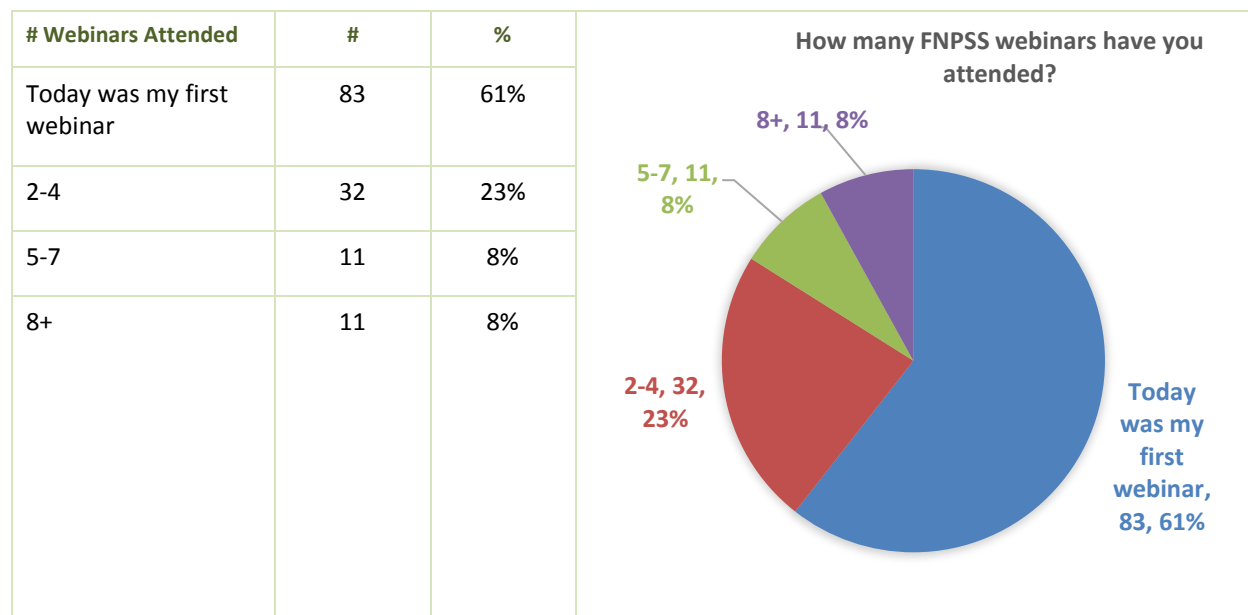
Attendance by Webinar

Webinar	1 - Today was first		2-4		5-7		8+		Total Respondents
	#	%	#	%	#	%	#	%	
Working Remotely with Staff (May 6)	5	38%	6	46%	1	8%	1	8%	13
Communicating with Members During COVID-19 (May 13)	4	50%	3	38%	0	0%	1	13%	8
Food Security During a Pandemic (May 20)	8	89%	0	0%	1	11%	0	0%	9
Virtual Engagement and Decision Making (May 27)	3	50%	2	33%	0	0%	1	17%	6
Reconciliation in a Time of Uncertainty (June 3)	21	64%	8	24%	3	9%	1	3%	33
Reopening Offices and Returning to Work (July 22)	3	27%	4	36%	2	18%	2	18%	11

Webinar	1 - Today was first		2-4		5-7		8+		Total Respondents
	#	%	#	%	#	%	#	%	
Continuing Capital Projects During COVID-19 (Sept 2)	3	43%	3	43%	0	0%	1	14%	7
Outbreak! Lessons Learned from BC First Nations (Oct 6)	36	72%	6	12%	4	8%	4	8%	50

Expectations

Summary

- The webinars were very well received – 89% of respondents (122) said the webinars mostly or completely met their expectations.
- Adding up the % of respondents who choose 'Completely' and 'Mostly':
  - Three webinars received 100%: Continuing Capital Projects During COVID-19, Working Remotely with Staff, and Virtual Engagement and Decision Making
  - Two webinars received lower results around expectations (about 65%): Communicating with Members during COVID-19 and Food Security During a Pandemic

Q. 3 Expectations

Overall Expectations

Response	#	%
Completely	73	53%
Mostly	49	36%
Somewhat	15	11%
Not really	0	0%
Not at all	1	1%
Total	138	

Did today's webinar meet your expectations?

Not at all, 1, 1%
Somewhat, 15, 11%
Mostly, 49, 35%
Completely, 73, 53%
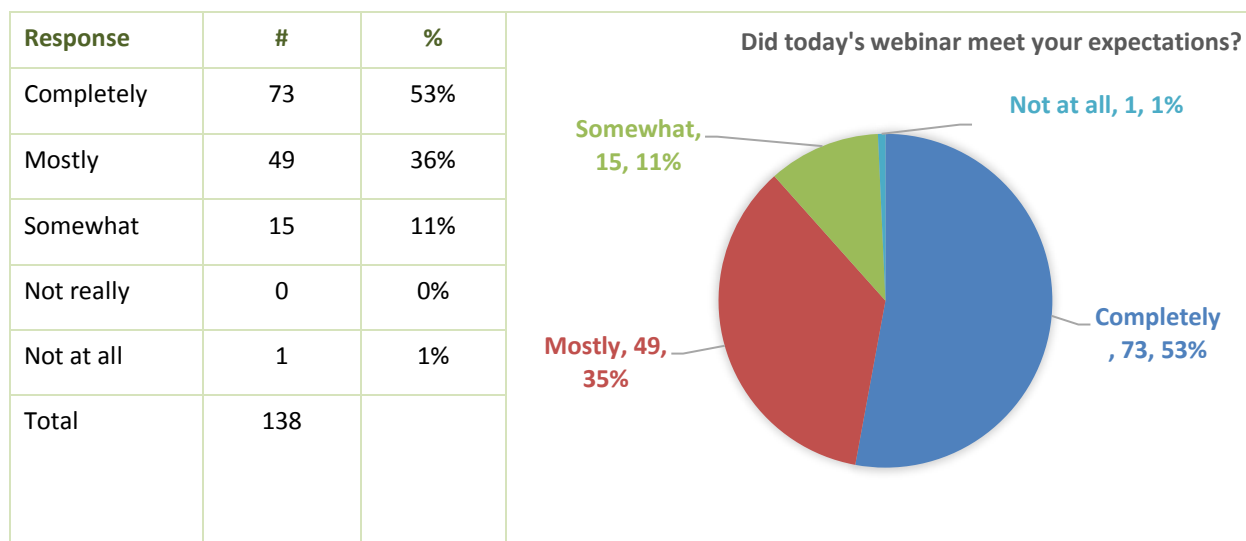
Expectations by Webinar

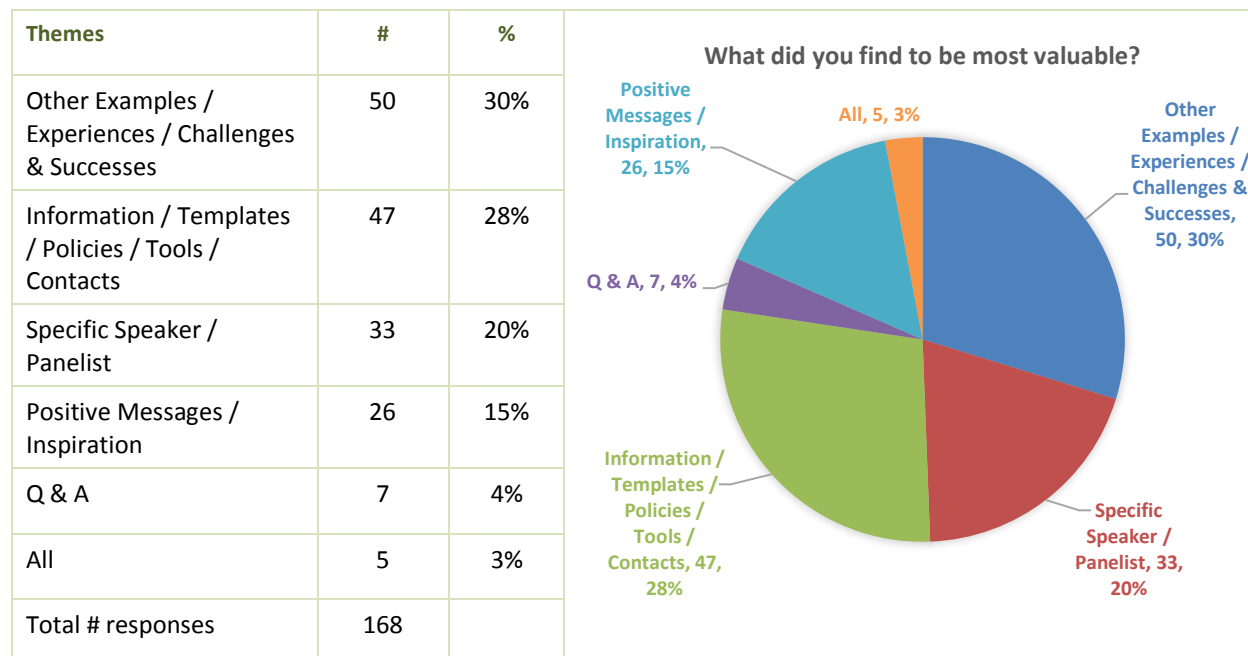| Webinar	Completely		Mostly		Somewhat		Not Really		Not at All		Total respondents
	#	%	#	%	#	%	#	%	#	%	
Working Remotely with Staff	7	54%	6	46%	0	0%	0	0%	0	0%	13
Communicating with Members during COVID-19	0	0%	5	63%	3	38%	0	0%	0	0%	8
Food Security During a Pandemic	3	33%	3	33%	3	33%	0	0%	0	0%	9
Virtual Engagement and Decision Making	5	83%	1	17%	0	0%	0	0%	0	0%	6
Reconciliation in a Time	21	64%	10	30%	2	6%	0	0%	0	0%	33
Reopening Offices and Returning to Work	2	18%	6	55%	3	27%	0	0%	0	0%	11
Continuing Capital Projects During COVID-19	3	43%	4	57%	0	0%	0	0%	0	0%	7
Outbreak! Lessons Learned from BC First Nations	32	63%	14	27%	4	8%	0		1	2%	51

Most Valuable

Summary

- The webinars all provided respondents with value – from discussing community examples, experiences and challenges (30% or 50), and providing solid takeaways such as information and templates (28% or 47), to learning from a broad range of speakers and panelists (20% or 33), being inspired by what they said (15% or 26), and allowing for information Q&A sessions (4% or 7)

- Takeaways: Two key themes were mentioned the most when asked what respondents valued from the webinars – 'Other Examples / Experiences / Challenges & Successes' and 'Information / Templates / Policies / Tools / Contacts' – that said, it also depended on the objective behind the webinar, as for Reconciliation in a Time of Uncertainty, the valued takeaways likely reflected the reason behind hosting that webinar: 'Positive Messages / Inspiration' and 'Specific Speaker / Panelist (reflecting Chief Dr. Robert Joseph's presentation)

- Takeaway: When planning future webinars, consider the value objective of the webinar (especially to provide information, to provide community examples, to bring together speakers of interest and to inspire), maximise the webinar's organisation for the chosen objective(s) and perhaps use the value objectives in promoting the webinar

Q. 4 Value

Overall Value

Themes	#	%
Other Examples / Experiences / Challenges & Successes	50	30%
Information / Templates / Policies / Tools / Contacts	47	28%
Specific Speaker / Panelist	33	20%
Positive Messages / Inspiration	26	15%
Q & A	7	4%
All	5	3%
Total # responses	168	

What did you find to be most valuable?

- Positive Messages / Inspiration, 26, 15%
- All, 5, 3%
- Other Examples / Experiences / Challenges & Successes, 50, 30%
- Q & A, 7, 4%
- Information / Templates / Policies / Tools / Contacts, 47, 28%
- Specific Speaker / Panelist, 33, 20%

Value by Webinar

Webinar	Other Examples / Experiences / Challenges & Successes		Specific Speaker / Panelist		Information / Templates / Policies / Tools / Contacts		Q & A		Positive Messages / Inspiration		All	
	#	%	#	%	#	%	#	%	#	%	#	%
Working Remotely with Staff	4	24%	1	6%	10	59%	1	6%	1	6%	0	0%
Communicating with Members During COVID-19	2	22%	1	11%	4	44%	0	0%	1	11%	1	11%
Food Security During a Pandemic	6	50%	2	17%	4	33%	0	0%	0	0%	0	0%
Virtual Engagement and Decision Making	1	14%	2	29%	3	43%	1	14%	0	0%	0	0%
Reconciliation in a Time of Uncertainty	1	2%	21	43%	2	4%	2	4%	22	45%	0	0%
Reopening Offices and Returning to Work	0	0%	1	9%	10	91%	0	0%	0	0%	0	0%
Continuing Capital Projects During COVID-19	3	43%	1	14%	2	29%	0	0%	1	14%	0	0%
Outbreak! Lessons Learned from BC First Nations	33	58%	4	7%	12	21%	3	5%	1	2%	4	7%

Notable Quotes

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Working Remotely with Staff

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♦ *Learning of policy to adopt during this time, how others are handling the remote work situation*

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Communicating with Members During COVID-19

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♦ *Knowing that I'm doing pretty much the same thing as other communities*
♦ *Hearing what other tools professionals are using*

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Food Security During a Pandemic

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♦ *The gardening, how it has expanded in Ahousaht for individuals to start their own garden*
♦ *Hearing the experiences of community leaders, but also having that balanced with info from ISC for context*

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Virtual Engagement and Decision Making

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♦ *Speakers sharing on timely, relevant topics as advertised*

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Reconciliation in a Time of Uncertainty

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♦ *Relaxed nature of Chief Joseph. He made the knowledge accessible and digestible*
♦ *The inspiring and empowering words of Chief Dr. Robert Joseph - the reminders of we are all one - improve the human condition, it starts with ourselves, continue to speak our truth and empower others*

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Reopening Offices and Returning to Work

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♦ *Regulatory information on managing HR through COVID and advice on how to plan for getting staff back to work*
♦ *The panel of speakers, both were very knowledgeable and provided great information*

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Continuing Capital Projects During COVID-19

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♦ *First Nations sharing their experience with other First Nations*

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Outbreak! Lessons Learned from BC First Nations

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♦ *Hearing about the achievements and challenges of FN communities when facing covid-19*
♦ *Speakers from the communities with their experience, leadership and messages to help our nation prepare for all emergencies*
♦ *The people who were panelists were very thorough and used real life experiences to answer the questions*
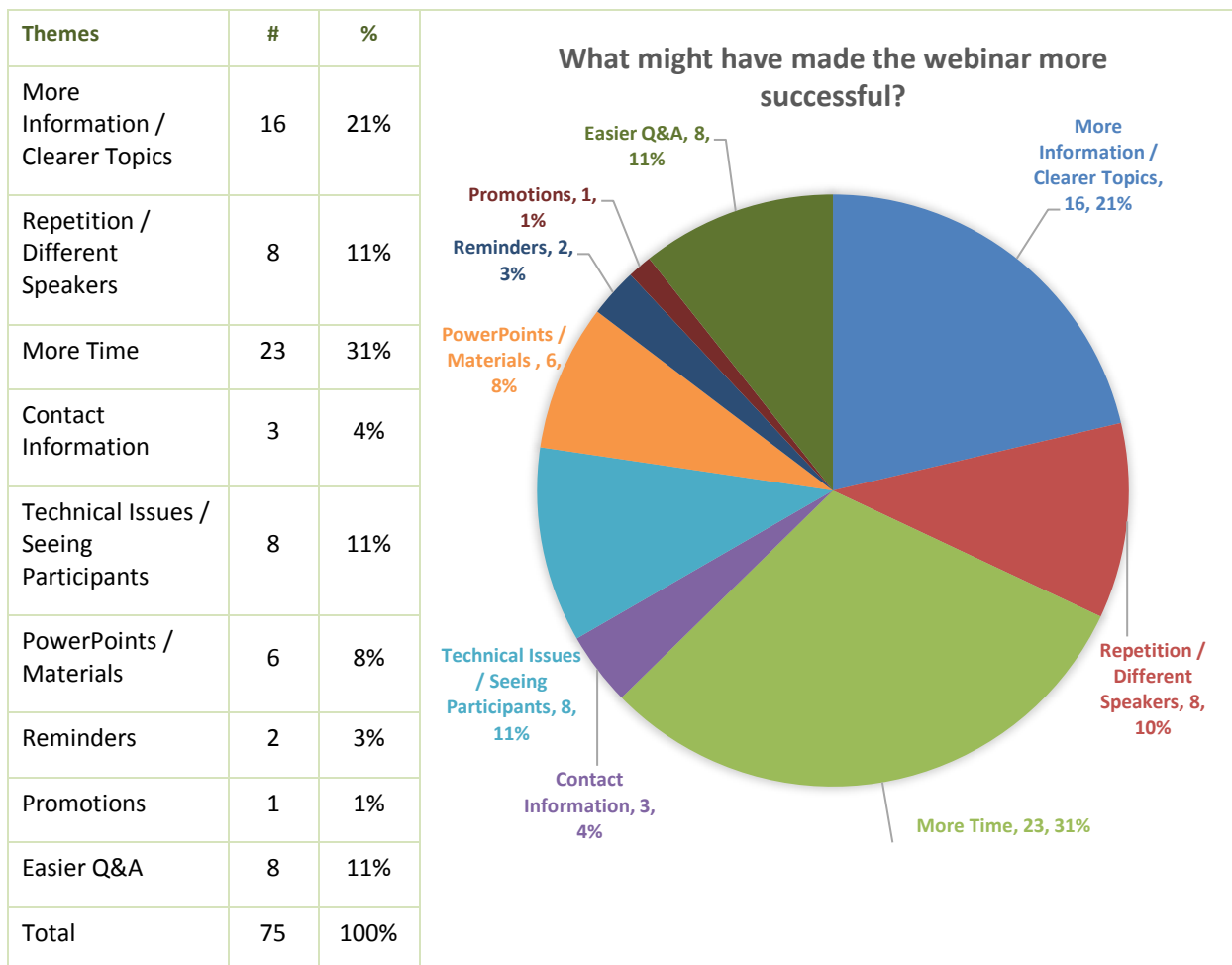
Suggestions for Success

Summary

- Of the 112 respondents who answered this question, 53 (47%) said the webinars were "great" and there was "nothing" that could have been done to make it more successful.

- Of the remaining who provided suggestions, the respondents mostly wanted more time (31% or 23) overall and specifically, more time for questions and an easier way to organise the Q&A (11% or 8).

- A second significant theme was as "more information / clearer topics," eliciting general comments such as "A clearer explanation/introduction of the topics each presenter would be focusing on," "A bit of repetitiveness so maybe a bit of discussion with the presenters to note overlap and have them read notes to ensure they repeat themselves," "Elders share experiences from the nation," "what they have in place at their communities, solutions to challenges they had addressed already" and "tips" to specific comments such as "How to deal with Contractors or workers from out of province" and "A few more pointers on how to engage around reconciliation at this time."

- The comments around technical issues (11% or 8) involved one presenter and a few participants not being able to participate or having technical issues while trying to join the webinar, remote connections creating lag and presenters not being able to see participants.

- The remaining suggestions were quite specific, such as suggestions to communicate more with participants before the webinar (e.g. sending reminders), to provide the contact details of the presenters so that participants can ask questions after the webinar is over, and to provide more materials that support the webinar before, during and after.

- Takeaway: Consider making the webinars longer. Review how questions and answers are facilitated. Review the webinar's agenda to ensure an introduction that includes an agenda and objectives, includes Elders when possible, and possibly concludes with a list of tips or best practices as a takeaway resource. Consider providing pre-webinar, during-webinar and post-webinar resources. Although there were only a few technical issues, one consideration would be to offer the presenter the ability to view participants, especially for talks like Reconciliation where the presenter is an Elder who wants to connect more with participants and may not be use to the computer interface. Continue working with BCAAFC to promote webinars more broadly to urban Indigenous peoples.

Q. 5 Suggestions for Suggest

Overall Suggestions

Themes	#	%
More Information / Clearer Topics	16	21%
Repetition / Different Speakers	8	11%
More Time	23	31%
Contact Information	3	4%
Technical Issues / Seeing Participants	8	11%
PowerPoints / Materials	6	8%
Reminders	2	3%
Promotions	1	1%
Easier Q&A	8	11%
Total	75	100%

What might have made the webinar more successful?
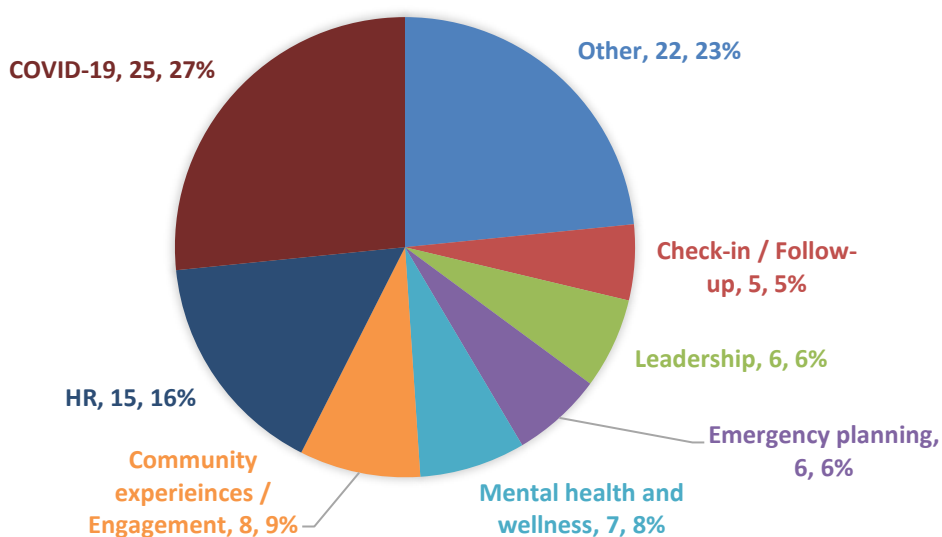

Future Webinars

Summary

Q. 6 Ideas for Future Webinars

- 55 respondents provided 94 ideas for future webinars
- Suggestions for future webinars were largely around responses to COVID-19 (27% or 25) – not the pandemic itself but how it relates to all the other themes presented by respondents, such as remote working, legalities, mental health and wellness, emergency management, land management, etc.

- Takeaway: Respondents want more webinars that relate to the impact of COVID-19 on the subject area and communities
- Human resources (16% or 15) related webinar suggestions also received several topic ideas, such as webinars on working remotely, employee benefits, supporting employees, policies, courses employees can take, communication / collaboration between departments, return to work plans, HR / office polices and legal information related to COVID-19, and workplace bullying
- Respondents want more webinars that reflect community experiences, such as on lessons learned on how communities, individuals, and government can better work together, on the differences between the plan and the implementation of the plan, and specifically how those communities that have experienced a COVID-19 outbreak have addressed it. They suggested a webinar on how to engage the community during (during times of social isolation). They requested "check ins" with communities after this first series of webinars on what is working and not working using the knowledge gained during the webinars.
- Takeaway: There is a lot of interest in providing future webinars on a range of subjects, especially those related to HR, mental health and wellness, emergency planning and leadership.
- Takeaway: Future webinars should include a focus on community experiences and the learning occurring between planning a response and then implementing that plan.

Future webinars

Pie chart data:
- COVID-19, 25, 27%
- Other, 22, 23%
- Check-in / Follow-up, 5, 5%
- Leadership, 6, 6%
- Emergency planning, 6, 6%
- Mental health and wellness, 7, 8%
- Community experieinces / Engagement, 8, 9%
- HR, 15, 16%

Theme	#	%
COVID-19: Many suggested related to a topic and its connection to COVID-a9: restart plan, preparing for a second wave and future planning, band operated buildings and COVID-19, post-COVID-19 strategies, Engaging the public/soliciting public input during times of social isolation, etc.	25	27%
HR: Working remotely, employee benefits, supporting employees, policies, courses staff can take, communication/collaboration between departments, return to work plans, HR / office polices and legal info related to COVID-19, workplace bullying	15	16%
Community experiences / Engagement: More sharing of community experiences, challenges / successes, best practices, dealing with disasters, community partnerships	8	9%
Mental health and wellness: BC Emergency & Mental Health Coordinators, suicide, overdoses, staff burnout, traditional healing	7	7%
Leadership: Indigenous leaders, FN women leadership at community and govt levels, regional public officials to speak on regional preparedness, leadership and system change methods	6	6%
Emergency planning: Project management 101 in emergency unpredictable situations; Have Nation Emergency Coordinators and Mental Health and Wellness Coordinators share what the Nations are doing for all Emergency Planning, How to source PPE, CSCS materials/supplies	6	6%
Check-in / Follow-up: Requests to offer webinars that follow up on previous webinars	5	5%
Funding: Emergency funding, how did other FN spend ISC COVID-19 funding, on and off reserve emergency/COVID-19 funding,	3	3%
Legal: HR related to working remotely, related to virtual engagement and decision making	3	3%
Governance: Referendum and voting during COVID-19, More on policy development, Examples of collaboration between departments, communication - what works and what doesn't	3	3%
Land management: Bands that are in RLEMP, how to transition into FNLM, How are Natural Resource teams still doing consultations	2	2%
Capital management: Capital planning, Band Operated Buildings and Covid-19. What a restart plan is? and how to implement it.	2	2%
Working with ISC: Share FN perspectives of work with ISC	2	2%
Youth: Topics related to youth and how to support them in different ways	2	2%
Speakers: Chief Dr. Joseph	1	1%
Education: Education Coordinators, around how to deal with upcoming Post-Secondary education application deadlines and Reporting to ISC	1	1%
Housing: Members of the Housing and Infrastructure Council, AHMA, BC Housing and ISC to talk about housing and homelessness challenges for many of our members	1	1%
Food security: More about food security, particularly for the North	1	1%
Demographics: Stats Canada and Census	1	1%