



## Internal Sales Competition (ISC) Modality Guide

### Key Safety Take-a-Ways for being On Campus

- Guests will be instructed to do daily health checks and not attend onsite if they have any COVID-19 symptoms
- Masks (other than while eating) are required for all attendees regardless of vaccination status
- Hand sanitizer located at each table or room depending on the portion of the event
- Each guest will receive a personal pack of disinfectant wipes so they can clean hard surfaces like table tops and chair backs if they want
- Assignment Schedules are used extensively at ESSPS events and provide an audit trail of who is where, when, etc
- Naturally in small groups throughout most of the event
- Onsite guests will use their personal laptop, mobile device, and accessories if/when interacting with an online guest and will be able to connect using QR codes
- Onsite partners will use their personal laptop or mobile device and accessories to enter judge scores

### Food

- Onsite guests will be provided with meals and snacks per the agenda
- Online guests will be fed and focused using an e-allowance from the ESSPS [Grubhub](#)

### What to Bring/Use

- Students and Faculty
  - Register in advance for the event and declare their modality.
  - Onsite students bring their laptop, mobile device, and accessories such as air pods (ie: integrated speaker, noise canceling, microphone) so they can use it if/as needed for the coaching/interviewing session and other parts. Note that an ISC laptop will be used for role play sellers that are mixed modality and will be cleaned after each use.
  - Online students use their own laptop/computer
- Professionals/Companies
  - Register in advance for the event and declare their modality
  - Onsite professionals bring their laptop, mobile device, and accessories such as air pods (ie: integrated speaker, noise canceling, microphone) so they can use it to enter judge scores and if/as needed for coaching/interviewing and other parts. Note that an ISC laptop will be used for role play buyers that are mixed modality and will be cleaned after each use.
  - Online professionals use their own laptop/computer
- Zoom Settings and Links
  - [Zoom Meeting 5.3.0 or higher is required](#)
  - Screen and file sharing will be enabled
  - Rename yourself with your name and company (ie: John Smith – ABC Company) so other guests and ESSPS Admins know who you are
  - Be prepared to self-select breakout rooms ([tutorials, testing](#)). Breakout room naming for open networking will look like the following:
    - Company Name – Team Member Name
    - Special Guest – Guest Name
  - Links will be sent on or before October 13 (W) as a series of calendar invites with notes specific to that portion of the event. Expect 6 calendar invites.
    - Online guests will also receive an email from [Grub Hub](#) to access their e-allowance

## **Flow**

- **Welcome, Orientation, Awards**
  - Onsite in Savage Business 1200AB
    - Welcome and Orientation - online will watch a Mediasite live stream from a room back in Savage Business because the orientation will be tailored for online guests and use the Question button to send in a question
    - Awards – online will watch a Mediasite live stream from SB 1200AB
- **Role Plays**
  - Rounds
    - Round 1 - Onsite students will be aligned with onsite professionals and online students will be aligned with online professionals as much as possible. Modalities may be mixed within a role play room if needed to balance out a room.
    - Finals – modalities will likely be mixed
  - Modalities
    - Onsite – seller/buyer in the physical room (hallway for debrief), admin in control room using Mediasite, judges in the classroom. Mediasite live stream.
    - Online – seller/buyer in Zoom room (breakout room for debrief), admin in the physical room on a laptop that is connected to a Mediasite recorder (laptop will either be the HDMI video/audio input or screen/media input), judges online in Mediasite Showcase (use Comments button to show they are ready for next role play; ESSPS Admins will also use Comments to alert that the next role play seller is ready and will name the seller for the judges). Mediasite live stream.
    - Mixed – seller in physical room talking to the Zoom laptop as the buyer will be in Zoom (or reverse with seller/buyer; only rooms D through F can be used for mixed because one of the Zoom laptops has to physically connect with the Mediasite recorder; breakout room for debrief), admin #1 in control room using Mediasite, admin #2 in control room as Zoom host, judges in the classroom or online in Mediasite Showcase (use Comments button to show they are ready for next role play; ESSPS Admins will also use Comments to alert that the next role play seller is ready and will name the seller for the judges). Mediasite live stream.
  - Notes
    - ISC laptop provided for the role playing seller/buyer if mixed modality is being done and will be cleaned in between each student’s role play (or at end of round for buyers)
    - Mediasite player will have judge graphic in upper corner that is linked to the online judge eval. Graphic will be changed (and link removed) after the event is over.
    - Link for online judge eval will also be emailed out
    - Online judges will login to Mediasite Showcase using a generic username/password that will be the same one as for Guest CARLOS. Judges can also use their company login.
    - Online and mixed role plays will use a Zoom waiting room to check in the seller and/or buyer
    - Each room in each round will be its own Mediasite stream/link. Editing will need to be done after the event to cut the round into individual role plays.
    - Each role play room will also have a Communication Specialist who will make calls (or texts) to guests as needed to help get them ready (and send emails as needed). Communication Specialists will also handle further internal communications between Floats, Division Leads, etc to address issues if/as needed.

- **Lunch/Cafeteria/Open Networking**
  - Open networking with companies as the destination. Includes announcement of which students made it to Finals.
  - Onsite – in general space throughout SB 1200 AB
    - Onsite professionals will sit where they want to eat
    - Onsite students will
      - Walk over to the spot of the onsite company they want to talk to
      - Talk to online companies by scanning the QR code for that partner’s Zoom main room and then selecting that company’s breakout room. ESSPS Admins will admit them from the Zoom waiting room.
    - Finalists are announced in SB 1200 AB during lunch
  - Online – Zoom
    - Online companies will have a Zoom link for the main room (and will have their own breakout room within that main room). ESSPS Admins will admit them from the Zoom waiting room. Online companies then self-select to move into their company’s breakout room.
    - Online students can only talk to online companies for this portion of the event. ESSPS Admins will admit them from the Zoom waiting room. Online students then self-select to move to the company breakout room of their choice.
    - Keep your video on and audio muted while in the main room
    - Main room will have quiet music playing
    - Finalists are announced in the Zoom Cafeteria during lunch. ESSPS Admin will send a broadcast message when we are close to being ready in the main room.
- **Coaching/Interviewing**
  - Onsite students will be aligned with onsite professionals and online students will be aligned with online professionals as much as possible. Modalities may be mixed to ensure everyone is grouped up.
  - Modalities
    - Onsite – students and professionals will be in various classrooms, seminar rooms, and conference rooms.
    - Online – student/professional groupings will be in Zoom and spread out across 1 or more Admins (and Zoom links)
    - Mixed – will have onsite student (or professional) use one of the smaller rooms (role play room, seminar room, conference room) and their laptop to join a Zoom. Online and mixed will be spread out across 1 or more Admins (and Zoom links).
  - Notes – guests will be checked in in their physical room or Zoom room. Zoom waiting rooms will be in use.
- **Customer Service**
  - Help is available throughout via student workers onsite, a dedicated Zoom link, 419-530-6133, and [edwardschmidtschool@utoledo.edu](mailto:edwardschmidtschool@utoledo.edu)

## **Timeline**

- 8:30-8:45 Check-in
- 8:45-9:00 Welcome and Orientation
- 9:15-10:55 Round 1
- 11:00-12:00 Lunch
- 12:15-12:45 Coaching/Interviewing Session
- 1:00-3:00 Finals
- 3:15-4:00 Awards