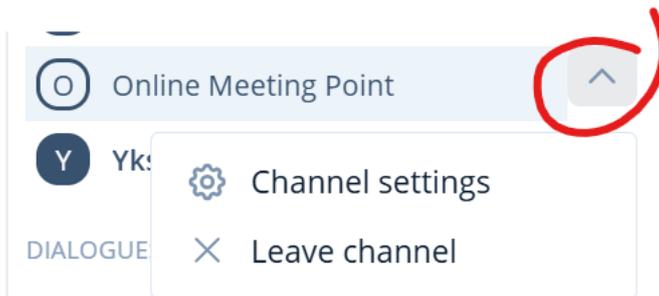# Checklist for volunteers at Online Meeting Place

Volunteer 1: **Opening and closing the channel + canned messages**

1. **Log in to Ninchat platform** at least a few minutes before the chat is about to start for checking the channel name and opening the channel.

2. **Open the channel settings.**

3. **Check the channel name and update it if needed.** Channel name is the name of the chat and the participants can see that text on the chat block. You´ll find the names for regular chats in the channel topic. Copy the name to the channel name. Remember to save the changes.
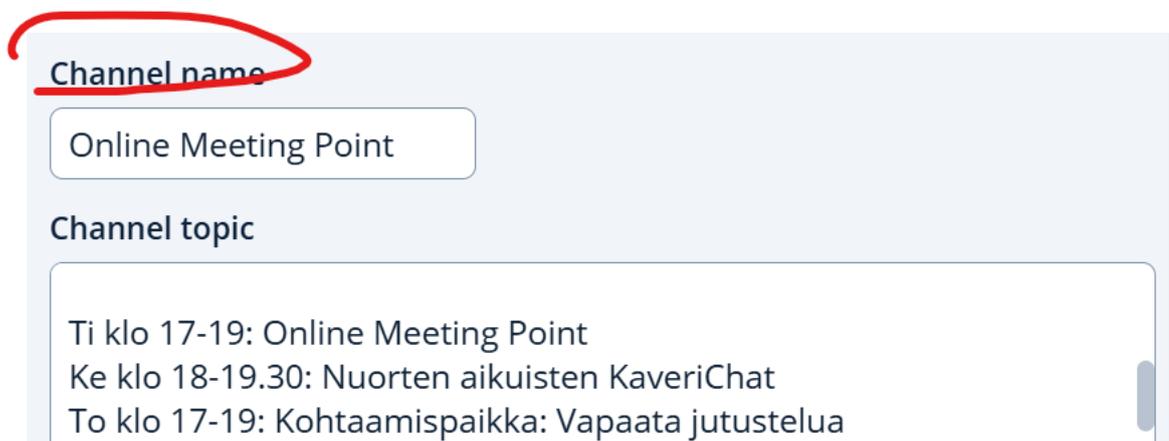
4. **Open the channel** from the channel settings by <u>clicking off</u> the setting "channel is closed". Remember to save changes. The channel is now open.
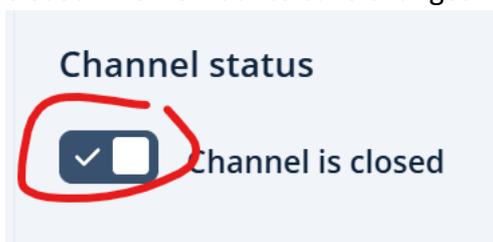
5. **Open the chat area by clicking the channel name and add the following canned messages right after opening the channel:**

   + *KohtaamispaikkaOnlineMeetingPlace/TervetuloaWelcome*
   + *KohtaamispaikkaOnlineMeetingPlace/TurvallisempitilaSaferspace*

   You´ll find the list of canned messages with slash = / . Then choose the English versions of canned messages.

   Click the message you want to send and it will appear to your chat box. Then send the message.
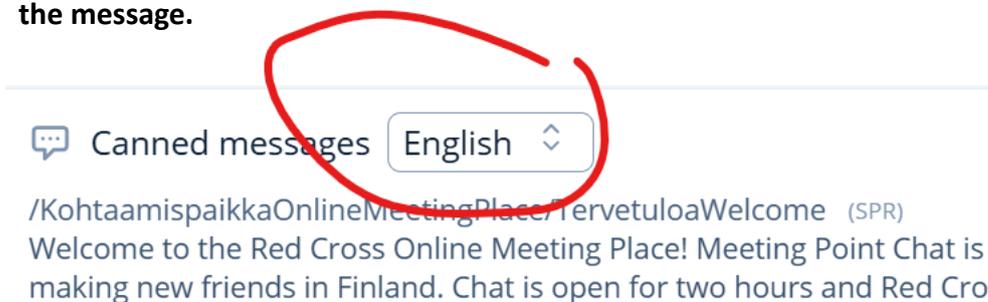

6. **You can also add other canned messages during the chat if needed.** There is for example a canned message which you can use when you recognize new participants online and want to encourage them to join the chat. If you talk about loneliness, you can also add the link for requesting an online friend.

7. **You can add the feedback message** (*KohtaamispaikkaOnlineMeetingPlace/palautekyselyFeedback)* during the chat if there are participants leaving the chat.

8. *When the chat is about to end, add the closing message* (*KohtaamispaikkaOnlineMeetingPlace/*LopetusEnding).

9. *Close the channel* from the channel settings by clicking on the setting "channel is closed" and save the changes.

<mark>**Volunteer 2: Reporting**</mark>

When the chat has ended, read through the whole chat discussion and write down to the Excel-file the following information:

1. **Discussion topics** (just the main topics of the chat, you don´t need to list everything)

2. **Notes or observations from the chat.** You can fill this field if there was some wishes, feedback or for example worrying observations during the chat.

3. **Count and write down all the nicknames**. All participants with nickname have participated the chat with at least on comment.

4. **Count and write down the number of followers.** That means that you need to count all notifications of person **leaving** the chat without nickname. Don´t count the "joined conversation" notifications, because some of these people start chatting and then get a nickname and you already counted them.
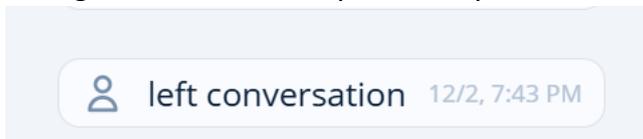
5. **Decide with together with the other volunteer, which grade you would give for the chat. The scale is:**
   1. Very bad
   2. Quite bad
   3. Not bad or well
   4. Quite well
   5. Very well