



NREN's Role as a Meeting Facilitator for Higher Education

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A long time ago in Funet not so far away...

- Found out peer support is valuable
- Started hosting regular customer meetings in Zoom...



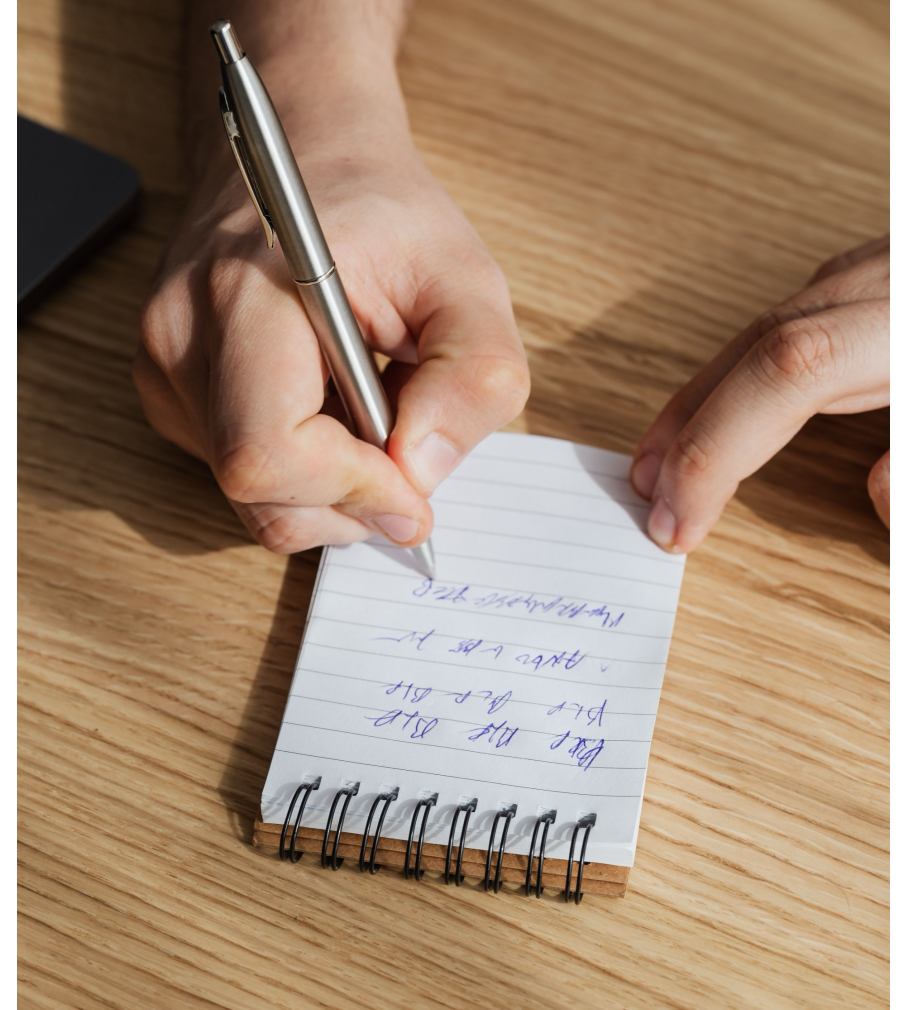
Train from Finland to Sweden (yle.fi)

crickets



1. Always have an agenda

- Service related news
- Release notes
- Security vulnerabilities
- Long monologues
- Community discussion...

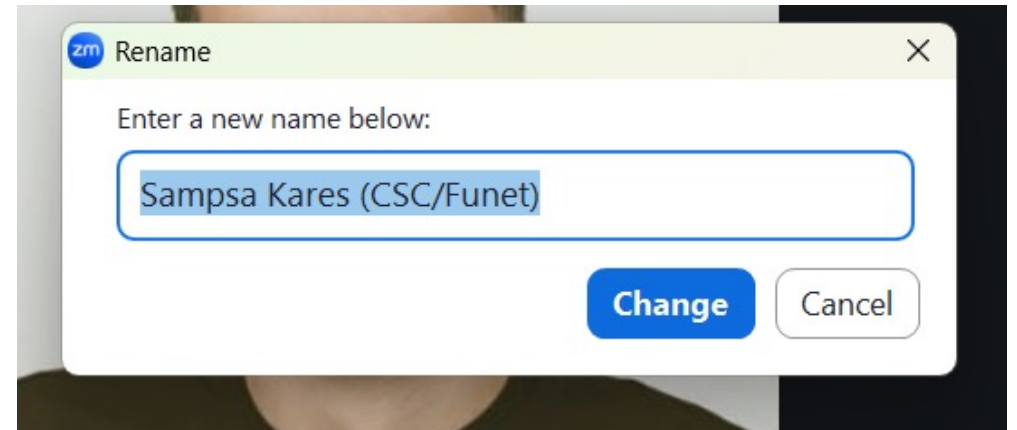


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2. Start with an opening activity

- Activate users in the beginning
- We ask participants to add their organisation name in their display name in Zoom
 - Extra value
 - Activation (at least for some time...)



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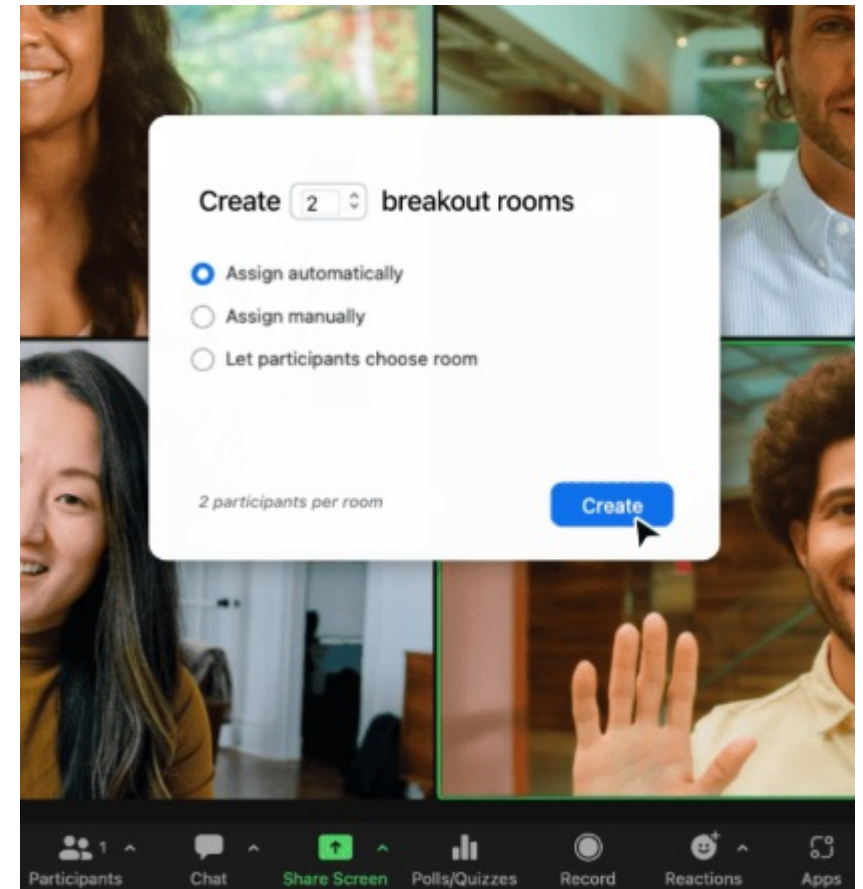
3. Don't leave the discussion until the very end

- Do not ask "Any questions?" just before the meeting ends ❌
- Two discussion sections ✅



4. Breakout Rooms

- If e.g. working on a document together
- First half of the meeting
 - split the group into pairs
 - each pair works on different question
- Second half of the meeting
 - Discussion...



Conclusion

- Customers feel more comfortable talking to each other
- Solutions are shared faster

