



CHENREZIG
INSTITUTE

Terms and Conditions for online participants

The audio visual equipment that we use:

- Head Microphone for the teacher.
- Hand Microphone for the participants in the room.
- One camera facing the teacher.
- One camera facing the audience (not always used).
- A screen (usually used to project an image of the translator or if the teacher is sharing content).
- Two computers for the multimedia volunteer to manage the operation and to check sound and project image.
- A third computer for the teacher or the Visitor Information volunteer, if it is required.
- Two speakers from where the microphone and the computer sound goes out to the gompa.

With this equipment the centre can facilitate teachings, retreats and pujas, through zoom calls and by posting them on our YouTube Channel ([@ChenrezigInstituteAustralia](#)).

The teachers are requested to speak into the microphone during all the teachings, and when the participants are going to ask a question or make a comment they are requested to use the hand microphone.

Limitations with the equipment and the setup

Even though we work as hard as we can to provide the best experience, this equipment has a few limitations that can change the online experience compared to the one happening in the gompa. These are:

- If the teacher is showing something that requires movement (i.e. how to make a prostration) it is not possible for them to keep the microphone on.
- The hand-mic will generally only be able to amplify the voice of the person holding it. It is not able to capture all the background sound in the gompa, the short off mic exchanges or the spontaneous reactions.
- We have one volunteer in charge of moving the microphone around, this means that this person has to move sometimes between 20 or more people distributed around the space, which makes it hard to catch all that is happening in the gompa.
- It is not possible to share conversations between the teacher and the students that happen after the session is finished and the microphones are off.
- Depending on the internet connection in the gompa and/or in the homes of participants there can be a delay between the image and the sound, or the image can be blurry.
- The communication between the online participants comes through the multimedia volunteer. At some times in a teaching session it can be awkward to create a direct channel of communication between the online students and the teacher and students in the gompa.

Practical aspects of the sessions

- We ask participants to keep their cameras off during the teachings to protect the bandwidth of the connection, and to have a clearer presentation in YouTube streaming. Occasionally the teacher may ask for participants to turn their cameras. In this situation, if the student feels comfortable with this, they can turn their camera on.
- We ask participants to keep their microphones muted, so we don't have interruptions during the sessions.
- Online participants can raise their hand (reaction button in the bottom on the zoom controls) to ask for a space to participate. The multimedia volunteer will notify the teacher when it is appropriate and at that moment the camera and microphone can be turned on/unmuted by the online participant.
- Another way to ask questions and participate is writing them in the chat. We ask participants to send everything to “everyone in the meeting” and only if it is necessary to send a “direct message” to Chenrezig Institute.
- In discussion groups, usually the people online will make their own group, or depending on the amount of people, multiple groups. If there are not enough people to have a good group online, a computer will be set up so they can join a group in the gompa.
- We ask for the chat to be used just in regards to the activities that are happening in the teaching/gompa. If there's a question, complaint or follow up on a subject, please contact: multimedia@chenrezig.com.au

Multimedia Volunteers

Our centre runs thanks to the great work and continuous efforts of our volunteers.

The multimedia volunteer facilitating online access is also actively involved in what is happening inside the gompa (paying attention to the teachings, doing the prayers in the pujas, doing the practices and attending the retreats).

This means that they are also in a transformation process. Please treat them with the same respect and sensitivity as you would any of the other participants.

During the breaks the volunteer is most likely to take time off, which could mean that they are not going to be able to see or respond if a question or a conversation is happening in the chat at that time. The volunteer will respond if that question or conversation still requires a response when they return for the next session.

Student Conduct

We recognize that the process of transforming our minds can be beautiful, and also a challenging process. That's why to create the most safe space that we can, we ask all of our participants, whether online or in person, to be respectful in communication with our teachers, volunteers and other students.

This means that harmful or disrespectful language and content, shared in the chat or as a shared screen or any form of abuse towards any other person is prohibited. In the unlikely event that this happens, it is at the volunteer's discretion to mute the participant's microphone, turn off the participant's camera or remove the participant from the call.