TEI's Guide to Using Attendee Hub

What is Attendee Hub?

Attendee Hub is an online event platform utilized by TEI and is used to house course materials and a link to your online classroom. All participants will have access to Attendee Hub for 30 days after the conclusion of their TEI Program.

## How do I access Attendee Hub?

One week before your TEI course is scheduled to start, you will receive instructions for logging in to Attendee Hub. To access your course page, please follow these steps:

1. Visit the web page provided in the welcome email sent before your course's commencement.
2. Provide the requested information: First Name, Last Name, and Email address used during the registration process.
3. Click the 'Next' button, and the page will refresh to a screen indicating 'Almost Done' with a box requesting a numeric verification code.
4. A numeric code will be sent to your registered email address in less than a minute. Upon receiving the code, enter it in the box and tap the 'Log in' button to authenticate your registration.
5. To access a course you have registered for, search for your session by clicking the calendar icon at the top right portion of the screen. All your registered courses should be listed here. Choose your course by tapping the course name. Once you arrive at the specific course page, you can join the zoom room by tapping the 'Join Session' button.
6. Tap the 'Join Session' button to join the Zoom room session. As a reminder, this button will only be available five minutes prior to the start of the course. Alternatively, you may access the Zoom link directly from your welcome email.
7. If you need to log in again, please follow steps 1-4 to access the Attendee Hub platform. *Note: Once you're logged in, you will stay logged into the event for 24 hours if you accept website cookies.*
8. When you log into Attendee Hub, you will also see the option to connect with your peers on the Discussion Boards. Go to Discussions tab to learn more.
9. When viewing all available sessions in the 'All Sessions' tab, please do not click on the 'Remove/Remove Session' button as this will unregister you from a registered session. If you inadvertently clicked this button, contact TEI (tei@cgu.edu) immediately to resolve this issue.
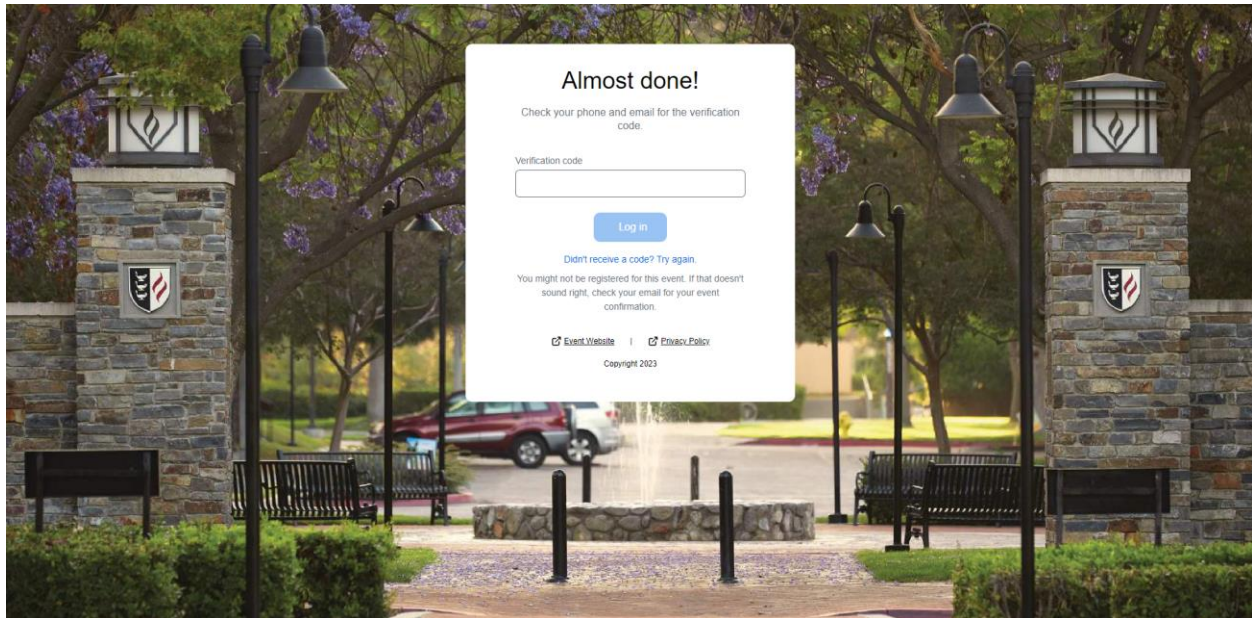
Note: If you encounter issues such as an invalid email address or do not receive the numeric code, contact us at tei@cgu.edu. We recommended to logging in 24 hours before the the start of your course to test your login credentials and familiarize yourself with the platform.

Every time you log in to Attendee Hub for a TEI session, the page should look like this:

Log in
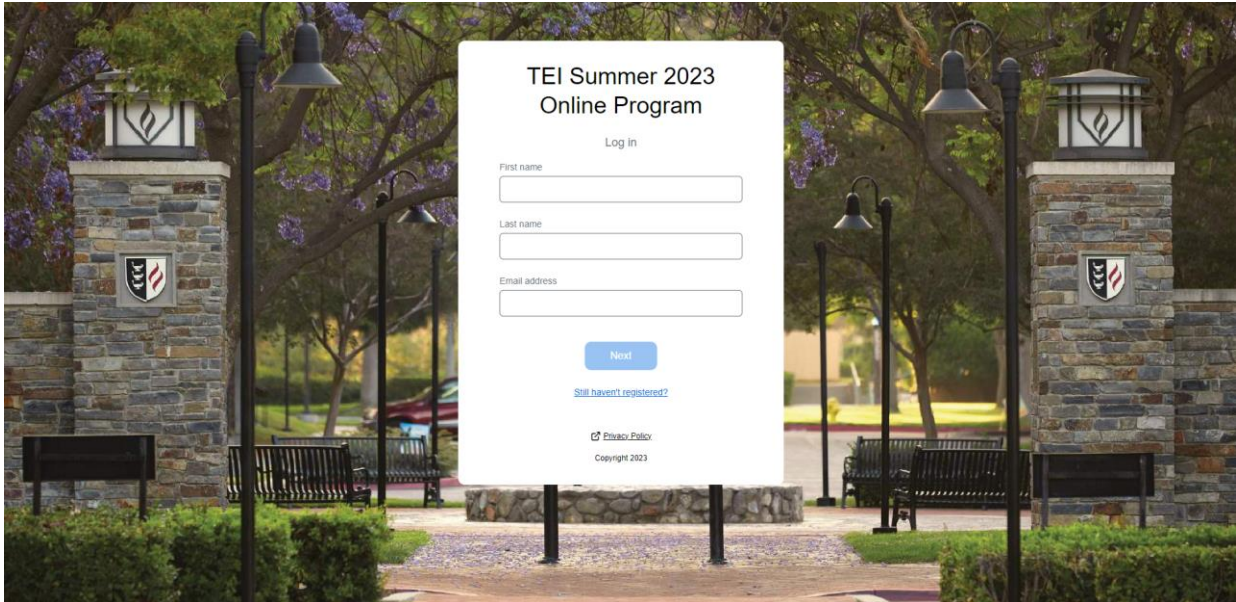
Numeric code verification

Once you have successfully logged in, the home page should look like this:

To view all courses still open for registration, click the Schedule tab and choose 'All Sessions.'

To join conversations about evaluation and other related topics, you may post your comments in the Discussion section by clicking the Community tab.

To view your registered course(s), click the calendar icon.

For any questions, you may contact the TEI team.

Post-course survey link.

For TEI updates, you may subscribe to the newsletter or follow TEI through these various social media platforms.

How do I use Attendee Hub?

Once you log in to Attendee Hub, you will see a list a calendar icon at the top right portion of the screen. Once you click this icon, it will display all the TEI course(s) you registered for. If you are registered to more than one course during the session, choose the appropriate course you want to access.

The course page will include a description of the course, a faculty biography, a 'Join Session' button, and access to the course materials. Here is the example of a course page:

TEI: THE EVALUATORS' INSTITUTE
CLAREMONT EVALUATION CENTER
Claremont Graduate University

Home   Schedule ⌄   Community ⌄

TEI: THE EVALUATORS' INSTITUTE
CLAREMONT EVALUATION CENTER
Claremont Graduate University

To view all courses, click the calendar icon.

You're a bit early. Come back 5 minutes before the start time. See you soon!

To access the Zoom link. The button will only be available 5 minutes prior to the start of the course.

Jason T. Siegel

Creating and Implementing Successful Evaluation Surveys
⊙ Zoom

Wednesday, July 26, 2023 · 4:00 PM–11:00 PM GMT+2
⊕ Add to calendar

[Join session]   [Remove session]

Description: The success of many evaluation projects depends on the quality of survey data collected. In the last decade, sample members have become increasingly reluctant to respond, especially in evaluation contexts. In response to these challenges and to technological innovation, methods for doing surveys are changing rapidly. This course will provide new and cutting-edge information about best practices for designing and conducting surveys.

Scroll down to the bottom of the page to view all the course materials.

Session Content

Files (3)

All course materials are available under the 'Session Content' section towards the bottom of the page.

Brief Eval Overview	2 MB	⬇
MMEG SURVEY	65 KB	⬇
Preventing Satisficing	2 MB	⬇

Frequently Asked Questions

"I'm having trouble accessing the Attendee Hub page – can you help?"
Try these troubleshooting steps:

1. Make sure you log in to the Attendee Hub page using the link provided by TEI in the welcome email. Welcome emails are sent to registered participants one week before the course commencement. If you did not receive a welcome email for your course, please contact tei@cgu.edu.
2. Provide the correct details to log in to Attendee Hub. Details should be identical to the details provided during the registration process. If you are unsure what information was used during registration, please contact tei@cgu.edu.
3. Check your spam and junk folder for the email with the verification code.
4. Use an updated internet browser like Google Chrome, Microsoft Edge, Safari, or Firefox.

"How do I use Attendee Hub? I'd like more information about this."
If you would like additional resources on how to use Attendee Hub, check out these resources:

- Getting Started with Attendee Hub
- Logging into the Attendee Website
- Managing your schedule
- Additional information

"I'm still having issues; how can I contact you?"
You can email us at tei@cgu.edu for additional support. We are happy to help!