Listening Station Program Support FAQ

What comes with the 5 hour support for the basic package?
Our goal in support is to provide a 1-2 hour orientation session for any and all of your interested staff by web conference. We will go over the Listening Station manual that comes with the kit in detail, including: setting up your station, how the app works, how the dashboard works, how to customize the registration system, how to customize the theme system for using the station as a stand alone kiosk, approaches to setting up your audio and video for best performance, and the use of the transcription and wevideo editing system. Beyond the orientation, we will leave room for ongoing tech support and general support for the period of your getting used to use of the system.

What comes with the 20 hour remote support package?
Besides the above, we will view ourselves as your co-producer of your first listening station implementation. We will meet with your staff to walk through your program goals and outcomes, help you to design and implement your outreach plan and outreach materials, go over the event plan for interviews in detail including staffing, logistics and set-up, consult with you once the program is complete about turning the interviews into excerpts for web or presentation use, and assist with enhancing your archival approach and metadata structure. If you happen to be near one of our regional staff or contractors, we will also plan to be onsite for the setup and first session of your listening station recording event.

What is the agenda of the one day onsite workshop?
First, the onsite workshops will include the above planning and orientation support, as well as support for post producing the files.

We imagine the one day workshop to have two components, an morning on site orientation for all involved staff, with the remainder of the time being on site as you do your first set of interviews.

An agenda could be:

9 am - Introductions
9:30 am Overview and Approach to Listening Station Kit, App and Dashboard
10:15 - 10:45 am Setting up the station: 2-3 Test Interviews
Break
11:00 am - 4:00 pm Interview sessions in 45 minute blocks (storycenter will bring a backup kit to have a 2nd recording booth available). StoryCenter staff will sit in on all recordings, providing support and notes for assessment, unless otherwise agreed
4:00 pm - 5:00 pm Summation, Upload and Preparing for Post Production

However we are open to customizing the agenda as you and your organization might prefer.

What is the agenda of the two day workshop?
In the two day workshop we will go deeper into the approach to interview technique, hold a similar number of interviews through the middle of day one, and the morning of day two, and then spend the last four hours working on the approach to post-producing files into excerpts, with or without visual elements (b-roll) in WeVideo, with the goal of having ready to screen samples by the end of the two day workshop.

**What if we have a multi-site implementation in mind?**
With the two day model, we would be able to travel to any site based on travel support and logistics. With the one day model, we do not believe we should attempt to implement in two sites on the same day.

**What does covering the travel expenses entail?**
If we leave our home cities/regions, we will need support for air travel, ground transit, housing, and per diem. If we are in driving distance of 1.5 hours or less, where we can sleep in our own beds each night, our expenses would be limited to mileage and per diem.

**Would we need to provide refreshments/catering for our events?**
This is totally up to each organization, based on your own traditions for public programming.

**Are there ways to collaborate with StoryCenter or Listening Station Network initiatives or programs on the regional or national level?**
Our goal is to have projects that we will seek support for network members to collect and share stories with sectors or communities in common (veterans, immigrants, elders, youth, survivors, substance abuse survivors, etc). We would hope research and archival projects could be built upon the network quite easily. StoryCenter is seeking partners for such efforts and invites proposal concepts and potential sponsors or resourcing entities to join this effort. Please let us know if you would like to be part of a larger effort to collect and share stories!