

# 2023 Fall Network Meeting Audio (1)

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## SUMMARY KEYWORDS

people, aquariums, empathy, zoo, committee, animal, work, conservation, learning, idaho falls, aza, folks, conversations, grant, share, talk, presentation, chat, questions, interns

## SPEAKERS

Sydney Dratel

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 00:14  
Next

 00:20  
Good morning, everybody.

 00:27  
Thank you for joining today. I'll get started in about a minute or so just give folks some time to go ahead and trickle in. Especially if you're coming from another meeting.

 00:46  
Oh, gotta get rid of all of my notifications, but the meeting is happening.

 00:53  
While we're waiting for folks that trickle in, if you want to go ahead and drop your name, and what zoo aquarium or other organization you are joining from today in the chat, that would be fantastic. The chat is going to be the main way that we are going to be interacting with each other in today's meeting.

 01:18  
Hi, Aszya. Nice to see you.



01:41

Hi Cam. Awesome. Thanks, y'all.



01:43

All right, it looks like folks are popping in. So yeah, if you are just now joining, if you would like to pop your name, and the organization, zoo, aquarium or otherwise, that you are joining us from today in the chat, that would be fantastic. But we will go ahead and get started with the introductory part of our meeting today. Can everybody see my screen? Before I continue? I just want to make sure. Sweet, I see some thumbs up. Awesome. All right, let's get going. So before we really get started with the meat of our presentation today, I do just want to start with our land acknowledgement. So across the region of the ACE for Wildlife network, we recognize that we are on the lands of tribal people, we acknowledge their stewardship of these places continues to this day. And it is our responsibility to join them to restore the relationship with the living world around us.



02:42

Now, we as a network have grown a lot since our last network meeting in February, and definitely have grown a lot since our last fall meeting in 2022. So in case this is your very first ACE for Wildlife network event ever, or this is your very first fall meeting for the network. Just want to take some time to establish some common ground of not only who we are and what we do, but also create or come up and talk about this shared definition of empathy that we all have. Because you'll probably hear the word a lot today. So just make sure that everybody is kind of on the same footing with that. So we as a network define empathy as a stimulated emotional state that relies on the ability to perceive, understand and care about the perspectives of another person or animal. And as the advancing of conservation through empathy for wildlife network. We are learning that work that creates and shares effective practices to foster empathy for animals and people leading to conservation action. And we are currently made up of 20 AZA accredited zoos and aquariums in a seven state region, which is Alaska, Washington, Idaho, Montana, North Dakota, Minnesota and Wisconsin. And those are called network partners. So you may hear people refer to those organizations as network partners, and the staff that work there. Those are our network members. And we have about 250 active network members throughout those zoos aquariums. But the big place that we've really grown in the past year is with our affiliates. So we have 117 affiliates at 77 organizations that are not those network partners. And affiliates are individuals who are interested in empathy work and maybe doing empathy work at their home organizations, but are you representing an individual and not necessarily an organization.



04:37

Now here is our timeline for today. So we're in this first chunk 1010 to 1010 or 10 to 1010. Welcome and land acknowledgement. After I'm done talking, I'm going to pass it off to Sydney to introduce the folks who will be doing our grant share out from Idaho Falls. We're excited to

hear about that. After that, we are going to be hearing some very exciting news from Dr. Cameron Whitley at Western Washington University.

 04:59

Today about a project they are going to be doing with the network in the near future. And then we're going to take a quick break, do some recuperating, some water, coffee, whatever you need. And then we're going to be hearing from our guest speaker Curtis Bennett, from the National Aquarium in Baltimore. After his presentation, we are going to have some time for the Committee's to talk about what they have been working on this year since February. So each committee is going to have a representative from that group who's going to be leading a breakout room. And so each committee will be in an individual breakout room that you can self select which one you would like to go to. If you have to jump, leave the meeting at this time, totally fine. As the meeting is going to adjourn after those breakout rooms finish, we will also have a PDF document that details the share out from each committee. So if you do have to jet and leave the meeting, you will won't be missing anything. If you're interested in getting more involved in the network and potentially serving on a committee, I definitely recommend staying for that 20 minute portion and going to a committee that piques your interest the most and potentially be getting involved and serving on one of them.

 06:14

Now a couple of administrative updates for everybody before we dive into the presentation part of today's event. So we have hired an advancing empathy coordinator for our team here at Woodland Park Zoo. They started in August. Her name is Sarah. She's fantastic. If you have been or if you're on a committee, you've probably already met her. But if you have not, she's in the meeting today. Hello, Sarah thank you for being here. And you may see some emails or scheduling or newsletters coming from her email in the future. And yay, Megan just welcomed her in the chat. Thank you for doing that, Megan. Awesome.

 07:48

Next, we have a bunch of fall events coming up after this one between now and mid November. So our next one is a climate anxiety article discussion. And that's going to be hosted by Isabel Bieser. I think I saw your name pop in the chat today. Thank you for doing that Isabel. And this event is created by our strategic learning committee. And it is a direct result of our keynote speaker at our February Summit, our keynote speaker for those who were not there talked about ego grief and climate anxiety and how it kind of manifests both in ourselves and in our guests and what we can do to deal with that. And the article that we're going to be discussing today is called climate anxiety. It's an overwhelmingly white phenomenon by Sarah Jaquette Ray. So this is a topic you're interested in learning about or discussing, definitely recommend that you attend that event on the 24th. And it looks like Sarah popped that link in the chat.

 08:43

Next, we're going to have an integrating accessibility into your organization presentation with Elizabeth Ralston. And this is going to be a two parter. So she is a accessibility consultant

Elizabeth Ralston. And this is going to be a two parter. So she is a accessibility consultant locally here in Washington State. And Part one is going to be on October 30. And this is going to be very much a listen and learn type session there's going to be some time for collaboration question asking and discussion. But the main time for that is going to be in part two on October 31st. So there are two separate links for that both the listen and learn and more q&a discussion time. If you are interested in attending that event, I recommend you signed up for both to get the most out of that experience.



09:24

Then we have a bunch of grant share out we also have one on the 31st That's Seattle Aquarium and Alaska Sealife Center from one to two. So later on that day after part two of Elizabeth Ralston presentation. And then on November 8, we're going to be hearing from Racine zoo sharing out about multiple of the grants that have completed their recently on November 8.



09:47

And then lastly, we have a learning group put together by the conservation action committee called What's in a name, caring versus conservation.



10:00

That Como Park Zoo and Conservatory about their roadmap, Empathy Project, and how they defined caring versus conservation actions, what that has looked like at their zoo.



10:11

And then we're going to open up to discussion and talk about what is a caring versus conservation action? Is there really a line between the two? Is the line really blurry? Is the line really squiggly? Does it really depend on what you're talking about? When is it appropriate to do a carrying or conservation action? Are they always intertwined? So if you want to have a interesting discussion about when, and where those lines are, for those two actions, in terms of guests, actions at your zoo, definitely recommend attending that on October 14. And all of those registration links should be popping into the chat very shortly. And you can register there otherwise, they will all be on the website as well.



10:52

Now, one final announcement before I stopped talking, I did mention committee openings, or the committee sessions at the end. So I did want to just give you guys a primer. So you can see how many openings we have on our various committees and a brief summary of what each committee focuses on. So you can start thinking about that throughout the meetings, this is something you're interested in. And anybody can join a committee, whether you're a member, whether you're an affiliate, whether you've been here for 11 minutes, or if you've been here for

three years. Anybody who is interested in becoming more active in this network, can join on a committee, and you will see this table again, before we go into that portion of the agenda, so no need to memorize what is on here. All right, I'm gonna go ahead and pass it off to Sydney.

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Sydney Dratel 11:42

Hi, everyone. If you haven't met me yet, I'm Sydney Dratel. And I'm the empathy Grant Specialist at Woodland Park Zoo. So today, we are going to have one presentation from a round two grantee in our building organizational capacity to foster empathy for wildlife grant program. And if you're not familiar with that, we have been able to fund every network partner. It is a program that is it supports our network partners and their ability to build expand, or plan programs and projects aimed at advancing empathy for wildlife. So that looks like a lot of different things across different organizations, you can learn more on our website. And as projects wrap up, everyone gives out a presentation to the network. So this is one of them we'll have many more coming up in the fall, as you just heard. So today, we will be hearing from Idaho Falls zoo, about their project, a model for inspiring conservation action through empathy. So the presentation will be about 20 minutes, 15 to 20 minutes. And then we'll have 10 minutes at the end for q&a. So you can either type your questions into the chat as the presentation is going, and I'll read them out after you can message me directly or you can just hold on to them. And then you can come off mute after the presentation. So now I will hand it off to David and Julie who will be presenting.



13:04

Good morning. I'm Julie Atkinson. And I am going to take the lead and hopefully, my screenshare is coming through. If you guys just give me a thumbs up if it is



13:16

I'm excited to be talking about our project and what we've been doing at the Idaho Falls Zoo. Our zoo director, David Pennock, is also on. And he and I will do the question and answer together. And my goal is to get through the content so that we can get to that it was a it's been a large project that we've undertaken over the last 18 months. And we're excited to share out some of our results.



14:39

So the model itself is, is based on the plan do study act cycle. And for this grant, our goals were really to get through two cycles of what we call the ICEM model that's there on the screen, and to then collect data to see do we have any impact



15:01

to also look at a formative evaluation, can we implement this model with fidelity, and to then use it to make enhancements and to continue to work towards increasing empathy development in the zoo, hopefully, then leading to conservation action. So I'm gonna go through

development in the zoo, hopefully then leading to conservation action. So I'm gonna go through the the four

 15:22

cycle or the the four components of the cycle of the ICEM. And the first one is plan. And to do this, we brought together a Citizens Advisory Board. And it is comprised of a group of about

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to have input on how can we do this? How can we improve empathy within Idaho Falls, our CAB meets on a quarterly basis. And they are a mix of virtual and distance based or virtual and in person meetings. And then we also have done a lot of gathering of input from the public through public surveys, to understand what can we do where there's some gaps, and where can we maybe make some improvements and changes.

 16:33

And this is also working with industry partners to complete the work. And a big, big area of focus for us has been our app technology and digital content. Idaho Falls zoo has long worked with a an app partner, a small business in Idaho. And it's been a key feature at the zoo, but trying to capitalize on that digital content and the momentum that so many people are moving towards more digital content in their lives. And then another component of this is certainly is to, We included some undergraduate interns from BYU Idaho, it's about 20-30 minutes away from Idaho Falls. And they have a fantastic biology department that has been

 18:16

which when we presented this at a poster at AZA in 2022. And some of the feedback was like, you know, empathy is really hard to measure. And we said yes, but we are going to do our best to do it.

 18:31

Other components of this is certainly monitoring, monitoring, again, that process the formative evaluation, are we sticking to our plan, are we doing what we what we intended to do, and then obviously, a lot of analysis and reports. And then also we have those app analytics that we can look at. And when we were in the study cycle, what we did find was that we made some modifications to instruments between year one and year two. And I can speak more to that, when we get to date out comes in in a few minutes. And then lastly, once we've collected all this data, and we look at it with our cab, and with the leadership, what's working, what can we improve? Where do we need to go back and and do some additional changes? Or what's working really well over here? And can we apply it in other areas of the zoo?



19:24

So that's the basic model of the ICEM So what does this mean in action for Idaho Falls over the past 18 months? One of the big



19:52

our interns had done a lot of research and I know they reached out to other zoos and aquariums and got their input as well. How can we



21:16

trying to help them understand some animals can live on islands, most can't. But we make them live on islands anyway. So this is kind of our central tagline that we're hoping to incorporate throughout this is in the works. And right now we're at a place where we're meeting with CAB members individually getting their feedback on the educational plan. One of our CAB member was an educator, as a city council member. Now, his insights have been very helpful as we are trying to figure out how does this rollout in the new space.



21:52

Another key component, our interactives, we have been working on what we've called our puzzle wall since year one, and we are very close to getting it complete, this one has taken longer than we anticipated. But we are glad that we've been able to stick with it and to be able to get this designed. And again, going back to animals, some islands, some animals can live on islands. And this is the this is for younger children where they can slide and move the animals and get them to the correct place to their home. It's this is also part of a series of two additional ones for older, older children and maybe even adults. So just trying to have multiple interactive at different levels, and age ranges. And so other interactives have gone into this exhibit as well. But they're a piece that we're really excited about and they think really bring some of these empathy concepts to life.



22:57

Another piece I talked about that we were really interested in our the, excuse me, our app content lingo is our app partner. And they did a pretty extensive overhaul of all of the digital content and really focused on framing animals, describing behaviors.



26:30

A key feature I guess of of our project is that we have done an extensive amount of data collection, trying to understand empathy for just general zoo visitors. So during the 2022 season, we focused on youth built, excuse me, using both the SDS the semantics, differential scale, and the observational tool.

 26:59

expressing emotions. It's a very long name, I apologize. But they are both from the measuring Empathy Collaborative assessment project, the MECAP, and they are ones that have been used in educational programming primarily from what we could do in our research. And so we said, well, let's use them with general visitors and see what we can come up with.

 32:31

like other educational presentations that were done. And what you see on the two ends on the animal ambassador cart, and those keeper chats, that black bar are in the very middle of those of the our violins, I guess you can call them or that that Stingray

 32:48

that's the mean. So our means were much higher. So when they were interacting with animals, or when they were interacting with educators, those empathy scores increased versus just being in an exhibit by themselves. The shape is really kind of just the distribution of the data and kind of how it falls. But, but what we found was that really those those keeper chats in the in the habitat. And the I mean, the those mean, scores were higher for the animal ambassadors and the keeper chats significantly. And so, we completed an ANOVA. I don't again, I don't know, stats wise, what people want to know or don't want to know, and doing some post hoc tests to understand where really those differences were.

 33:39

So this year, we added

 34:14

On our 30 Day follow up. We did offer an incentive. We said if you complete the the Idaho Falls experience survey, if you want to do this one, we did offer a chance to enter a drawing for a behind the scenes tour. About over 30% of the folks that completed the experience survey, went ahead and completed our follow up survey. So we thought it was a pretty good return

 34:43

to get people there. So we did ask them just some general questions, asking them to rate their level of agreement on I feel like I can make a difference. And again, our mean was pretty high on that. 83% reported back that they had shared what they learned at the zoo. with others, and 36.2 said that they had taken some sort of conservation action to help animals or their habitats. And then we gave them a chance to give us examples as to what they had done. But we were really, really happy with all of these outcomes, again, feeling like the things that we're doing, are making a difference. And so moving forward, what does this mean for Idaho Falls? We're in the process of working. And we're in that that stage four, where we're sharing back

our findings with our cab, and the leadership to then start the cycle all over one more time. And to again, where can we continue to make improvements within Adventure Island as it's going to be opening, and also just the zoo. We're excited that within the next year with Adventure Island open, it gives us another opportunity to look at empathy, from the perspective of general zoo visitors for what we've collected the past two seasons. But what happens when we open an exhibit that's built ground up based on empathy, and conservation action? And so we're kind of excited to see, do we see even more increased levels of empathy? That's my hypothesis is that we will, but that remains to be seen. So with that, both David and I's contact information is on the slide. But I will, I will stop and pause for questions.

 Sydney Dratel 36:32

Thank you so much, Julie. There's so much data to dig into, which is very exciting. It looks like we just have one question in the chat so far. Jennifer asks, Were these the same guests in 2022, and 2023? And she's referring to those slides where you showed comparing empathy of zoo guests. I think it was the SDS for adult like for visitors and then for using the app?

 36:58

Yeah, that's a great question. So I'm going to turn off. Hopefully that worked.

 37:04

They were possibly the answer is possibly we did not track guests Specifically, we did an independent samples t test, not a paired samples. So we were able to just look at the two groups

 37:20

separately, and we didn't track specific guests from one season to the next.

 Sydney Dratel 37:28

And if anyone has a question, you can feel free to come off mute or type it in the chat and I

 37:32

Oh, I apologize. we used paired samples t tests for the the knowledge independent samples for the SDS.

 Sydney Dratel 37:52

And I did put in the chat, if you haven't seen there's a link to a Google Drive folder that includes

all of those slides, and their contact information. And then a couple other resources in there as well, if you want to dig deeper. It was so thorough that there are no other questions, I guess.

 38:21

With that, I guess, David, I just want to make sure is there anything that you would add? I am going to consultant and David might have a different take on a few things as the zoo director.

 Sydney Dratel 38:35

There are a couple of questions that popped into the chat right after I said that as well. One is about the anticipated opening day, which I'm not sure if you if you have yet.

 38:46

We don't have a formal official opening day, but it will be this coming season.

 Sydney Dratel 38:52

Great. And then there is a question about the ambassador animal cards specifically. And Ryan wants to know if there was any sort of evaluation of the animals before and after the implementation of the carts, specifically regarding stress behaviors, and a possible reduction there of I want to hear about pickles.

 39:14

You remember pickles, bless your heart. So to my knowledge, no, there was not the assumption has is that the stress level for the animals went down significantly compared to our past ways of more handling of the animals. Now we're doing way much less handling and more, you know, freedom of choice and all of that. So the assumption is that the stress goes way down, would have been a very good thing to measure it before and after. It's a really good suggestion.

 Sydney Dratel 39:47

Great, and since we are almost at 1040. I think that was the last question we'll take. But as I said before, if you click on that link to the Google Drive, Julian David's emails are in there. So if you do have other questions, I definitely encourage you to read out. Thank you again.

 40:06

Thanks, yall That was fantastic. Now I have the pleasure of kind of segwaying us into the next section of today's meeting. So we're going to be hearing from Dr. Cameron Whitley, at Western Washington University. And they're going to be talking about this really cool grant coming up.

Implementing NSF Career funded project. NSF is the National Science Foundation. And so for those of you who may be unfamiliar with another three letter acronym, and it's the application of strategic anthropomorphism to activate empathy and advance conservation, so I'm going to go ahead and turn it over to cam for the next 20 minutes.



40:48

Fantastic. Okay, let me just get my sharing happening in here.



41:18

Okay, is everyone able to see that? Fantastic. Okay. So let's get started. Um, first of all, I just want to say thank you to Julie, for that awesome presentation, I have a lot of like, really intense statistics questions, I'll email you. Because that's what I love. I love the stats, I love the numbers. Um, and then I want to just say thank you for having me today. This is exciting. I am super, super excited to talk to you about this project. And to let y'all know that I received funding from NSF, which is super exciting. It's a huge deal. And so, I mean, it'd be talking a little bit about what the project is reminding you all, it's been over a year at this point. And then where we're going, how this is moving forward. So let's jump in.



42:10

So to give you kind of the basic overview, I'm sorry, I'm having problems my computer there, there we go. To give you all the basic overview. So this is a huge win for all of us. Of course, it's a big win for me and my career. But it's a huge win for zoos and aquariums. It's a huge win for social science. For those who don't know, NSF National Science Foundation offers this career grant, and it is the most prestigious Early Career Award that you can receive. Most of these grants go to the natural sciences, very few go to social sciences. And there's not a lot of stuff that goes to social science, conservation, that sort of kind of framework. Um, so this is a huge win for me for the zoos and aquariums for Ace for all of you, because this would not be possible without this collective group of people working for this stuff. Um, for those who don't know, I applied back in July 2022. I was awarded this past summer and the grant officially started September 1, we're waiting on Western Washington to get everything really set up, it takes a long time to get all of the pieces set up in the university for grant this large, and for this much money. So we will have a website and all these other things, but they're, they're moving slow. And also we just started back to work about two weeks ago. So that that gives you a little idea of where we're at. Um, this is a five year grant, it's a little over half a million dollars. And it's a partnership with Tim flach, who's an internationally recognized photographer. He's also affiliated with National Geographic, all the images that you see on these slides are his images.



45:00

So I'm going to talk about the research questions. Of course, the this has three key phases over five years. And there are a bunch of little questions within these big research questions. But we're going to focus on just like the the main things, and we'll talk about the broader things moving forward over the next few years. So in phase one, we're kind of starting at the basics,

we're looking at how do SSA SAAI's and strategic texts influence empathy, and that's years one, and two, I'm going to dive deeper into what that will look like in a few minutes. In phase two, we look at to what extent does empathy activation using SAAI's and strategic messaging and translate into conservation behaviors? So we're going to look at donations as a component of that, but then also other conservation behaviors that we're interested in? And then in phase three, we're going to look at to what extent can we use SSIs to increase a sense of feeling of inclusion? And also what is the public perception of zoos and aquariums and other conservation organizations as conservation organizations? So let's talk a little bit about these phases.

 46:11

So in year one, we look at phase one, step one, and this is really piloting more of this empathy, imagery and empathy messaging with the SAAI's. So what has been done previously, and what I've done previously, is mainly look at charismatic megafauna. And using images of charismatic megafauna, and seeing how can we activate empathy, and how does that translate into some kind of conservation behavior. And what we're going to be doing now is looking at other animal groups, charismatic megafauna are great, but there's a lot of other animals that we need to think about in terms of conservation. So we're going to look at other groups, we're going to continue to do the comparison between the traditional wildlife imageries images and the S A I's. And we're also going to add in some value framing, which is another piece of a lot of stuff they do, looking at altruistic and egoistic framing. This particular component involves about 17,000 participants, it's huge, everyone will see receive compensation for their participation in this.

 49:34  
year four

 50:00  
Three months and they will be paid, they will be heavily paid for this these follow ups it's, it's pretty exciting in that component.

 50:08  
And then, kind of the rounding out this grant will be looking at perceptions, public perceptions of Zoos and Aquariums as conservation organizations. So how are people thinking about zoos and aquariums in terms of conservation, and their role in conservation, and then from that, we will also be looking at who feels included and excluded. And to do this, we're working with the University of Chicago, therer with NORC, which is the premier survey organization in the US. And we'll be doing a nationally representative survey. And at this point, we'll have all of the zoos and aquariums will be able to contribute and see what we're doing in terms of the survey so that the data will be as useful as possible for you all.

 50:58  
So from the survey, this is where we enter year five from the survey, we're going to look at

So from the survey, this is where we enter year five from the survey, we're going to look at which groups were included and excluded. And we're going to read some focus groups around inclusion and how people think what people think could be done to feel more included, and specifically focused around animal imagery. How does that work? Um,

 51:21

I, you know, I want to note that we don't, we don't, this isn't about depicting different identities with animals, it's about in some cases that may be appropriate. And a lot of cases that's not appropriate. So it's about thinking about images that incorporate animals and humans working together in different ways. And also, at this point, what a lot of people do who have received a career grant is work with different organizations to then apply for another larger grant, a one to \$3 million grant that will support all the organizations that are collectively involved in this process. So we want to be thinking about some of that moving forward to. So what is the expectation of partners? Well, that all depends on capacity, right? The NSF Career grant is a grant that you have to apply for as an individual with community partners. So I had to do all the work and applying

 52:18

And you all got to decide whether or not you wanted to participate at some level. So that that point a year ago, I did send around kind of a survey to assess what is your capacity and doing different things. And we will need to do that, again, because it's been a whole year and a lot of things changed, right. But some of the opportunities that are available, you can I mean, you can simply just have your zoo or aquarium be a site location, where we can do data collection, and that's perfectly fine. But we can also assist you can also assist with research design, if that's something you're interested in, get IRB or CITI training in different things. And the IRB part I talked about in terms of if there are other projects that you all want to do, that are you know, connected to empathy in some way. I can run them through my our IRB.

 54:02

Publications, we have a lot of money in the grant that's built into make publications open access, so that they will be freely accessible co authorship with partners or on participate in projects. So I have co authored with over 60 people and I love co authorship, I think it's it's great. It enhances what we're doing. You all know the Zoo and Aquarium environments. I know the statistics, I know imagery. Those are the things that I do. So the partnership is really important. You can assist with image and text selection, if that's something you want to do. Um, you can submit images from your zoos and aquariums that we can test. So if there are specific images that you're wondering, Hey, is does this work? We can test those. I can do proxy IRB is for you all you can do the IRB CITI training through us if, if that's something you need, you have access to data, you'll have recognition on all publications, presentations, all those things, and then participate

 55:38

And you all can mention this in marketing or whatever you need. And we will have information

about how to do that, if that's something you are interested in. On our websites, we can profile zoos and aquariums and contact the contact person that we have. And I will reach out. For those who have already submitted their stuff that they are participating between now and mid November. To give you some more information, we will start pilot testing in November. And if you don't see your zoo, or aquarium mentioned, or you want to be involved, please reach out to me and we can we can talk about that. And what that will look like.



56:13

So I will end it there. That was super quick, a lot of information about five years, in 12 minutes or so. So I will open it up for questions if anyone has questions or comments. And the last thing I'll say is thank you all for being partners in this and help support in this work. It's super exciting. Thank you.



56:42

Thanks, Cam. All right. Oh, Megan just asked what is your contact info? What is my? Oh, I can't believe I didn't put that on there. Yes, I will put it in the chat. Awesome. Thank you.



57:01

Amazing. All because of you all, like no one gets anywhere on their own. Not how that works, right? It's all because of you all on the support.



57:12

Ah, all right. Yeah, I have any questions definitely quickly raise your hand, pop them in the chat. Three minutes.



57:23

How did I choose this work? Um, so I got put on an NSF funded project. Oh, my gosh, I guess it's been over a decade ago. And the goal was to look at how National Geographic has depicted animals since its inception. And what that meant is I was in charge of reviewing every National Geographic issue ever, and document every animal that was presented in National Geographic. And so I did that as a research assistant. And then I did an independent project to contact



57:55

conservation and wildlife photographers who were affiliated with National Geographic. And so I got to interview a little over 100 of those. And that really kind of inspired me to think about, there's this disconnect between what conservation and wildlife photographers want people to

get out of their images. And are they gaining those things out of the images? And how do we, what's that connection, and there's not research to look at that connection too much. So that's what I was really kind of excited about looking at.

 58:32  
Yeah.

 58:39  
Ryan said, just wanted to share that this work informed our decision here at Racine to include portrait style photos of our animal residents, as opposed to traditional photography of just the species, and updating signage in our Discovery Center building. Thank you so much for the inspiration you provide. That is so exciting. So cool. Wow. Thank you. That's amazing. Thanks. Thanks, Ryan for sharing. That's really cool.

 59:07  
Yes, Sharon, I see your question. I think this is something that we'll talk more about, if you want to shoot me an email, because I don't know what the full answer for that would be right now. But definitely happy to talk about more of that. Coming down the line. And then, Megan, do you also differentiate between wildlife photography and conservation photography?

 59:31  
Yeah, so this this gets a little complicated because we have some more movement in wildlife photography being more portrait, portrait esque. Like if Tim Flach was here, he could he could give you a really detailed answer about all the nuances within photography. Um, so we we focus on like the traditional definition, the traditional wildlife photography, where is an animal that is featured in a very natural environment where With no view of human intervention, whether or not human intervention is there on the outside, versus something that is like a portrait of an animal, that's a really distinct portrait. So that's what we've been doing so far. But we have had talks about like, how do we think about more animal portraiture? That's, that's in the wild environment? And what does that look like? Yes. So yes, and no, I'm going to answer that. Yeah.

 1:00:32  
Awesome. Well, thank you so much cam, this is really exciting. And obviously, other people are sharing this excitement as well, which is really cool. Yeah, thank you for joining and presenting and look forward to seeing where this goes over the next five years.

 1:00:47  
.....

Yeah, thank you for having me. And I'm, I'm super stoked to really get this idea of a wildlife empathy for wildlife out out in the world.



1:00:57

Yeah. I love it. Cool. All right, we are gonna roll into our quick five minute break.



1:01:04

So get some coffee, stretch your legs, do whatever you got to do, feel free to turn your camera off. We will Lee convene in about four minutes, at 1105 for our guest speaker, and I'll do a call back at that point as well. But feel free to do whatever you need to



1:01:26

feel good for you in a couple minutes.



1:01:50

Right, it is 1105. Welcome back, everybody. I'm really excited to introduce and welcome our guest speaker. Today,



1:02:04

we're joined by Curtis Bennett, who is the director of equity and community engagement at the National Aquarium in Baltimore, Maryland. And he is also the chair of AZAs Diversity Committee. So he is going to be



1:02:23

taking the floor for the next hour or so talking about large takeaways from AZA and what we can all do in this room, both individually and collectively as organizations to further AZA, diversity, equity, accessibility, inclusion and justice work forward, while also taking care of ourselves and ensuring that we don't burn ourselves out in the process.



1:02:46

Thank you so much for being here, Curtis. And I will turn the floor over to you now.



1:02:51

Thank you so much and just really honored to be here with you all, you know, virtually, from

from Baltimore, Maryland. So in one of our kind of quiet rooms here on campus. So hence why there's not a very exciting background for me aside, put some white walls and a door. So

 1:03:11

and no just wanting to set up a space right where we can, you know, learn and grow together. And I think what I try to do in these types of talks and presentations is you know, try to also model the types of considerations and practices that can be taken away back to your respective organizations or departments, committees, etc collaboratives such as this one to really build the structures and the processes needed to one to center wellness and well being in the right way. But also really sustainably advanced this work and I think the word sustainably is the most important thing. You know, change is hard. And this is hard work to do. Even harder to do it in a sustainable way. And so, you know, you want to be able to build things as best you're able to that allow change to sustain themselves so

 1:04:09

and over the course of this session will be opportunities for engagement both you know people if you want it to come off from you, and we'll have some conversations also throughout please continue to post you know those questions or you know, responses in the chat as well want to kind of break things up over the course of this session just to enhance interaction. So I'm gonna hold on one second I'm gonna share my screen

 1:04:44

and, and so really, so number one hope everyone can see this. You know, really what I always say is a lot. It's a constant learning and growth journey. The moment you start, you stop learning and growing. That's when you're in trouble with this work and especially true given that you know, so much of this work is changing so rapidly. And so much of that is due to the fact that, you know, as a society, as practitioners as sectors, you know, the more we learn, we grow, and we change, and we adapt. And so, you know, that's why it can also lead to a lot of confusion, right, you know, thinking about things like, well, you know, couple weeks ago is this and now it's that it's like, well, yeah, because there was a different learning that occurred, you know, to make that choice a little different for this term, or that term, or this step or that step. And it's part of being comfortable in the uncomfortable space of doing this work. So I always like to start out, you know, talks that I give, you know, it's about connecting as people.

 1:05:48

So much of this work is about human interaction. You know, and I also, I often want to mimic this in talks I give. So I had the privilege of being able to be a keynote speaker for the AZA Conference in Baltimore a couple years ago. And, you know, one of the ways I started off that session was as a quick little q&a with the other panelists, just fun questions, fun prompts to get to know each other well, and I remember there were a lot of folks that were kind of wondering this, you know, as we were going through that session, like, what is Curtis trying to do, like,

how does this relate to de dei work? And, and what it really was, is, it's about human interaction, right? You want to be able to get to know the people you're interacting and engaging with to build the psychological safety, build the trust, build the rapport, such that



1:07:13

Do you know the stories behind your staff members, your team members, do you understand what their whys are, what their drivers are, for, why they do what they do, why they're passionate about what they do.



1:07:35

for as long as I can remember, I just remember being really excited to energize about being outside. And to this day, you know, I can see the same bird or same frog, or, you know, Fox or whatever, that does the same thing that that animal does daily. And it still elicits a sense of wonder and magic and awe. And even today, you know, when I get stressed, I love to spend time outside and immediately that stress goes away. And when I don't get the outside time that I need, I'm like the equivalent of the little the kindergartener that didn't get a nap.



1:08:08

You don't want anything to do with me, because I'm a completely different person. And it's something is off, right, you're off balance of what you need. And of course, as I was growing up, I didn't really understand what this passion or this sense of awe meant, I wasn't really exposed to a lot of the career opportunities. And this is a big driver for me into like, accessibility of opportunity. You know, I give talks a lot, especially to young professionals. And, you know, the first thing I literally do is I start with an apology on behalf of our industry, because we are not doing what we need to do to make things as easily accessible for people. For me, it wasn't I was in it to know what I knew. And that's a problem. Right? That's a huge excess accessibility problem. And so as I kind of became more aware of what those opportunities where it started to make more sense about what was out there for me. So as someone who really enjoyed working with animals, I my first pathway was, you know, thinking about being a veterinarian,



1:10:45

And I've still, you know, in my life, tried to strengthen the strengths and skills that I bring So, and forming those into the roles that I've had at National Aquarium. So I bring a lot of environmental education experience. That's that picture with me covered in mud, believe it or not, that's what I look like, when I had my phone interview with National Aquarium was covered in my I was at a day camp, I was you know, you got to as an educator, someone's wearing multiple hats, I couldn't really get out of the field for that call.



1:11:11

So it was doing a camp called tough, Mudder nature. So using connecting to nature through physical fitness, and just speaks to you know, this idea that everyone has different connecting

physical fitness, and just speaks to you know, this idea that everyone has different connecting threads or gateways to their nature connection. And as I was thinking about the differentwhats that I've had, like the grad school work, the undergrad work, the environmental ed work, I started to come up my overall why.

 1:11:37

Which was like, as I was building my own personal connection to nature and the outdoors, you know, what does it take for everyone to make sure that they have opportunities to connect to nature in ways that are most relevant, relatable, meaningful, impactful to them. And that's different for different people. And to really make that happen, right, we have to overcome a lot of barriers, and help remove those barriers to provide those opportunities for people to have those connections. And so, so much of my work is really centered on that, why, even the different positions that I've had, and, and the key piece about this, too, is that you'd never do this work alone. The importance of mentors, and this is just a snapshot doesn't even come forth, like, cover all the people that have, you know, really impacted my life in meaningful ways. You know, people that have, you know, looked out for me, they shouted my name and rumors that it wasn't in right to that, which is amazing. Folks that, you know, continue to hype you up, they continue to also tell you things that maybe you don't want to hear, but you need to hear, because they've got your best interests at heart. And so, you know, for me, I definitely spend a lot of time supporting mentorship opportunities as well, you know, one of the best things I tried to do is pay it forward, the best way to say thank you to all the mentors that continue to engage me is to do the same for other people. So and try to support people as best as I can. So you know, at the end of this conference presentation, you'll see my contact information, and please don't hesitate to reach out. Folks who know me know, know that I, you know, very much willing to chat with different people and help support, you know, where people need that support.

 1:13:31

Something you know, as we start our this conversation, I always like to start with some

 1:13:37

You know, and I can only see some of you right now, but by a show of hands, just how many folks use community agreements in their own institutions and their own departments, even just in meetings? It doesn't have to be a DEAI related meeting, but just in meetings overall. Let's see some books.

 1:13:56

Thats great.

 1:15:26

You know, it's always important to expect and imperfection from yourself and others in the

process.



1:16:26

So again, it's all about what people need in the space. One way of doing this is really even just had an individual conversation, you know, how are people willing to engage? I, anytime I start off with diversity committee year, so that'll be a meeting this month actually start off with, you know, you get the best of me when. So we can all go around this virtual space and understand how do we pull the best out of each other,



1:17:15

You know, and there's different ways of addressing that in the moment. And then we want to, you know, have confidentiality of the space. One other way of doing this is if you're sharing something that you don't want people to share, say it, like, I'm saying this in confidentiality or sharing this within this trust tree, or, you know, and it's all about stewarding what someone says.



1:18:10

And so part of it is just again, getting to know people, and also integrating fun and play. You know, just by show of hands, again, how many people have maybe read more articles or have participated in sessions that that have focused more on like, how do we integrate fun and play into the work we do with our team?



1:18:36

Yeah, it's a really important thing, right. And especially important for work like this, that can be really hard. It's really taxing it's really mentally and emotionally taxing. And, and I want to toot the horn of the Diversity Committee. And because AZA has constantly said to me, and to the folks that say that, like they've seen us as a as a really a, a model for building community and creating a psychologically safe and fun space. And as a leader of that committee, like every time I hear that, I just smile, because like, that's what it's all about. Right? Like we that's the foundation



1:19:11

that everything else is blooming out of and I think that's really important. So here's just an exercise I've used before. And also as a facilitator, it's really important. Again, we're people first were showing up into spaces in different ways. Sometimes it's just in a meeting check in like, How's everyone doing?



1:19:31

Or even to something like this? So, you know, this is just a fun example of like, how are people feeling coming to the space today? So, if you want to type the number of the individual here that you're feeling the most similar to right now, we want to type that in the chat or you just want to reflect on it on Your own that's, that's something important to do.



1:20:08

Okay, excellent. Doing a lot of some 19s even 15 mins I



1:20:23

Okay, so we got 17 18 16 Excellent. So there's some, you know, some maybe some collaborative work, there's some support that people are feeling



1:20:36

nine, okay. Okay, maybe kind of feeling a little, kind of off to yourself a little bit



1:20:48

less than 10 and five. Okay.



1:20:53

I think in some cases, or in certain parts of the year you're like a one, we're just like hanging on to this thing.



1:21:00

Sometimes it does, I feel like there's a 14 where I'm falling. But thankfully, I've built the community up around me that it's a soft landing. And folks are gonna pick, we're gonna pick each other up when we fall, because we will fall, that's gonna happen. But there's a spring, maybe of folks that are going to help pick you back up and keep you in the battle.



1:23:30

you know, and so you start to understand different dynamics of your space. So definitely a really cool exercise to take back.



1:23:41

What's also really important in engagements like this, and this work is that we're all kind of

responding to things in different ways. So by show of hands, again, who's ever done like mind mapping exercises before?



1:23:55

Okay, good. Good.



1:23:58

I think it's good to do it personally. But also, were interesting to do it as a collective. And what I mean by this, when I've done this, I was in a race equity cohort, where we were given different scenarios. And it was really interesting to see how each of us individuals reacted differently to the same scenario. So for example, some folks were in the analytical or processing mode, where they just they were still thinking about it. They didn't really know what to say or how to feel, but they maybe they had questions about what was said or what was happening.



1:24:28

There is some folks that immediately respond emotionally. And let me say having emotion is a very valid response to a lot of things that is particularly related to this topic.



1:24:38

And then some folks immediately go to like, what can I do? Like, how do I engage? And I think that's this is important understand that we're all processing things differently. Because if you can imagine, if we're having a conversation and say that I'm in a very emotional state, and someone is still processing and we're having this conversation, we may butt heads a little bit, and not intention. Usually, it's just because we each process the same thing differently. And so understanding that dynamic is really important, especially when you're trying to have conversations related to these topics. Because so sometimes, you know, I use every day, sometimes my biggest tool is to how do I get out of a conversation, because it's not going to be the most productive time to have that conversation. Maybe I waited out a little bit, for us to kind of get it the same mindset, such that we could have a different type of conversation. The other thing that's really important here, and it's, it's something I would say, I've worked with staff at National Aquarium to address this, especially managers with people, oftentimes, there's an, when someone brings you something that's a concern, there's an immediate thing of like, I gotta solve it gotta you know, and, and it's not to say, that's not going to happen eventually. But sometimes what people want right away is just to feel heard, they haven't been heard. And so at the time, all you need to do is listen, the how you address it might come later, and being able to do that with the person that maybe has expressed a certain issue. You know, I've seen it a lot where it's like, again, you jump right into, like, how do I fix? How do I fix, and it's like, that's not what the person asked you, right away, they just wanted you to have an open ear to what was going on. So again, just sharing some other tools. So I'm gonna break a little bit and have these reflections. And I'm gonna kind of pause and I'm gonna stop sharing my screen and open it up, and folks can respond to any of these prompts. Um, these are important questions to ask, as you yourself are engaging in this work. I think in some ways, it's important to

understand why this work is important to the people around you. So why is work important to your organization? What excites you about these work efforts? And also where are you having anxiousness or even fear? I will say and just give examples of how to use these questions before. I'm been in my job since my this more recent job. And since 2019, when I set up this role, I met with our senior leadership team. Right. And as we know, right, everyone has different gateways into this work, it means something different, different people. And when you know what someone's gateway is, you can engage them in a very different way. Right. And it's not to say everyone has the same gateway into that work. So I asked this question to our senior team. And I was like, why is it important to you? And I remember those responses, because now that's helped me engage with each of them individually, and I engage with them differently because of it. And as they've gone, as anyone is going through their learning journey with this work, I also think that it's important to ask those questions about what makes you anxious or fearful. This stuff is so new, and not, you know, we all have varying degrees of expertise in this work. And so sometimes it's important to unpack those those fears, right? Like, fears of like, I don't know how to do this, that's okay. But it's good. The now that I knew that, or, you know, I'm fearful this failing, I'm like, okay, but like failure is going to happen. More in this way. So like being able to create space where people can openly share those things, helps you move things forward in a really meaningful way. So I guess I'm gonna stop sharing. But just want to open the floor up. And thank you, Emily, for putting those questions in the chat. If anyone wants to respond to any of those prompts.



1:28:42

Yeah, and I, what I'll actually do is I will, in the



1:28:48

I don't know, my brain is not working with words, but in the vein of what you want to leave here, I will pause the recording for this share out part.



1:28:57

In case that helps some folks feel more comfortable. So



1:29:03

important things to note about systems change, I firmly believe that this work is really at its core about changing the systems. So this just kind of gives you an idea a little bit about what that entailed. And at the end, you know, we're really trying to get to that tip about mental models, that transformative change,



1:29:19

you know, that it is important to change structures, and we can change processes, but at the end of the day, you know, we as people still, you know, manage in some way those systems and those processes and those structures. So it's really about you know, how we're changing

and those processes and those structures. So it's really about, you know, how we're changing over time, and thinking about things in new ways that enhance that functionality, and an equitable and just way,

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those changes with mental models also is really hard. It's why it's at the tip of that triangle is the hardest thing to do, because that's how your behavior change.

 1:29:53

And that's, that's difficult. And I always think about my backgrounds in education. And I think, you know, learning is a two way street, right? So I always say that it's not necessarily my job to make someone learn something. That is something that's out of my control. That's part of that two way street. Right? You know, what I can do is try to present something in the best way possible based on what I know about the audience based on what I know what their interests are, needs, etc. But that learning piece, that's a two way street piece of the puzzle. That's something that that people have to want.

 1:30:39

I think again, talked a little about this earlier symptom versus root causes and exercise that can help you get it that is an folks have ever done the five why's before? Has anyone heard of that? Exercise? Some nods. It really is like trying to get to the root of it, like what's causing something. So someone brings something to your attention, and you're trying to think through like, alright, so why is this happening? And maybe that leads your lead you to door number one? Well, then you're like, Well, why did that happen? And that gets you to door number two, and so on and so forth, you see why based questions that get you finally to like the root of the issue. It doesn't mean that you can solve the root of the issue right then in there, but at least it gives you an idea of kind of what is at the core is driving something because it does impact like kind of how you intervene, or how you might see to address something that's constantly coming up. You know, it's also important in this work, again, centering learning and growth, for individuals for collective and these are just some examples of what those characteristics are. Characteristic you can set within your own teams. Are your collective and collaborative. So how are we bringing together people to inform decision? Like oftentimes, right, I think maybe we've been in scenarios where decisions were made, not all the right people were there, and then you end up doing double the work. to backtrack on the thing, when we just took the time to make sure everyone who is needed to be in the room was there, it would have led to a different outcome. So much of this work, I think a lot of is like going along the process, like who's not here that needs to be right, like that's that constant question in my head. As processes are moving forward. I think it's important, you know, we talked about failure, and but creating a safe fail environment as opposed to a fail safe. You know, it's It happened when we're trying to be innovative. It's an attempt to collapse a bit.

 1:32:45

You know, I've been a part of efforts called Fail fest before, which is amazing. There was also a

session at the AZA conference called something it was called something related to failure, where we talked about failure. But but from the space of what did we learn from failure? And how did that inform how we do things differently.



1:34:59

prioritize and internal facing DEAI, internally focused DEAI plan, it doesn't mean you're not paying attention to this external space. But we recognize that we had to clean our house first, like that house had to, there's some work to be done.



1:35:17

So, and yes, the systems beyond industries to 100%.



1:36:04

So I wanted to do a quick overview, one of the things of what the AZA Diversity Committee has been doing,



1:36:15

just to share the resource, what direction we're headed. I've been chair of the committee, this will be my second year. So I'm really fortunate, where our committee now about 35 people were one of the largest committees of AZA



1:37:27

So the question, I did see the question in the chat about how to get involved in the committee. So there's an application process and it usually kicks off in the spring, you get in there's an email or an alert that AZA sends out for committees service. And that's for all the committees. And then there's an application that you fill out.



1:39:31

By show of hands anyone already involved in this within the Diversity Committee for AZA or has heard about this effort



1:39:48

it's a way that would allow people to engage outside of the committee through a committee based effort. There are other committees that do have regional communities of practice as well and Diversity Committee week.



1:40:00

talking with them about, you know, making sure they're the alignment of the regions alignment of some of the content as well. And the importance of this is that, again, these DEAI related work efforts, they, they show up differently in different regions. So what this allows for is that people who are in similar geographic regions, so be able to learn from each other, be supported by each other work together, to move work outwards for it, and it's open to anyone, it's free, there's no charge to be a part of it. And different regions ultimately will probably have different goals of what they're these different regional coming as a practice are trying to address. So I would encourage you once I'm able to share it back to join



1:41:01

So much of what the committee is seeking to do is is resource this work within the association and the community. Part of that is our years of constant open to understand what the needs of the broader community are. So, for example, we know that, you know, you got to make sure people have tools, right, if, at the end of the day people are being asked or you know, considered to do this, that or the other, what tools are people being given and resources to support that growth to support that learning.



1:41:32

One of the upgrades is being talked about here is accreditation. So for zoos and aquariums and facilities that are within AZA, that go through that accreditation process, there is a new deai standard. It's a second year that that standard has been in practice. And what it requires is institutions to have an deai plan.



1:41:58

And within that plan, it's addressing certain elements of the work and also having accountable people, staff and or committees that are, you know, supporting that work. And, you know, there's some work to be done about supporting institutions that are going through that process and developing that plan, but also supporting inspectors who might not have that deai expertise.



1:42:35

We also have a subcommittee that coordinates the Diversity Summit, that is going to take place at the major meeting. This coming mid year will be in Tennessee, and it's usually a one day event, focusing on different deai related topics.



1:43:07

It's been always been important, but I feel like every conversation I've been in with zoo

aquarium employees, it keeps coming up.



1:45:00

of ourselves first. And that's great.



1:45:04

Well, centering wellness and well being while especially while practicing deai work is critical, that is doing the work.



1:45:55

We'll also have a goal kind of tied to award them scholarships. How are deai principles being centered, and a lot of the awards and scholarships that AZA does provide. So again, that's a really important element of the work we're trying to do. And we've been meeting a lot with the awards and honors committee. And they've been really receptive and excited to kind of think critically about applications and how are things being presented, and not.



1:47:13

for people? And so how are these really important factors being integrated into AZA convening Again, in all honesty, one of the biggest conversations that is happening right now is safety, psychological, physical, and mental emotional safety, right at AZA convenings. Tied to locations, where those convenings are being held.



1:48:24

What are the needs and interests within the Zoo and Aquarium community? And what tools? Do you as deai professionals need to feel that work and roles are sustainable?



1:48:40

So I'm going to stop sharing. And then just to conclude, we can conclude with this discussion, you know, please feel free to pick any of those prompts. You would like if you'd like to type the comment in the chat, you'd like to come off mute.



1:48:56

That's good, too.



1:49:00

 1:49:00

Awesome. All right. So we are going to roll into our next portion of our last portion of today's meeting, which is the opportunity for folks to have a chance to learn from committees I'm sorry if you can see me on the screen as well. I assume things are all over the place. Okay, there we go. So this is a chance for folks to hear what the committees have been working on since our last all network gathering in February. So after I give this little synopsis, I'm going to open up some breakout rooms and each breakout room is named for a committee. So you are able to self select what committee you are going to want to go to and we'll have a committee or a breakout room for each one of these committees. The steering committee conversations gonna be led by Sean Kent at the Alaska Sealife Center. Strategic learning is going to be led by Brooke Tucker over at Zoo Montana. Communication by Amber redder

 1:50:02

deai committee is going to be Shanna Hillard and Fernando Mora from Zoological Society of Milwaukee and also Zoo Montana respectively.

 1:50:11

membership committee is going to be co led by Heather Harrelson Nutick and Tierney Ball of Red River Zoo and Zoo Boise respectively. And conservation action committee is going to be led by Kelsey Rafel and Toby Seager of Como Park Zoo and Conservatory, and Zoological Society of Milwaukee respectively.

 1:50:32

So if you have any questions about what these committees are doing, if you want to serve on a committee in the 2024 year, if you want to bring anything that you think these committees should focus on, based on the little blurb that you see on the screen here and what they talk about, this is definitely a time to do that learn more and get more engaged. However, if you do have to leave the meeting, that's completely understandable. You can also learn about what they have done using that Google Drive link that I just dropped in the chat there and you can access any and all of the links that they will be talking about. And again, as a reminder, if you want to see the new website, communications committee is going to be the place to be. So I'm going to go ahead and find my zoom bar. Again, wherever it went. Sorry, my computer. Uh huh. There it is more, I'm going to open up those breakout rooms and feel free, there's no need to come back to this namespace. After the committee is Whose room you're in, has wrapped up their share out, you can just go ahead and leave the meeting straight from that breakout room also hanging out here in the main place if there's anything folks want to talk about. But feel free to leave once your committee room has wrapped up. So I will go ahead and open up all of those rooms folks can self select where they would like to go. If you have any questions about what room is right for you. We'll go ahead and we can chat about that as well. But otherwise, those rooms should be open. Feel free to populate yourself wherever you see fit. I will start screen sharing. Thank you all for coming today

 1:52:21



okay



1:52:23

to y'all see the rooms open? No, no. No. Broadcast. Wait, why is that not a thing?



1:52:43

Okay, I don't want to have to assign people that seems counterintuitive. Okay. Let me close them and reopen them. Options. Oh, there we go. Okay. Open all rooms. Do you see them now? Incredible. I can't use them. All right. So there you go. Go ahead and select the rooms you'd like to go to. And if you have any questions, I'll be in this namespace for the meantime, but thank you all for your for your patience while I figure that out.