Attendee Hub Guide

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

How do I access Attendee Hub?*

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

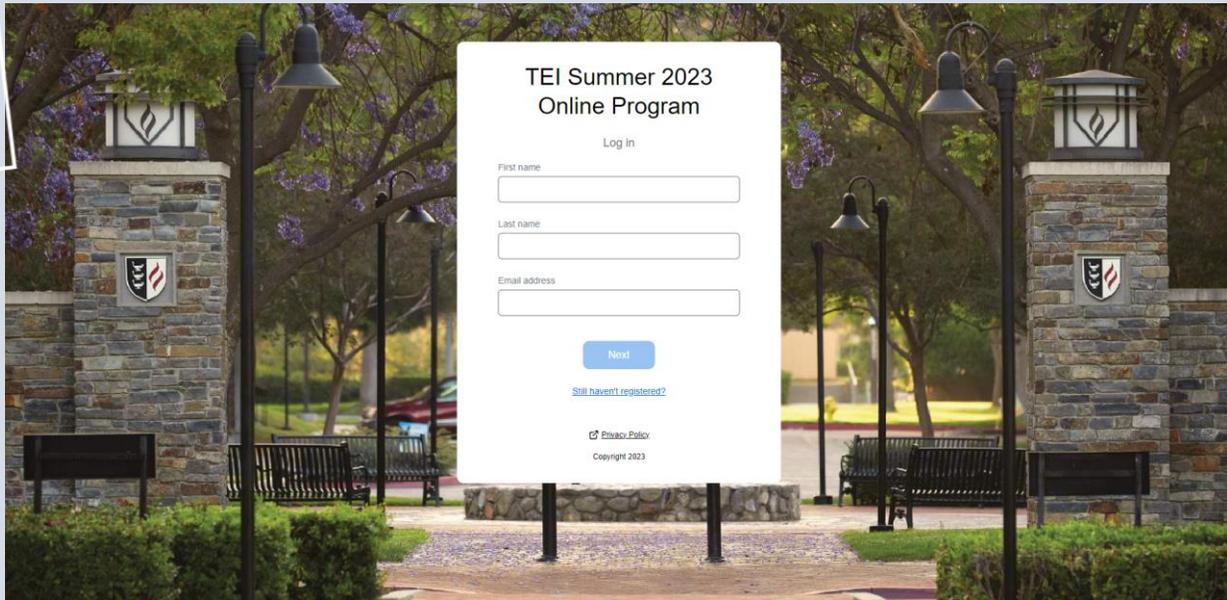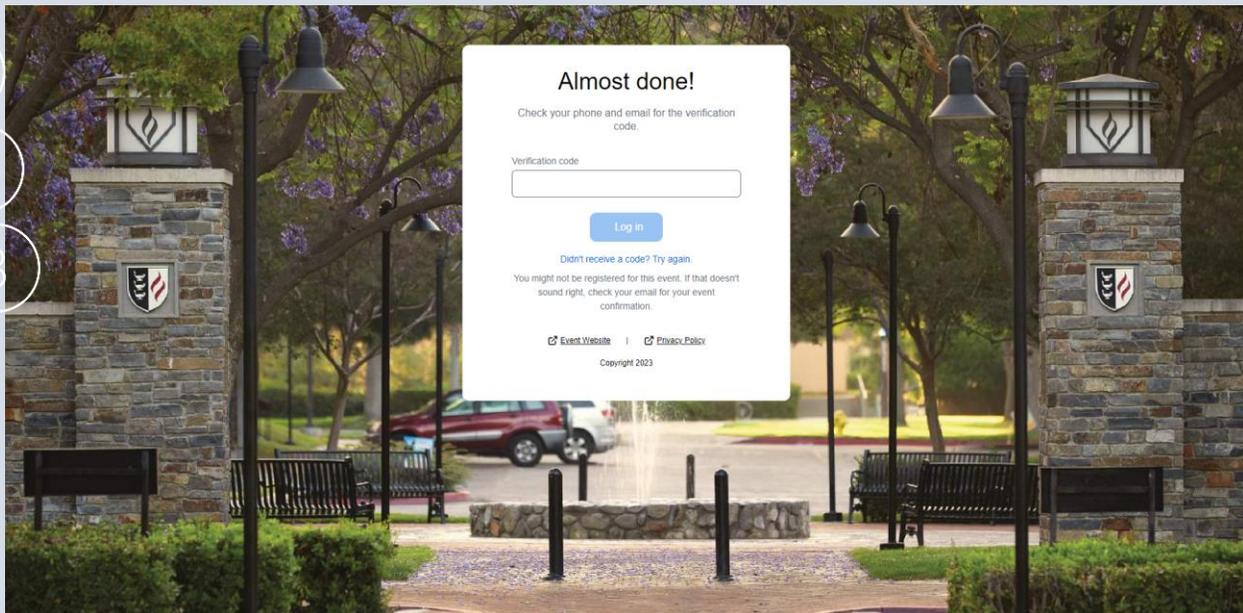|		
	1	**Visit** the **website** provided in the Welcome E-Mail.
	2	**Provide the following information**: First Name, Last Name, and E-Mail address used during the registration process.
	3	Click the '**Next'** button, and the page will refresh to a screen indicating '**Almost Done'** with a box requesting a numeric verification code.
	4	A **numeric code will be sent to your registered E-Mail 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 of the courses you have registered for should be listed here. Select 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**. You can also access the Zoom link directly from your Welcome E-Mail.
	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 the '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)](mailto:tei@cgu.edu) immediately to resolve this issue.

*Note: If you encounter issues such as an invalid E-Mail address or do not receive the numeric code via e-mail, contact us at tei@cgu.edu. We recommended to logging in 24 hours before 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: This page includes

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Claremont Graduate University

Home   Schedule ⌄   Discussions

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.

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

Welcome Michelle

Find a selection of recent publications showcasing the academic rigor and innovative approaches of our instructors.

Faculty Publications
Learn more from our faculty!

Post-Course Survey
Share feedback with TEI

Post-course survey link.

Event Details

TEI Spring 2025 Online Program
March 17 – March 28, 2025

Your Information

TEI Spring 2025 Online Program
Michelle

View your registration

For TEI updates, you may subscribe to the newsletter or follow TEI on social media.

Connect with TEI

TEI
E-mail TEI
cgu.edu

TEI newsletter
signup.e2ma.net

LinkedIn
linkedin.com

For any questions, you may contact the TEI team.

Contact us at tei@cgu.edu

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 of your screen. When you click this icon, it will **display all of the TEI course(s) you registered for**. If you are registered for more than one course, select the specific course you would like to access. *Please note that course materials cannot be accessed from the home page.* 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:

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Claremont Graduate University

Home   Schedule ⌄   Discussions

Resources

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

To view all courses, click the calendar icon.

Featured

Anna Woodcock

TEI 339: Longitudinal Evaluation Design: Building and Maintaining Participant Commitment

⊙ Zoom

Monday, March 17, 2025 · 7:00 AM - Tuesday, March 18, 2025 · 2:00 PM PDT (31 hours)

⊕ Add to calendar

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

| Join session | Remove session | Session purchased

Description: Are you ready to take your longitudinal evaluation projects to the next level? This immersive 2-day course is designed for professional evaluators who want to harness the power of longitudinal research while overcoming its most persistent challenge: participant attrition.

Over the course of this class, you'll learn how to implement the Tailored Panel Management (TPM) approach, a proven method inspired by psychological research, to maximize participant retention and ensure the integrity of your findings. Through real-world examples and case studies from over a decade of research, you'll discover actionable strategies for recruitment, retention, and engagement that will transform the way you approach longitudinal studies.

What You'll Gain:

- Expert insights on the critical role of participant commitment in longitudinal evaluations.
- Practical tools and techniques for reducing attrition and maintaining data reliability.
- A deep dive into the TPM approach, focusing on the "4 C's" – Compensation, Communication, Consistency, and Credibility – to foster long-term participant engagement.

All course materials are available under the 'Resources' section in the top right of the page for your <u>course details</u>.

Resources →| Resources

Test document
DOCX · 464 KB

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Frequently Asked Questions

"I'm having trouble accessing the Attendee Hub. Can you help?"

*Try these **troubleshooting** steps:*

1. Make sure you are logged in to the Attendee Hub page using the link provided by TEI in the Welcome E-Mail. Welcome E-Mails are sent to registered participants one week before your courses begins. If you did not receive a Welcome E-Mail for your course, please contact tei@cgu.edu.
2. Provide the correct details to log in to Attendee Hub, using the same information 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 E-Mail 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 E-Mail us at tei@cgu.edu for additional support. We are happy to help!