



N O R T H A M E R I C A N
QUITLINE
C O N S O R T I U M

Special Training Webinar

Fiscal Year 2013 NAQC Annual Survey of Quitlines

Monday, 24 February 2014

1:00 – 2:00 p.m. ET

PARTICIPANT LOG-IN AND DIAL-IN INSTRUCTIONS

To join the webinar, please use the following link:

<https://www.livemeeting.com/cc/naquitline/join?id=78G3DK&role=attend&pw=NAQCseminar2011>

You will also need to join by phone. Use the information below to connect:

Toll-free: +1 (866) 614-2162

Participant code: 382-354-4665

FIRST-TIME USERS

To save time before the meeting, check your system to make sure it is ready to use Microsoft Office Live Meeting (<http://go.microsoft.com/fwlink/?LinkId=90703>).

TROUBLESHOOTING

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser: <https://www.livemeeting.com/cc/naquitline/join>
2. Copy and paste the required information:

Meeting ID: **78G3DK**

Entry Code: **NAQCseminar2011**

NOTE: In order to have access to all webinar features, please use the following Internet browsers:: [Internet Explorer](http://www.microsoft.com/windows/internet-explorer/default.aspx) (<http://www.microsoft.com/windows/internet-explorer/default.aspx>)(PC) and [Safari](http://www.apple.com/safari/) (<http://www.apple.com/safari/>) (Mac).

Webinar Learning Objectives

Since 2004, NAQC has conducted a survey of quitlines in North America. The information collected in the survey advances our understanding of quitline operations and services. By sharing information about quitline financing, counseling interventions, medication provision, utilization, staffing and evaluation, quitlines contribute greatly to the field. Aggregate results are shared with the quitline community and partners and help achieve NAQC's mission of promoting evidence-based quitline services across diverse communities in North America.

By the end of the webinar, participants will:

- *Understand major topics covered by the 2013 NAQC annual survey;*
- *Understand major changes from the 2012 survey;*
- *Access SurveyMonkey and enter data;*
- *Learn where to get help for survey questions or concerns, or have technical difficulties with SurveyMonkey; and,*
- *Review how NAQC will use survey data and made available to the larger quitline community.*

Prior Webinar Background Reading

- FY2013 NAQC Annual Survey of Quitlines – Survey Instrument – available on the FY2013 survey page at <http://www.naquitline.org/?page=2013Survey>

Agenda for Monday, 24 February 2014

1:00 – 1:15	Welcome and Agenda Review <i>Tamatha Thomas-Haase, MPA</i> <i>Manager, Training & Program Services</i> NAQC	<ul style="list-style-type: none">• Review technology and ground rules• Review agenda• Audience poll
1:15 – 1:45	The FY13 NAQC Annual Survey <i>Stephanie Smith-Simone, PhD, MPH</i> <i>Director, Research & Evaluation</i> NAQC	<ul style="list-style-type: none">• Survey topics and new questions• Changes from the FY12 survey• Accessing the survey and entering data• How to get help• How data will be used
1:45 – 2:00	Questions and Discussion Closing	

Each webinar includes ~45-50 NAQC members and guests. For this reason, and in order to ensure that the webinar is as effective as possible, we ask that you adhere to the following:

Before the webinar:

- Please try to test your connection to the webinar application at least one day prior to the session to troubleshoot any technical issues.
- **Review the background materials for the webinar.** To access all webinar materials please visit the NAQC 2013 survey page at <http://www.naquitline.org/?page=2013Survey>.

During the webinar:

- **Please connect to the webinar and teleconference line several minutes before the start time.**
- Please keep your phone on mute in order to keep background noise to a minimum. IF YOU DO NOT HAVE A MUTE FUNCTION ON YOUR PHONE, PLEASE PRESS *6 TO MUTE/UNMUTE YOUR PHONE. THANKS!
- Please do not use the “hold” button on your phone during the webinar, as it will play hold music or beeps audible to other participants. Instead, use your phone’s “mute” or “mic” button. If there is an emergency, feel free to hang up and call back.
- State your name and organization before asking a question or making a comment.
- Please use the Q&A function on the webinar page to ask a question or please feel free to state your questions and comments during the session.
- If you need technical assistance, press *0 to speak to the operator.

After the webinar:

A link to a www.surveymonkey.com online evaluation survey will be shared with you at the close of the webinar. Please take a few minutes to complete the survey so that we can continue to improve the webinar series.

Ten Ground Rules for Being an Effective Virtual Meeting Participant

1. **Only attend when I am willing and able to fully show up.** Being a bystander is a waste of everyone’s time.
2. **Come prepared.** Ask for an agenda and handouts ahead of time. Schedule 15 minutes to prepare for the meeting/webinar – if I don’t need it I can have the time back. Do the pre-work. Make notes and be ready with questions.
3. **Test the technology ahead of time.** Log in the day before to ensure full access to whatever online technology is being used. Check my headset.
4. **Turn up early.** Put the web address and teleconference details in my calendar. Set the reminder 15 minutes ahead of the call.
5. **Remove distractions.** Schedule a quiet place to participate from. Clear my desk and computer desktop. Turn off email & instant messaging. Put my cell phone aside. Put a note on my office door.
6. **Take responsibility for my own participation.** Don’t plan to do any “catch up” activities during the call. If I catch myself multi-tasking, close my eyes and listen. Avoid side conversations whether in the room with colleagues or in an online chat space.
7. **Be aware of air time.** Fully participate while allowing others to do the same. Speak my name before making a comment.
8. **Be aware of who else is on the call.** Make a note of those asking interesting questions or contributing provocative comments. Who do I want to connect with again after the call?
9. **Support the facilitator.** Laugh at jokes, acknowledge questions, pay attention. Keep off mute when possible.
10. **Have high expectations.** Do a mental evaluation at the end of the session. Send off a quick email to the facilitator – thank them for what worked well; make constructive requests for future events as needed.

From: <http://www.facilitate.com/blog/index.php/2009/10/virtual-meeting-ground-rules/>