



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 Topic Webinar
Results from the 2012 NAQC Annual Survey of Quitlines

Wednesday, October 23, 2013
2:00 – 3:30PM ET (11:00-12:30 PM PT)

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:

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FIRST-TIME USERS

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TROUBLESHOOTING

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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

- Learn about the state of quitline funding, service delivery, sustainability activities, utilization, and evaluation for Fiscal Year 2012, as well as identify trends over time.
- Learn about how NAQC will use FY12 Annual Survey data, plans for sharing and posting data online, and quitline opt-out abilities.
- Identify next steps for the survey and other data collection initiatives.

Agenda

2:00 - 2:10	Welcome Agenda review and setting the stage <i>Jessie E. Saul, Ph.D.</i> Director of Research NAQC	<ul style="list-style-type: none">• Review technology and ground rules• Review agenda
2:10 – 3:00	Presentation of FY2012 NAQC Annual Survey Results <i>Jessie E. Saul, Ph.D.</i> Director of Research NAQC	<ul style="list-style-type: none">• Survey methods• Survey findings• Trends over time• Implications
3:00 - 3:30	Questions and Discussion Closing	

Tips for a Successful Webinar

Each webinar will include 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.

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.

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.
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.
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.