

**Streamline Current PowerPoint Presentation Used for Area 9 AMIAS Training
Task Force Report
AWSC August 22, 2020**

Task Force Members: Pat A, Chair; Di T; Charon C; Lily N; Eleanor J; Nick R.

Charge:

Develop & recommend to AWSC a more streamlined, less redundant PowerPoint presentation to be used for AMIAS Safety & Behavioral Requirement training for both AMIASs being trained for the first time & those returning for annual re-training.

Task Force Timeline:

Our Task Force is now coming to an end as this is our final report with recommendations listed below. We've had a total of 32 video call meetings since March 2018 & even though it's been the longest Task Force I've ever been on, it has also been the best! Here's a timeline of what has happened since Feb AWSC 2020:

- **February 2020**
 - After AWSC, gave a live demonstration of the online training software plus a Q&A session with Task Force members. Sue P., WSO's Associate Director – Group Services, was in attendance & had many questions in regards to scaling up the software to a much larger level.
 - Sue P. was subsequently enrolled as a learner in the online course & replied back, *"I am so excited about this platform & hope we will be able to use it in an effective manner throughout the World Service Conference structure. You guys are ROCKING service!!"*
- **March 1st 2020** - Original deadline for AMIAS
 - 45 returning AMIAS & 9 new trainees completed online training by this deadline. (See attached "Activity by Month Graphs" document with this report.)
- **March 15th 2020**
 - The online training software is used in a large group setting for an in-person **hybrid** F.R.E.S.H. event for the first time.
- **March 22nd 2020**
 - Due to the Covid-19 outbreak, motion was made & passed unanimously by NFA AFG, Inc. Board of Directors to approve extending the software cost for two additional months (May & June). (See attached "Extension Proposal" document with this report.)

- **March 24th 2020**
 - Announcement regarding online training deadline extension dates was sent out.
 - Timing coincided with an announcement & flyer regarding Area 9's first ever *virtual* F.R.E.S.H. event.

- **May 1st 2020** - Original deadline for non-AMIAS (new trainees)
 - 11 returning AMIAS & 8 new trainees completed online training by this original deadline.
 - Downgraded subscription to "Starter" plan for 40 users for May.

- **June 1st 2020** - New extended deadline for AMIAS
 - 2 returning AMIAS completed online training by this extended deadline.
 - Continued subscription of "Starter" plan for 40 users for June.

- **June 30th 2020** - New extended deadline for non-AMIAS (new trainees)
 - No course activity or completions for entire month of June.
 - All current accounts were deactivated except for the Administrator's (Area Tech Coordinator) & Sue P.'s from the WSO.
 - Downgraded subscription to "Free" plan for 5 users for the remainder of the one-year trial.

Task Force Summary/Findings:

We discovered that the complaints regarding the length of the traditional in-person training were more a matter of *perception* of time (rather than actual time). The best way to change the perception was by putting the ability to set the pace of learning in the hands of the *learner* in an environment of their choosing.

After reviewing end-of-course survey results from 68 members, a majority found the online training easy to use, convenient, & an overall improvement over the traditional in-person training. Several members recommended additional improvements as detailed in the "Scrubbed Survey Responses" document attached with this report. Some felt the training could be condensed further by removing redundant or blank slides, however it was this Task Force's decision to not modify or delete any of the WSO's slides so it would be easier to update the course anytime WSO issued an updated deck. Any redundant slides could just be "clicked through," thereby not adding any significant excess time.

We believe we have successfully fulfilled our charge & in the process, we are turning over a valuable tool we hope future Panels will continue to use & enhance as years go by. Additionally, given recent societal & online tech developments in the world, we feel we are on the right path.

Task Force Recommendations:

- 1) **Bring this Task Force & the one-year trial to a close on Dec 31st, 2020.**
- 2) **That Area 9 adopt self-paced online training for returning & first time AMIAS for the foreseeable future.**
- 3) **That Area 9 purchase a training software plan for a minimum of three months that allows up to 100 users at one time.**
- 4) **That Area 9 makes the training software available to at least five AI-Anon members at any time.**
- 5) **That the online training continue to be done *in addition* to the face-to-face F.R.E.S.H. events.**

Some ideas for future discussions:

- Create a standing oversight committee to continually refine the online training & evaluate it for effectiveness & adherence to various requirements (i.e. Area 9's Safety & Behavioral Requirements, current state laws, etc.). Committee members could be staggered to always include one panel of Area 9 members with two years of experience as well as the current Florida South Alateen Coordinator since Area 9 shares the annual Alateen Conference with Area 10.
- Develop supplemental training using the current Alateen Service eManual.
- Should the WSO provide a deck translated into Spanish, we could consider online training in Spanish.

Report attachments:

- 1) AMIAS Online Training - Extension Proposal - 3-22-20
- 2) AMIAS Online Training - Activity by Month Graphs - 7-1-20
- 3) AMIAS Online Training - Final Overall Stats - 7-1-20
- 4) AMIAS Online Training - Scrubbed Survey Responses - 6-2-20
- 5) AMIAS Online Training - 2020 Trial Run Roles - 12-1-19

Grateful for growth outside our comfort zone,

Pat A. (Chair)

Di T.

Charon C.

Lily N.

Eleanor J.

Nick R.

REVIEWED & SUBMITTED BY TASK FORCE ON AUGUST 9TH, 2020

Area 9 AMIAS Online Training Extension Proposal

Prepared by: Pat A, Area Technology Coordinator, Panel 58
Submitted to NFA AFG, Inc. Board of Directors: 3/22/2020

Overview

In light of the recent Covid-19 outbreak, the NFA AFG, Inc. Board of Directors is looking to extend the current AMIAS Online Training deadline to all Area 9 members. Previously it was budgeted & approved by AWSC August 2019 for January 1st thru April 30th, 2020. The cost breakdown is shown below for extending use of the Talent LMS software for May 1st thru June 30th, 2020.

Cost Breakdown

| DATE | TIMELINE | EST. COST |
|------|--|--------------------|
| | APRIL 2020 | |
| 4/1 | Month of April - Continue subscription of Basic Plan for 100 users (on system at one time) | (Already budgeted) |
| | | |
| | MAY 2020 | |
| 5/1 | Month of May - Downgrade subscription to Starter Plan for 40 users (on system at one time) | \$63.20 |
| | | |
| | JUNE 2020 | |
| 6/1 | Month of June - Continue subscription for Starter Plan for 40 (on system at one time) | \$63.20 |
| | | |

| | | |
|-----|---|-----------------|
| | JULY 2020 - DEC 31st, 2020 | |
| 7/1 | Downgrade subscription to Free Plan for 5 users (on system at one time) | \$0.00 |
| | TOTAL ESTIMATED COST: | \$126.40 |

Deadline Dates

If the Board approves the cost for extension, all new & current active accounts will be given an expiration date of June 30th, *however for those that want to be certified, everything will need to be done by a deadline of June 1st.* Please see breakdown below:

Deadline June 1st = Priority for those that want to do online training & complete the certification process (i.e. attending a F.R.E.S.H. event in-person or via video call, forms, ID verification, background check, & fingerprinting), such as the following:

- Returning AMIAS
- Potential New AMIAS

Deadline June 30th = Primarily for those NOT planning to go through with certification process (or those that want to reinforce their knowledge), such as the following:

- *Any* member that is curious to see this part of the training done in a new way.
- Returning or potential new AMIAS that have already done *in-person* training & has (or will have) met the certification deadline of June 1st, but wants to also take the online training to see what it is like &/or reinforce their knowledge.
- *Any* member that just needs *something to do to alleviate cabin fever!*

Additional Impacts

Legal impact:

- The tax ID for NFA AFG, Inc. would continue to be used for a nonprofit discount.
- The Area credit card would continue to be charged for any software purchases.
- Receipts would continue to be forwarded to Area Treasurer for recordkeeping.

Policy impact:

- None - This is still within 1-year trial run for 2020.

Procedures impact:

- None - This is still within 1-year trial run for 2020.

Cost impact to members:

- None - We are not charging members to take online course.

Area 9 budget impact:

- Estimated increase of \$126.40.

Summary

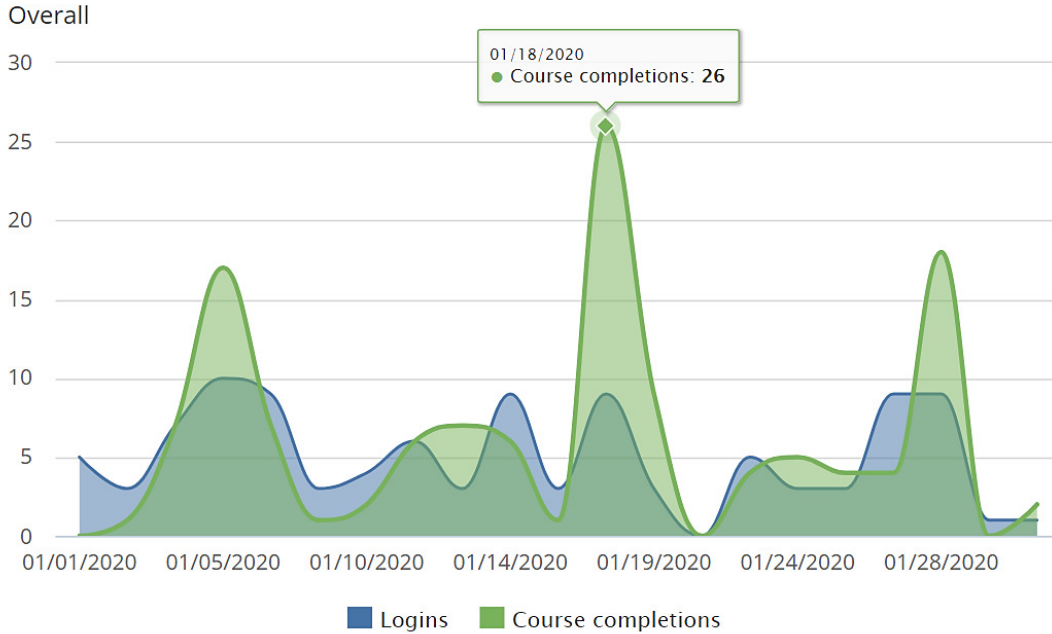
Extending the AMIAS Online Training to Area 9 members will have minimal impact from a standpoint of cost & requirements. It will have a major impact though to members that are still working toward their AMIAS certification. The AMIAS Online Training Task Force members are in agreement with the proposed extension & are hopeful it will move forward.

AMIAS ONLINE TRAINING ACTIVITY BY MONTH

JANUARY 2020

From To

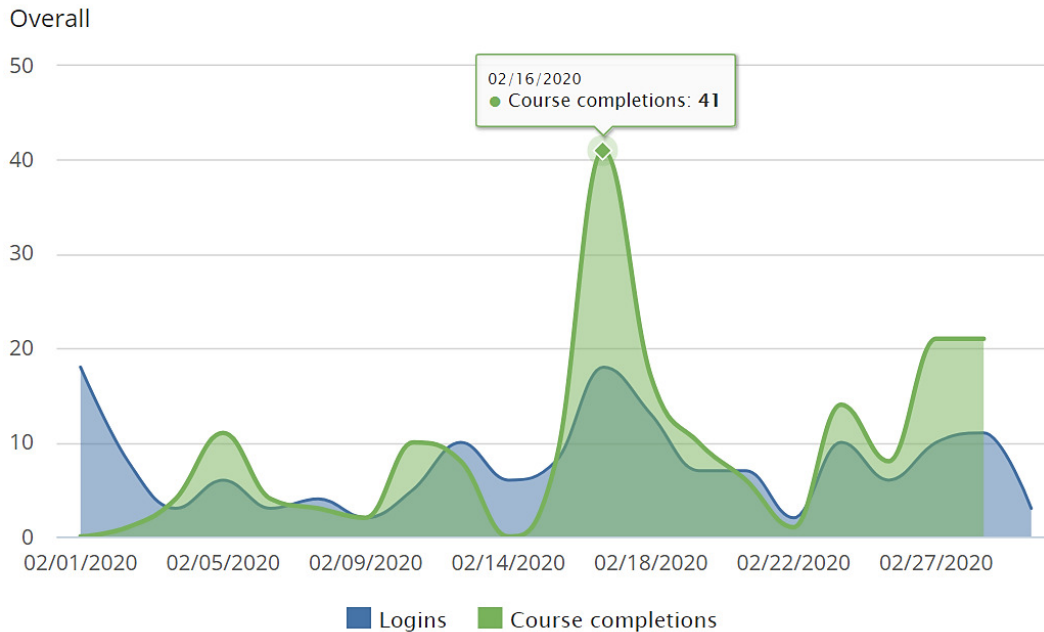
105 logins from 28 users · 127 course completions



FEBRUARY 2020 (Original deadline for AMIAS: March 1st)

From To

160 logins from 41 users · 190 course completions



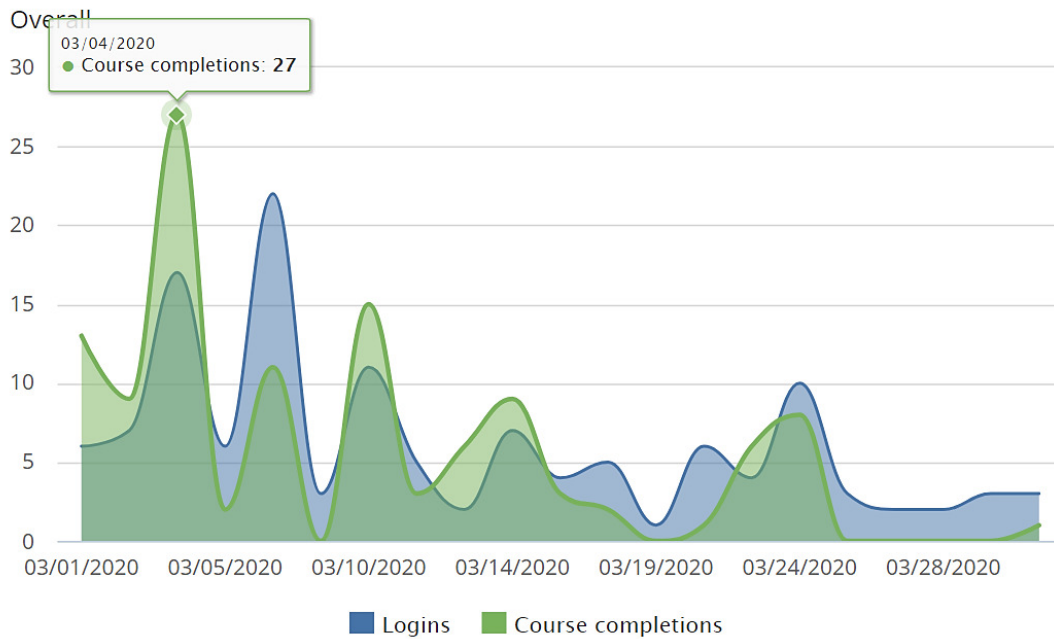
MARCH 2020

From 03/01/2020

To 03/31/2020

Show

129 logins from 22 users · 116 course completions



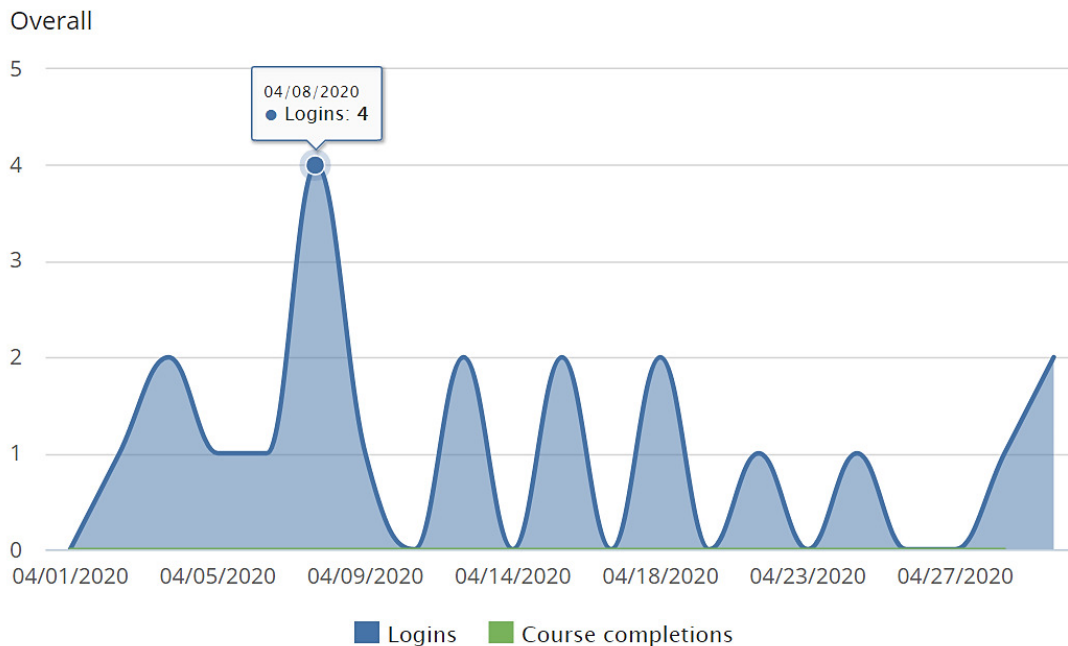
APRIL 2020 (Original deadline for non-AMIAS: May 1st)

From 04/01/2020

To 04/30/2020

Show

21 logins from 2 users · 0 course completions

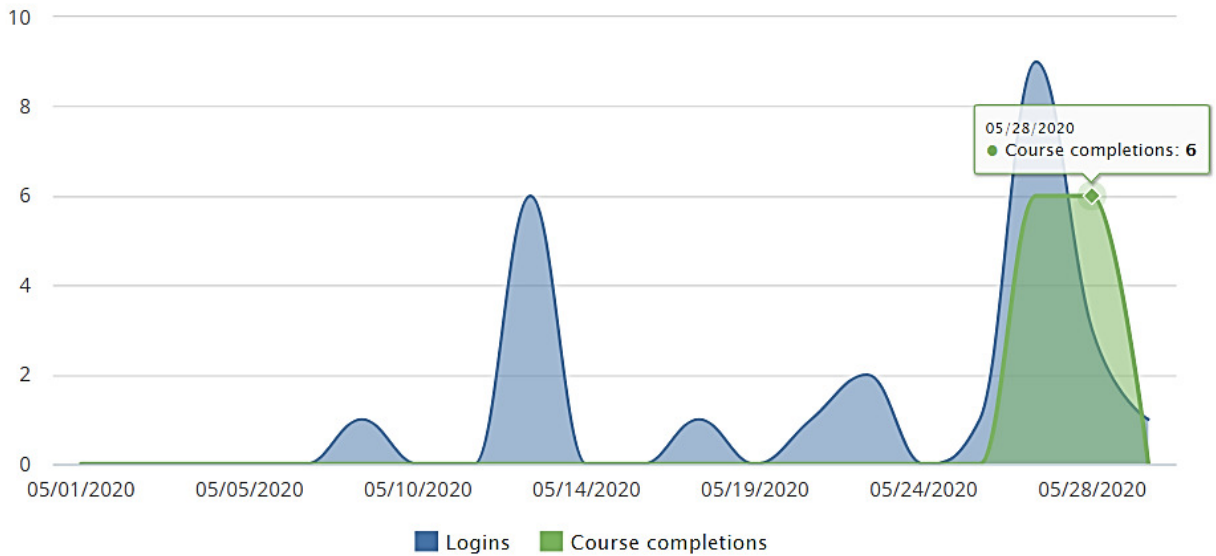


MAY 2020 (Extended deadline for AMIAS: June 1st)

From To

25 logins from 3 users · 12 course completions

Overall

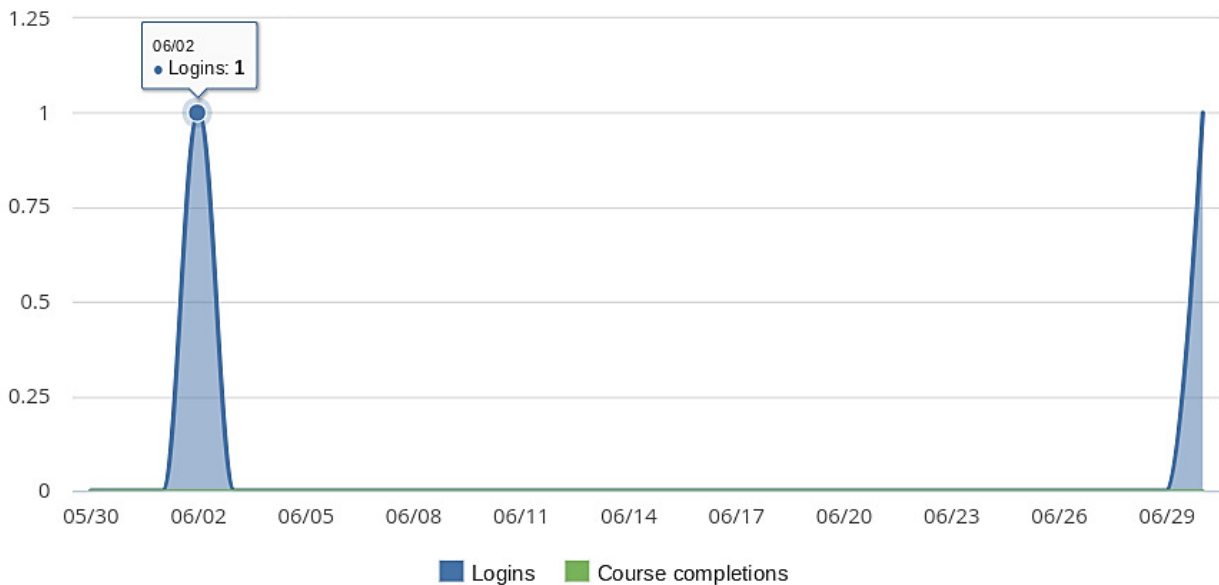


JUNE 2020 (Extended deadline for non-AMIAS: June 30th)

From To

2 logins from 1 user · 0 course completions

Overall



| AMIAS ONLINE TRAINING STATS (Final as of 7/1/20) | | | | | | | | | | |
|---|----------------|----------------|----------------|----------------|----------------|---------------|-------------------|--------------------------|----------------|--------------------|
| OVERALL TOTALS: | | | | | | | | | | |
| Total returning AMIAS enrolled: | 102 | | | | | | | | | |
| Total new trainees enrolled: | 29 | | | | | | | | | |
| Total WSO guests enrolled: | 1 | | | | | | | | | |
| Total "Groups" enrolled: | 1 | | | | | | | | | |
| Total enrollments: | 133 | | | | | | | | | |
| | | | | | | | | PERCENT COMPLETED | SURVEYS | |
| BREAKDOWN BY MONTH: | JAN | FEB | MAR | APRIL | MAY | JUNE | TOTALS | OF TOTAL ENROLLED | TOTALS | % COMPLETED |
| Total AMIAS completed online training: | 21 | 24 | 11 | | 2 | | 58 | 58/102 = 57% | 51 | 51/58 = 88% |
| Total AMIAS in progress: | 2 | | | | | | 2 | | | |
| Total AMIAS enrolled & NOT logged in: | 41 | 1 | | | | | 42 | | | |
| New trainees completed online training: | 2 | 7 | 8 | | | | 17 | 17/29 = 59% | 16 | 16/17 = 94% |
| New trainees enrolled & in progress: | | 1 | | | | | 1 | | | |
| New trainees enrolled & NOT logged in: | 1 | 8 | 2 | | | | 11 | | | |
| WSO guests enrolled & NOT logged in: | | 1 | | | | | 1 | | | |
| Total "Group" completed online training: | | | 1 | | | | 1 | | 1 | 1/1 = 100% |
| Total enrollments: | 106 | 21 | 6 | | | | 133 | | 68 | |
| AVERAGE COMPLETION TIMES: | | | | | | | | | | |
| BREAKDOWN BY TYPE: | CLASS 1 | CLASS 2 | CLASS 3 | CLASS 4 | CLASS 5 | SURVEY | TOTAL TIME | | | |
| | 20 mins. | 18 mins. | 13 mins. | 30 mins. | 30 mins. | 5 mins. | Approx 2 hours | | | |

| AMIAS ONLINE TRAINING | | |
|--|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 (Scrubbed for anonymity purposes) | | |
| Response # | Member | 1) What was the best thing about the entire online training? |
| 1 | AMIAS | Able to complete at my own pace. |
| 2 | AMIAS | Thank you for giving me the option of completing this training at my own pace. |
| 3 | AMIAS | it was simple |
| 4 | AMIAS | It was easy to navigate |
| 5 | AMIAS | That it was online |
| 6 | AMIAS | Convenience. |
| 7 | AMIAS | It was easier than I expected. The information was clearly presented and the questions were not difficult. It went quickly. |
| 8 | AMIAS | Allows me to complete on my own time so I am more focused for each section. |
| 9 | AMIAS | Can be done at my own pace as my schedule permitted. |
| 10 | AMIAS | Doing it in my pajamas, at home and at the time I want. |
| 11 | AMIAS | The ability to complete training on my schedule at my pace. |
| 12 | AMIAS | Knowing it can be completed at my own pace. |
| 13 | AMIAS | I could complete it at my own pace in the convenience of my home. |
| 14 | AMIAS | It only took about an hour of my time to complete. I did it in one sitting, but if I needed to, I could have come back later. |
| 15 | AMIAS | Not reading out loud and being able to work at your own pace. |
| 16 | AMIAS | I was able to start and stop as I desired. Thank you for making this an easy non threatening course but very informative. |

| AMIAS ONLINE TRAINING | | |
|--|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 (Scrubbed for anonymity purposes) | | |
| Response # | Member | 1) What was the best thing about the entire online training? |
| 17 | AMIAS | good refresher |
| 18 | AMIAS | Being able to go through the training without leaving home and at time(s) convenient for my schedule. |
| 19 | AMIAS | I COULD DO IT HOME IN MY OWN TIME. |
| 20 | AMIAS | That it is self-paced, and I have time to read what I need and not be rushed along. I also can go fast when I understand and know the material. |
| 21 | AMIAS | Detailed |
| 22 | AMIAS | I loved the entire experience! The best thing would have to be that I could stop at any point and when ready to go back it knew where I left off so I didn't have to repeat any of the training because I had to stop. |
| 23 | AMIAS | I could do it on my own time |
| 24 | AMIAS | Online Training was well thought out and gave excellent information which stuck with me much more than the previous training. |
| 25 | AMIAS | Good learning tool. Simple to use. |
| 26 | AMIAS | I prefer the ability to complete on my own rather than in a group setting |
| 27 | AMIAS | Easy |
| 28 | AMIAS | I loved being able to go at my own pace, in the comfort of my own home at my leisure and test my knowledge. |
| 29 | AMIAS | I could take the course in a time frame that was convenient for me. |
| 30 | AMIAS | Being able to stop the training and restart from where we left off. |
| 31 | AMIAS | Clear information and instructions for safety issues and conflict Issues |
| 32 | AMIAS | everything |

| AMIAS ONLINE TRAINING | | |
|--|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 (Scrubbed for anonymity purposes) | | |
| Response # | Member | 1) What was the best thing about the entire online training? |
| 33 | AMIAS | I was able to do it online in my own time & space. Easier to soak up the info in a quiet & serene environment. Thanks! |
| 34 | AMIAS | ease of use of site. Postitive reinforcement was awesome |
| 35 | AMIAS | <ol style="list-style-type: none"> 1. Singular focus/no distractions on the information in the slideshow. 2. Allowed me to work at my own pace. 3. Gave me the opportunity to review materials referred to in the slideshow and save a copy to my computer. 4. Provided my brain the time needed to process and understand the information before moving on to the next slide. LOVED IT!!!! |
| 36 | AMIAS | It allowed me to complete the training at my own pace. |
| 37 | AMIAS | It made me take the time to review everything, and we could stop anytime and go back to it. |
| 38 | AMIAS | material was thorough |
| 39 | AMIAS | Being able to do on my time at my pace. |
| 40 | AMIAS | That it is online and I could do it over several sessions and days |
| 41 | AMIAS | DONE AT HOME |
| 42 | AMIAS | It was very easy to use and the information well-presented. |
| 43 | AMIAS | Can do it in my own time |
| 44 | AMIAS | At my own convenience and pace |
| 45 | AMIAS | I did not have to leave the house. Very well done. I have had this training every year, but reading it all on my own helped me. I was not sitting in a room listing to others read, and probably not paying as much attention. |
| 46 | AMIAS | I could take it on my own schedule, without having to coordinate with a trainer. |

| AMIAS ONLINE TRAINING | | |
|--|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 (Scrubbed for anonymity purposes) | | |
| Response # | Member | 1) What was the best thing about the entire online training? |
| 47 | AMIAS | The comfort and convenience of my own home and available when I was ready to start. Also, being able to start right back from where I left off. Having the assistance of Area IT when I needed help. Pretty great that Area 9 FL N Task Force would come together and create a user friendly course. The ability to work on the particular question with no rush and not more ahead to the next questions till the previous question was correct. I felt confident and knew I was going to pass the course |
| 48 | AMIAS | The online Testing was convenient and easy to understand. Working from home and on my own schedule. |
| 49 | AMIAS | Thank you Pat for all your tedious work, thank you for ALL your Help, you are the Best!!!! Miss having Sponsors Getting together and sharing and learning from each other and catching up, getting ideas for meetings, and experiences. This took forever to get through, many hours?????????? |
| 50 | AMIAS | Ease and convenience. |
| 51 | AMIAS | nothing |
| | | |
| 52 | Trainee | I am in control of my time and my convenience. |
| 53 | Trainee | I liked that I could go at my own pace, stop, and restart. |
| 54 | Trainee | After reviewing to video I was less nervous and it was very easy. I am not good on the computer and it really was very easy to understand and complete. |
| 55 | Trainee | Easy to access and good information |
| 56 | Trainee | There was no pressure of a time limit. |
| 57 | Trainee | It was a good introduction to becoming an AMIAS |
| 58 | Trainee | Broken in sections |
| 59 | Trainee | IT REPEATS THE INFORMATION/RULES SO AFTER AWHILE YOU JUST GET IT |
| 60 | Trainee | That I could do it in my home. It was easy to follow and content was well put together. |
| 61 | Trainee | The whole thing was very easy! |
| 62 | Trainee | For myself, learning about my role as a AMIAS. What is expected of me and what is not expected |
| 63 | Trainee | It was self paced, online. |

| AMIAS ONLINE TRAINING | | |
|--|--------------------|---|
| SURVEY RESPONSES AS OF 6/2/20 (Scrubbed for anonymity purposes) | | |
| Response # | Member | 1) What was the best thing about the entire online training? |
| 64 | Trainee | i LIKED THE QUIZZES RIGHT AFTER EACH MODULE |
| 65 | Trainee | becoming more aware of the role of an AMAIS and the many events available to alateens |
| 66 | Trainee | No time limit |
| 67 | Trainee | It was user friendly |
| 68 | Group - District 3 | Discussions between members interested in Alateen service |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 2) What was the worst thing about the entire online training? |
| 1 | AMIAS | Some overlap in content |
| 2 | AMIAS | |
| 3 | AMIAS | answering that I had read the pages |
| 4 | AMIAS | In my opinion, I have nothing I can think of that was the "worst". I have test anxiety & I appreciated that the quizzes/tests were short. |
| 5 | AMIAS | Difficult getting to the coarse and still not sure if this will actually record that it was me who did this. |
| 6 | AMIAS | Repetitive. |
| 7 | AMIAS | Missing an answer when I checked the wrong answer and then trying to correct my mistake. |
| 8 | AMIAS | Nothing |
| 9 | AMIAS | There was a lot of repetition of information (I know, repetition aids retention!). Also some slides were designed to add specific Area or District information to them, but they were essentially blank. |
| 10 | AMIAS | No, Area info added to the WSO portion of the slides. They had the place holders for them only. Seemed like an extra button to push at the end of each section. |
| 11 | AMIAS | No interpersonal interaction or ability to ask questions. |
| 12 | AMIAS | With three of us gathered to take it at the same time, it took us close to five hours to complete, and we were exhausted. It was good to get it done, but the material it is based on is often repetitious and not always well written. I don't know how this could be changed without rewriting some of the original materials. |
| 13 | AMIAS | Seemed repetitive. However, I also know that, that repetitiveness is very important. |
| 14 | AMIAS | I really have nothing negative to say |
| 15 | AMIAS | Some of the questions seemed almost too easy. Because some of the slides were not completed due to updates being done (or whatever), it was rather unfinished appearing. |
| 16 | AMIAS | I did not have a worst thing at all, sorry! |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 2) What was the worst thing about the entire online training? |
| 17 | AMIAS | cumbersome |
| 18 | AMIAS | I had some difficulty with the program until I reached out to the Area Technology person. She responded very quickly with a suggestion to open the program in a "private window," which I did and proceeded without any more difficulty. I did spend quite a bit of time trying to make it work before I reached out to Pat. I don't know if anyone else taking the training has encountered the same problem, but it might be something to address in the initial email sent out with the login information. |
| 19 | AMIAS | I think there should be some practical application examples and questions related. |
| 20 | AMIAS | I did not get badges for two of my COURSES!! I feel like a failure!!! :-) |
| 21 | AMIAS | Long |
| 22 | AMIAS | I can't think of anything I didn't like! |
| 23 | AMIAS | it could be long but I could take breaks when I wanted |
| 24 | AMIAS | It was long, but it was also a very good thing that you could break when you needed to and return to the training when available. |
| 25 | AMIAS | I don't like computers |
| 26 | AMIAS | Absolutely nothing |
| 27 | AMIAS | Time consuming |
| 28 | AMIAS | Some blanks in the slides need to be updated. I like being able to ask questions but I liked doing this ahead of time and will bring my questions to the FRESH event. |
| 29 | AMIAS | I don't have a worse point |
| 30 | AMIAS | Way too long online and at the training. There must be an easier way to be certified. These trainings appear to repeat identical issues every year. For those of us that have acted as AMIAS for many years, it is extremely repetitive! |
| 31 | AMIAS | Length |
| 32 | AMIAS | nothing |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 2) What was the worst thing about the entire online training? |
| 33 | AMIAS | Using it the first time & getting used to the nuances. Like going back to review material. But the more it is used the better the feel for the system & operational aspects. |
| 34 | AMIAS | Nothing I can think of. However if this was the ONLY way to move forward w AMIAS training we would loose our contact and fellowship |
| 35 | AMIAS | Nothing bad - I loved it. :) |
| 36 | AMIAS | I would have like to be able to complete on my iPad. |
| 37 | AMIAS | It was a little confusing at first, but after I figured it out it was pretty simple. |
| 38 | AMIAS | did not care for the constant needing to input a password on each section |
| 39 | AMIAS | Having to do it on desktop / laptop instead of tablet. (boo hoo lol) Had to dig out my laptap and boot it up |
| 40 | AMIAS | repetitive |
| 41 | AMIAS | THERE WAS NO WORST THING |
| 42 | AMIAS | I can't think of a worst thing - I liked it. |
| 43 | AMIAS | |
| 44 | AMIAS | none |
| 45 | AMIAS | I did not take a break, and my back hurts... |
| 46 | AMIAS | For someone who is and has been a certified AMIAS since the beginning, and is not currently sponsoring an Alateen group, the course requirement is about jumping though a hoop. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 2) What was the worst thing about the entire online training? |
| 47 | AMIAS | The length of the course I realize there is so much to cover. Everytime I clicked on the next section it took 4-5 minutes to upload. |
| 48 | AMIAS | The Training is still redundant. |
| 49 | AMIAS | The Length of it, and confusing.....not very savy with computer technology, found it hard to understand this technology. |
| 50 | AMIAS | My fear before taking online course. |
| 51 | AMIAS | redundant |
| | | |
| 52 | Trainee | Too long some of the slides in the last module should be put in the earlier empty modules or eliminate the empty modules |
| 53 | Trainee | The blank pages were a little confusing at first. "XXX" in red looked a little dangerous, warning, etc. |
| 54 | Trainee | If there was more than one question on the Quiz and I only got one wrong, I had to go back and re-answer the already correctly answered questions. I was upset that I got a question wrong and would have preferred to only try again on the incorrect question. |
| 55 | Trainee | Not worst, but it would be good to fill in the areas left for local groups to personalize the training. |
| 56 | Trainee | No audio presentation. |
| 57 | Trainee | I found it initially very difficult and confusing trying to navigate thru the website |
| 58 | Trainee | A lot of pages |
| 59 | Trainee | LOTS TO READ |
| 60 | Trainee | Security of typing test password in each time I took first test of each unit. |
| 61 | Trainee | Multiple choice questions |
| 62 | Trainee | There was a lot of information but I just needed to walk away and come back another time. |
| 63 | Trainee | Reading on the computer. I often prefer to print info to read it on paper. Not knowing how far along I was at finishing a course, especially the last course. I didn't like that I couldn't go back after I took a quiz to see the info again. I'm glad I downloaded the pptx earlier so I can review the ideas at some later point. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|--------------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 2) What was the worst thing about the entire online training? |
| 64 | Trainee | i HAD TROUBLE CLICKING ON THE QUIZ PASSWORD FOR EACH MODULE NOT USER FRIENDLY |
| 65 | Trainee | clicking on screens to page through |
| 66 | Trainee | Testing still makes me anxious |
| 67 | Trainee | a little time consuming, but it was worth it |
| 68 | Group - District 3 | There is still quite a bit of repetition in these modules. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 3) What improvements would you recommend for this online training? |
| 1 | AMIAS | None, I think it beats the death by power point we do as a group. |
| 2 | AMIAS | None |
| 3 | AMIAS | none at this time |
| 4 | AMIAS | I can't think of any. |
| 5 | AMIAS | This was not easy to get to to start the process and was confusing having a user ID and password that was not mine. |
| 6 | AMIAS | More condensed. |
| 7 | AMIAS | I think it is very important to watch the tutorial before taking the course. I had some confusion initially in reading the page numbers in the black blocks at the bottom of the page. I confused the slide numbers with the page numbers. |
| 8 | AMIAS | None |
| 9 | AMIAS | To re-certify as an AMIAS it is STILL not clear to me why we have to attend a FRESH event (a FULL day affair!) AND complete this 2+ hours training. It's overkill - shorten one or the other. If both are required, the content of each should be additive not repetitive! |
| 10 | AMIAS | Oh that was how I answered the last one. Add Area info in early modules, or indicate it will be given in the 5th course. Simplify the buttons for moving on. (Reduce clicks) |
| 11 | AMIAS | Consider an introduction that details the AMIAS certification process and renewal. |
| 12 | AMIAS | Find a way to eliminate material that is repetitious and/or not flowing easily wherever this is possible. I don't know how this could be done without the talent and huge commitment of someone who is a good writer and editor. I've often thought a course following the the Alateen Manual from start to finish might be a good way to do it. It is better to have this course, than not have it. THANK YOU for doing it! I see it as progress not perfection at this point. It makes it possible to do the training on your own time, and gives you time to reflect on it as you go through it. It will be valuable for Area and district trainers to have, to save months and months waiting to train and enroll new AMIAS--they will be able to do so much of it on their own. |
| 13 | AMIAS | I enjoyed all I just learned. |
| 14 | AMIAS | I think it is fine |
| 15 | AMIAS | Finish the slides that said ...insert info here... More test questions??? I know that a FRESH session is also required, but I would not feel comfortable going through this and then trying to be an AMIAS in an actual Alateen meeting. That's why the Q&A with the FRESH session is very important. |
| 16 | AMIAS | This is a good question, at this time I have no suggestions but in time we all have them. Thank you. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 3) What improvements would you recommend for this online training? |
| 17 | AMIAS | easier to use |
| 18 | AMIAS | I really think there should be more questions and some that cannot be answered unless the participant has read through the resources at least once. |
| 19 | AMIAS | see previous answer |
| 20 | AMIAS | I think it is really perfect - the right amount of time, the right pacing, right amount of information and ease of use. |
| 21 | AMIAS | more compact |
| 22 | AMIAS | Sometimes you have to scroll down and other times you use your arrow key...this can be confusing and make you skip a section and go directly to the question without reading the material. Maybe consistency with which one to use, the scroll down or the arrow to move ahead. |
| 23 | AMIAS | Can't think of any |
| 24 | AMIAS | Encourage each participant to print the file documentation so that they have it to keep and review at their leisure. This file information I felt was excellent. |
| 25 | AMIAS | The obvious, fill in the missing information or remove the slides. |
| 26 | AMIAS | I don't have any recommendations |
| 27 | AMIAS | |
| 28 | AMIAS | Seems there are a few redundant slides. Some updated is needed. I really LIKE this option for recertifications. |
| 29 | AMIAS | While it stated that you shouldn't use a tablet I did as I don't have a lap-top. I just figured out how to navigate through it. But making the course Tablet friendly would be a plus. |
| 30 | AMIAS | See previous response...there's got to be a better means to certify! |
| 31 | AMIAS | Find a way to avoid the true false on reading all the pages and just not allow the test until all the pages have been opened |
| 32 | AMIAS | nothing |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 3) What improvements would you recommend for this online training? |
| 33 | AMIAS | Not much. Very good for first time to use it. Maybe a little streamlining once everyone becomes familiar with it. I understand the need to make it "Dummyproof." Great job! |
| 34 | AMIAS | Nothing for now |
| 35 | AMIAS | Delete the slides that contained no information filled in. |
| 36 | AMIAS | I can't think of any at the moment. |
| 37 | AMIAS | None, we'll get used to it. |
| 38 | AMIAS | same as 2 |
| 39 | AMIAS | move the "submit answer" box to the right of the page - minimize scrolling to the left |
| 40 | AMIAS | none |
| 41 | AMIAS | FINE AS IT IS |
| 42 | AMIAS | No suggestions - I liked that each section had a limited number of slides per section. That gave sufficient time for the information to sink in before completing the next section. |
| 43 | AMIAS | |
| 44 | AMIAS | looks great |
| 45 | AMIAS | I can't think of a thing. I got a lot more out of it then I thought I would. |
| 46 | AMIAS | None at this time since it is new. More time and experience is required in order for the Area to make informed decisions regarding the training. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 3) What improvements would you recommend for this online training? |
| 47 | AMIAS | maybe some more visuals....a cartoon...bigger graphics |
| 48 | AMIAS | Streamlining content. |
| 49 | AMIAS | |
| 50 | AMIAS | None |
| 51 | AMIAS | skip the first and second repeated slides on every course |
| | | |
| 52 | Trainee | Pretty much what I answered in question #2 |
| 53 | Trainee | Add or change content to the blank pages, or remove them. |
| 54 | Trainee | can't think of any. it really was complete and easy to navigate. |
| 55 | Trainee | See 2 |
| 56 | Trainee | It seems appropriate at this time. |
| 57 | Trainee | Easier to navigate website |
| 58 | Trainee | Simplify each class and one test per class |
| 59 | Trainee | FEWER BUTTONS TO PUSH |
| 60 | Trainee | It was a bit repetitive at times. But repetition assists in memory retention. |
| 61 | Trainee | None |
| 62 | Trainee | I would not recommend any. |
| 63 | Trainee | I don't think the training is very dyslexia friendly. This matters because Alanon meetings involves a lot of listening and talking. There are people who would make very good Alateen leaders but might not want to finish reading everything in the training. Maybe add an audio option. Or video examples. I expected this to be similar to boy scout training videos. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|--------------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 3) What improvements would you recommend for this online training? |
| 64 | Trainee | SEE QUESTION 2 |
| 65 | Trainee | not sure if the info available in the files are to be read before the training. it is a lot of reading |
| 66 | Trainee | none |
| 67 | Trainee | none |
| 68 | Group - District 3 | Allow members to do training online and gather at a FRESH event for an exchange of ideas |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 4) Any additional comments? |
| 1 | AMIAS | none |
| 2 | AMIAS | |
| 3 | AMIAS | no |
| 4 | AMIAS | Thank you for all you do Pat. Great job! I appreciate the easy explanation and directions given in the tutorial. |
| 5 | AMIAS | No I just hope that this will record I have completed this coarse as I spent a good bit of time reading all, of the literature |
| 6 | AMIAS | No. |
| 7 | AMIAS | Not really. I'm a little tech challenged but I was able to take this training without much trouble. However, nothing on-line will completely replace in-person training so I'm glad both on-line and in-person sessions are incorporated in this. |
| 8 | AMIAS | I think this is more productive that doing the whole thing at a meeting in one day. I feel ready to go to F.R.E.S.H. with any questions. |
| 9 | AMIAS | No |
| 10 | AMIAS | Thanks for all the new adventures and keeping us moving ahead in progress! |
| 11 | AMIAS | Grateful for effort put into online training. |
| 12 | AMIAS | Just "Thank You" for all the effort that went into this, and the organization it took to get this up and running. It is a huge learning curve for me to get going on this, but I am hoping it will make the sometimes torturous process of getting our AMIAS "trained" easier in the long run. I'm looking at it as 3-5 hours on the computer for training and then a two hour enjoyable get-together to eat, meet each other, share and problem solve what we are actually doing with the teens we see in schools every week. |
| 13 | AMIAS | Thank you to all who made this online training available. |
| 14 | AMIAS | Thank you for the opportunity to be a certified AMIAS |
| 15 | AMIAS | The overview video at the start was very helpful. I might have been stuck without that. I am a scroll wheel user and might have missed some of the slides if I had scrolled down rather than using the left and/or right arrows. Thanks for that. |
| 16 | AMIAS | I actually enjoyed this and learned much, thank you. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 4) Any additional comments? |
| 17 | AMIAS | more user friendly |
| 18 | AMIAS | I assume there is a timeline for finishing the slides which are not yet complete. Thank you for all the Area efforts which have made the online training possible. |
| 19 | AMIAS | none |
| 20 | AMIAS | I love this online training. I think as the Area decides on it's ASBR we can confidently include this as an experience that has all the spiritual principles of inclusion, information, unity, respect and responsibility. In fact, I think this online training course would be valuable for every AI-Anon member because we are ALL responsible for Alateen! |
| 21 | AMIAS | no |
| 22 | AMIAS | |
| 23 | AMIAS | It was good how it was broke up into small chunks. |
| 24 | AMIAS | I support the online training. I got so much more out of this method than the boring and inconvenient trainings of the past. Kudos to the developers of this training!! |
| 25 | AMIAS | Thank you, this was not near as painful as the old deck. |
| 26 | AMIAS | I am looking forward to the fresh event |
| 27 | AMIAS | |
| 28 | AMIAS | Great job! Thanks for all of your hard work!! |
| 29 | AMIAS | Doing the course online seems only to be a positive for me, that way I have knowledge and any questions I have ready at our "Fresh" event |
| 30 | AMIAS | Local training is much too long - seriously FIVE hours?!? |
| 31 | AMIAS | No |
| 32 | AMIAS | nothing |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 4) Any additional comments? |
| 33 | AMIAS | It's always good to move into the latest & greatest technology. And I certainly embrace that thought! However, given that we are a "volunteer" fellowship, things like this have to have more "experienced" support to maintain the credibility & technology. And we all know how difficult it can be to entice folks to step up & get their feet wet. The degree of difficulty here may scare off some folks. But I'm sure that thought has been talked about at the Area level. I think all the work Pat has done with the web info is AWESOME! Thanks so much! |
| 34 | AMIAS | Great to have the resources listed and highlighted at the beginning of each section |
| 35 | AMIAS | I'm usually not one to like online training. However, this training allowed me to process/interpret/just plain understand the information working at my own pace. Coupled with the 2-hour F.R.E.S.H. event where we gather together, it is just what the doctor ordered! The tutorial and subsequent directions were very clear. Please make the requirements for training more concise in the future. Saying something like "The online training AND attending a 2-hour F.R.E.S.H. event" in the same sentence might clear up the confusion that a lot of my fellow AMIAS had about what was required. Also very important - make sure the information on the different parts of the Area 9 website matched. I've often wondered why that is so challenging - even on our own District's website. Overall, excellent resource for all AMIAS. Kudos to Pat and the whole crew involved. Thank you for your service! |
| 36 | AMIAS | None |
| 37 | AMIAS | Good info! |
| 38 | AMIAS | none |
| 39 | AMIAS | Really like the encouraging comments and quotes after each test - great encouragement and appreciation from teens - very motivating |
| 40 | AMIAS | none |
| 41 | AMIAS | NO |
| 42 | AMIAS | Thank you for creating this online course! It was much more pleasant to take it at home in my own comfy chair! |
| 43 | AMIAS | |
| 44 | AMIAS | Thank you for your service |
| 45 | AMIAS | Thanks to all for all your service. Putting this together was so much more time consuming then it took me to take it. |
| 46 | AMIAS | Not at this time. |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|---------------|---|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 4) Any additional comments? |
| 47 | AMIAS | I'm just awed to have the opportunity to be apart of Al-Anon and Alateen and to be a part of FL N9 In much Gratitude :) Thank you!! |
| 48 | AMIAS | FINALLY.....,YES! I Love IT!! |
| 49 | AMIAS | |
| 50 | AMIAS | great tool, look forward to FRESH on March 14 in District 11 |
| 51 | AMIAS | At least I could take it on line instead of hearing every slide by the trainer |
| | | |
| 52 | Trainee | Not at this time. It still took about 3 1/2- 4 hours. Some questions were not clear |
| 53 | Trainee | Really liked it! Easy to use. I'm looking forward to the next step. |
| 54 | Trainee | Wish training for everything was this easy. |
| 55 | Trainee | I am grateful you all took the time to make this training available. Thank you. |
| 56 | Trainee | I think this has become a necessary thing to do in the political and moral climate of today. |
| 57 | Trainee | No |
| 58 | Trainee | |
| 59 | Trainee | THIS WAS INFORMATIVE AND SIMPLE |
| 60 | Trainee | I'm happy to be able to give back service in gratitude for all AIAnon has given me. |
| 61 | Trainee | |
| 62 | Trainee | This was very educational and I am exciting to be a part of Al-Anon, and hopefully Alateen. |
| 63 | Trainee | Thank you to all the volunteers who put forth time to create this program! |

| AMIAS ONLINE TRAINING | | |
|--------------------------------------|--------------------|--|
| SURVEY RESPONSES AS OF 6/2/20 | | |
| Response # | Member | 4) Any additional comments? |
| 64 | Trainee | |
| 65 | Trainee | very grateful to al-anon for this opportunity and for the existence of alateen. |
| 66 | Trainee | no |
| 67 | Trainee | one section on whether to have one or two Alateen sponsors in attendance was a little misleading in section 5. on one slide it said bare minimum requirements would be one and then on the next page or slide it said 2 and the correct answer is two....I found it a little confusing, but worthwhile going over again..... |
| 68 | Group - District 3 | I am appreciative of all the hard work that must have gone into preparing this training. |

AMIAS TRAINING TRIAL-RUN ROLES FOR 2020

Document created: 12-1-19

TASK FORCE CHAIRPERSON ROLE:

Set meetings - when needed
Set agendas - when needed
Keep task force focused on the charge

Dec 15th, 2019 - Send out brief introductory email to all@afgarea9.org regarding 1-year trial run that is about to begin Jan 1st, 2020 as voted on at AWSC in August 2019. ** See *shared doc: "Online Training Emails."* **

Feb AWSC 2020 - Prepare & give brief status update report about trial run underway. [After AWSC, attend possible live demonstration of training software as a way to introduce online training & answer questions.]

June Assembly 2020 - Give update (&/or report) if needed.

Aug AWSC 2020 - Prepare & give anticipated final report with recommendation(s) to continue or discontinue trial run.

Oct Assembly 2020 - Give update (&/or report) if needed.

AREA TECH COORDINATOR ROLE:

Designated as "SuperAdmin" role on software account (similar to Area's GSuite account).

Draft "General Info" (FAQ) email regarding online training for Area Alateen Coordinator to send out following Task Force Chairperson's introductory email on Dec 15th, 2019. ** See *shared doc: "Online Training Emails."* **

Set up "Learner" user accounts (including assigning anonymous usernames, passwords, & enrolling them in the course). ** See *shared doc: "Online Training Emails."* **

Upgrade & downgrade software plan as needed. (Any purchases made will be done by video call with Area Treasurer.)

Submit any software agreements (i.e. Terms of Service) to Area Secretary for inclusion to NFA AFG Board account.

Assist users with any *technical* issues, contacting software's Tech Support staff when needed.

Forward system's "Completion" notification emails to Area Alateen Coordinator & AAPP for tracking purposes of users' "Train Date." ** See shared doc: "Online Training Emails." **

Upon course completion by users, free up spots for other users, ensuring we do not exceed our limit of 100 users at a time.

Review & compile anonymous users' stats & survey results after 1st quarter has ended & submit to Task Force members for their review.

Review & compile results after *2nd quarter* has ended & submit to Task Force members for their review in advance of Fall AWSC.

AREA ALATEEN COORDINATOR ROLE:

Designated as "Instructor" role on software account.

Responsible for creating content of Class #5 that is specific to Area 9 information.

Send out "General Info/FAQ" email to current/returning AMIAS & spread the word Area-wide to potential new AMIAS regarding training.

Set up "F.R.E.S.H." events (which will also include traditional face-to-face training).

Maintain list/spreadsheet of all people that have completed online training per software's automatic "Completion" notification email. (AAPP will have access to this spreadsheet.)

Notify Area Tech Coordinator of potential new AMIAS so their online "Learner" user account can be created.

Answer any non-technical issues from members regarding AMIAS training.

AREA ALATEEN PROCESS PERSON ROLE:

Designated as "Instructor" role on software account.

May attend "F.R.E.S.H." events to collect signed forms. *[Check government-issued ID when Authorized Trainer or Authorized Signer is not available.]*

Any Authorized Trainer / Authorized Signer may check off they've seen ID with name on Cert Form and name / DOB on VECHS.

Notify members to get their VECHS/fingerprinting when applicable.

Maintain real-time (uPlink) CMA list of AMIAS' certification status.

ALL TASK FORCE MEMBERS' ROLES FOR 2020:

Attend Task Force meetings as periodically scheduled.

Keep Task Force discussions confidential - unless it is info that already has been shared on a report presented at AWSC.

Review 1st quarter users' compiled anonymous stats/results in preparation for June Assembly.

Review 2nd quarter's stats/results in preparation for Fall AWSC.

Make suggestions for recommendation(s) to be presented at AWSC in Aug 2020.