Streamline Current PowerPoint Presentation Used for Area 9 AMIAS Training
Task Force Report
AWSC February 1-2, 2020

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

Our Task Force is now into its second year & has recently had its 29th meeting! Here's a quick rundown of what has been accomplished since fall AWSC:

- **August 2019** - Motion was made & voted on unanimously to approve all four recommendations from our report as presented at AWSC.

- **September 2019** - Subsequent approval by Board of Directors to use NFA AFG, Inc.'s tax status for 20% discount offered by software company TalentLMS to nonprofit organizations.

- **October 2019** - Software was upgraded from "Free" to "Starter" plan. Twelve beta testers were given one full month to try out the software & give us detailed feedback.

- **November/December 2019** - Reviewed beta testers' feedback & made appropriate changes. Task Force members re-tested full course. Tutorial video was finalized.

- **Mid-December 2019** - Introductory email was sent to Panel 58 by Area Tech Coordinator & a follow-up "General Info/FAQ" email was sent to Panel 58 & all AMIAS by Area Alateen Coordinator along with tutorial video (see attached with this report).

- **Jan 1st, 2020** - Official launch began of 1-year trial. Software was upgraded from "Starter" to "Basic" plan. All current/re-certifying AMIAS were enrolled in the online course.

Since the online training course is open to **anyone** interested (whether they're an AMIAS or not), please have them send their District #, Name, Phone & Email to the Area Alateen Coordinator at alateen58@afgarea9.org. She will forward them the "General Info/FAQ" email along with the tutorial video prior to their enrollment in the course. Additionally, an *updated* breakdown for AMIAS certification can be found at: www.afgarea9.org/alateen-coordinator under the *Frequently Asked Questions* section for "HOW DO I BECOME AN AMIAS?"

We invite everyone to stay after AWSC on Sunday, 2/2/20, from 1pm-2pm in the amphitheater to attend a live demonstration of the online training software plus a Q&A session with Task Force members. This is not considered official AMIAS training or a F.R.E.S.H. event. The purpose of this live overview is to help improve awareness & familiarity with the training software. We hope to see you there!

Our Task Force will continue to meet periodically throughout the year to review anonymous survey feedback, 1st & 2nd quarter stats, & prepare final recommendation(s) to be presented at AWSC in August 2020.

Report attachment:
"Introductory" & "General Info/FAQ" email examples with tutorial video link

Task Force Recommendations:

   [No new recommendations at this time.]

REVIEWED & SUBMITTED BY TASK FORCE ON JANUARY 17TH, 2020

AMIAS Online Training Email Examples

"General Info/FAQ" Email:

Hi Panel 58 and AMIAS mailing list members,

For 2020, we're offering <u>online</u> training for any returning AMIAS or for any potential new AMIAS. Because this is a "first" for all of us during this one-year trial run, here are a few Frequently Asked Questions & general things to know before beginning:

1. **Does taking the online training mean I'm automatically a certified AMIAS?**

    Answer: Taking this online training <u>does not</u> automatically mean you are certified, however, *it is a starting step forward in the process* & can be done on your own time in the comfort of your own home. In the next step toward certification, it is up to you to attend a "F.R.E.S.H." (<u>F</u>orms, <u>R</u>efreshments, <u>E</u>xperience, <u>S</u>trength, & <u>H</u>ope) event in the first quarter of 2020. (Dates for these events will be posted on the Area website at: www.afgarea9.org/alateen-coordinator.) This will be where we can have fellowship, learn from & share with other AMIAS in person, ask questions, have our government-issued picture ID verified, & get forms signed & submitted to Area 9's Area Alateen Process Person (AAPP) to fully complete the certification process pending Fingerprinting Instructions & results from the AAPP if needed.

2. **How exactly does the online training work?**

    Answer: We've created a "how-to" video that will walk you through a short demonstration. We highly recommend watching this *prior* to logging into the training software. The tutorial video can be watched by clicking this link here: Tutorial Video

3. **What if I don't want to do the training online?**

    Answer: Taking the training online is <u>not</u> mandatory, it is only an option. If you prefer taking the training face-to-face, this will still be offered during certain times at the above-mentioned F.R.E.S.H. events. Since all current/re-certifying AMIAS will be automatically enrolled in the online course, if you'd like to "opt-out" please email the Area Technology Coordinator at technology58@afgarea9.org.

4. **Can I take the online training on my phone or tablet?**

    Answer: It is best to use a personal desktop computer/laptop since formatting & navigating in the beta tests revealed some challenges on a mobile device.

5. Can I take the online training whenever I want?

Answer: Due to the limit of 100 users on the training software at a time, priority will be given to re-certifying & new AMIAS during the first quarter of the year: <u>January 1st, 2020 thru March 1st, 2020</u>. This will leave time for attending F.R.E.S.H. events until May 1st for re-certifying & new AMIAS. As members complete their training, spots will free up for other members. Only a limited amount of online spots will be available for training May 1st through Dec 31st.

6. Is it just one big class?

Answer: The entire course consists of 5 individual classes. Each class has short quizzes throughout. When you get to the password prompt for the first quiz in each class, type in all caps: ****** {Password removed from this document only}. The quizzes are "open book," there is no time limit, & you can retake them as many times as needed to pass. Once the quiz is answered correctly, you can continue on with the course. (Please disregard any slides that are blank or that say "insert Area info here" since that info is specific to Area 9 & appears in class #5.)

7. Do I have to get it all done "in one sitting?"

Answer: This training <u>does not</u> have to be done "all in one sitting." Each class is intentionally broken into smaller portions. You can leave the course at anytime & come back later to pick up where you left off whenever it is convenient for you.

8. Do I have to complete the online training *before* attending a F.R.E.S.H. event?

Answer: It is not necessary to complete the online training before attending a F.R.E.S.H. event, however we do recommend it as you might come up with questions that you can then bring to the event! For anyone that is working toward their AMIAS certification, both the online training & attending a F.R.E.S.H. event needs to be done during the first quarter, but the order in which they're done is up to you!

9. How will I know when I can start?

Answer: You will receive an email sent via noreply@talentlms with the header name: AFG Area 9 AMIAS Training Online. The subject line will say: *"Your account for AFG Area 9 AMIAS Training Online is ready!"* This email will include your own unique anonymous username & password that will be used anytime you need to get into the training software. <u>Be sure to save this email with this important login information.</u> ****<u>Do not share your</u>**

username & password with anyone else since it is unique to you only.** If you have not received this email, check your "Spam" or "Junk" email to see if it ended up there.

10. What if I forget or lose my username or password?

Answer: Please email the Area Technology Coordinator at technology58@afgarea9.org & it will be re-sent to you.

11. What if I have problems with the software?

Answer: For any *technical* questions or issues with the software, please contact the Area Technology Coordinator by emailing: technology58@afgarea9.org.

12. What if I have questions about the training?

Answer: For all other questions regarding the training, please contact the Area Alateen Coordinator by emailing: alateen58@afgarea9.org.

13. What if I know of someone that is not an AMIAS that would like the training?

Answer: Please send or have them send their District #, Name, Phone and Email to the Area Alateen Coordinator at alateen58@afgarea9.org.

"Introductory" Email sent on 12/15/19:

Hello Panel 58! On behalf of the AMIAS Training Task Force, I'm excited to announce that *the AMIAS online training course will launch on January 1st, 2020!* Per the motion passed at AWSC last August, this will be for a one-year trial run. Our goal with this new training tool is to provide an option for returning AMIAS or potential new AMIAS (Al-Anon Members Involved in Alateen Service) to take the PowerPoint training presentation in the comfort of their own home & at their own pace. All current/re-certifying AMIAS will be automatically enrolled in the online course, however please share this information with your District & GR's because training is open to everyone - even if someone is just curious & has no plans to continue on with the certification process.

For anyone interested in finding out more about the online training, email the Area Alateen Coordinator at alateen58@afgarea9.org & she will send out a "General Info" email that will answer some Frequently Asked Questions as well as explain more about the AMIAS certification process for the first quarter of 2020.

I look forward to giving you an update at AWSC in February. **And everyone is invited to stay *after* AWSC for a <u>live</u> demonstration of the online training software plus a Q&A session. We expect this to only be about an hour since we're aware that day is also Super Bowl Sunday!**

Thanks!

- Pat A.

Area Technology Coordinator
North Florida - Panel 58 AFG Area 9
Technology58@AFGArea9.org
www.afgarea9.org

Have you tried restarting?