



AMERICAN ASSOCIATION OF
LEGAL NURSE CONSULTANTS

First Generation Virtuality
Telephone-conferencing

A Practical Guide for Chapter Leaders

Overview

Many AALNC chapters are challenged by geographic and scheduling obstacles that make access to educational, and other programming difficult, and in some instances, totally unfeasible.

Remote access to AALNC chapter events is a practical option for members who are a distance from the chapter's event site. Remote access becomes an even more desirable approach in today's economic environment, negating the cost of fuel and other travel related expenses. Likewise, other expenses that chapter members may incur in efforts to participate in onsite chapter events, like childcare and meals on the fly, can be mitigated, or even completely eliminated.

Fee Based Remote Access

Non-reserved conference calls require no prior coordination beyond their initial activation and setup. They allow flexibility in scheduling, and are devoid of cancellation fees, and minimum/maximum participant volume requirements and restrictions.

Features, Benefits & Administrative Considerations

- Two members can participate from either of their remote locations to share and mitigate the access convenience fees.
- Conference calls can be an alternative to weather-related meeting cancellations.
- A chapter can have educational events recorded onto CD for use in its chapter educational library, promoting member-only access to the CDs, as a value-added feature of chapter membership.

Features, Benefits & Administrative Considerations, Continued

- During the event, the chapter's own moderator can issue a "one-hour" alert, helping members keep track of their time, and ultimately, the potential call related expense.
- Chapters should notify its members of any increases in the "per-minute" call rates, and remind its participants of the convenience fee, and actual per-minute rate, with each meeting notice that the chapter issues.
- Don't be tempted by bell & whistle-like features offered by the conference call service. These are generally operator-assisted, cost extra, and will add to your overall, per-line access fees.
- Invoices related to reservationless/non-reserved conference calls, do not contain participant names. Therefore, for ease of billing/fee administration, chapters may wish to obtain the telephone number from which the member or nonmember participant will access the event, before the meeting occurs.
- Prior to its events, chapters may want to issue a form to facilitate collection of non-member contact information.
[See Sample Form]

Getting Started

ConferenceCall.com
800.624.6687

- You will need a phone with speaker capability and quality audio input and output at your onsite event location.

Be sure to test the phone equipment, and be familiar with any special out-bound dialing requirements. *"Time is money per minute," and you don't want to keep your members on the line waiting for the leader of the chapter event to connect.* As back up, be prepared to use a cell phone with speaker capability, in the event that you experience difficulties with an analog line or other telephone equipment/hardware.

Getting Started, continued

- When you activate your account, the service will provide you with a toll-free access number, a distinctive conference entry code, and a “Leader Pin” for the chapter leader or designee who activates the service. These are your chapter identifiers and are used each time you access the service. *Entering the Leader Pin validates and legitimizes the conference call, and allows you to apply other features, like recording your call or obtaining assistance.*
- Provide the toll-free access number and conference entry code to your chapter members, emphasizing the benefits and contrasting the “convenience fee” to other real costs related to travel, child/elder care, etc.
- Provide your event participants with the toll-free telephone number and entry code, along with pre-connection and dialing instructions, if desired.
- Inform remote participants that if they are the first to call in, they won’t hear anything after connecting, a normal feature of this particular service.

Conference Call Etiquette

Addressing the following issues can allow for a better experience with fewer interruptions during the conference call:

- Remind participants to join the event from a ‘quiet zone’ in the remote location from which they are calling. If minimal noise is unavoidable and potentially disruptive, the participant should be instructed to mute their individual line by selecting *6 after joining the group. The remote participant must un-mute the line by selecting #6 to be heard by others at the onsite location.
- To avoid disruptive beeps during a call, instruct participants to disable call-waiting, if appropriate, by entering *70 before dialing in.
- For the benefit of both onsite and remote participants, ask that individuals state their name prior to speaking, particularly during program Q & A.