Appendix I: Sample Webinar Opening and Closing Remarks

Opening Remarks

- We've reached a quorum, and so we'll begin. People will probably continue to connect in on the Web and on the phone over the next few minutes, but since we have a lot of material to cover and so that we can let you folks get back to the good work you're doing, we'll go ahead and get started.

- Good morning or good afternoon, depending on where in the country you're joining us from.

- Welcome to Principles of Quality Mentoring, a Web-based training presented by LEARNS and the National Mentoring Center. We're glad you can join us today.

- I'm Erich Stiefvater, and I think I've spoken or corresponded with everyone on the phone or over email. I'm going to give a quick overview of LEARNS and also walk through some housekeeping items. Then I'll turn it over to our featured presenters, Mike Garringer and Amy Cannata, who will introduce themselves and the National Mentoring Center and start the presentation.

- We're "web-casting" today from Portland, Oregon, from the Northwest Regional Educational Laboratory, where both LEARNS and the National Mentoring Center are based.

- LEARNS is the Corporation for National and Community Service's training and technical assistance provider for national service programs in education and youth programming. We have resources you can download from our website or order from us, which are free to you if you are a national service project or other nonprofit organization. If you haven't heard of us before, please do visit us on the web at the address provided at the end of the presentation.

- Amy and Mike will present their material--a copy of which you should have received in PDF format in an email I sent yesterday—and then we'll take questions. We'd ask that you hold questions until the end of their presentation. Some of you responded to my email inquiry asking for questions in advance, and we'll try to address them in the course of the presentation or in the Q&A section at the end.

- I should mention that the content of this webinar is necessarily broad, and we've constructed it to provide high-level concepts and details that we thought would be of interest and use to a broad swath of mentoring programs. We know that some of you may have questions or issues related to more specific topics or circumstances in which you find yourselves and your programs. We'll do our best to address these within the webinar, but we can also follow up with you directly later on to put resources more specific to your needs in your hands.

- I will also be distributing to you via email an online evaluation of this webinar. This will give you a chance to evaluate this session, and also suggest additional mentoring topics for which you would like to see trainings developed. Your feedback is very valuable to us, so please do take five minutes of your time to complete the survey when it lands in your inbox.

- A few brief housekeeping items:
    - If you are having trouble with the webinar software, check to see if Java is enabled, and you have any pop-up blockers disabled. If you are still not able to get the webinar software to work, pull up the PDF I emailed you, which you can then use and follow along with just the audio portion of the conference.
    - If you can connect to the webinar and the audio portion but get kicked off at any time, just reconnect using the instructions I've provided.
    - Background noise is a big problem on these types of conferences, so please use your "mic" or "mute" button on your phones to make sure the rest of us can't hear any sirens or conversations or cell phone ringers in the background. If you don't have a mute or mic button, you can mute your phone by pressing "*6." Again, you can mute your phone by pressing "*6." To un-mute, press "*6" again.
- With that, I'll go ahead and turn it over to Mike and Amy . . .

Closing Remarks

- Well, that ends our webinar. Thank you to our speakers for their time and willingness to share their information and experiences. Also, thanks to all of you who participated. We're glad you could join us, and hope the session was helpful for you.
- Just a reminder that I will be sending an evaluation to you via email in the next day or two. Please do take a few moments to complete it when it arrives, as it will help us improve our webinar.
- (If applicable) I will also be emailing you the additional resources we discussed in the course of the webinar.
- Finally, please know that we're available for additional technical support after this webinar. Please feel free to contact me by phone or email if we can be of additional assistance.
- Thank you again, and enjoy the rest of your day.