

## The Reference Interview: Time for a Tune-up - Chat

- 12:12:22 PM from eileen oshea to All Participants:  
RUSA guidelines:  
<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/index.cfm>
- 12:15:01 PM from Jackie Davis to All Panelists:  
Where can I find that quote?
- 12:16:30 PM from eileen oshea to All Participants:  
We'll find the source for the Dave Tyckoson quote.
- 12:22:40 PM from eileen oshea to All Participants:  
for this section of the RUSA guidelines see:  
<https://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesbehavioral.cfm>
- 12:23:09 PM from eileen oshea to All Participants:  
It's loading really slowly, fyi.
- 12:24:47 PM from Randy Reichardt to All Participants:  
OK...thanks Rachel, and thank you, Eileen! :-)
- 12:25:13 PM from Rachel Baril to All Participants:  
You're welcome, Randy!
- 12:26:49 PM from Cindy Jungenberg to All Participants:  
Facebook
- 12:26:50 PM from eileen oshea to All Participants:  
twitter, facebook
- 12:26:51 PM from Leslie Smail to All Participants:  
Facebook
- 12:26:51 PM from kerri enterline to All Participants:  
facebook
- 12:26:52 PM from Lisa Jackson to All Participants:  
FB
- 12:26:54 PM from jackie vargo to All Participants:  
facebook
- 12:26:55 PM from Sharon Hagberg to All Participants:  
Facebook
- 12:26:55 PM from Katelyn Widener to All Participants:  
twitter and facebook

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- 12:26:57 PM from Jennifer Mosel to All Participants:  
Facebook and Twitter
- 12:26:57 PM from rachel hollis to All Participants:  
facebook, meebo
- 12:26:58 PM from Leah Lewandowski to All Participants:  
facebook and twitter
- 12:26:58 PM from Kristi Powell to All Participants:  
FB, twitter
- 12:26:58 PM from Frances Chu to All Participants:  
We use Facebook, Twitter and Google Blogger
- 12:26:58 PM from Nicole Eva to All Participants:  
Facebook & Twitter are auto-fed from our 'what's new' on our home page
- 12:27:00 PM from Dana Haven to All Participants:  
twitter, blogs
- 12:27:00 PM from sylvia richardson to All Participants:  
We use facebook.
- 12:27:00 PM from Darcia Scates to All Participants:  
Facebook
- 12:27:01 PM from amanda mohl to All Participants:  
facebook and twitter
- 12:27:01 PM from Ginny Bird to All Participants:  
Facebook, Twitter
- 12:27:01 PM from Sara Puentes to All Participants:  
Facebook
- 12:27:02 PM from Laura Stubblefield to All Participants:  
none at this time
- 12:27:03 PM from Thomas Mann to All Participants:  
Facebook.
- 12:27:03 PM from Kris Aberly to All Participants:  
Facebook, twitter and meebo

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- 12:27:03 PM from Amy Stoneburner to All Participants:  
Facebook
- 12:27:04 PM from Andrea Hergert to All Participants:  
Facebook, Twitter
- 12:27:05 PM from Cindy Jungenberg to All Participants:  
Flickr
- 12:27:05 PM from Nancy Hartstein to All Participants:  
facebook, twitter
- 12:27:05 PM from sherry Bullard to All Participants:  
FB
- 12:27:05 PM from ashley moore to All Participants:  
Soon to be Facebook for Teens
- 12:27:06 PM from Alice Thomas to All Participants:  
facebook
- 12:27:06 PM from Treva Anderson to All Participants:  
Facebook and Twitter
- 12:27:07 PM from Rhonda Jessup to All Participants:  
FB & Twitter
- 12:27:07 PM from brad mcculley to All Participants:  
FB
- 12:27:07 PM from Randy Reichardt to All Participants:  
I use my own Facebook account to reach students in my departments
- 12:27:08 PM from Amy LaRocca to All Participants:  
Facebook - YA Dept.
- 12:27:09 PM from John Reynolds to All Participants:  
facebook
- 12:27:09 PM from Tony Garrett to All Participants:  
Our Dothan campus uses facebook and we use LiveChat for every campus
- 12:27:10 PM from Debbie Downs to All Participants:  
facebook
- 12:27:10 PM from Jody Vestal to All Participants:

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Boise Public Library uses facebook and twitter.

12:27:11 PM from amanda mohl to All Participants:  
flickr

12:27:11 PM from Amy Stoneburner to All Participants:  
Meebo too

12:27:11 PM from Yvonne Mulhern to All Participants:  
Facebook, Twitter, Foursquare, Blogger, Flickr

12:27:12 PM from Randy Reichardt to All Participants:  
i also use AIM IM

12:27:16 PM from Tina Carwile to All Participants:  
Twitter & Facebook

12:27:17 PM from Leah Lewandowski to All Participants:  
sorry i bumped the hand button a few times!

12:27:17 PM from Rachel Baril to All Participants:  
We just created a library facebook page, to go along with our college's facebook and twitter accounts.

12:27:18 PM from kerri enterline to All Participants:  
foursquare

12:27:19 PM from Sally Thomas to All Participants:  
Facebook, flickr, twitter (a little, not effectively yet), delicious, goodreads

12:27:19 PM from Evelyn Nofuente to All Participants:  
Seminole County Public Library does not use them as yet.

12:27:20 PM from Hal Harmon to All Participants:  
facebook, twitter, delicious, flickr, tumblr

12:27:22 PM from April Nava to All Participants:  
facebook and twitter

12:27:30 PM from kristin kroger to All Participants:  
facebook twitter libanswers/chat

12:27:31 PM from Barbara Huff to All Participants:  
Facebook and Twitter for marketing purposes

12:27:32 PM from Cynthia Horton to All Participants:

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facebook,twitter

12:27:34 PM from Debbie Downs to All Participants:  
flickr also, its on the web page

12:27:35 PM from delores archuleta to All Participants:  
facebook and twitter

12:27:35 PM from Susan Livingston to All Participants:  
None yet.

12:27:37 PM from Violet Alvarado to All Participants:  
Facebook

12:27:40 PM from Sharon Aperto to All Participants:  
facebook

12:27:40 PM from Robin Henderson to All Participants:  
facebook, twitter, new website

12:27:53 PM from Patricia Farrow to All Participants:  
Facebook

12:27:55 PM from Michele Brown to All Participants:  
Facebook, twitter, flickr,

12:28:05 PM from Eileen Ybarra to All Participants:  
facebook and twitter

12:28:33 PM from Christopher Berger to All Participants:  
facebook, twitter, blog

12:29:03 PM from Evelyn Nofuente to All Participants:  
I have heard lots about Tumbler and Flickr but have not used them as yet.

12:29:03 PM from Mark Giffen to All Participants:  
none, yet

12:29:06 PM from Claudia Volano to All Participants:  
none

12:29:28 PM from Laura Stubblefield to All Participants:  
yes

12:29:30 PM from rachel hollis to All Participants:  
hardly at all

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- 12:29:32 PM from Steve Ferreyra to All Participants:  
>hand<
- 12:29:45 PM from sylvia richardson to All Participants:  
hand
- 12:29:47 PM from brad mcculley to All Participants:  
yes
- 12:29:53 PM from ashley moore to All Participants:  
Flyers and word of mouth
- 12:29:54 PM from Nicole Eva to All Participants:  
they are still under-used, even though marketed
- 12:29:58 PM from Robin Henderson to All Participants:  
posters, or on the website
- 12:30:00 PM from Yvonne Mulhern to All Participants:  
We do but not as much as we should (time crunch)
- 12:30:22 PM from Rachel Baril to All Participants:  
Website, powerpoints, flyers, bookmarks.
- 12:30:29 PM from Tina Carwile to All Participants:  
Signs at circ, reference desk, Internet workstations
- 12:30:38 PM from Eileen Ybarra to All Participants:  
we do but not as visible as we can or should
- 12:31:02 PM from delores archuleta to All Participants:  
Flyers to local schools about programs and crafts
- 12:34:17 PM from eileen oshea to All Participants:  
that article is here: <http://informationr.net/ir/6-2/paper100.html>
- 12:34:42 PM from Rachel Baril to All Participants:  
Thank you, Eileen!
- 12:36:22 PM from Cindy Jungenberg to All Participants:  
No
- 12:36:24 PM from Valerie Bame to All Participants:  
No

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12:36:24 PM from Jody Vestal to All Participants:  
I think it is fun!

12:36:24 PM from Amy LaRocca to Infopeople Project (privately):  
tried clicking on the icon, but nothing happened...thanks for the suggestion

12:36:29 PM from Michele Brown to All Participants:  
No - easier than with adults!

12:36:30 PM from rachel hollis to All Participants:  
all ref is diff for tech serv lib

12:36:33 PM from Tony Garrett to All Participants:  
it is always an unique situation

12:36:41 PM from John Reynolds to All Participants:  
only when they don't really want to be there

12:36:42 PM from Vickie A to All Participants:  
More intimidated that adults, I think

12:36:42 PM from Sarah Thogode to All Participants:  
sometimes

12:36:52 PM from Stacy Harwood to All Participants:  
Yes! When the science fair projects are very hard to research.

12:36:53 PM from Rachel Baril to All Participants:  
Everyone is different.

12:36:55 PM from elissa pfeffer to All Participants:  
only when their parents won't let them talk for themselves

12:36:55 PM from TONIA CRUMBLEY to All Participants:  
NO

12:36:56 PM from Katelyn Widener to All Participants:  
when they wait until the last day and the books they need are at another branch

12:37:18 PM from ashley moore to All Participants:  
I agree Katelyn!

12:37:25 PM from Sarah Thogode to All Participants:  
What's hard is when is the parent won't allow the teen to say anything at all.

12:37:27 PM from April Szuch to All Participants:

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I find it more difficult when the parent is doing research for their child, and don't quite know what is needed.

12:37:33 PM from Sally Thomas to All Participants:

I have experienced some difficulty with teens on occasion, especially when you feel they just want to get out of the library as fast as possible!

12:37:35 PM from martin seeboth to All Participants:

A challenge but can be very rewarding when you succeed.

12:38:20 PM from martin seeboth to All Participants:

Yes

12:38:31 PM from Rachel Baril to All Participants:

Unfortunately. :- /

12:38:32 PM from Sarah Thogode to All Participants:

yes

12:38:34 PM from Jerry Dear to All Participants:

Challenging when trying to educate students about library databases vs. Web sites, but some teachers still think the former are not as reliable as traditional print resources.

12:38:35 PM from ashley moore to All Participants:

Yes Rebecca and hopefully they get the guidance when they are in their community college and/or university

12:39:05 PM from Tony Garrett to All Participants:

deaf

12:39:08 PM from Liz Ruhland to All Participants:

mental health issues

12:39:09 PM from Sarah Bosler to All Participants:

Visually impaired students

12:39:10 PM from Cynthia Horton to All Participants:

deaf also

12:39:12 PM from ashley moore to All Participants:

Austistic and wheel-chair bound

12:39:12 PM from Kris Wiley to All Participants:

even some of our teachers don't really understand the difference between database info and open web searching - very disheartening



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- 12:39:14 PM from Rachel Baril to All Participants:  
Deaf.
- 12:39:15 PM from Cindy Jungenberg to All Participants:  
Yes, Blind
- 12:39:21 PM from Claudia Volano to All Participants:  
Sometimes seniors, especially with hearing loss.
- 12:39:43 PM from Stacy Harwood to All Participants:  
ESL and seniors with ESL
- 12:39:55 PM from Tina Metzger to All Participants:  
the technologically impaired
- 12:40:41 PM from Gary Klockenga to All Participants:  
patrons who have stopped taking their meds
- 12:41:01 PM from Bren Greene to All Participants:  
college students w autism or ADHD
- 12:41:11 PM from Christopher Berger to All Participants:  
You should also be aware of adults, teens, and children with high-functioning autism (i.e., Asperger's Syndrome)
- 12:41:27 PM from Evelyn Nofuente to All Participants:  
New immigrants who knows little English.
- 12:41:49 PM from Eileen Ybarra to All Participants:  
people who may seem mentally or emotoinally impaired (very upset may not seem logical, for example)
- 12:42:37 PM from Christopher Berger to All Participants:  
Maybe just do what you suggested w/ teens: ask for his or her name.
- 12:43:22 PM from delores archuleta to All Participants:  
delores archuleta, I enjoy our senior patrons. I learn from them all the time!
- 12:43:34 PM from Sarah Thogode to All Participants:  
especially using patience and understanding with youth
- 12:43:35 PM from Yvonne Mulhern to All Participants:  
Be conscious that background noise can affect hearing aids
- 12:43:54 PM from eileen oshea to All Participants:

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Thanks!

12:44:01 PM from Liz Ruhland to All Participants:  
Quotation on librarians from: David Tyckoson, *Everyday Miracles*. Summer 2008, *Reference and User Services Quarterly*, 47, 4. p. 311, at end.

12:44:20 PM from Michele Brown to All Participants:  
Great session!

12:44:32 PM from Sandra Smith to All Participants:  
Other special groups needing special handling: socially impaired & learning disabilities (can't read)

12:44:37 PM from eileen oshea to All Participants:  
Resource handout can be downloaded here:  
<http://infopeople.org/training/reference-interview-time-tune>

12:44:37 PM from Rachel Baril to All Participants:  
Thank you to the presenters!

12:44:40 PM from Jerry Dear to All Participants:  
Here's another handy reference tutorial: <http://www.olc.org/ore/1intro.htm>

12:44:42 PM from Sally Thomas to All Participants:  
Are there web-based ways to handle texting?

12:44:42 PM from martin seeboth to All Participants:  
Say it again: Long Live Reference!

12:44:48 PM from Sarah Thogode to All Participants:  
thank you for your presentation!

12:44:51 PM from Tony Garrett to All Participants:  
thanks

12:44:59 PM from Darcia Scates to All Participants:  
Thank you for your presentation.

12:44:59 PM from Gari Plehal to Infopeople Project (privately):  
Lost the sound! Any suggestions?

12:45:10 PM from Eileen Ybarra to All Participants:  
web based ways to handle texting? thanks!

12:45:24 PM from Leslie Smail to All Participants:  
Great refresher!! Thanks!

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12:45:32 PM from Debbie Downs to All Participants:  
Thank you, good reminders

12:45:42 PM from Stacy Harwood to All Participants:  
you mentioned liberal quantities--When do you know when to just stop helping  
(trying to help?)

12:45:43 PM from bitterroot public library staff bitterroot public library staff to All  
Panelists:  
thank you!

12:45:45 PM from Treva Anderson to All Participants:  
Any specific tips for handling College Students?

12:45:50 PM from delores archuleta to All Participants:  
people with hearing aids get frustrated easily!

12:46:00 PM from Kris Wiley to All Participants:  
yes - when to stop - particularly with online chat reference

12:46:00 PM from Nancy Rifkin to All Panelists:  
How do deal with the patron who has very limited patience for an interview? They  
want they're info and they want it now...without a lot of questioning....?

12:46:05 PM from ann Miller to All Participants:  
There are three people participating in the webinar. We all would like to get  
credit for it. How do we do this?

12:46:08 PM from Sally Thomas to All Participants:  
I usually think of texting via phones, but we don't have that capacity. So wonder-  
ing if we can use a website to handle this kind of communication.

12:46:08 PM from Eileen Ybarra to All Participants:  
do you know of programs that hanlde texting rhough the web? any experience  
with them? as opposed to doing it on cell phone? something like that

12:46:08 PM from amanda mohl to All Participants:  
we use google voice for texting

12:46:14 PM from carol hale to All Participants:  
good class - good points

12:46:15 PM from Donald Padilla to All Participants:  
Q. best way to handle reference questions/questions in general over special  
phones for the deaf?

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12:46:17 PM from ann Miller to All Participants:  
We only have one computer.

12:46:34 PM from Thomas Mann to All Panelists:  
How do you help customers with multiple questions which are unrelated? (Takes up alot of time)

12:46:45 PM from TONIA CRUMBLEY to All Participants:  
Thank you for your presentation.

12:46:49 PM from Stacy Harwood to All Participants:  
Mostly with a child who turns down book after book. . .

12:47:14 PM from Susan Livingston to All Participants:  
On texting: I work a statewide online ref desk, and we've added texting. It is very challenging to do ref in a texting mode, and the technology needs to develop before it will be really satisfactory.

12:47:22 PM from rachel hollis to All Participants:  
some of my students want me to do research, narrow and present them re-sources

12:47:35 PM from Sandra Smith to All Participants:  
What about people whose questions are really the excuse to engage in social interaction?

12:47:42 PM from Eileen Ybarra to All Participants:  
thanks susan livingston

12:47:49 PM from delores archuleta to All Participants:  
Thank You all for your useful info!

12:47:52 PM from Christopher Berger to All Participants:  
Is VOIP occurring more often in remote reference?

12:48:14 PM from Stacy Harwood to All Participants:  
We run into a lot of middle school students who pick science projects where re-search is proprietary. What to do?

12:48:16 PM from Sally Thomas to All Participants:  
What kinds of text reference services do you recommend?

12:49:31 PM from Jerry Dear to All Participants:  
Patrons cannot expect us to be "instant human search engines."

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12:49:32 PM from Katherine Do to All Participants:

What barriers do you find with teens during the reference interview, especially when they don't have the assignment or the words to express OR when they just want fast food info.?

12:49:43 PM from eileen oshea to All Participants:

texting via the web service: <http://www.joopz.com/>

12:49:43 PM from Nancy Rifkin to All Panelists:

thanks!

12:49:46 PM from ann Miller to All Participants:

How can three participants get credit for this webinar? We are using one computer.

12:50:10 PM from Evelyn Nofuente to All Participants:

Thank you for the nice presentation. How can we print the certificate of attendance? I forgot the instructions you mentioned earlier.

12:50:17 PM from Tony Garrett to All Participants:

handle college students with patience - remember they are just big "kids"

12:50:25 PM from Anne Verdon to All Participants:

we use [www.textalibarian.com](http://www.textalibarian.com)

12:50:27 PM from Sandra Smith to All Participants:

Re deaf people over the phone; unless you have the special equipment, the only way they can contact is through a special phone service

12:50:37 PM from Infopeople Project to All Participants:

After the survey you will see screen you can print as certificate

12:50:53 PM from Infopeople Project to All Participants:

The survey will come up when you leave the webinar.

12:51:15 PM from Darcia Scates to All Participants:

Yes, most students (college) want us to research and present them with resources. They give us the title of their paper and that's it.

12:51:16 PM from Jerry Dear to All Participants:

It's difficult when students say, "My teacher only wants print resources," but we have so many electronic databases to offer--How can we address this?

12:51:18 PM from Tony Garrett to All Participants:

some states have a TTY service - Missouri does

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12:51:24 PM from Theresa Boetcher to All Participants:  
What did you mean by the tiny URL?

12:51:46 PM from Jerry Dear to All Participants:  
Theresa--that's a URL shortener: [tinyurl.com](http://tinyurl.com) Another one is [bitly.com](http://bitly.com)

12:51:51 PM from Sarah Bosler to All Participants:  
<http://tinyurl.com/>

12:52:15 PM from Kris Wiley to All Participants:  
Same question as Jerry Dear - many students are completely skeptical of database information being as reliable as print, though in many cases it's more useful - how to ease their worries, short of contacting teachers yourself?

12:52:41 PM from Sandra Smith to All Participants:  
The telephone relay for the deaf is called California Relay Service & has a specific protocol re use

12:52:49 PM from kerri enterline to All Participants:  
@jerry dear - i tell my students that the electronic databases have resources that used to be in print but have just changed medium - so its print in a different form!

12:52:55 PM from Susan Livingston to All Participants:  
The point of the tiny URL is to make a URL short enough to fit in a text mode. The program converts the long to the short.

12:53:19 PM from Jerry Dear to All Participants:  
Thanks Keri et al.--an ongoing educating mission to both students and teachers!

12:53:24 PM from Sandra Smith to All Participants:  
California Relay Service website: <http://ddtp.cpuc.ca.gov/>

12:53:56 PM from eileen oshea to All Participants:  
with [bit.ly](http://bit.ly) you can sign in and it will remember toyur sortened urls. handy for long links you need to send out a lot.

12:54:01 PM from Bren Greene to All Participants:  
About easing students' reservations about database reliability -- teach them how to distinguish quality web sites, e.g. who is authoring the site, is there a hidden agenda, etc.

12:54:33 PM from Tony Garrett to All Participants:  
I also tell the students that information on the web is the same as print - we say it is just a place that we store the information.

12:54:51 PM from gigi oien to All Participants:

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thank you!

12:55:01 PM from Susan Livingston to All Participants:

Our students (community college) tend to want to use ONLY databases & the Web, and not print!

12:55:23 PM from Sarah Thogode to All Participants:

i've contacted the teachers and they have told their students to use our databases

12:55:26 PM from David Mixdorf to All Participants:

Need to educate teachers in their college classes about the importance of databases.

12:55:32 PM from conrad yamamoto to Infopeople Project (privately):

if the time & resource is available, do you think using youtube to answer a question, or creating a short clip a viable means to visualize an answer for the patron?

12:55:42 PM from Jerry Dear to All Participants:

Gary Price has always emphasized retrieving information "via the Web" vs. "on the Web."

12:56:07 PM from Susan Livingston to All Participants:

MLA and APA have specific citation rules for citing online databases--these are in their manuals.

12:56:12 PM from Tony Garrett to All Participants:

we just instruct the student to tell the professor to contact us if they have any questions.

12:56:36 PM from Sarah Bosler to All Participants:

you recommended asking patron names during chat do you recommend doing that with in person as well?

12:56:39 PM from ashley moore to All Participants:

We do-its a standard letter to teachers stating that no material is available at that time and that the student came in adn tried but to no avail at that current time

12:56:40 PM from Stacy Harwood to All Participants:

We do. It's an official form. We want the teachers to know what we can and can't do and that the child tried.

12:56:44 PM from David Mixdorf to All Participants:

I have held an inservice for teachers on how to use databases and what a database actually is.

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12:56:52 PM from John Reynolds to All Participants:  
many databases have citation info at the end of articles - I always caution students to double check to make sure it is in the format that their instructor wants

12:56:58 PM from Thomas Mann to All Panelists:  
Thank you for the excellent webinar. I learned some things even though I've doing this for a while!

12:57:14 PM from Sara Puentes to All Participants:  
Yes especially pdf format articles make teens a bit more comfortable in using databases.

12:57:22 PM from Katelyn Widener to All Participants:  
our public schools have all of the teacher's email addresses available on the web site for the school -I've used my work email to send them a note

12:57:25 PM from Sarah Thogode to All Participants:  
In a previous place of employment, we had a form for teachers for lack of material found.

12:57:47 PM from Bren Greene to All Participants:  
You could ask for their contact info. Maybe they would be more willing to provide an email address for follow-up.

12:58:13 PM from Steve Ferreyra to All Participants:  
We usually high light citation located at the bottom of the article.

12:58:17 PM from Rachel Baril to All Participants:  
I like the idea of a form -- usually, staff phones or sends an e-mail to the instructor.

12:58:42 PM from Sarah Bosler to All Participants:  
I agree with the privacy issues. I usually only ask the name if they are regulars

12:59:08 PM from Sally Thomas to All Participants:  
I think it depends, too. You have to trust your instincts about what is appropriate.

12:59:11 PM from Sarah Bosler to All Participants:  
I was surprised you recommended it for chat but I think it's important to get a way to contact them if you get disconnected

12:59:27 PM from Katelyn Widener to All Participants:  
I usually only ask for their name when something needs to be put on hold -when I actually need it for something

12:59:37 PM from Susan Livingston to All Participants:



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I'm always glad to give my name--first name--and that helps get on a name basis with the patron.

12:59:46 PM from Sarah Thogode to All Participants:

Always depends on situations with children - especially if parents are with them.

12:59:50 PM from eileen oshea to All Participants:

For gneral info (national and by state) regarding disability rights:  
<https://www.disability.gov/>

12:59:54 PM from Rachel Baril to All Participants:

Thank you for the presentation; I'm sorry I need to go.

12:59:54 PM from Sarah Bosler to All Participants:

I do give my name and wear a name badge for that reason

13:00:08 PM from Sally Thomas to All Participants:

Thanks!!

13:00:12 PM from Tony Garrett to All Participants:

thanks for the presentation today!!!!

13:00:14 PM from Dana Madsen to All Panelists:

Thank you. Excellent.

13:00:14 PM from Kris Wiley to All Participants:

thank you very much

13:00:15 PM from Sarah Thogode to All Participants:

thanks!

13:00:15 PM from Sarah Bosler to All Participants:

Thanks!

13:00:17 PM from Nicole Bird to All Participants:

Thank you.

13:00:17 PM from Steve Ferreyra to All Participants:

Thanks for the seminar!

13:00:18 PM from Kathleen Goodyear to All Participants:

Thank you

13:00:21 PM from Bren Greene to All Participants:

Great presentation. Practical and inspiring. Thank you!

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13:00:21 PM from Katelyn Widener to All Participants:  
Thanks!

13:00:21 PM from ashley moore to All Participants:  
Thank you, very informative!

13:00:22 PM from Lizeth Legaspi to All Participants:  
:)

13:00:23 PM from Zola Mumford to All Participants:  
Thank you!

13:00:23 PM from Christine Morgan to All Participants:  
thank you :)

13:00:23 PM from maura lynch to All Participants:  
Thank you!

13:00:24 PM from Cindy Jungenberg to All Participants:  
Thank YOu!!!!

13:00:25 PM from Young S. Kwon to All Participants:  
Thanks a lot!

13:00:26 PM from Tina Carwile to All Participants:  
Thank you!!

13:00:28 PM from Helaine Romano to All Participants:  
Thank you

13:00:28 PM from martin seeboth to All Participants:  
Thank You all!

13:00:31 PM from Sally Clark to All Participants:  
Thank you, all

13:03:47 PM from eileen oshea to All Participants:  
When you log out of webex you'll be taken to the survey. Complete the survey and the certificate of attendance will be at the end.