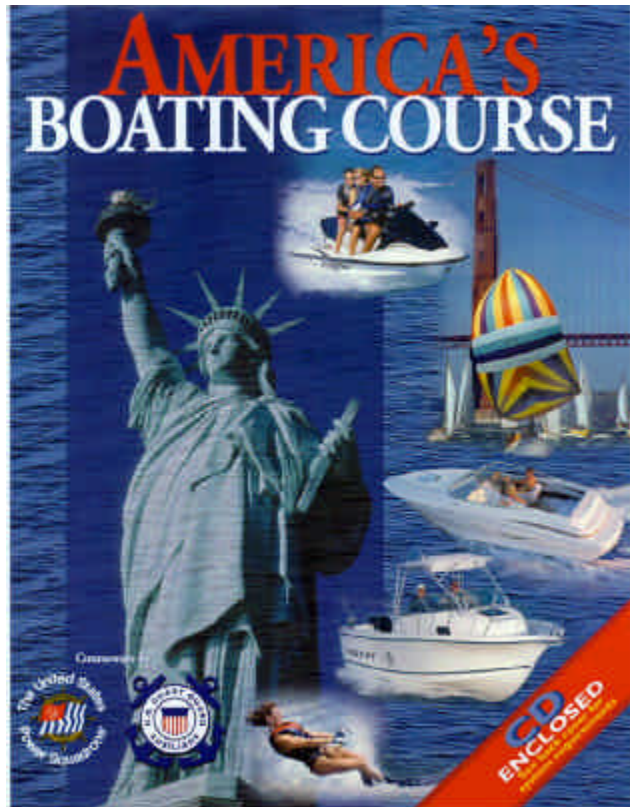


District Guide



America's Boating Course

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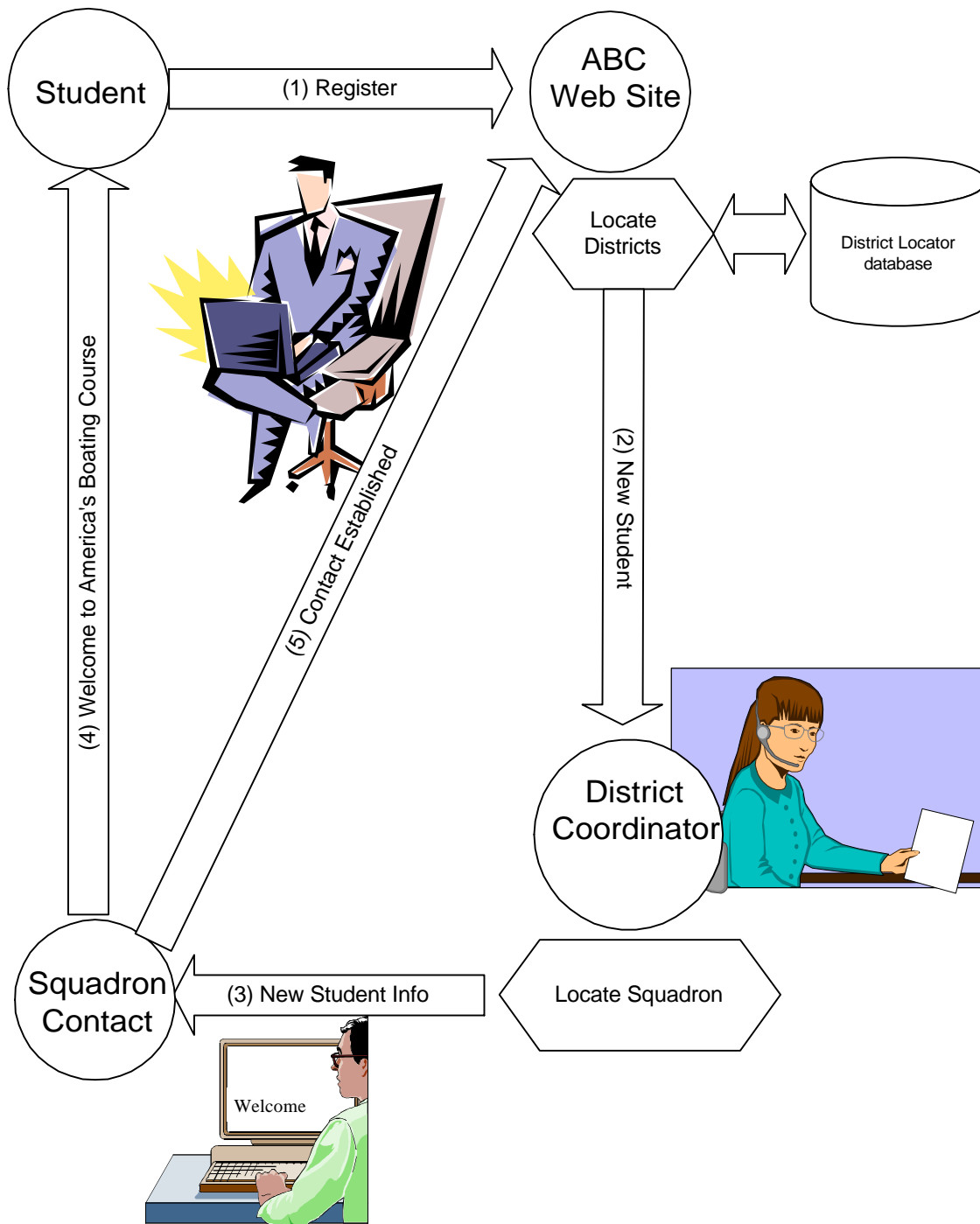
District Guide to America's Boating Course

Introduction

The introduction of America's Boating Course by the United States Power Squadrons and the United States Coast Guard Auxiliary has added another tool for the squadrons and flotillas to use in spreading boating safety thru education. If you are not already familiar with the course, a review of the Squadron Guide to America's Boating Course (can be found on Educational Department web page) is in order . The addition of this new tool brings with it added responsibility for the District Educational Department which this document addresses.

Contact Network

One of the key objectives of the program is to establish a personal relationship between a squadron and the student. This requires a contact network and our districts provide the "backbone" for that network. Two ABC District Coordinators are required to implement it. This backbone receives messages when a new student enrolls or an interested boater asks questions about the course.



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DEO Responsibilities

It is the DEO's responsibility to:

- a. find two members within the district who are willing to serve as District Coordinators for America's Boating Course and provide them with the information necessary to perform their job.
- b. provide name and e-mail address of both coordinators to the chairman of the Basic Public Education Committee.
- c. identify a contact point for each squadron within the district.

Two coordinators are required since America's Boating Course is "open for business" 365 days per year and we cannot expect one member to be available all the time. Messages are sent to both coordinators and the coordinator with the "watch" is the one who should respond and take action. How the "watch" is changed is left up to the DEO. The key is to ensure that there is one and only one coordinator acting on messages at any given time.

District Coordinator Qualifications

When choosing a district coordinator, the DEO should look for the following:

A member with e-mail access.

A member who reads their e-mail on a regular basis (at minimum every other day).

A member with knowledge of district geography.

A member with good communication skills.

District Coordinator Responsibilities

A district coordinator's primary responsibility is routing messages. The contact network routes messages to a district coordinator based upon the zip code of a student or someone making an inquiry about America's Boating Course. It is up to the district coordinator to decide which squadron within the district should ultimately handle that message. Once that determination has been made, the district coordinator simply forwards the message to the squadron contact.

A district coordinator also has a responsibility to work with the DEO and the other district coordinator to coordinate changing the "watch" so that there is continuous coverage.

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While the primary duty of the district coordinator is routing messages to the proper squadron, a coordinator should also be aware of the squadron contacts role. To be most effective, a coordinator should be able to provide guidance and answer questions of the local contact. The coordinator should:

Ensure that the squadron contacts understand when they are to update the contact database (as soon as they receive notification).

Be certain that the squadron contacts know how to access the contact update page on the web and perform the update.

Be aware of the fact that all of the various messages are being sent by a computer system. "Replying" to one of these messages results in the response being sent back to the system. When responding to a request, use the e-mail address contained in the message body.

Verify that all of the squadron contact e-mail addresses are valid.

Ask the squadron contacts to notify them when they have updated the contact database.

Message Routing

The key piece of information in the message is the zip code. Use this to assign the message to a squadron within your district. If you should determine that the message does not belong in your district, then forward the message to the "Out of Area" coordinator at supportABC@aol.com.

If you are not familiar with which squadron is in which zip code, the best tool available is Dan Bartell's class locator on the USPS web site. Simply enter the zip code and it will return the closest classes AND the squadron offering them.

Once the squadron has been determined simply forward the message to the squadron point of contact.

Message Types

There are several different messages which the district coordinator may receive. The subject of the message indicates the type of message.

[PIN:6024 New Student - America's Boating Course] - this messages is sent when a student registers.

[Student Reminder- America's Boating Course] - this message is sent when 10 days have passed since the student registered and the student has not been contacted.

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[Student Alert - America's Boating Course] - this message is sent when 15 days have passed since the student registered and the student has not been contacted.

[Request State Specific Info] - this message is sent to the district coordinator when a student asks for state specific information and there is no local contact.

[Request Exam Info] - this message is sent to the district coordinator when a student asks for information on taking the exam and there is no local contact.

[Request for Course Information] - this message is sent when a non-student asks for information about America's Boating Course.

All of these message should be routed to a squadron. The reminder and alert messages indicate that the district coordinator has not passed the original "New Student" message along to a squadron or that the squadron has not taken action on the message. Receipt of an alert message may well warrant a phone call to determine whether messages are getting thru or if the squadron is having problems. Communicate any problems to supportABC@aol.com.

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Message Content

The message content is similar for all message types. They will contain the date and time when the message was sent, information on the student or person making a request and information regarding the request itself.

=====Start of Message=====

Subj: PIN:3018 New Student - America's Boating Course
Date: 09/28/2001 9:24:46 AM Pacific Daylight Time
From: contact@americasboatingcourse.com
To: supportABC@aol.com (OutofArea)

This message was sent on 28-Sep-01 09:24 AM

Pin Number: 3018
First Name: Stephen
Last Name : Maturin
Address : 999 Front St.
City : Mill View
State : VT
Zip : 00198
E-Mail : dlhboat@aol.com
Phone : (707) 374-2108

Group (AX or PS) : PS
District : 100
E-Mail of the Coordinator : supportABC@aol.com(OutofArea)
Zip Code area : 001**

Once you have made contact with this new student,
Enter their Pin Number in the field on the link provided below
and update their contact record with your:

Name
E-mail address
Phone Number

http://www.americasboatingcourse.com/database/ABC_USPSContact.cfm

This information is used to provide the student with a means to
contact you if he/she should lose the information you provided.

It will not be used in any other way.

=====End of Message=====