

NAHRO *AudioShort* HELP CENTER

Customer Service at your fingertips.

Phone: Professional Development staff are available Monday through Friday 8:30 AM – 5:30 PM EST to register you for an *AudioShort* and answer your questions. Call us toll free at 1-877-866-2476 and ask for Sonja Johnson, ext. 272.

Fax: Send us a fax 24- hours a day at 1-202-289-8181.

E-mail: Send your questions to NAHRO at nahroseminars@nahro.org. All registration questions are addressed within 24 hours of receipt.

Answers to our most frequently asked questions:

Q. What is an *AudioShort* and how does it work?

A. An *AudioShort* is an audio conference, a large conference call, but in a more controlled, program-like environment. The entire program is conducted through the telephone and/or a speakerphone. No other equipment is needed to participate in the program as a listener. Materials will be sent to the registrant through the e-mail address provided on the registration form. An individual or agency who is interested in participating in an *AudioShort* must register either by mail, fax or e-mail. Registration includes:

- Access to a 90-minute interactive call for as many people as can fit into a room with a speakerphone;
- Downloadable presentation materials - which are e-mailed to the designated e-mail address 24 hours prior to the call; and,
- An opportunity to participate in a live Q&A session following the program presentation.

NAHRO's *AudioShorts* run for approximately 90 minutes. The moderator, featured speaker, and/or panelists present a structured program for the first 60 minutes sharing information, practical applications, best practices, etc. During the program presentation portion of the conference, registrants are in a "listen-only" mode. After the program presentation portion is concluded, the phones are "opened up" for a live interactive Q&A session, with registrants queuing up to ask questions of the presenters. This part of the *AudioShort* usually lasts for 20-30 minutes.

Q. How do I register for an *AudioShort*?

A. There are three easy ways to register. You can download the registration form and fax it to NAHRO at 202-289-8181, or email it to nahroseminars@nahro.org or you can mail in your completed registration to NAHRO Professional Development Services, P.O. Box 90487, Washington, DC 20090.

Q. How long does an *AudioShort* usually run?

A. The program presentation runs for 50-60 minutes for the program presentation. The last 20-30 minutes are set aside so callers can participate in an interactive questions and answers (Q&A) session.

Q. What do I do if I have registered for an *AudioShort* but do not receive or can't find the letter that includes the call-in instructions?

A. Call us toll-free at 1-877-866-2476 and ask for Sonja Johnson, ext. 272.

Q. How do I receive the *AudioShort* materials associated with the upcoming *AudioShort*?

A. The *AudioShort* materials are typically available 24 hours prior to the actual event. The downloadable presentation materials are e-mailed to the registrant's designated e-mail address.

Q. I would like to e-mail a question to the panelists or the featured speaker. Where do I e-mail the question, either beforehand or during the presentation?

A. Questions are encouraged. You may submit questions before the start of the *AudioShort* program by e-mail to nahroseminars@nahro.org, or fax them to (202) 289-8181). If you have a question during the presentation, a 20-30 minute question and answer period is built into the *AudioShort* presentation.

Q. I was not able to attend the AudioShort. Can I get a recording of the AudioShort presentation?

A. Yes, the AudioShort presentation materials and CD are available for purchase. The purchase price is \$95/members or \$135/non-members.

Q. I just heard about the training? How late can I register for the *AudioShort*?

A. Registration is open up until 2 hours prior to the scheduled start time. NAHRO recommends that individuals wishing to participate register at least 48 hours ahead of the scheduled start time of the AudioShort, in order to ensure timely email delivery of materials.

Q. Can I order just the CD?

A. Yes, if you have registered for the *AudioShort*, you may purchase the CD for \$19/members and \$35/non-members. If you have not registered for the *AudioShort* live presentation, you may purchase the *AudioShort* live presentation on CD and the printed materials for \$95/member and \$135/non-member.

Q. What do I do if I have to cancel or wish to substitute my AudioShort session registration?

A. To transfer or substitute an *AudioShort* registration, written notice is required. If you cancel 48 hours prior to the *AudioShort*, NAHRO will credit the full amount towards another *AudioShort*, within a one-year period of the date of your cancellation.