

Thank you to our District Teams for covering the Public Chat function over the last few months. Based on chat logs, the update below was created to address issues that have been re-occurring and recent additions to YFU programming.

Hello There!

Quick response times are essential to successful chat sessions. Many times, chat questions come in and the answers may require a moment or two of research. To keep the public engaged, respond immediately with, "Hello! My name is _____. I'd be happy to assist you tonight."

Providing your name gives a connection and makes the person on the other end feel more comfortable about the chat. Remember, with limited amount of licenses available for use, the public sees your name as "YFU USA", "YFU", "Founders' District", etc. depending on your sign in. Introduce yourself and make a personal connection.

Inquiry Coding

It very important that web chat inquiries are properly coded in the system so that we can begin to track the effectiveness of the chat function. When you have a lead that provides contact information (email, phone or address), please enter them into the inquiry system and code to "Web Chat". For training on how to create a new inquiry, please visit http://yfuusa.org/media/Training/Inquiry_Training/Inquiry_System_Entering_Inquiries.pdf

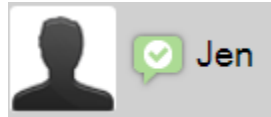
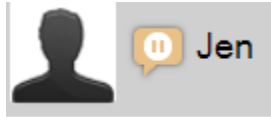
For fast follow-up, you should also send the FD an email with contact information and any other relevant details. Should you lose any of this information, please contact the MarCom (marketing@yfu.org) Department for chat log information.

866.493.8872

If you have a question that needs to go directly to the District level, please provide them the direct to district number (866.493.8872). SA questions should be directed to 800.TEENAGE or admissions@yfu.org.

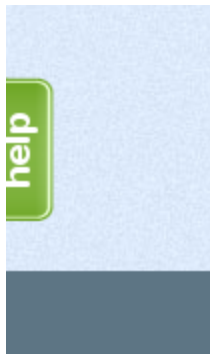
Pause Chat

Should you need to step away from your computer, please remember to pause the chat! The pause feature is located in the upper left corner of the chat screen. When you return, don't forget to mark yourself as "Available".



Login Help

Logins are case sensitive and if you try too long with the incorrect password, you will be locked out of SnapEngage. If this should happen, you may chat directly with SnapEngage on the sign in page. The tab is located on the far left, middle of the screen. Contact Jennifer McKendree (mckendree@yfu.org) if you have forgotten or miss-placed your login information.



Sign-Up Genius

Ideally, we would like every shift to be covered. Please continue to sign up for shifts using this site: <http://www.signupgenius.com/go/10c0848a5a62ba7f58-yfuchat>

If you are scheduled with another person, contact them prior to the chat so that the same login information is not used for both YFU representatives at the same time. If you need additional login names, please contact Jennifer prior to your session.

New Programs

Don't forget, YFU offers life-long learning opportunities! Please inform others of Adult Study Tours and new Internships.

All Adult Study Tours include international airfare, guides, most meals, hotel and entrance fees! Please encourage former families, volunteers and your friends to apply.

A quick reference is available here:

<http://yfuusa.org/media/FDLounge/Docs/eKit/SA/AdultInternPrograms-QuickRef.docx>

Field Staff Directory
6/20/14



YFU

Intercultural Exchange Program

For easy reference during chat, the following is a list of Field Staff by District as of 6/20.

Founders'

[Gunther, Stephanie](#)

Free: (800) 844-0614
ext.4230

District Director

Fax: (989) 777-3270

[Kilkka, Barbara](#)

Work: (248) 932-0811
Free: (800) 844-0614
ext.4239

Field Director- Oakland Field

Open

Field Director- Sweetland Field

[McKillop, Jennifer](#)

Work: (734) 369-6678
Free: (800) 844-0614
ext.4260

Field Director- Lakeshore

[Strasser, Sharon](#)

Work: (574) 722-1615
Free: (800) 844-0614
ext.4237

Field Director- Northern IN

[Jacobs, Christopher](#)

Work: (866) 493-8872

District Office Coordinator

Moran, Kathryn

Work: (248) 681-7650
Free: (800) 844-0614
ext.4241

Field Director- East Shore

Hammer, Laura

Work: (231) 855-1463
Free: (800) 844-0614
ext.4243
Fax: (989) 777-3270

Field Director- West Shore

Clark, Heather

Work: (231) 933-8044
Free: (800) 844-0614
ext.4245

Field Director- Northland Field

Gaynor, Vickie

Work: (734) 929-5554
Free: (800) 844-0614
ext.4246
Fax: (989) 777-3270

Field Director- Charter Field

Bledsoe, Debra

Work: (248) 468-9108
Free: (800) 844-0614
ext.4244

Field Director- Capital Field

Kellogg-Gillenwater, Cassandra

Work: (317) 220-8672
Free: (800) 844-0614
ext.4250
Cell: (616) 510-6000

Field Director- Central, Southern IN



Heartland

Burns, Trisha

Work: (918) 794-0785
Free: (888) 360-9110 ext.6102
Fax: (515) 276-8513

Heartland District Director

Kiefer, Betsy

Work: (952) 474-4460
Free: (888) 360-9110 ext.6113
Fax: (952) 474-4460
Cell: (612) 298-9987

Field Director- Minneapolis

Johnson, Trena

Work: (515) 276-6301 ext.6101
Free: (888) 360-9110 ext.6101

District Office Coordinator

Holvick, Douglas

Cell: (920) 251-1485

Wimmer, Bernice

Work: (888) 360-9110 ext.6117
Cell: (320) 815-3517

Field Director- Wisconsin

<u>Lee-Dobbs, Robyn</u> Work: (651) 247-4321 Free: (888) 360-9110 ext.6114	Field Director- Greater St. Paul Extension
<u>Knoch, Zachary</u> Work: (515) 276-6301 ext.6112	Field Director- Greater IL
<u>Ritthaler, Jerry</u> Work: (773) 598-4483 Free: (888) 360-9110 ext.6116	Volunteer Program Coordinator Coordinator for Recruitment and Development
<u>Scarpello, Patty</u> Work: (402) 342-6737 Free: (888) 360-9110 ext.6108 Cell: (402) 301-5923	Field Director- Omaha/ Siouxland
<u>Rutherford, Stephen</u> Work: (636) 812-2338 Free: (888) 360-9110 ext.6120 Cell: (636) 236-8649	Field Director- Kansas/ Missouri
<u>Ringgenberg, Ron</u> Work: (515) 309-1711 Free: (888) 360-9110 ext.6118	Field Director- Wisconsin



Horizon

<u>Bremhorst, Kerry</u> Work: (925) 679-8044	Horizon District Director
<u>Jones, Kathie</u> Work: (562) 429-5607 Free: (888) 477-9002 ext.7214 Fax: (877) 222-4143	Field Director- South West
<u>Palmer, Jeni</u> Work: (618) 690-0756 Free: (888) 477-9002 ext.7207 Cell: (515) 298-3798	Field Director- Rockies
<u>White, Catherine</u> Work: (214) 412-3526 Free: (888) 477-9002 ext.7213 Fax: (972) 641-6442 Cell: (214) 926-4910	Field Director- Prairies and Pines
<u>Forrest, Molly</u> Work: (303) 270-0068 ext.7224	Volunteer Program Coordinator
<u>Walker, Jeremy</u> Work: (253) 292-0146 Free: (888) 477-9002 ext.7212 Cell: (253) 341-1855	Field Director- Great Northwest Coordinator for Recruitment and Development
<u>Frost, Brittany</u> Work: (303) 270-0068 ext.7226 Free: (888) 477-9002 ext.7226	District Office Coordinator

Northeast

Bhaskar, Alka

Work: (618) 690-0749
Free: (866) 444-2365 ext.1107

Northeast District Director

Loftus, Sara

Toll free #: (866) 493-8872
Work #: (617) 868-3660
Fax #: (617) 868-3774
Toll free Fax #: (877) 516-9481

Field Director- Central/ Southern OH, WV

Allen, Liz

Work: (617) 868-3660 ext.1101
Free: (866) 444-2365 ext.1101
Cell: (914) 260-5728

Field Director- PA

Neal, Denisse

Phone: (617) 868-3660

Field Director- New England

Hasseli, Pahneez

EEmail Contact: phasseli@yfu.org
Phone: (866) 493-8872

Field Director- NY State

Withem, Jamie

Work: (567) 855-5196
Free: (866) 444-2365 ext.1117

Field Director- Northern Ohio

Banda, Joseph

Work: (617) 868-3660 ext.1104
Free: (866) 444-2365 ext.1104

District Office Coordinator

Southeast

Beach, Judith

Work: (859) 368-8676
Free: (866) 235-9795 ext.4248
Fax: (240) 235-2115
Cell: (859) 396-8005

Field Director- Kentucky and Tennessee

Hurst, Marsha

Work: (904) 881-0068
Free: (866) 235-9795 ext.2278
Fax: (240) 235-2115
Cell: (904) 881-0068

Field Director- Florida

Horst, Kelly

Work: (240) 235-2102 ext.2504
Free: (866) 235-9795 ext.2504
Fax: (240) 235-2115

Volunteer Program Coordinator

Cell: (443) 854-6328

[Harris-Long, Marilyn](#)

Work: (678) 413-2131

Free: (866) 235-9795 ext.2276

Fax: (240) 235-2115

Field Director- Magnolias and Palms

[Rotz, Kristie](#)

Work: (757) 963-5151

Free: (866) 235-9795 ext.2275

Coordinator for Recruitment and Development

Open

Field Director- Mid- Atlantic

[Kurtzman, Robin](#)

Work: (240) 235-2102 ext.2502

Cell: (301) 466-6456

District Office Coordinator
Staff

[Mizelle, Lisa](#)

Free: (866) 235-9795 ext.2247

Fax: (240) 235-2115

Cell: (757) 418-4810

Field Director- Colonial Field