

# Web Chat Training

*Welcome to Snapengage!*

Snapengage.com is the vendor used to operate our chat function available on the public website of YFU USA. For the general public, chat may be the first contact established with our program and can be a great recruitment and/or conversion tool for Study Abroad, Volunteer and Hosting. As you chat, remember that you are the “voice” of YFU, so good customer service skills are a must!

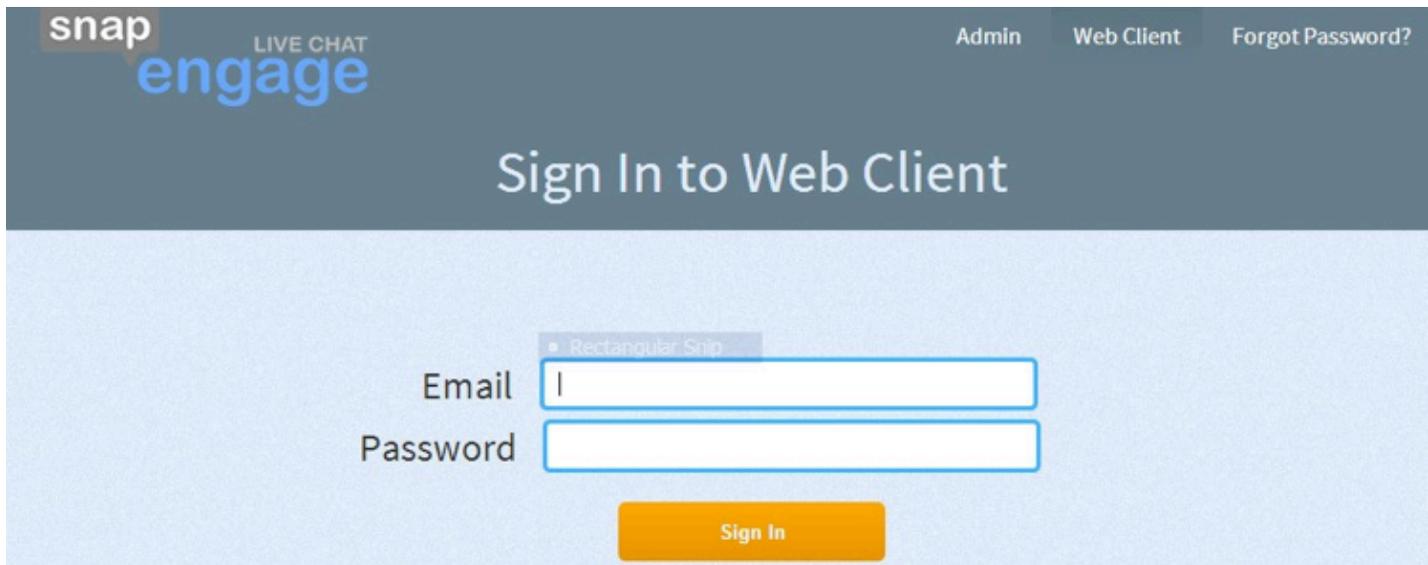
Chat can be a fun, interactive part of your daily work. You may not know all of the answers to the incoming chat questions, but don't worry, the guide below will help you through.

## LOGGING IN

**SCHEDULE CHAT:** To schedule each chat session, and to help us ensure that chat is covered by YFU staff through the spring and summer months, please visit, bookmark and schedule your sessions at: <http://www.signupgenius.com/go/10c0848a5a62ba7f58-yfuchat>.

**LOGIN CREDENTIALS:** MarCom will issue your district or department Snapengage login credentials. If credentials are lost, please contact Jennifer McKendree at [mckendree@yfu.org](mailto:mckendree@yfu.org).

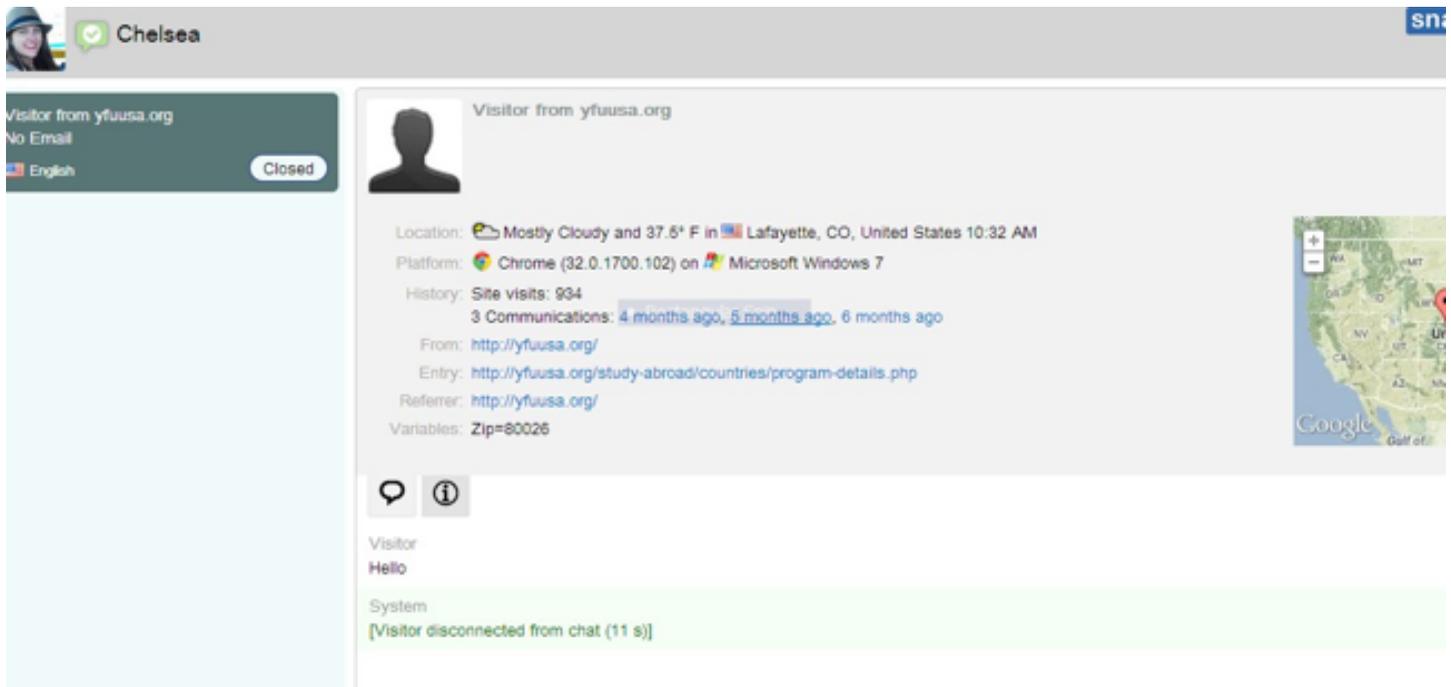
**LOGIN TO CHAT:** Bookmark: [www.snapengage.com/signin?to=client](http://www.snapengage.com/signin?to=client).



This is the login page of Snapengage. Once you log in, we recommend you view the video demo of how to use Snapengage to prepare for what's to come!

Logins are case sensitive. If you try too many times 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.

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 (only one person, per time, per login). If you need additional login names, please contact Jennifer prior to your session.



This is the chat screen once you log in. It will show you where the guest is currently located, how many chats they have on record with YFU, when their last communication via chat with YFU was, and what page they are currently looking at.

Your current chat will appear on the bottom of the screen. Systems are set for chat staff to manage up to 4 conversations at once. The 5th conversation will bump to the next available staff person. These chats will route to assigned departments (Study Abroad to Admissions, Hosting to Field Staff, Volunteer to both departments). If no assigned staff are available by topic to answer an assigned category, all questions will be driven to the active chat staffer. Chat logs from each conversation are saved and sent to the Marketing email.

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.”

Introduce yourself and make a personal connection. Provide your name because the public sees you as “YFU USA”, “YFU”, “Founders’ District”, etc. depending on your login credentials. Providing your name will make the person on the other end of the chat feel more comfortable.

#### CHAT INQUIRIES

Leads from chat MUST be entered into my.YFU.org as an inquiry.

It very important that web chat inquiries are properly coded in the system so that we may 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](http://yfuusa.org/media/Training/Inquiry_Training/Inquiry_System_Entering_Inquiries.pdf)

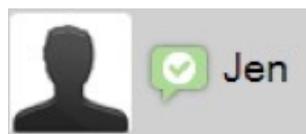
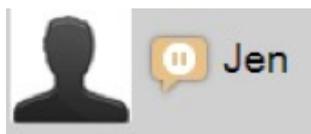
To ensure the fastest follow-up, you should also send the FD an email with the chatter’s contact information and any other relevant details of your session. Should you lose any of this information, please contact the MarCom ([marketing@yfu.org](mailto:marketing@yfu.org)) Department for chat log information.

If you have a question that needs to go directly to the District level, please provide the chatter with the direct to district number (866.493.8872). SA questions should be directed to 800.TEENAGE (800.833.6243) or [admissions@yfu.org](mailto:admissions@yfu.org).

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## 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".



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## READY!

Be prepared! Prior to starting your chat session, have the following tools available:

- Open [my.yfu.org](http://my.yfu.org) to search for the FD by zip code by clicking on the "Field" tab, so you can give their information to guests as needed (NO staff only).
- Open [yfuusa.org](http://yfuusa.org) to search for requested information quickly and easily.
- Have this document on hand for your first few chats for quick response tips.
- Work in a buddy system – YFU has 8 licenses for chat. Ideally, 2-3 YFU staff will be on at any one time.
- If you need to leave the area for a break, please make sure that your fellow staff are prepared. Use the pause chat function to indicate that you are away but will soon return, and utilize the Group Chat function to indicate your availability to others staffing Chat
- Questions tend to focus on what YFU is emphasizing at the moment. Scholarship application questions soar in January as do new student profile questions. Summer months have less of an SA focus and more of a hosting emphasis.
- Standard Responses: You will quickly learn that many of the questions are uniform. To make things a bit easier, we have "stock" answers and links below for you to cut and paste into the chat field.

Useful links:

- To see information about our available students, visit this link: [yfuusa.org/host-a-student/meet-the-students.php](http://yfuusa.org/host-a-student/meet-the-students.php)
- You can apply now to host at [yfuusa.org/host-a-student/account-register.php](http://yfuusa.org/host-a-student/account-register.php)
- You can apply now to volunteer at [yfuusa.org/volunteer/volunteer-application.php](http://yfuusa.org/volunteer/volunteer-application.php)
- To connect with your local YFU community, call the district office at 1.866.493.8872
- To connect with the Study Abroad Admissions team you may call 1.800.TEENAGE (800.833.6243) or email [admissions@yfu.org](mailto:admissions@yfu.org)
- To learn more about our countries and programs please visit: [yfuusa.org/study-abroad/countries.php](http://yfuusa.org/study-abroad/countries.php)
- To learn more about scholarships please visit: [yfuusa.org/study-abroad/scholarships.php](http://yfuusa.org/study-abroad/scholarships.php)
- Hosting Catalog: <http://joom.ag/Vexb>
- SA Catalog: <http://joom.ag/tqJb>
- F1 Catalog: <http://joom.ag/V1ob>

If you don't know the answer – refer your chat guest to their Field Director, District Office or Admissions office! Politely respond with:

- "I primarily work with international students and host families, but our Admissions office will be able to further assist you." Follow with contact information below.
- "I primarily work with Study Abroad and our American students, but your District office will be able to further assist you." Follow with contact information below.
  - To connect with your local YFU community, call the district office at 1.866.493.8872
  - To connect with the Admissions team you may call 1.800.TEENAGE or email [admissions@yfu.org](mailto:admissions@yfu.org)
  - If there are others available on YFU chat who might better answer the questions, use the "Transfer" button located in the top right corner of the screen. Please get their contact info just in case the transfer is lost.

A chat function box automatically appears when someone stays on our “meet the student” or scholarship pages for longer than 15 seconds. Generally, the hosting chat focuses on available students and may appear as the below:

**YFU:** Hello, my name is XXXXX. Can I help answer your questions about hosting?

**Visitor:** I have been thinking about hosting. I wanted to look at the profiles to get a better idea of what countries, ages, genders, etc. of your students. The profiles that I looked at didn't have many students listed so I don't know if I was at the correct page or not.

**YFU:** We get new profiles all the time, so there will be more available. I could have a local YFU representative contact you with more information about the students and the countries they come from. XXXXXXXX is the YFU Field Director in your area. If you'd like to contact her, her email address is XXXXXXXXX. If you'd like, I can take your contact information and have the Field Director contact you?

## OTHER FREQUENTLY ASKED HOSTING QUESTIONS:

### **What school will the student attend and does YFU “sign” my student up?**

The student attends public school in your zoning area. A few of our students attend private schools. YFU obtains school acceptance in writing from the school. This is required before the student is allowed to leave their home country. Host families generally do take their student to school to enroll in classes. Sometimes, a local volunteer may be available to assist. The schools usually want the person hosting to be present.

### **My children go to private school. Can the student attend with them?**

That may be a possibility as long as the school is accredited. Would you like to give me your name, phone number or email address so I could have a local person contact you?

### **Looking at your “Host a Student” information on line - it seems that there are meetings to attend, and many things to arrange (one of which is enrollment in a school.) It is not clear to me how much is involved in hosting.**

Host families are required to complete the application process, attend a pre-arrival orientation and provide room, meals, and a nurturing, supportive environment.

Host families are also required to attend a post-arrival orientation with their student. This orientation is designed to support them through the adjustment process, and help them get the most from this experience. Student's attend the family's local high school. Students have their own insurance and spending money for their personal needs like clothes, books, entertainment, and school supplies.

We have an option to become a welcome family with a commitment to host for a minimum of two months. Some families choose this option if they aren't sure about hosting for the school year.

### **I wanted to know if the organization pays the host families.**

Our host families are not paid. They are 100% volunteers. J-1 Visa High School exchanges are regulated by the Department of State and families are not allowed to be paid. Families can claim a \$50 per month tax credit.

### **Is it possible to specifically request a student?**

Yes. As long as the host family isn't related to the student, it's OK to request a specific student. Please contact your Field Director or District Office at: XXXXXXXXXX

### **People seeking application/account assistance**

- Host Families/Volunteers - Get their name, phone number and zip code and provide them contact information for their field director or district office. Do not give out host family log in or account information over the chat function. This is not a secure mechanism and we cannot confirm that the chat client is the host family! You may also direct the family back to the “Apply Now” button on the website and request that they choose the “Forgot my password/username” option.
- American Students – refer them back to Admissions

- At times it is best to directly call those seeking assistance, especially if they are working in your area of expertise. If you do not feel comfortable with this, please follow the recommendation above.
- IS inbound/outbound travel questions – refer them to contact their SSM via the district office or look up the student to see who the SSM is and provide the contact info. DO NOT refer them to the Travel Department unless the student is currently en-route on inbound or outbound travel.

### **Addition Hosting Options:**

In addition to traditional YFU J-1 programs, families may choose to host students on a short-term basis. Locations, dates and details can be at <http://yfuusa.org/host-a-student/opportunities/short-term.php>.

Eligible families in a few select school districts may choose to host a YFU F-1 student. Details on those locations may be found in the F-1 catalog: <http://joom.ag/V1ob>

### **Questions from current host families and current international students–**

- Inbound IS students often find our site and therefore our chat application. They may ask questions regarding American high schools (what they’ve heard or seen on TV/movies) or other aspects of American culture.
- July and August have had unplaced IS students contacting us through chat regarding their placement status. Please respond with the following: “YFU staff and volunteers worldwide work very hard to find placements for every student. Please contact your country’s YFU office for more information.”
- YFU students on program may choose to participate in a second year YFU program. Additional information can be found in the F-1 catalog, which can be sent via chat to students by copying the link: <http://joom.ag/V1ob>

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#### FAQ: STUDY ABROAD

### **What are the chances of receiving a scholarship?**

We offer over 300 scholarships every year. The number of applicants vary for each scholarship, so we really don’t know until after application deadlines have passed. I encourage you to try if this is something you really want to do!

### **If I were to do a program (most likely not a specialized program) for a gap year before going to college, would I still attend high school in that country? Are most of the programs available for students taking a gap year?**

For most Gap year programs, you will attend high school. Keep in mind that high school lasts longer in many countries than it does in the US. What you do depends upon the country, so read the details about each country for more information. [yfuusa.org/study-abroad/countries.php](http://yfuusa.org/study-abroad/countries.php)

### **Does everyone who applies to participate in an exchange program get accepted? Or are there a limited number of spots for each country?**

Everyone must complete an application and interview for evaluation to ensure eligibility. Spaces are filled on a first come first serve basis for qualified applicants. Some countries and programs will fill up fast. It is best to apply early. You may apply up to one year prior to departure.

### **So if my child decides to go for the summer, would he go to school?**

Probably not. However, in some countries, like Japan or some service learning programs, the students have an opportunity to visit school, but they aren’t enrolled.

### **So what activities would they be doing?**

Students participate in the daily life of their host family.

### **Do the host families speak English? How would my son communicate if he decides to go to China?**

It is not guaranteed that our host families speak English, but they might. The majority of our countries do not have language requirements and students do very well learning the language once they arrive. We recommend students try to learn some of the language before they depart. They don’t have to be fluent, but it would be helpful to learn common phrases. Some students use programs like Rosetta Stone. If they go for a year or semester, they would be attending school where the native language is spoken. Kids adapt amazingly well to this!

### **How long is the summer study abroad?**

It varies by country. It will likely be between 4-6 weeks, but shorter options are available. Please visit the country pages or the short term hosting page for details.

[yfuusa.org/study-abroad/countries.php](http://yfuusa.org/study-abroad/countries.php)

[yfuusa.org/study-abroad/youth-programs/short-term-programs.php](http://yfuusa.org/study-abroad/youth-programs/short-term-programs.php)

### **Would you recommend my child going to X country?**

If that's where their interest lies, then yes. Our YFU Partners are very dedicated to looking after the students and supporting them so that they get the most from their experience.

### **Do scholarships cover the entire tuition? Or would we have to put some money in?**

Most of our scholarships require some sort of financial contribution, although we do have a few that are full scholarships. Remember, there will still be some expenses -- such as passport fees, personal expenses, etc. [yfuusa.org/study-abroad/scholarships/overview.php](http://yfuusa.org/study-abroad/scholarships/overview.php)

### **When I am filling out the application it says there are no scholarships available for my program. I was just wondering what to do?**

Choose a country where we have scholarships available or do some fundraising to pay for the exchange program. This document has some good suggestions: [yfuusa.org/media/Education/FundraisingGuidelines.pdf](http://yfuusa.org/media/Education/FundraisingGuidelines.pdf)

### **My scholarship is no longer available or the deadline has passed. What can I do?**

There are many YFU scholarships to apply for! Take a look at our scholarship page to find scholarships that you qualify for: [yfuusa.org/study-abroad/scholarships.php](http://yfuusa.org/study-abroad/scholarships.php)

### **Are there programs for college age students or adults?**

YFU offers a continuum of programs for students of all ages. Gap year, volunteer programs and internships are available for students ages 18-26. More information on these programs is available at <http://yfuusa.org/study-abroad/young-adult-programs.php>.

For adults ages 19+, YFU offers a unique opportunity to visit Cuba for two weeks in July. Visit <http://yfuusa.org/study-abroad/adult-study-tours.php> for additional information.

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#### FAQ: ALUMNI

### **People seeking international alumni/past students**

YFU USA does not keep this information. Please contact the YFU Country the student was from to see if they can help you. [www.yfu.org](http://www.yfu.org)

### **US Alumni**

Please contact our Alumni Engagement Director, John Favazzo at [alumni@yfu.org](mailto:alumni@yfu.org).