

Telephone Class Etiquette

1. Before dialing in for your class, disable call waiting (usually dialing *70 or *80 before dialing the class phone number). After dialing into the “classroom” have your roster name/number ready to identify yourself to the leader. After being acknowledged by the leader, push 6 to mute your phone. Several background noises can be distracting over the phone.
2. This is an interactive class and the leader asks questions. To be heard, push the 6 button to “unmute” and identify yourself before speaking. Part of the etiquette of a telephone class is that you must identify yourself when you speak. When you speak or answer a questions say, “This is _____” (and give your roster name/number), then your comments. When you finish speaking, push 6 to mute.
3. Participate and ask questions. If you need to know something, others probably do also.
4. Be brief. Be sensitive to that fact that you are not the only one in the class.
5. Using mobile, cellular, or internet phones tend to interfere with the quality of the call. Please call from a land line.
6. Do not put the call on hold.
7. Please do not use the speaker phone option.
8. A bad connection may make it necessary for everyone to hang up and redial.
9. Couples may use extensions.
10. The use of poor teleclass etiquette by any one or more participants may be grounds for the leader to discontinue the call. This is a waste of everyone’s time and energy as such action will result in remaking reservations for another class. Please be considerate of others.
11. Since this class is mandatory to your bankruptcy procedure, attendance will be taken at random intervals. Be prepared to respond and give your roster name/number. Be ready for the leader to call on you for participation.
12. At the end of the class and within the last five minutes, we will 'go around the room' and have each person say what was the benefit or thing you learned from the class.
13. Your failure to either speak in the teleclass or respond to a roll call will mean no certificate will be issued for your attendance and your fees will be forfeited.
14. Taking this class is serious business, since it fulfills part of the federally mandated requirements for your bankruptcy. However, that doesn't mean we can't have fun at the same time!