

»BecomeAnEX.org Live Chat«

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Created at **Chatzy**

Megan J - Truth Initiative left this message:11:55

Hi all! Thanks for joining us today. The chat will formally begin at 1pm EST, so if you're here a bit early, just sit tight! If you get logged out for inactivity, just refresh your browser to re-join. Looking forward to speaking with you all! :)

Amanda Graham joined the chat12:57

Sarah C. joined the chat12:58

Giulia joined the chat12:58

Amanda Graham: Hi Giulia!12:58

Amanda Graham: welcome to our very first online chat! :)12:58

Giulia: Hello Everybody!12:58

Mark (EX Admin): Hello Giulia!12:58

Giulia: This is so exciting!12:59

Giulia: Maybe I should choose another color as Mark and I are the same?12:59

Mark (EX Admin): I updated mine :)12:59

Megan J - Truth Initiative left this message:12:59

Totally up to you!

Megan J - Truth Initiative joined the chat12:59

Giulia: Oh and there's an emoticon too! :D13:00

Amanda Graham: ♯ and symbols too!13:00

Giulia: ☺ So I see. Cool!13:01

Giulia: How many registered for this?13:02

Amanda Graham: we have 4 people total13:03

Amanda Graham: but Mark also just reached out to folks online who may want to just hop on13:03

Giulia: Awwwww.13:03

Amanda Graham: spontaneously13:03

Giulia: That's OK, I can talk enough for 3!13:03

Amanda Graham: we've already gotten lots of great ideas in the Group13:04

Giulia: I read them. They ARE good ideas!13:04

Giulia: Perhaps people were afraid to sign up because they had to give out their email addresses for this.13:05

Dr. Hays joined the chat13:05

Giulia: Hi Dr. Hays.13:05

Giulia: Nice trigger blog today.13:06

Dr. Hays: Good afternoon, Giulia! Good afternoon, everyone!13:06

Amanda Graham: well, Giulia... why don't we start just with quick introductions13:07

Amanda Graham: i'm not sure you've "met" Megan J yet from Truth13:07

Amanda Graham: she's in "red" here13:07

Giulia: I saw her name and was curious.13:07

Rick M joined the chat13:07

Amanda Graham: she'll be heading up our EX 3.0 stuff13:07

Giulia: Well hello Megan!13:08

Megan J - Truth Initiative: Hi there! Nice to meet you :)13:08

Amanda Graham: she's an Internet and technology wizard... and has her Masters in Public Health... so she bridges both worlds13:08

Amanda Graham: hi Rick!13:08

Giulia: Hi Rick.13:08

Amanda Graham: thanks for joining us this afternoon13:08

Ralphh11 joined the chat13:08

Giulia: Hi Ralphh1113:09

Ralphh11: Hello Giulia13:09

Amanda Graham: Welcome Ralphh11!13:09

Amanda Graham: thanks for joining us13:09

Ralphh11: Thanks Amanda13:09

Rick M: Hi all, thought I would stop by and see what we have going on here13:09

Amanda Graham: as other people trickle in, let's get rolling13:09

Amanda Graham: Hi everyone – thanks for joining us today for our first online chat session! We are pleased you've taken time out of your day to join us.13:10

Amanda Graham: This is the first time we have done one of these sessions, so there may be a few hiccups along the way. Thanks for your patience with us!13:10

Amanda Graham: typos are expected!13:10

Giulia: #-S13:10

Nancy joined the chat13:10

Amanda Graham: but we'll be making a transcript available afterwards for people who couldn't join us.. and we'll be sure to spell check! :)13:10

Amanda Graham: i'll kick this off with a bit of info that we prepared in advnace13:10

Giulia: Hi Nancy!13:11

Amanda Graham: based on one of the questions that came through the registration form13:11

Amanda Graham: Hi Nancy!13:11

Amanda Graham: and then we can open it up a bit more free form13:11

Nancy: I went for a walk by the river and a road crew held me up. I missed 1:00 by THAT much! Sorry!13:11

Amanda Graham: QUESTION: “How the new changes will affect the support community specifically in communication”13:11

Amanda Graham: This one is tough to answer with specifics since we have not yet selected the new Community platform yet.13:11

Amanda Graham: Throughout January and February, we held calls with 8 different software vendors to hear about what their platform offered. These calls covered a broad range of topics... everything from HIPAA compliance and security to ease of access and data storage.13:11

Amanda Graham: HIPAA... those forms you have to complete at EVERY doctor visit...13:12

Amanda Graham: And of course, they also covered the specific communication channels that members would use.13:12

Amanda Graham: Blogs, private message, forums, group discussions... the ability to create an individual profile and customize it... the ability to pull in outside content like images or videos or GIFs. And more!13:12

Amanda Graham: What we were specifically looking for in these 8 calls were software platforms that would retain the core elements of the EX community that we know are valued by members, and ADD TO THOSE.13:12

Amanda Graham: Based on these 8 calls, we whittled down the list to 5 vendors that we thought were really intriguing and had specific strengths.13:12

Amanda Graham: We drafted a Request for Proposals... essentially a detailed list of requirements that we wanted them to respond to in detail about the ways in which their product meets our needs.13:13

Amanda Graham: Those responses just came back to us last Friday and we are currently reviewing them.13:13

Amanda Graham: Our intent is that a more modern software solution will give members a broader range of communication channels and community tools while still providing the features that we know are widely in use and valued.13:13

Amanda Graham: For example, it should be easy for you all to know when members have a quit date milestone coming up rather than having to enter this information manually into a spreadsheet! It should be

easy to encourage and celebrate these milestones... to identify other people who are at the same point in their quitting journey... or to identify people who are farther along.13:14

Amanda Graham: Wall posts are another example where Elgg is pretty clunky. The idea of a conversation happening in two places... I post on your wall, you reply on my wall... is simply weird. The thread of a conversation should be easy to locate, easy to follow... intuitive for new members to know what to do.13:14

Megan J - Truth Initiative: Does that help clarify what we know and what we're hoping?13:15

Giulia: Definitely.13:15

Nancy: Yes - do all of the 5 proposals allow us to keep the good features we all seem to like and use?13:15

Amanda Graham: we are expecting that they will, uyes13:16

Megan J - Truth Initiative: Tell us more about that - what are the features you like and use a lot?13:16

Amanda Graham: wall posts we're hoping will be done differently13:16

Amanda Graham: differently = more better13:16

Nancy: btw - as an aside - you are probably only getting the retired old folks to participate scheduling this in the middle of the day. The young'uns are at work!!!13:17

Giulia: I like being able to know who is on line in the community at any given time.13:17

Dr. Hays: We are planning to schedule these chats at different times to accomodate the schedules of all age groups13:18

Nancy: I find and post photos - my own, and from the 'net frequently. Having to put some on Photobucket to get the html code is cumbersome - but workable. I hope anything new is not harder!!!13:18

Rick M: I at work so don't tell no one....13:18

Megan J - Truth Initiative: @Giulia - that's great to know. Ralphh11 and Nancy, Rick, how do you feel about those features?13:18

Amanda Graham: @rick... shhhhh13:18

Amanda Graham: :)13:18

Rick M: Got it....13:18

Amanda Graham: @nancy...13:18

Nancy: I usually don't check the "Active members" tab much - I read most every blog, so I kinda' can guess who is around.13:19

Giulia: I also really like to drop graphics/gifs photos etc. on people's pages and blogs.13:19

Amanda Graham: anything new will be easier for sure!13:19

Amanda Graham: one of the challenges we have had with elgg (the current platform) is related to the use of outside content13:19

Giulia: Even if it's not easier, we'll figure it out and teach others.13:19

Nancy: It is kinda' nice to notice who is "lurking," though. Sometimes you can watch new people for a bit that way and welcome them.13:20

Amanda Graham: what elgg basically has to do on the back end is "recognize" content from outside places rather than having it live within the platform itself13:20

Amanda Graham: @nancy13:20

Amanda Graham: that's a great point about watching for new people13:20

Amanda Graham: one of the things we are hoping will be MUCH easier for lots of people to do13:21

Amanda Graham: for existing members to know where to look out13:21

Amanda Graham: and for new member to know where to go first13:21

Amanda Graham: we've heard this loud and clear from many of you over the years13:21

Nancy: it would be good - sometimes we see new folks posting on their own message boards and (of course) not getting any responses!!!13:22

Giulia: Maybe some kind of pop up that would say "Ooops, you've posted on your own message board silly!"13:23

Amanda Graham: yes indeed... I did that just last week when I uploaded my profile for the first time!13:23

Amanda Graham: posted all over my own wall...13:23

Rick M: In the past new members get lost on an old group and also getting no response.13:23

Megan J - Truth Initiative: @Ralphh11 - when you first signed up for EX, what were you expecting? Can you tell us a bit about your experience?13:23

Nancy: Would there be a way to just eliminate a group if there has been no activity in x amount of time?13:23

Nancy: To be honest - I started a group because of a discussion about smoking after quit being a "slip or a chemise?" It could easy be gone now!!!13:24

Giulia: Perhaps give the group owner a head's up first.13:24

Nancy: Yes - absolutely!!! Or ask the community if they started a group that they have not been active on?13:25

Mark (EX Admin): We'll evaluate the number of groups, where there is duplication. Overall, we'll revitalize the use of groups. Notifications will improve on the next community platform.13:25

k joined the chat13:26

Giulia: Hello K.13:26

Amanda Graham: welcome k!13:26

Nancy: Aren't there about 3 million now? Folks start groups like "Quitters February 2016" that are only active until March 2016!!!13:26

Ralphh11: @Megan J - mostly support.13:26

Dr. Hays: Good afternoon, K. Welcome to the chat!13:26

Nancy: Hey, K!13:26

Ralphh11: I have a lot of anxiety even at 15 days after quit.13:26

Ralphh11: Thought I was losing it.. needed to talk to others about their experiences.13:27

k: Hi G! Hi Amanda, Hi Dr. Hays, HI Nancy!!!!13:27

Ralphh11: Couldn't believe the withdrawals lasted only 3-4 days with the way I've been feeling.13:27

Megan J - Truth Initiative: @Ralphh11 - glad EX can be there for you. What's one thing you feel EX has been doing well for you? What do you like?13:27

Rick M: Hi there K....13:27

Nancy: @Ralph - did you find the responses helpful?13:27

Mark (EX Admin): @Giulia if we eliminate or combine any group we would give them a heads up as the Group owner.13:27

k: It's ~kristen~ 9.17.1513:28

Ralphh11: I like that I can go on anytime and someone is there... not immediately, but it's nice to hear responses from others who have gone before me into the black hole of withdrawal. :)13:28

k: HI Rick13:28

Ralphh11: Responses definitely helpful13:28

Dr. Hays: @Ralphh11 Those first two weeks are often the toughest. Getting support through the community can get you over the hump. We're glad you're here today!13:28

Giulia: We'll walk the walk with you Ralphh.13:29

Ralphh11: :) I'm hoping it is getting easier from here. Day 15 and I almost feel like I did at day 12. Still not sleeping well, anxious, a bit dizzy, tingling in fingers n the mornings... aargh! :)13:30

Nancy: The educational materials and the support are definitely what got me through. I did not find the site until 4 days after I had quit. The State support sites are basically useless. The Maryland help line was manned by a bunch of minimum wage folks who had a binder to find the answer to your question (you could HEAR them turning the pages) and then read a response to you in a monotone!13:30

Megan J - Truth Initiative: Oof that sounds rough13:30

Megan J - Truth Initiative: @All - what's one thing about EX that drives you nuts, that you think is the most important to fix/change?13:31

Rick M: Not much help there Nancy..13:31

Giulia: Timing out of blogs...13:32

Megan J - Truth Initiative: @Giulia - noted. Does this happen to you still?13:32

k changed name to ~kristen~ 9.17.1513:32

Nancy: No spell check - if you backspace within your blog response, it will sometimes delete the entire response13:32

Giulia: Yup. Not too often though. Depend how long it's been sitting there. Fortunately I've learned to copy it before pressing send. But newbies wouldn't know to do that.13:33

Rick M: Blog and PMs disappearing before being sent13:33

Mark (EX Admin): @Nancy there are currently 634 groups. What if we had groups according to the month instead of having them for Month and Year?13:33

Nancy: @ Rick - I bet you hit a backspace!!!!13:33

Mark (EX Admin): @Giulia Most of the platforms we are considering save a draft of your post every so often. So if you log out and back on and return to the post it will ask if you want to post the draft.13:34

Amanda Graham left the chat13:34

Amanda Graham joined the chat13:34

Rick M: Come to think of it I might have....ugggg13:34

Amanda Graham: i'm back13:34

Megan J - Truth Initiative joined the chat13:35

Sarah C. joined the chat13:35

Giulia: Just out of curiosity, looking at the names up on the right here, what does the minus sign in the box mean next to certain names?13:35

Sarah C. left the chat13:35

Rick M: Hi Sarah...13:35

Nancy: Not sure - I am not sure people will check groups AND blog posts to find conversations. I am not REALLY sure that a group of all newbies is that helpful. They have no idea yet what they are talking about and can give bad advice?13:35

Megan J - Truth Initiative: @Giulia - we're looking into what the minus signs mean13:36

cheyenne joined the chat13:36

Amanda Graham: welcome cheyenne!13:36

Nancy: Hey, Cheyenne!13:36

Giulia: Hi Cheyenne!13:36

Rick M: Welsome Chey13:36

Amanda Graham: so let me try to recap here...13:37

~kristen~ 9.17.15: I never read the groups. I only go to the blog section :)13:37

Amanda Graham: things to address going forward...13:37

Amanda Graham: time outs on blogs...13:37

Mark (EX Admin): @Nancy The rich text editors of the platforms we are considering are much better. They should either have a spell checker in the toolbar or the browser will hint to misspelled words.13:37

Amanda Graham: spell check functionality13:37

cheyenne: Hi, just stepping in to see what this is about13:37

Amanda Graham: easy place to identify new users and welcome them13:37

Amanda Graham: way to determine who is online13:37

Amanda Graham: and a way to keep groups "fresh"13:38

Nancy: @Dr. Graham - yes, yes and yes!13:38

Amanda Graham: Cheyenne, do you have anything to add to this list?13:38

Amanda Graham: things you would fix on EX going forward?13:38

cheyenne: I like the spellcheck idee, idear, idea13:39

Giulia: An open, on-going chat room availability where members could go at any time might be fabulous. immediate responses when people are in trouble with triggers.13:39

Amanda Graham: sort of like this kind of chat function?13:40

Amanda Graham: for 1:1 chats at times...13:40

Amanda Graham: but also for open group chats?13:40

Mark (EX Admin): @Nancy Groups would be a mix of EXperienced members and new members and would not be EXclusive to only new members. A new community will give us better opportunity to structure the community so you know "where you are".13:40

Giulia: YES!13:40

Nancy: Another suggestion for spammers. We used to have a button we could hit to "report content" that would simply send the spammer to timeout until the site folks could take a look and delete if called for. Not so much a problem now - but it can become one very quickly. We had times in the past when the first three pages of the blogs ere folks selling pocketbook knockoffs!13:40

Tammy joined the chat13:40

Amanda Graham: yes... there have been LOTS of ads for Coach handbags over the years...13:41

Amanda Graham: welcome Tammy!13:41

Tammy: Thanks13:41

Giulia: Hi Tammy!13:41

Amanda Graham: as Mark mentioned in one of his blogs, the spam actually signals that spammers find our community to be a good place to spam...13:41

Amanda Graham: which is sort of good news...13:42

Amanda Graham: but there are a number of technical things that we can do going forward to limit this13:42

Amanda Graham: including a better way for members to let Mark know that things need to be address...13:42

Amanda Graham: without accidentally banning legit users13:42

Nancy: Not good news when someone needs help and ends up on page 3!13:42

Amanda Graham: yes, @nancy...13:43

Amanda Graham: when someone takes that critical step of posting something, we want to make sure they are heard and responded to13:43

Amanda Graham: no tree shall fall in the forest and go unheard :)13:43

Terrie 07/06/15 joined the chat13:44

Amanda Graham: welcome Terrie!13:44

Amanda Graham: thanks for your patience13:44

Giulia: Hi Terrie!13:44

Terrie 07/06/15: hello your're welcome13:44

Amanda Graham: we've been talking about things to keep on EX and things to improve13:44

Nancy: @ Terrie - welcome - and why didn't you quit on 7/4???? You could have had parades and fireworks in honor of your milestones13:44

Sarah C. joined the chat13:44

Rick M: Yes many newbies are timid at first. They need that first welcome quick.13:45

Amanda Graham: actually... let's talk for a minute about parades and fireworks13:45

Amanda Graham: the Freedom Train is such an integral part of the experience on EX13:45

Tammy: One thing I have noticed on the blogs is that they are in order by the original post, I think it might be nice if a blog gets a post it moves to the top that way you know when there is a new response13:45

Giulia: @ Tammy - yes, I was thinking that myself yesterday.13:46

Amanda Graham: @Mark... I think that's the way many of the new platforms work, yes? to Tammy's question?13:46

Terrie 07/06/15: &/\$ was a holiday and the bonfire and It just wasn't my quit date and I didn't want to fail13:46

~kristen~ 9.17.15: TERRIE!!!!!!!!!!!!!!!!!!!!13:47

Terrie 07/06/15: 7/413:47

Terrie 07/06/15: hello kristen13:48

Mark (EX Admin): @Tammy Yes other platforms have a ways to identify new responses. We'll look at this specific to Blogs. Good feedback!13:48

Terrie 07/06/15: Tammy and Giulia that sounds like a good idea13:48

Amanda Graham: getting back to parades and fireworks...13:48

Amanda Graham: and the Freedom Train13:48

Nancy: Sorry to have hijacked the conversation...back to the train? It has been around, as I understand it, about 6 years. The text is not supposed to change (per the originator). Cyn used to have to try to keep track of milestones - but there is now a spreadsheet for that purpose.13:49

Amanda Graham: that's such an integral part of the experience for many users13:49

Amanda Graham: and we've talked about how we could potential help facilitate making "running the train" easier13:49

Amanda Graham: and even more inclusive13:49

Amanda Graham: what do you all think about that?13:49

Amanda Graham: i don't know what that would look like, but in principle...13:49

Giulia: Well, it's Tommy's train, so13:50

Terrie 07/06/15: I think the train is very good13:50

Mark (EX Admin): @Giulia Trying to get Thomas in here :)13:50

Mark (EX Admin): and Jennifer too.13:50

Nancy: tommy and Thomas are two different people.13:50

Terrie 07/06/15: I had to join chatzy to get in13:51

Giulia: @Mark, let's hope they can at least read what we're posting even if they can't type.13:51

Amanda Graham: @Giulia... Tommy is the Conductor!13:51

Mark (EX Admin): oops I meant Tommy :)13:51

Amanda Graham: one hope is that by making it easier for people to note their quit dates, that it would help Tommy and others identify quit dates and reach out with an invite13:51

Terrie 07/06/15: It said only 10 at a time unless you join13:52

Nancy: I didn't have to join chatzy - does that make me special?13:52

Amanda Graham: right now, quit dates are in user names13:52

Amanda Graham: it feels like this is one place where we can do better13:52

~kristen~ 9.17.15: I didn't have to join either Nancy...13:52

Terrie 07/06/15: pecial13:52

Nancy: Quit dates are only in the user name if the user puts it there13:52

~kristen~ 9.17.15: It IS Terrie we are talking about though.... Teeheehee13:53

Terrie 07/06/15: Yes Nancy and Kristen are special13:53

Amanda Graham: @ nancy... yes... we've thought about giving people the option to designate a quit date in its own field in their profile13:53

Amanda Graham: what are your thoughts about that?13:53

Amanda Graham: certainly people could keep it in username as well13:53

Giulia: I think that's a great idea!13:53

Terrie 07/06/15: That would help13:54

Nancy: I think that would be helpful - it would be good for newbies to have an idea how long the person giving the advice has been quit.13:54

Giulia: Of course if they relapsed they'd have to remove the date. They'd have to be honest about it too.13:55

Amanda Graham: and possible a calendar view where you could see anyone on a given day who has a quit date milestone13:55

Nancy: If the date is in the profile- wouldn't that make it easier to pull for use in milestones?13:55

Terrie 07/06/15: or how long the person you are giving advice to has been quit so their days could be noted13:55

cheyenne: Along with this idea, is it possible to have a counter on your profile without having to upload one.....they look so inspirational, but I have never been successful at getting one to upload13:55

Amanda Graham: @nancy... YES!13:55

Amanda Graham: if quit date is in profile, there are LOTS of different things that could be done with it13:56

Tammy: Love that Amanda. It would be cool to see who quit on the same day as you at a glance.13:56

Nancy: @ Cheyenne - the site keeps track for you under "My Quit Plan."13:56

Mark (EX Admin): @Cheyenne are you looking to have the counter natively in your profile on the community?13:56

cheyenne: yep, I meant the one with hours, minutes, balloons13:56

cheyenne: profile, but community can see it by hitting your avatar13:57

Amanda Graham: yes, right now the My Quit Plan lives quite separately from the Community13:57

Nancy: Yes - we used to upload them from a site, but it stopped supporting them and they just disappeared!13:57

Amanda Graham: our intent is for them to be much more integrated into a whole experience13:57

Amanda Graham: so, we only have 3 minutes left... crazy!13:58

Amanda Graham: time flies...13:58

Nancy: I liked being able to pick the graphics for the quit counter13:58

Giulia: Thank YOU for setting this up for us.13:58

Tammy: Thanks for inviting me13:58

cheyenne: have a great St Patty's Day tomorrow.....Thank YOU!13:58

Amanda Graham: thanks to all of YOU for joining13:59

Amanda Graham: and sharing part of your day with us13:59

Amanda Graham: SUPER feedback13:59

Nancy: I feel as though I hogged more than my share of time ---- but I think AND type fast!!13:59

Giulia: Looking forward to the next one....!13:59

Rick M: Thanks for the invite and some really great suggestions here.....13:59

Amanda Graham: for anyone who wants to do a last minute blitz of ideas, feel free to leave them here13:59

cheyenne left the chat13:59

Dr. Hays: As we come to a close today, we'd like to hear any final questions you may have. We will look to address them in our next chat. We hope you all come back! Maybe even invite a friend :)13:59

Terrie 07/06/15: Thank you14:00

Mark (EX Admin): @Nancy We'll look to see if there would be a way to give some customization capability to a quit counter. Putting content from other sites can introduce security risks so we always want to be sensitive to that.14:00

Nancy: Perhaps for the next chat you might announce that only ten can be "heard" at one time so that people will know and can give others a chance to participate?14:01

~kristen~ 9.17.15 left the chat14:01

Dr. Hays: See you all next time!14:01

Dr. Hays left the chat14:01

Megan J - Truth Initiative: @Nancy - we changed the settings so now it's unlimited!14:02

Giulia: Oh good!14:02

Megan J - Truth Initiative: Thanks for all the good feedback14:02

Nancy: oh, good!14:02

Giulia: Catch y'all later. :-*14:03

Giulia left the chat14:03

Sarah C. left the chat14:03

Amanda Graham left the chat14:04