

Question	Answer
Will you be sending out the presentation PowerPoint?	Yes, ACE National will be sending a copy of the presentation PowerPoint to all attendees and affiliate contacts who could not be on the call. We will also include a recording of the webinar and a list of Q&A.
Do you have any tips for team leaders around organizing virtual meetings?	ACE National is working on assembling resources to help with virtual meetings. We have received feedback from affiliates who have already started virtual meetings that it can be difficult to keep students engaged during a virtual meeting. Other suggestions include making the meetings shorter and have the meeting be interactive to help keep the students engaged. Affiliates, please continue to share what you have learned about conducting virtual meetings with ACE National and each other.
Can you send information on the text to donate option?	Yes, this information will be included in the virtual fundraising packet that is currently being put together and will be sent out soon.
For affiliates that are unable to complete the year, can our insurance premiums be prorated in order to minimize our costs?	ACE National is discussing these unprecedented circumstances with our insurance carriers. Insurance premiums are based on number of students, not based on activity. We need to maintain coverage in the case of a claim being put forth now for something that may have occurred earlier in the year. We do not have the answer to this question at this time and will work to get affiliates this answer soon.
For teams that are unable to hold virtual meetings, how do we keep mentors in contact with students?	The brand new ACE Student Resources Online has many activities that students can work on with or without mentors. ACE Mentor Tools has many recommendations for different communication options under Affiliate Resources - Chapter 16 - Communication. WhatsApp and GroupMe are two examples for communicating with students through text messaging. Please see Chapter 16 on ACE Mentor Tools for details on these apps and contact your Regional Director if you have further questions on this.
What about students that do not have computers or phones at home?	This is a good question. Some affiliates have been considering sending out hard copy mail to help reach these students. Check with your local community to see if any resources are being made available to help in these circumstances. For example, some schools are making computers available to students. Some utility companies are offering free internet to students, teachers, and the education community.
Is there a communication from ACE National that can be shared with schools regarding our position on COVID-19?	Yes, ACE National will draft an email for affiliates to share with their school partners.

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Can you share some information on the Bloomerang discount?	Stephanie Davi, Director of Development for ACE National, has been using Bloomerang for the past year. She has been loving it because it is very user friendly and she can manage all donation information through the platform, including communications and receipts. Bloomerang also has great technical support and has been offering free webinars during this crisis. They truly want to work with you to help you manage your non-profit. Everyone under the ACE umbrella will receive 10% off the nominal fees that Bloomerang charges, they have different packages to choose from. The average cost is \$200/year to affiliates and ACE Affiliates save 10% on the database service fees.
Is there any mandate to request any ACE mentor and students about any exposure to the virus?	ACE National is asking affiliates to follow each school district lead. However, we are asking affiliates to contact your Regional Director right away should someone on your team of volunteers or students be diagnosed or come into direct contact with someone who has a confirmed case of COVID-19. This was in an email previously sent to all affiliates. As of the webinar, ACE National has not been notified about any students or parents testing positive for COVID-19. We have received notice that some schools in our national network have reported positive test results.
Will the CMIC announcement still be made the first week of April?	Yes.
Are you collecting names for the Denver Summer Camp?	For now, we just need to know how many students each affiliate is planning to send. We do not need the names yet. Please keep your RD updated with your changes to the number of campers you plan on sending.
When will the public announcement be made about CIRT finalists?	CIRT finished notifying all participating ACE teams just before this webinar. After this webinar, ACE National will put together a plan for making the public announcement on Thursday 3/19/20.
We are struggling with students that do not have access to technology other than their phone, are all ACE resources from ACE "phone" friendly?	Yes, the brand-new ACE Student Resources Online platform is mobile friendly and can be easily accessed and viewed from a smart phone. Also most virtual meeting platforms have the capacity to accommodate smart phone users.

Question from ACE National to all affiliates: student final presentations? Is anyone planning to try virtual final presentations? Other ideas for a meaningful presentation and/or to celebrate the student projects and all of their hard work? Please share with us your thoughts and ideas, this is the biggest question we are receiving.

Comments from Affiliates

The Greater Boston affiliate has set up text-to-donate, peer-to-peer fundraising, and donation pages with Give Lively.

For free Zoom access, 3 users or less can have 1 hour. 3 users or more is 45 min. You can also call back into a Zoom meeting once it ends as a work around.

Our Regional Director sent out a statement with a lot of great information and resources.

The Greater Baltimore affiliate has been working with students to create portfolios to help share student end of year work.

ACE Baltimore has been using Give By Cell for text to donate and it is great!

Many school districts are making computers available for students who do not have access at home. Please check in with your local school district.