

# DEPARTMENT OF EDUCATION

U. S. COAST GUARD AUXILIARY

*America's Volunteer Lifesavers* <sup>SM</sup>

# SpeedGram

*April 2002*

*Number 2002-04*

## AMERICA'S BOATING COURSE

### ADMINISTRATION GUIDE

ABC requires a great deal more administrative work than our other courses. This is because we are marketing the course through various third-party vendors as well as on the Internet. This activity produces student "leads" that need to be contacted. In addition, there is administrative work involved with providing state-specific information and examinations to student buyers who are strangers to the Auxiliary and who we have had little or no previous contact with.

This Guide provides answers and practices to assist in these administrative activities. These guidelines will be of particular interest to DSO-PEs, FSO-PEs, and District and Flotilla ABC Coordinators.

Prior to reading the Guide itself, users are encouraged to read the initial ABC SpeedGram (2001-02), which is attached.

We (the Auxiliary and the Power Squadrons) are still learning how to make the ABC program work effectively and efficiently. It will be some time before we are at the stage that we can "turn loose" ABC as a mature, efficient system.

Users of this Guide are encouraged to let their DSO-PEs know how the procedures work in the real world and how we can make them better. The DSO-PEs will forward this information to the Department of Education.

**THIS GUIDE WILL CHANGE!** As we implement new and better administrative systems (from user feedback) we will change this Guide to reflect such experience. The Guide is dated and the most current copy will always be on the Department of Education's web site (SpeedGrams).

John VanOsdol, DC-E

# AMERICA'S BOATING COURSE

# ADMINISTRATION GUIDE

April 2002

## FOR:

- District Coordinators
- Flotilla Coordinators
- DSO-PEs
- FSO-PEs

## SUBJECTS ADDRESSED:

- I. Overview
  - A. Flotilla Sales
  - B. Internet Sales
  - C. Third-party Sales
  - D. Examination Procedure
- II. ABC Staff Responsibilities
  - A. District Coordinators
  - B. Flotilla Coordinators
  - C. District Staff Officers – PE
  - D. Flotilla Staff Officers – PE
- III. Finally!

## ATTACHMENTS:

- September 2001 SpeedGram (announcing ABC's introduction)
- FAQs
- List of ABC District Coordinators
- Sample Message (from ABC Central)
- Student Answer Sheet

# I. OVERVIEW

## A. FLOTILLA SALES

Flotillas can purchase ABC as they do any other PE course. The supplies will include the textbook and CD, ABC tests, answer sheets, and completion certificates. Note: There is a special grading key for this exam, so do not use the standard Auxiliary key. One of these keys will be included with each box of supplies.

Since an Auxiliary member is involved in the sale of the course, the task of providing the state requirements and giving the examination should follow the normal Flotilla pattern.

Each student who purchases ABC is entitled to one examination, which is included in the price of the course. Since one of the appeals of ABC is that it is a “family” course, it may often be the case that a family will purchase only one course for group study. This is a normal practice in our PE classes, and Flotillas may charge whatever fee is appropriate to fund the attendance of students who did not purchase the course materials. As a guideline it is recommended that Flotillas charge \$5 for each exam given to non-purchasers. If a non-purchasing family member attends a class, a larger fee may be appropriate. This is a guideline only; the final decision is up to each Flotilla.

The answer sheet should NOT be sent ABC Central. There is NO additional compensation available in this venue.

## B. INTERNET SALES

There are two types of Internet sales: 1) when the student simply orders ABC and 2) when the student opts to take the course on-line.

**1. Internet-Ordered Sale:** In this case, the student has visited the ABC web site (or another web site with a link to it) and placed an order. This can be done by supplying the information and paying the fee, either via a free phone call to ABC Central or directly on-line.

In either case, the procedure is the same. The student information (and money) is taken and the ABC course is mailed. The student is assigned a “pin number” for tracking purposes. ABC Central forwards the student information to the District Coordinators of both the Auxiliary and USPS. (What happens then is outlined later in this guide.)

**2. Internet-Taken Sale:** In this case, the student information and money is taken electronically. ABC Central mails an ABC course (both book and CD) to the student. The student then takes the course on-line or uses the book and CD or a combination of the two.

The student is assigned a pin number, and password for use in taking the course on-line. The student information is e-mailed to the District Coordinators for forwarding to a Flotilla Coordinator. A contact with the student then needs to be made.

**3. Validation Number:** Each of these Internet-sale students will have a seven-digit validation number, which will be found on a “Purchase Validation Sticker” attached to the CD sleeve. (ABC courses purchased by the Flotillas will NOT have this sticker or number.) The number entitles the purchaser to one examination. This number should be written in the appropriate space on the test Answer Sheet, as well as the other information, and sent to ABC Central (as per the instructions on the Answer Sheet).

This will trigger a \$5 payment to the Flotilla. Flotillas are urged to collect several answer sheets (perhaps 10) and then send them in together. In any event, submit accumulated Answer Sheets once every three months.

**4. Non-Purchaser Exam Fees:** For family members, who did not purchase the course but want to take the examination, follow the same procedure used for Flotilla Sales (above). DO NOT submit their answer sheets to ABC Central; they have no Validation Number.

### **C. THIRD-PARTY SALES**

Commercial vendors, such as marinas, boat stores, bookstores, and marine dealers, will make these sales. The procedures are handled much the same as the Internet sale.

The student will be prompted to call ABC Central to hook up with a Flotilla or Squadron for the state information and the examination. The ABC course they receive will have the validation sticker and number. Flotillas should handle the examination in the same manner as the Internet sale.

Third-parties sales will increase as more vendors market ABC. These sales are just starting, so the ramp-up in numbers will be gradual.

### **D. EXAMINATION PROCEDURE**

For students to receive NASBLA certification they must be provided the required state-specific information (as in any of our NASBLA-approved courses) and take an examination, just like the students who attend our classes. The Flotilla Coordinator will receive (from the District Coordinators) the student information and will make contact with the student or assign that duty to another member.

From this point on, the student is treated like any other PE student - the Flotilla will provide the state-specific information and give an examination. This may be done in several ways. Special classes can be set up for the state lecture and exam, or the information and testing can be attached to another, regular PE class. Indeed, in some cases it might be done one-on-one. In any event, this is the time to recruit a new Auxiliary member and/or a future student for another of our courses.

ABC has its own, fifty question, test. If a state requires that some of their questions be added to the test, these questions may be substituted for the last ten questions on the ABC test. In any event, the ABC test, with or without state questions, must contain at least fifty questions.

ABC tests are to be graded at the end of the class. Instructors are encouraged to discuss missed questions so that the student leaves the class knowing the correct answers. (A copy of the answer sheet is an attachment to this Guide.)

## II. ABC STAFF RESPONSIBILITIES

### A. DISTRICT COORDINATORS

**1. Who are the District Coordinators?** A current listing of District Coordinators is attached to this Guide. Since Coordinators change from time to time, the listing is dated. The Education Department will send a new listing to all coordinators each time a change is made. (Please send your changes before they occur, by e-mail, to the DC-E.)

It is suggested that Coordinators interact with one another. This is a new venture, and many problems and opportunities will occur in which no set of answers exists. A continuing dialog among Coordinators is the surest way to becoming efficient and share ideas that work, as well as exploring work-arounds for problems that come up.

**2. The Job:** The role of the District Coordinator is to receive student requests, for information and exam procedures, and forward them to the appropriate Flotilla Coordinator. This may be done using the Flotilla Finder (zip based) or local knowledge. The District Coordinator needs to create a record keeping system to keep track of forwarded messages. This is necessary in order to forward Alert and Reminder messages (explained below) to the correct Flotilla. This may be easily done by creating a file system within the software program receiving and sending messages. The student Pin # is of great help with tracking.

**3. The Procedure:** The District Coordinator will receive these requests by e-mail from ABC Central, usually on the day the student call is received. (A sample message is an attachment to this Guide.) There are several types of messages:

- “Pin: xxxx New Student – America’s Boating Course” – This message is sent when the student registers.
- “Student Reminder - America’s Boating Course” – This message is sent when 10 days have passed since the student registered and the student has not been contacted.
- “Student Alert – America’s Boating Course” – This message is sent when 15 days have passed since the student registered and the student has not been contacted.
- “Request State Specific Info” – This message is sent when a student asks for state specific information and there is no local contact in the system.
- “Request Exam Info” – This message is sent when a student asks for information on taking the exam and there is no local contact in the system.
- “Request for Course Information” – This message is sent when a non-student asks for information about America’s Boating Course.

The alert and reminder messages indicate that neither the Flotilla nor District Coordinators have notified ABC Central that contact has been made. To prevent these messages, contact with the student needs to be made and an e-mail response (using the web address named in the original message) sent to ABC Central. Either the member making the student contact or the Flotilla or District Coordinator may do this. (It is probably a good idea to establish a set policy within the District so everyone does it the same way.) In any event, the District Coordinators need to know when contact has been made and reported, so the fact can be noted in their records.

USPS will be getting the contact information at the same time; therefore, forwarding should be immediate, so ours will be the first call the student receives.

The District Coordinator should have a dedicated e-mail address for this activity. There also needs to be a deputy, or two, so that when the Coordinator is out of town the contact information is still forwarded. This system cannot afford to be slow or intermittent!

ABC Central has an automatic follow-up system so that, if they are not notified within 10 days after the lead has been sent to the District Coordinator, a reminder will be sent. Thus, the Coordinator should set up his/her own system to keep track of the contacts that are forwarded, in order to know which Flotilla to nudge. There will be another follow-up sent at the end of 15 days.

**4. Out-of-Area Contacts:** Occasionally there will be student contacts in areas that are not easily accessible to a Flotilla. In these cases, the District Coordinators must use their best judgment about how to handle the contact. It might be that a phone call should be made, contact established, and state information mailed to the student. If it is impossible for the Auxiliary to administer the test, the student needs to be told how, where, and when to take the appropriate state examination. In any event, it is important that we address these problem cases, since the Auxiliary has promised both the state information and an examination to the students as part of their purchase price.

## **B. FLOTILLA COORDINATORS**

**1. The Job:** The job of the Flotilla Coordinator is very similar to the District Coordinator - that is, to forward the contact to someone within the Flotilla for action. The Flotilla Coordinator needs to create a follow-up system measured in days, not weeks. When contact is made, the Flotilla Coordinator is to notify ABC Central (or the District Coordinator if that is the District plan) by e-mail. This notification will prevent the sending of automatic Alert and Reminder messages. (See the above information concerning the District Coordinator.)

**2. The Procedure:** It is recommended that the Flotilla Coordinator have an e-mail address dedicated to ABC and the same type of deputy backup as the District Coordinator.

Some of the student requests will be in the nature of general boating questions and interpretations of what they have studied in the ABC material. Thus, it is important that the members assigned for contact action be very familiar with both ABC and the Flotilla's plan for providing the state information and offering the examination.

In addition, the member selected to make contact with the student represents the initial student interaction with the Auxiliary. That first contact must be positive and enthusiastic. How the student perceives the member will probably decide which organization he/she will go with for the exam and, thus, possible membership. Choose the best “people persons” in the Flotilla and have them practice their presentation.

The Flotilla Coordinator and the member making initial student contact are KEY to the success of the ABC program

## **C. DISTRICT STAFF OFFICERS – PE**

**1. The Job:** Very simply, the DSO-PE job is to make all of this work! Each District may well have internal needs that are best met by tweaking this guide to better address those needs.

**2. The Procedure:** Of paramount importance are the establishment of a contact-forwarding procedure that will transmit the contact information as quickly as possible to the Flotilla Coordinator and the management of the follow-up and reporting tasks.

The establishment of a network of Flotilla Coordinators that will carry out the final forwarding of the contact information to members is key to this effort, as well as follow-up activity reporting to ABC Central. The internal reporting between the Flotilla and District Coordinators is at the discretion of the Districts.

The DSO-PE needs to be in the loop on everything that is happening with ABC. If this means assigning another District staff person totally dedicated to ABC, that is what should happen. While that person could be the District Coordinator, be careful that the Coordinator’s position isn’t overloaded. The forwarding-and-record-keeping function is critical and must not be compromised.

## **D. FLOTILLA STAFF OFFICERS – PE**

**1. The Job:** As the DSO-PE has overall responsibility for ABC within the District, the FSO-PE has the same responsibility within the Flotilla. S/he may appoint, with the concurrence of the Flotilla Commander, the Flotilla Coordinator and select/train the Flotilla’s initial contact members, as well as create and execute the overall ABC program. As in all activities within the Auxiliary, this is where the action, or lack of it, determines the outcome. A positive, responsive, pro-active, and well-executed program will assure success!

**2. The Procedure:** To accomplish this job, the FSO-PE must become either an expert on ABC or have a qualified deputy that is. Since ABC program development is a job responsibility, this officer needs to develop heavy interaction with the DSO-PE and other FSO-PEs within the District.

The ABC program within a Flotilla is basically a marketing and administration effort. The administration is outlined in this Guide. For now, it is important that the FSO-PE learn how to

handle the administration of ABC. Shortly, there will be a series of SpeedGrams addressing the marketing issues.

**NOTE:** No mention has been made, in this Guide, about the role Divisions might play. This in no way should be viewed as downplaying their value. It is simply a recognition that Division responsibilities and duties vary widely among Districts. It was thought best to leave any role the Division might play to the discretion of the District.

### **III. FINALLY!**

There is no Fountain of Knowledge with this program. Participants in ABC's administration will never know all of the answers necessary for complete implementation. The **ONLY** way to learn how to do the job – is to do the job! Just step in and start swinging. Make some mistakes; that's how we learn. Handle the contacts as they come to you, whatever your position is. Soon you will become an expert at this task, **BUT** you must wade into the fray.

Thank you all for your usual gung-ho attitude! The Auxiliary is moving out fast on the ABC program and you all are key to our success.

When questions come up, contact your DSO-PE or, better yet in some circumstances, give a shout to your counterparts in the other Districts / Flotillas and ask how they are handling the situation. The Department of Education will step in with whatever support you need; just let us know.

Thanks for all you do!

John VanOsdol, DC-E

# DEPARTMENT OF EDUCATION

U. S. COAST GUARD AUXILIARY

*America's Volunteer Lifesavers* <sup>SM</sup>

# SpeedGram

September 2001

Number 2001-02

The Department of Education is pleased to announce the introduction of America's Boating Course (ABC). The course has been developed and produced in a joint venture with the United States Power Squadrons (USPS). ABC is a basic boating safety course and is approved by the National Association of State Boating Law Administrators (NASBLA). The USPS has the same procedures and opportunities outlined in this SpeedGram.

Each Flotilla is being supplied a complementary copy of ABC, which includes the CD and textbook.

## OVERVIEW

ABC is a robust course. The material goes beyond the basic NASBLA requirements and provides the student with a comprehensive foundation on which to start a boating career or update boating knowledge. The course uses state-of-the-art graphics and technology and will have wide appeal to all age groups.

ABC consists of a well-designed 80 page, full color textbook, as well as a CD containing interactive courseware and information for the boater. All course material is contained in both the textbook and the CD. This enables a student to use either the textbook or the CD or a combination of the two. The student will always receive both the textbook and the CD.

## DISTRIBUTION

Distribution of the course will be in four ways:

- Distributed by the Flotilla as a classroom taught course
- Sold directly by the Flotilla to the student for home study
- Distributed by third party vendors such as boat stores, marine dealers, bookstores, and websites
- Distributed directly to students over the Internet

**1. Flotilla Taught Courses:** ABC is a terrific classroom course! While it may be taught in six to eight hours to satisfy NASBLA requirements, it is more likely to be taught in the eight to ten hour time frame. The interactive CD makes an exciting presentation possible for Flotillas that have an LCD projector. (A special version of the CD designed to support instructors will be available soon.) Shortly, there will also be PowerPoint and Overhead support for those instructors more comfortable with that technology or who do not have access to an LCD projector.

**2. Flotilla Direct Sales:** Flotillas are encouraged to market ABC in a variety of ways in addition to classroom-conducted courses. While each Flotilla should use its own judgment and creativity to market ABC, the following surely suggest themselves as viable options:

- Directly to students when performing VSCs
- At boat shows (when allowed)
- To marine dealers for resale/gifts to their customers
- Through media advertising

- To boating organizations, such as local boating clubs
- Through schools, fire, police, and marine law enforcement departments

**3. Sales Through Third Party Vendors:** We encourage widespread usage of ABC and will distribute the course through various national outlets. These outlets will include bookstores, national marine stores, discount stores, department stores, and many more large national outlets.

One of these outlets will be the ABC Website. We are working with computer search engine companies to direct those looking for a boating course to the ABC Web site ([www.AmericasBoatingCourse.com](http://www.AmericasBoatingCourse.com)). At the site they will see a demonstration and be able to order the course using a credit card.

We anticipate that this marketing effort will begin prior to the end of this year; however, we expect heavy sales volume during 2002.

Third party vendor sales are very important to Flotillas, as will be discussed later in this SpeedGram.

**4. Sales on the Internet:** In addition to sales from the ABC Web site, as described above, students will be able to register and take the course on-line. The on-line course will be exactly like the CD version and can be taken by the students at their own pace, with “bookmarks” to assist them in finding their place from one session to another.

It is anticipated that the Internet version will be on-line yet this year. Those taking the course on the Internet will receive the textbook and the CD.

The Internet distribution system will also have a major, positive effect for Flotillas as described below.

### **FLOTILLA PARTICIPATION IN FLOTILLA DIRECT SALES, THIRD PARTY AND INTERNET SALES**

As mentioned, ABC is a NASBLA approved course. However, there are two NASBLA requirements that are NOT included in the textbook or the CD. That is, for students to receive NASBLA accreditation they must be taught state specific regulations and pass an examination (in our case a proctored examination). The ABC program is designed to point the student to a Flotilla or Squadron to receive the state regulation education and take the examination. What an excellent time for recruitment and/or enrollment in one of our other courses, including *On Water Training!* (Graduates of Auxiliary delivered or taught ABCs are eligible for OWT.)

**In Flotilla-taught classes:** For those students who take the course in one of our classrooms, the state regulations and the proctored exam will, quite naturally, be done as normal.

**In Flotilla-direct sales:** For those students who bought the course directly from an Auxiliarist outside of the classroom, the Flotilla will need to establish a short class to teach state regulations and give the proctored exam. This might be done in conjunction with a regularly scheduled classroom conducted ABC or in a separate session just for that purpose.

The student who purchases ABC is entitled to attend the state regulation session and take the exam at no additional charge. If others in the family, who have also taken the course at home, want to attend the state regulation class and take the exam, Flotillas are authorized to make a charge of \$5 per student. Family use of the course is one of ABCs strongest selling points and we expect there will be wide acceptance in the family market.

**Third Party and Internet sales:** For these students, there is a slightly different approach. Once the students complete the course, they will be asked to contact a Flotilla or Squadron for the state requirements and the exam. If the students know how to do this, they will make the call and the Flotilla or Squadron will provide the service.

If, on the other hand, the students don't know whom to call, they will be prompted to call a toll free number (1-866-BOAT ABC). That number will be answered “ABC Central, how may we help?” The student will provide name, address, and phone number and be told that someone locally will be in touch.

ABC Central will transmit the prospect's information by e-mail to an ABC Coordinator in the appropriate District of both the Auxiliary and the USPS. The Coordinator will e-mail the prospect's information to the appropriate Flotilla

Coordinator, who will see to it that a contact is made. **DON'T FORGET** – Since the same thing will be happening with the USPS, whoever reaches the “prospect” first will probably win the day!

These students will have a “Validation Coupon” attached to the CD envelope. (This coupon will not be included with courses purchased from Flotillas or Squadrons.) Each coupon will have a unique validation number. The Flotilla will collect the coupon and print the validation number on the exam answer sheet. It is important to, then, destroy the coupon, so as to prevent re-use of that number.

The answer sheet will be sent to ABC Central and result in a \$5 fee being paid to the Flotilla. (Specific instructions for this will be issued as soon as administrative systems are in place.) Family members wishing to take the test can be charged the \$5 fee.

So! This prospect, generated with no effort on the part of the Flotilla, will be worth at least \$5 and may be come a new member and new student!

### **COMPUTER COMPATIBILITY**

The CD will operate using either the PC or MAC platform. It is self-loading on the PC, but must be selected when using a MAC.

### **PRICING AND ORDERING**

ABC is ordered like all other educational courses - through your Materials Officer system. The suggested, nationwide retail price for ABC is \$34.95.

### **THE TEST**

Both the Flotillas and Squadrons will be administering the same fifty-question test. It is important that the test be a well proctored, closed book examination. If a state requires up to ten additional, state specific questions, then an equal number of questions (starting with question forty-one) on the exam may be deleted and the state questions inserted to make a total of fifty. If a state requires more than ten questions then any in excess of ten must be added to the fifty.

The ABC test has its own answer key, so the standard answer key should not be used. An answer key will be included with the course supplies.

### **FREQUENTLY ASKED QUESTIONS**

Attached to this SpeedGram are several FAQs, which will help explain some of the history and rationale for this joint project.

### **SUMMARY**

This SpeedGram may not address all of the questions you have. This is a new way of doing business, for both the Auxiliary and the Squadrons. We don't know all of the questions, never mind the answers; but we will all learn quickly, share our knowledge, change what doesn't work, and end up with what is truly **AMERICA'S BOATING COURSE SM.**

## FREQUENTLY ASKED QUESTIONS

### 1. WHY DID WE WANT TO DO THIS? IS THERE A MARKET DRIVEN DEMAND?

- The Coast Guard tells us that there are almost 13 million registered recreational boats in the country. Add to this the thousands of non-registered boats and we may have as many as 50 to 60 million boaters on our waters.
- If both the Auxiliary and the Power Squadrons doubled current student numbers we might be, jointly, reaching a 10% market share! Many states have opted for mandatory education, a trend that is expected to continue.
- Mandatory education generally involves younger students. These students are accustomed to new education methods and technologies. Our traditional courses may not appeal to this market.
- There are many boaters, due to time constraints or personal preference, who will not (unless forced by law) take an instructor-led class to learn more about boating safety. These groups have shown a desire to get the necessary education as quickly and easily as they can. ABC gives them what they want/need.
- Americans have become enamored with new technology in the educational environment. Almost all colleges, universities, and high schools have programs that supplement their present educational efforts with the use of CD/Internet courses. To not join this effort would see commercial companies, and/or others, providing such courses to the boating public.

### 2. WHY PARTNER WITH THE U.S. POWER SQUADRONS?

- There has been a long standing desire on the part of both organizations to do some major joint venture work in boating safety education, in much the same vein as the *Vessel Safety Check*.
- Lacking such partnership, both parties would probably have developed their own separate CD/Internet programs, if for no other reason than not to be “left out in the cold” by the other. By joining forces we achieve economies of scale and have a superior product.
- USCGA and USPS are the two organizations with the greatest name recognition with the boating public. This substantial marketing strength will persuade marine stores, and other marine organizations, to carry and promote this course to the boating public.

### 3. WHAT ARE THE ECONOMICS?

- The Auxiliary Association and the United States Power Squadrons equally funded the Project. Pricing is designed to recapture the initial investments of both organizations and then become an important revenue source.
- Of immense benefit at the Flotilla level, in addition to having a modern classroom course, will be the ability to market the course directly to the boating public outside of the traditional classroom environment. This should generate an added income stream to Flotillas and without having to conduct the course!

### 4. WHAT ELSE IMPACTS THE FLOTILLAS AND THE AUXILIARY?

- We will be producing an income stream to both Flotillas and the Auxiliary Association that is not dependent on classroom-conducted courses!
- Flotillas will be called upon to aggressively follow up on leads generated by ABC sales. We will be in competition with the Squadrons to enroll the student with the Auxiliary for the proctored exam and the state information instruction. The same competition will be present to enroll the student as an Auxiliary member and/or in our more advanced courses. We will need to be very responsive!
- The Internet, and computer technology, in general, gives the Flotilla the ability to be more accessible to the boating public.
- Being on the Internet will provide us with greater opportunity to communicate just who we are and what we have to offer.

# ABC

## DISTRICT COORDINATORS

**13 March 2002**

D11NR	Haynes	<a href="mailto:district11north@lightspeed.net">district11north@lightspeed.net</a>
D11SR	Kinney	<a href="mailto:rckcgax@netscape.net">rckcgax@netscape.net</a>
D13	Harding	<a href="mailto:bkhardingwa@earthlink.net">bkhardingwa@earthlink.net</a>
D14	Lynass	<a href="mailto:ABCcourse140@aol.com">ABCcourse140@aol.com</a>
D17	Terencio	<a href="mailto:dterencio@gci.net">dterencio@gci.net</a>
D1NR	Free	<a href="mailto:nefree@earthlink.net">nefree@earthlink.net</a>
D1SR	Feldman	<a href="mailto:dsopel1sr@aol.com">dsopel1sr@aol.com</a>
D5NR	Harrison	<a href="mailto:fifth_northern@yahoo.com">fifth_northern@yahoo.com</a>
D5SR	Melvin	<a href="mailto:dsope@uscgaux5sr.org">dsope@uscgaux5sr.org</a>
D7	Paxton	<a href="mailto:bpaxton@weblink.net">bpaxton@weblink.net</a>
D8CR	Lockwood	<a href="mailto:alockwood@interconnect.net">alockwood@interconnect.net</a>
D8ER	Yetter	<a href="mailto:jyetter@volstate.net">jyetter@volstate.net</a>
D8WR	Forby	<a href="mailto:dan4b@juno.com">dan4b@juno.com</a>
D9CR	Angott	<a href="mailto:tangott@ameritech.net">tangott@ameritech.net</a>
D9ER	Coon	<a href="mailto:rcoon@rochester.rr.com">rcoon@rochester.rr.com</a>
D9WR	Russell	<a href="mailto:wrussell@msochicago.uscg.mil">wrussell@msochicago.uscg.mil</a>

## **SAMPLE MESSAGE – FROM ABC CENTRAL**

### **Message Content**

The message content is similar for all message types. They will contain the date and time when the message was sent, information on the student or person making a request, and information regarding the request itself.

From: contact@americasboatingcourse.com  
Sent: Friday, March 22, 2002 4:18 PM  
To: fifth\_northern@yahoo.com;  
Subject: PIN:6211 New Student - America's Boating Course

This message was sent on 22-Mar-02 01:17 PM

Pin Number : 6211  
First Name : Alene  
Last Name : Bronze  
Address : 21 Rittenhouse Road  
Address2 :  
City : Broomall  
State : PA  
Zip : 19008  
CountryCode: US  
Country : 19008  
E-Mail : abronze@city.com  
Phone : 610-363-1935

Group (AX or PS) : AX  
District : D5NR  
E-Mail of the Coordinator : fifth\_northern@yahoo.com  
Zip Code area : 190\*\*

Once you have made contact with this new student,  
Enter their Pin Number in the field on the link provided below and update their contact  
record with your:

- Name
- E-mail address
- Phone Number
- Date of Contact

[http://www.americasboatingcourse.com/database/ABC\\_CGAUXContact.cfm](http://www.americasboatingcourse.com/database/ABC_CGAUXContact.cfm)

This information is used to provide the student with a means to contact you if he/she  
should lose the information you provided. It will not be used in any other way.

*For Use Only with*  
**AMERICA'S BOATING COURSE**  
**Final Examination Answer Sheet**

- |                            |                            |
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| 3 [ ] [ ] [ ] [ ] [ ] [ ]  | 33 [ ] [ ] [ ] [ ] [ ] [ ] |
| 4 [ ] [ ] [ ] [ ] [ ] [ ]  | 34 [ ] [ ] [ ] [ ] [ ] [ ] |
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| 12 [ ] [ ] [ ] [ ] [ ] [ ] | 42 [ ] [ ] [ ] [ ] [ ] [ ] |
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| 15 [ ] [ ] [ ] [ ] [ ] [ ] | 45 [ ] [ ] [ ] [ ] [ ] [ ] |
| 16 [ ] [ ] [ ] [ ] [ ] [ ] | 46 [ ] [ ] [ ] [ ] [ ] [ ] |
| 17 [ ] [ ] [ ] [ ] [ ] [ ] | 47 [ ] [ ] [ ] [ ] [ ] [ ] |
| 18 [ ] [ ] [ ] [ ] [ ] [ ] | 48 [ ] [ ] [ ] [ ] [ ] [ ] |
| 19 [ ] [ ] [ ] [ ] [ ] [ ] | 49 [ ] [ ] [ ] [ ] [ ] [ ] |
| 20 [ ] [ ] [ ] [ ] [ ] [ ] | 50 [ ] [ ] [ ] [ ] [ ] [ ] |
| 21 [ ] [ ] [ ] [ ] [ ] [ ] | 51 [ ] [ ] [ ] [ ] [ ] [ ] |
| 22 [ ] [ ] [ ] [ ] [ ] [ ] | 52 [ ] [ ] [ ] [ ] [ ] [ ] |
| 23 [ ] [ ] [ ] [ ] [ ] [ ] | 53 [ ] [ ] [ ] [ ] [ ] [ ] |
| 24 [ ] [ ] [ ] [ ] [ ] [ ] | 54 [ ] [ ] [ ] [ ] [ ] [ ] |
| 25 [ ] [ ] [ ] [ ] [ ] [ ] | 55 [ ] [ ] [ ] [ ] [ ] [ ] |
| 26 [ ] [ ] [ ] [ ] [ ] [ ] | 56 [ ] [ ] [ ] [ ] [ ] [ ] |
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| 30 [ ] [ ] [ ] [ ] [ ] [ ] | 60 [ ] [ ] [ ] [ ] [ ] [ ] |

**STUDENT INFORMATION**

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Date of Birth: \* \_\_\_\_\_

\*Some states require this information to issue a state license or permit.

**TEST INFORMATION**

Date: \_\_\_\_\_

Grade (%): \_\_\_\_\_

Flotilla 7-digit # \_\_\_\_\_

Validation # \_\_\_\_\_ (If Applicable)

NOTE: If the student has a validation number (from the coupon attached to the CD), the Flotilla is to send this completed Answer Sheet to:

ABC Project – Aux.  
PO Box 30635  
Raleigh, NC 27622

In addition, send the name of the payee to receive the reimbursement check, along with a return address.