

Conference Call Etiquette/Guidelines
iSET: Informational Systems & Educational Technology Team
School of Nursing Office of Academic Affairs



Overall Conference Call Etiquette/Guidelines

Once you have connected to a call via a call in phone line or using Adobe Connect there are a couple of basic etiquette recommendations that will help ensure an efficient and smooth meeting:

1. Before connecting to a telephone conference, make sure to use a phone that has a mute button.
2. Always introduce yourself before speaking.
3. When you are not actively speaking, **mute** your phone line. This will help with static, feedback, and additional background noise.
(This includes the hosting site as well)

Articles on Conference Call Etiquette for your Reading Pleasure:

<http://conferencecallsavings.com/conference-call-basics/conference-call-etiquette-the-dos-and-donts/>

<https://www.accuconference.com/blog/Conference-Call-Etiquette-More-Dos-and-Donts.aspx>

ADOBE CONNECT Web-based Connections:

The School delivers many of our courses to a distance over the internet. To participate, students will use Adobe Connect on an internet-connected computer for the video/presentations and will be required to connect by phone for audio. **NOTE:** Land line is recommended for optimal audio. Cellular phones are not recommended as they may not provide clear connections or may incur additional charges. Please plan to call in for Adobe/Webinar sessions following the instructions below in order to participate through our audio system.

HELP/SUPPORT: Please follow the instructions below and contact Corey MacMillan, School of Nursing Multimedia Specialist, macmillc@ohsu.edu; office line: 503-494-0597; and cell: 503-312-9546 if you need assistance or would like to schedule a test with your equipment.

ADDITIONAL QUESTIONS: **Jesika S. Gavilanes MA**, *Director for Education Services & Simulation, Office of Academic Affairs, Oregon Health & Science University School of Nursing, Chair Oregon Simulation Alliance, Member Simulated Code Interdisciplinary Team Training (SCITT), Member Simulation Stakeholder Group*, Phone: 503-412-9670, gavilane@ohsu.edu