

The Online Response Service (ORS) of AA is running well.

The general profile of ORS is slowly but surely being raised within the fellowship, a fact which is reflected in the continuing steady stream of applicants to join the service. This has been achieved by an e-mail campaign aimed at Chairs, Vice-Chairs, Secretaries and ECLOS of all Regions and Intergroups, as well as sending out information and flyers to Convention organisers throughout the last year.

We now have 45 responders and find ourselves in the enviable position of being over-subscribed. We are therefore offering new applicants the opportunity of going on to a standby list for when we start training again and/or being referred onwards to ChatNow.

The roster is fully manned apart from two short slots which are nearly always covered by the team.

Our first ORS seminar in York in October 2016 was a resounding success, enabling the team to meet face-to-face and we all felt that the meeting was extremely constructive both in terms of addressing certain issues and also building a truly wonderful sense of team spirit.

The inception of the group 'Squirrel Chat Room' on Skype, a facility which is used on a daily basis, enables members of the team to communicate with each other over queries or uncertainties in an e-mail response, and also for rota cover requests. It is a wonderful resource and has enabled and fostered a supportive environment and a true team spirit to prevail.

The volume of e-mails is remaining fairly static at approx. 10,000 per annum (see associated statistics).

Chris L. – a current responder – is now an assistant administrator.

Eleanor E – ECSC – ORS Administrator
24 March 2017