Do You Know?

Did you know that Regional Coordinators (RC) are appointed by the Chairman of the Laurel VEC? They represent the Laurel VEC on specific matters related to the VE Teams in the VEC Regions they represent. Their responsibilities include but are not limited to the following:

- **Recruiting** - The Laurel VEC is always looking to add new VE Teams. Regional Coordinators play an important role in recruiting new teams to join the Laurel VEC.
- **Mentoring** - Regional Coordinators will mentor their subordinate Team Leaders regarding exam session workflows and processes, required forms and their use, using *SessionManager*, etc.
- **Reviewing session paperwork** -   Regardless of who prepares the session data for uploading to the FCC, Regional Coordinators will inspect and review all session-related paperwork to include but not limited to applications, forms, logs, answer sheets, Element credit, etc. for quality, completeness, and accuracy.
- **Taking corrective measures** - Occasionally, a Regional Coordinator may have to take corrective action to ensure a team adheres to the FCC rules and the policies, procedures, and instructions of the Laurel VEC.
- **Uploading session results** – This includes session files sent by e-mail or manually prepared by the Regional Coordinator
- **Providing feedback** - Regional Coordinators will provide timely feedback related to but not limited to the following:
  - a. Questions from subordinate Team Leaders and the Chairman of the Laurel VEC.
  - b. The quality, accuracy and completeness of exam session paperwork received from subordinate Team Leaders.
  - c. Exam session results received from the FCC.
  - d. Processes and workflows used by VE Teams.
- **Forwarding session paperwork** - Self explanatory
- **Coordinating with the Federal Communications Commission (FCC)** - While not common, there are reasons for a Regional Coordinator to contact the FCC. Depending on the situation, the contact can be initiated by---
  - a. Submitting an e-support request via https://esupport.fcc.gov/request.htm
  - b. Contacting the FCC by phone
- **Authorizing use of the *SessionManager* software** – Self explanatory
- **Identifying issues that impact on the Laurel VEC and recommending solutions as required** – Self explanatory

As a Regional Coordinator, the amount of time I invest in my duties varies, based on several factors:
- The experience and knowledge of the Team Leaders
- Whether the team uses *SessionManager* or whether I manually prepare their session file for uploading
- The volume of the exam session paperwork to be reviewed before uploading
- The volume of the exam session paperwork to be reviewed after the session file has been uploaded.

- Exam schedules – I have teams that conduct exam sessions every month, some teams conduct sessions every other month and some teams that conduct sessions 3-4 times a year. Typically, my busiest time is on the 2nd Saturday of every month when I received 4-5 session files for uploading.
    - Decrypting and uploading a session file takes less than 2 minutes. I typically upload session files received on the weekend, late Sunday evening. Files received any other time are usually uploaded the day I receive them or the following day.
    - Manually preparing a session file and uploading it depends on the volume of paperwork. It can take less than 3 minutes of as long as 30 or more minutes.
    - Retrieving the FCC Response file, copying and pasting the results into an e-mail and sending it to the Team Leader takes less than 2 minutes.

I also communicate with my Team Leaders on a regular basis to answer questions and provide updates on events, policies, etc. as they pertain to the VEC or my teams. In some cases they are preemptive in nature. Other times they are corrective in nature. The intent has always been to provide useful information.

Many of those communications led to the development of the original "Do You Know" articles.

It's probably obvious that I don't have to do a lot to earn my $200,000 annual salary from the VEC. **That's a joke**. But that's the point of having Regional Coordinators. Spread out the workload and maintain the high levels of efficiency for which the Laurel VEC is known.

Now you know.