



March 28, 2019

Greetings! On behalf of YQCA, I'd like to thank you for utilizing YQCA as your state youth quality assurance program. We appreciate your participation in the program and want to ensure you and your youth livestock exhibitors have a positive experience. In recent weeks we have received a number of questions regarding the YQCA program, the user experience, and user support. In an effort to provide consistent and clear answers, we thought it would be appropriate for this message to be delivered statewide. If you have questions about the information shared below, please reach out to info@yqca.org.

Since the launch in March of 2017, nearly 70,000 youth have earned their YQCA certification. Over 57,000 of these were in 2018 alone, and 2019 numbers are looking to be even higher. We are very excited about the level of interest and participation in the program within these first two years, but have planned for over 100,000 users annually. We recognize there are questions regarding YQCA's ability to handle such traffic as some users have experienced technical issues while completing their web-based certification. We hope this letter provides insight into those concerns and details a process that users, county and state staff, and fairs and shows can follow to provide the positive experience YQCA is dedicated to providing.

YQCA is partnering with a technology firm to host the YQCA platform. YQCA itself does not have control over the platform, and thus cannot troubleshoot user issues ourselves. Instead, we are relying on our technology partner to fulfill their obligation to the organization and offer high quality customer service to our users. We are in close communication with them, and monitor their efficiency at responding to and troubleshooting help desk tickets. If you are concerned about the quality of service your youth exhibitors are receiving, please let us know. Our technology partner receives \$10 of the \$12 web-based training fee, and with that comes a very high expectation that they are providing an adequate platform that can host over 100,000 users and providing high-quality customer service. We hear your concerns, and are working with our partner to resolve them quickly.

Secondly, it is not the expectation of YQCA that county and state staff or fair and show staff be available to help youth troubleshoot. Users should contact help@yqca.org with any questions. When emailing the help desk, users need to provide the specific course in which they were taking, the slide name, a description of what is happening, and the browser being used. This information will help our technology partner's team understand the precise issue and allow for a faster troubleshooting process. If county and state staff or fair and show staff receive phone calls or emails regarding YQCA, please tell them to email help@yqca.org directly. Although we (YQCA) appreciate being kept abreast of things users are experiencing and needing to have resolved, we cannot directly assist them and thus this email is the most direct way to receive assistance. If you are a YQCA instructor and/or a manager of a fair or show and need assistance, Jennifer at info@yqca.org, will be able to quickly assist you.

Thank you again for utilizing the YQCA program! We appreciate your participation and support!

Dr. Jodi Sterle

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