

# GENERAL INFO GUIDE: WE18 VOLUNTEERS

This general info guide contains information that is pertinent to all volunteers. SWE recommends printing this before conference for an on-hand reference.

## TO START YOUR SHIFT

- All volunteers are required to download the WE18 conference app before conference!
- Report to the volunteer room prior to your shift starting – reference your Volunteer Role Info Guide (estimate: 10-30 minutes prior to shift)
- Find the point-of-contact you report to, and take her cell phone number (refer to Org Chart on next page)

## VOLUNTEER DRESS CODE

- Dress code for volunteers is business casual
- Wear your volunteer scarf while on-duty

## CODE OF CONDUCT

- You may be asked to switch roles and/or fill-in where help is needed!
- Keep in mind: not everything will run perfectly when conducting a major conference, so your flexibility is important. Focus on the positive, especially the solution.
- Although rare, you may receive complaints and encounter unprofessional behavior. Please be professional and gracious. Find SWE or venue staff when something is out of your control.
- Provide superior customer service during your volunteer shift to ensure attendees, exhibitors, speakers, etc. experience a welcome conference environment

## IMPORTANT LOCATIONS

- Volunteer Room: Room 201, Minneapolis Convention Center
- Invent It. Build It.: Exhibit Hall A, Lower Level
- Tours: Shuttle station located near Ballroom AB, First Level
- To view floor plans, download the app or refer to the venue website.

## COMMUNICATIONS

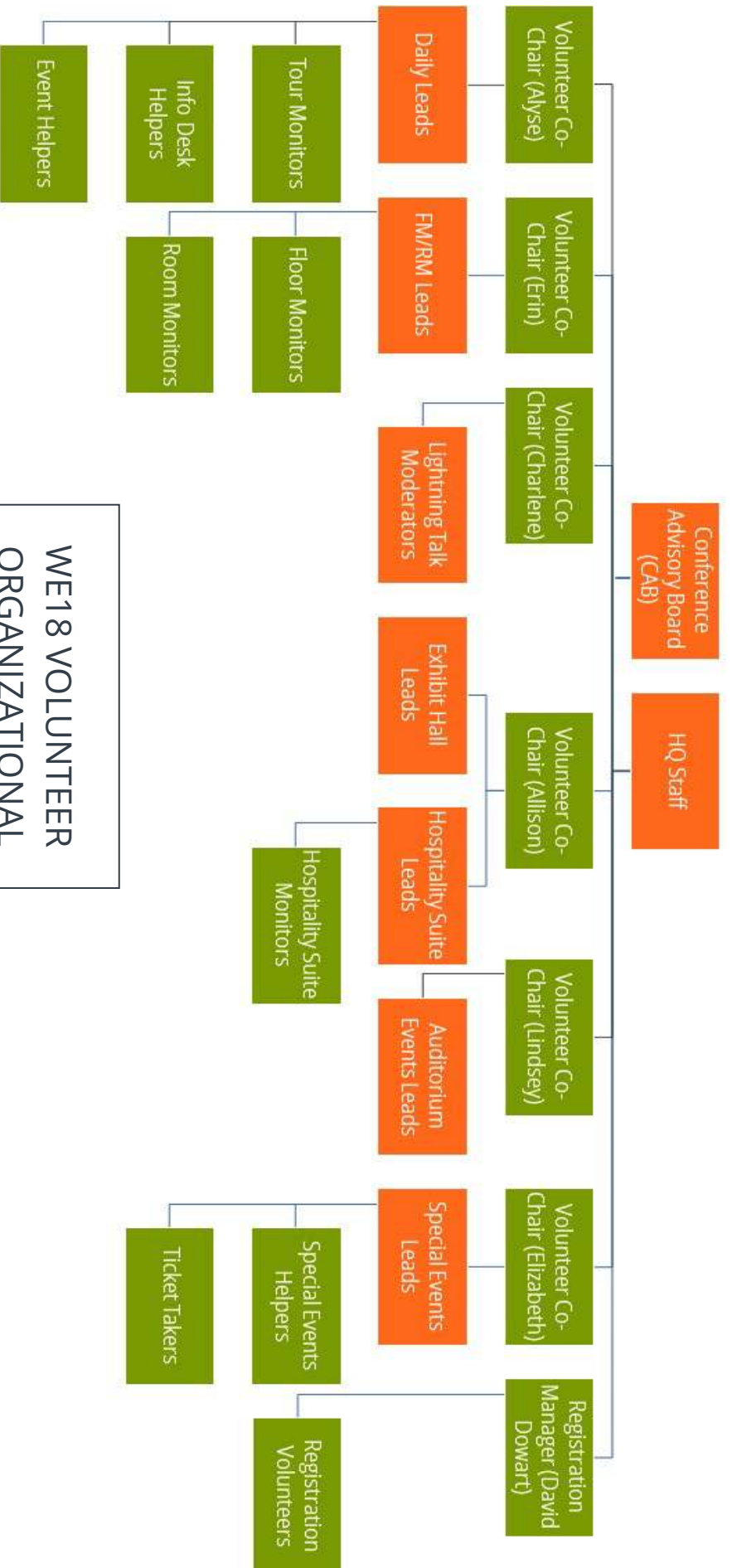
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

## SECURITY

- Fire Marshal: Provided through the Fire Prevention Bureau.
- Medical Services: First aid personnel on the floor.
- Police Officers: Provided through the Minneapolis Police Department.

**We18**

The World's Largest Conference  
for Women Engineers



WE18 VOLUNTEER  
ORGANIZATIONAL  
CHART

# VOLUNTEER INFO GUIDE: ROOM MONITOR

This general info guide contains information that is pertinent to Room Monitors. SWE recommends printing this before conference for an on-hand reference.

## REPORTS TO

Daily Lead, Floor Monitor/Room Monitor Lead or Auditorium Events Lead they are assigned to at check-in

## GENERAL DUTIES

- Areas covered include: Sessions, Info Sessions, Tech Talks, Special Programming, and Affiliate Sessions
- Some duties may be at hotels instead of the convention center

## SPECIFIC DUTIES

- This position will receive an event sheet for the room date, and time during assignment. Your replacement's shift should begin ten minutes before your shift is over – make sure to communicate specific duties and important information about the position to her

## CHECKLIST

- Have your cell phone to contact Daily Lead and Floor Monitor/Room Monitor Lead
- Ensure room requirements are correct, including:
  1. Adequate seating for session format – e.g. panels must have enough chairs for speakers
  2. Correct stage requirements
  3. Speaker water is present
  4. Microphones are correct
  5. Session is set up for audio recording and power point recording (where applicable)
  6. LCD projector is present and turned on
  7. Laptop is present
  8. Any other AV necessary for sound or other request is correct.
  9. If specifications indicate any special furniture or equipment, make sure it is present
- After speaker arrives and is settled:
  1. Introduce speaker, if required
  2. Count attendance and report on "room monitor" form (if you do not receive a copy, let the daily coordinator know)
  3. Check validity of the class (meaning speaker is on subject, and compatible with session title) – report this on room evaluation
  4. Ensure all evaluation methods are announced by speaker
  5. Ensure speaker gifts and thank you notes are delivered
  6. In case of room overcrowding, notify Floor Monitor/Room Monitor Lead by cell phone and connect when she arrives
- After the session:
  1. Fill-out the room evaluation form

## WHAT TO DO WHEN...

Rooms are over-crowded?

- Notify Floor Monitor/Room Monitor by cell phone and connect when she arrives
- Help with crowd control

A room is having AV issues?

- Locate the nearest AV staff in the hallway
- If you cannot find AV staff outside the room, then contact Daily Lead on cell phone, and ask her to call AV