

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

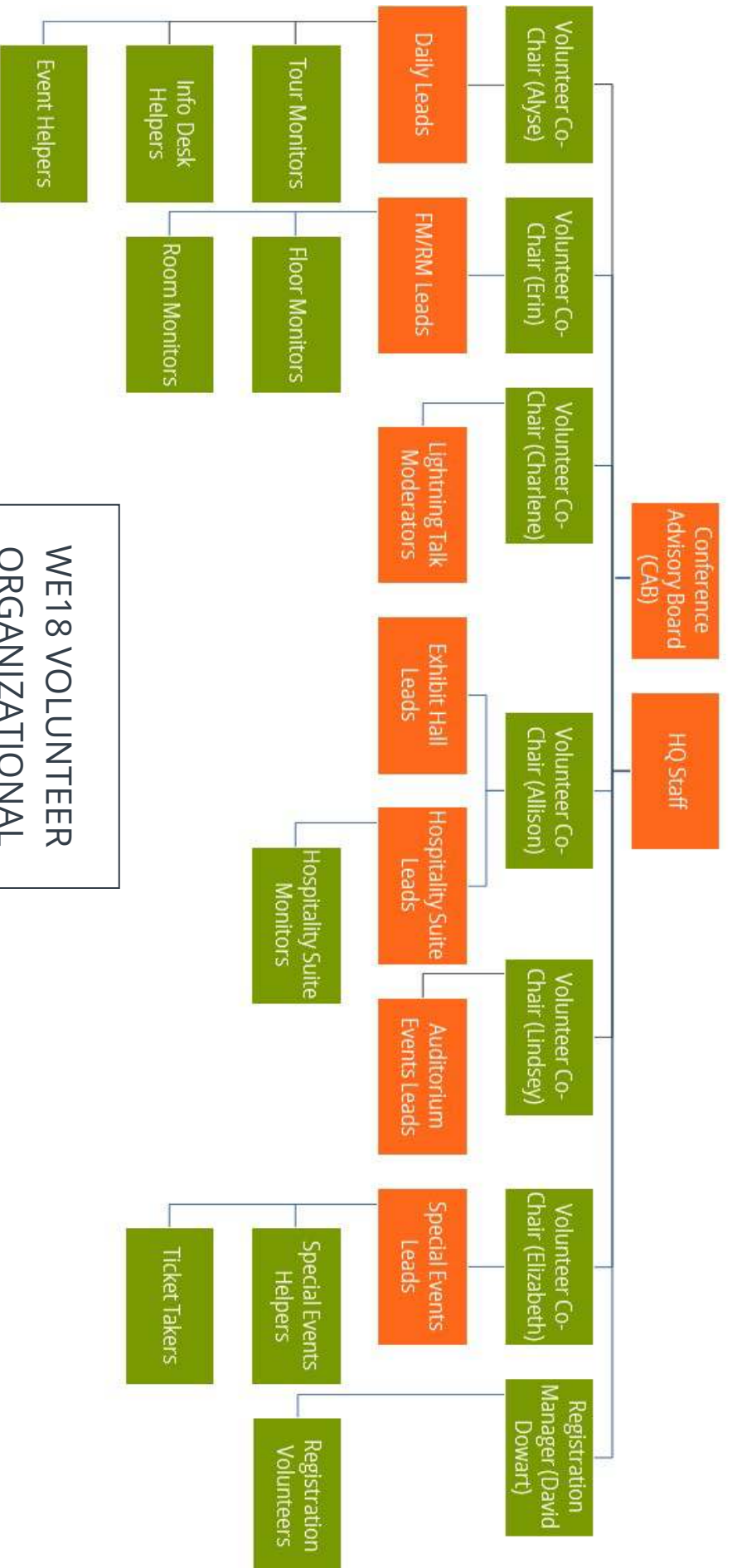
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: LIGHTNING TALK MODERATORS

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

REPORTS TO

HQ staff, Volunteer Co-Chair, Daily Lead on-duty

SCHEDULING NOTE

Be sure to arrive at your post 30 minutes early, to coordinate with speakers

GENERAL DUTIES

- This role is critical to the success of the lightning talks.

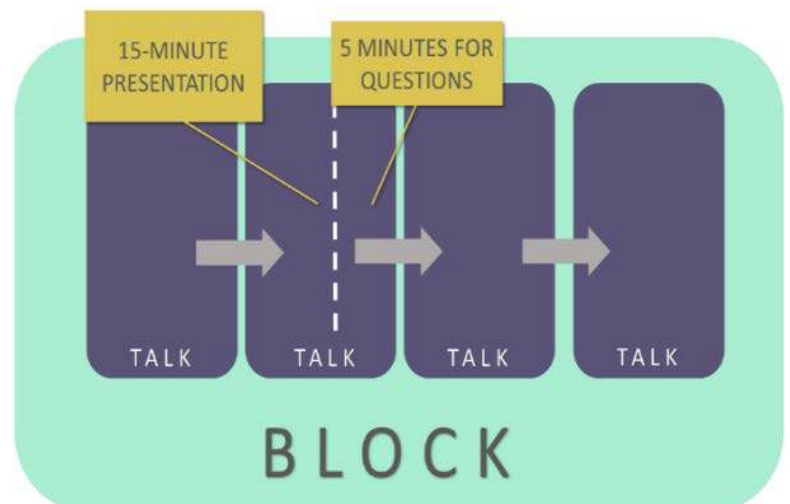
SPECIFIC DUTIES

- Each moderator will take one lightning talk block and will overlap where necessary with the previous block.
- Cell phone text communication may be needed with Volunteer Co-Chair
- 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

[\(click here for a volunteer training video\)](#)

1. Pre-load presentations to computer (SWE provides laptop)
2. Introduce the speakers between talks
3. Remind audience that session is recorded.
4. Time the speakers (using your phone) to make sure no presentation is longer than 15 minutes.
 - a. When there is 5 minutes left, hold up a number five with your hand.
 - b. When 15 minutes is up, hold up a zero, or fist, with your hand.
5. Moderate the questions and answers
6. Ensure that participants are filling out evaluations
7. Make sure to fill out the room evaluation and return to your Daily Lead



WHAT TO DO WHEN...

There is a speaker no-show?

- Do not fill-in with a different speaker – keep the 20-minute slot open. You may encourage attendees to talk amongst themselves, continue asking questions from the previous talk or share something about their conference experience

Rooms are over-crowded?

- It is the room monitor's job to make sure that the room doesn't fill past capacity – there should not be people in the aisles or along the sides of the room. Make sure your room monitor has this under control.

A room is having tech 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