SER2019 Student Volunteer Assignments

Training Course Helper
A series of one-day training courses will be held on Sunday, 22 September and Monday, 23 September at the Old Mutual Conference Centre in Kirstenbosch Gardens, which is 20km from the conference venue. Volunteers assigned to this area will be expected to:
- Arrive at the assigned area 1 hour prior to the course’s scheduled start time for brief orientation and training. Own transportation is a requirement for Volunteers assigned to this task.
- Assist in welcoming training course participants and getting them registered.
- Provide general assistance and logistical support to course instructors (e.g. distribute meeting materials, troubleshoot problems with AV, help prepare any demonstrations)
- Assist instructors in reconvening course participants following breaks and lunch
- Assist in keeping the session running on time (e.g. provide time check for speakers and scheduled breaks)

Make a Difference Day Helper
Conference attendees will have the opportunity to take part in a pre-conference volunteer event on Tuesday, 24 September at a restoration project. Volunteers assigned to this area will be expected to:
- Arrive at the conference center at least 1 hour prior to the time buses are scheduled to leave in the morning and assist participants in getting on the right bus
- Ride the bus with participants to the project site and assist trip leaders as necessary to keep the activity running smoothly
- Assist with the logistics during lunch

Field Trip Helper
Regular conference field trips will take place on Tuesday, 24 September. Volunteers assigned to this area will be expected to:
- Arrive at the convention center by 6am to help organize field trip participants into groups and make sure they get on the right bus
- Collect signed liability waiver forms

Registration Desk Helper
Onsite registration will open on Tuesday, 24 September at 14h00. Attendees will check in, pick up their name badge and conference bag, and then upload their PowerPoint or hang their poster presentation. Registration will remain open throughout the conference for late arrivals, and anyone
else requiring assistance. The registration desk will open at 7:30am each morning and remain open throughout the day, closing at 5pm. Volunteers assigned to this area will be expected to:

- Check in pre-registered attendees and distribute registration packets
- Distribute conference materials as needed
- Become familiar with the Convention Center floorplan and help direct traffic or assist with other tasks as needed
- Volunteers assisting in this role would need to be available on Monday, 23 September for training.

**Exhibitor Setup**
Exhibitor check-in begins on Tuesday, 24 September at 12h00. Exhibitors will exhibit for the duration of the conference. Volunteers assigned to this area will be expected to:

- Help check in exhibitors and show them to their assigned booth
- Retrieve any materials they may have shipped to the conference center and deliver them to their booth
- Serve as a point of contact between exhibitors and convention center staff for any additional services they may want to purchase
- Staff the exhibitor area during set-up times and provide general assistance as needed

**Poster Setup**
Poster presenters will begin hanging their presentations on Tuesday, 24 September from 12h00. Their posters will be displayed throughout the conference. We will hold a dedicated poster session on Wednesday evening, 25 September during which attendees will convene in the poster exhibition area to view posters and discuss them with the authors. Volunteers assigned to this area will be expected to:

- Staff the poster display area from 12h00 on Tuesday, 24 September and for the full day on Wednesday, 25 September to help presenters find their assigned spot and hang their posters
- Staff the poster session at other times as assigned and provide general assistance as needed

**Session Monitor**
The conference program will have three blocks of concurrent sessions each day during which as many as nine oral sessions are running simultaneously. Paid AV technicians will set up all of the equipment (laptop, projector, and screen) and perform checks prior to the start of each session to ensure that everything is in place and working properly. We will then rely on volunteers to help staff the sessions and assist the session moderator in whatever way necessary, including addressing any problems that might arise. Each breakout room will be staffed by at least one volunteer. Volunteers assigned to this area will be expected to:
- Arrive 15 minutes prior to the scheduled start time for the session(s) they are staffing
- Communicate with the AV technician and session moderator to ensure that all PowerPoint presentations for the upcoming session are loaded and ready, and to communicate with speaker preparation staff should there be any challenges.
- Remain in the assigned meeting room for the duration of the session and assist the session moderator as needed (e.g. cue up presentations, pass out materials, turn lights off/on)
- Communicate with conference staff in the event of problems that cannot be immediately resolved within the meeting room (e.g. AV issues, lighting issues, missing presentation)
- Regulate traffic in and out of the meeting room as necessary (checking for attendee badges), and ensure quiet in the hallway to prevent disruptions

**Plenary Session Monitor**
The conference begins each morning with a plenary session featuring keynote presentations, during which all attendees are present. The last day of the program (Saturday, 28 September) will also close with a plenary session, marking the end of the conference. Plenary sessions will be staffed by AV technicians, with volunteers serving as support staff. Volunteers assigned to this area will be expected to:
- Arrive 30 minutes prior to the scheduled start time of the session
- Assist with setup/preparation as directed by convention center staff or AV staff
- Act as a greeter and door monitor, checking for attendee badges
- Remain in the plenary room for the duration of the session and assist with any general needs that arise
- Act as microphone monitor during Q/A and discussion periods, taking a wireless microphone to audience members and/or standing guard at a stationary microphone to help maintain the flow of discussion

**Special Events**
We will have a general need for volunteers to help direct traffic, check name badges or collect tickets for evening social events. Some logistical assistance may also be required once these events are underway. Events include:
- Welcome Reception | Tuesday, 24 September 2019
- Poster Session | Wednesday, 25 September 2019
- Conference Dinner | Saturday, 28 September 2019