AACE Conference Volunteer Information

Thank you for choosing to participate as an AACE/E-Learn volunteer! Below are some key tips and conference information to help you provide the best customer service to your fellow attendees. Please show up to your first scheduled work time 15 minutes early for a brief orientation. You will also need to collect your badge, program, and volunteer ribbon.

VERY IMPORTANT: As a volunteer, you are a representative of AACE and the conference. You will be on the frontlines of the conference, greeting attendees who are just arriving & providing a brief introduction to conference. Please be courteous and professional at all times. We want to give the best customer service and conference experience that we can!

VOLUNTEER INSTRUCTIONS:

- **AACE staff** will be there working with you throughout the conference. If you run into any issues or have questions, we are happy to help. We are Casey Evans, Business Office Manager; Kathryn Mosby, Communications Coordinator; Sarah Benson, Director of Conferences; and Michael Rapp, Technical Coordinator.
- **Please be on time** or early for your scheduled work hours. If you need to change your scheduled times, please speak to us as soon as possible to be rescheduled. Tardiness and no-shows may result in paper deletion from the proceedings and charging of registration fees.
- **Attire for volunteers is business casual**. Please wear work-appropriate clothing and shoes.
- **No food or beverages allowed at registration desk.**
- **Bringing your laptop/tablet** is allowed and encouraged as we often have volunteers help us with administrative tasks. However, please use common courtesy and always help attendees first. Nothing to do? Ask the staff members how to help!
- **Photography and social media** – If you applied to volunteer and checked the box for social media expert or photographer, we may email you special instructions or scheduling. Photographers, please bring your digital camera and camera card with you to your scheduled shifts. Social media volunteers, please bring a laptop or tablet to your shifts. All photos taken or social media postings will be the sole property of AACE conferences and may be used in other conference applications.

WHAT TO DO?

- **Conference program book** – Flip through the program book and familiarize yourself with the conference map, special events, the schedule, and any highlighted information.
- **Badges** – One of the main jobs you will do is to welcome incoming attendees, find their printed name badge, and provide them with their conference materials & general information. Please ask for an ID to confirm each attendee's name.
- **Conference rooms and restrooms** – Please walk through the conference area and familiarize yourself with the layout. A map is provided on the back of your program. Share this information with incoming attendees.
- **Missing badges or misprints** – Badges are in alphabetical order by author last name. Be sure to check for a badge by the last name, then first name. If you have checked all possible filings, and the badge is not there, kindly ask the AACE staff to check the registration. If an attendee has any problem with how their name is printed, politely apologize for the error and ask an AACE staff member to reprint their badge.

GENERAL INFORMATION TO SHARE WITH ATTENDEES ON ARRIVAL:

Once you have handed the attendee their conference material, give them a brief description of what is currently happening in the schedule and point them in the right direction. You may also be asked often about these common things:

- **AcademicExperts.org** – This is the online conference platform. The most up-to-date schedule will always be there, as well as the papers and PPTs for all on-location and virtual sessions. Attendees log in with their registration email and password.
- **Conference proceedings** are on LearnTechLib.org. There is a page in the front of the program book detailing how to access the proceedings. Attendees log in with their registration email and password.
- **Wireless information**: This information is also in the conference program. We will also have signs near the desk.
- **Lunches** are provided all week to the attendees who have signed up with their registration.
- **Breaks** – There is a morning coffee/beverage break every day and an afternoon beverage break every day except the closing day. Breaks include coffee and usually a snack.

GOOD THINGS TO KNOW:

- **Tech support** – If an attendee is having technical issues with the wifi, their device, or the presentation equipment, we can call tech support. Let the AACE staff know the room and/or issue and we will call.
- **Scheduling changes** – If an attendee needs to reschedule their session, please direct them to AACE staff.
- **Receipts or other financial issues** – Receipts are filed at the registration desk in folders by last name. If requested, please ask for an ID and find the receipt. Please direct them to AACE staff if they are requesting a colleague's receipt or additional information.
- **Extra programs** – We only print 1 program book for each registered attendee. If a program is lost, we do not have extras. Please direct attendees to the online schedule at AcademicExperts.org. We can also email them a PDF of the program. Direct them to AACE staff for that PDF.

We are so glad to have you as part of the AACE conference team! If you have any questions before or during the conference, you can email us at conf@aace.org. AACE staff is also here to help you!