

11th Annual University of Windsor-
Oakland University Teaching and
Learning Conference
May 2-4, 2017

Volunteer Initiation

We're grateful!

- We appreciate you participating as a volunteer at this international conference
- You are a valuable member of the team



Introductions

- Introduce yourself to the person beside you
 - Your name, program / discipline and one thing few people know about you (that you are willing to share!)

At the conference . . .

- You could use a similar approach (if this is new to you) when you are meeting some of our participants, and perhaps use a question such as:
 - “What area of research interests you?” or
 - “Is this your first time to a teaching and learning conference?”

Purpose of this presentation

- We want to provide you with some useful information ahead of time, to help alleviate some of the stress of being put into new circumstances, with people you haven't met before
- Also, we will provide answers to the commonly asked questions we have experienced from previous volunteers as past conferences

Outcomes

- By the end of this presentation you should be able to:
 - Describe who the key CTL Conference Support Staff are
 - Discuss what you should wear to the conference
 - Describe how to use the online assignment site to find your schedule and learn about what your duties will entail
 - Describe where your area of responsibility will be located

Outcomes Cont'd

- Name the conference session locations, and the support locations
- List the "Do's and Don'ts" of conference support
- Relate what supplies might be needed and were to pick them up
- Relate the recent updates regarding conference planning
- Reminder about signing up for the volunteer pizza party University Club (May 4, 2:30-3:30 pm)

University Administration

Dr. Alan Wildeman

- President and Vice-Chancellor

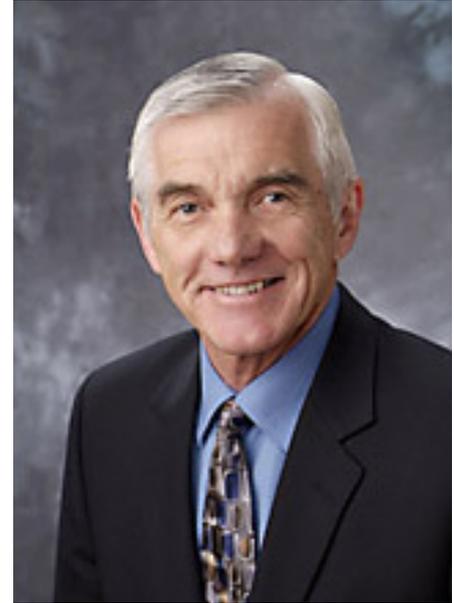


- Douglas Kneale
Provost and Vice-President,
Academic

University Administration

Dr. W. Alan Wright

- Vice-Provost, Teaching and Learning



Keynote Speakers

Peter Felten

- Assistant Provost for Teaching and Learning, Executive Director of the Center for Engaged Learning, and professor of history at Elon University



Mathew L. Ouellett

- Associate Provost and Director of the Wayne State University (WSU) Office for Teaching and Learning (OTL)

Key CTL Conference Support Staff

Erika Kustra

- Director, Teaching and Learning Development



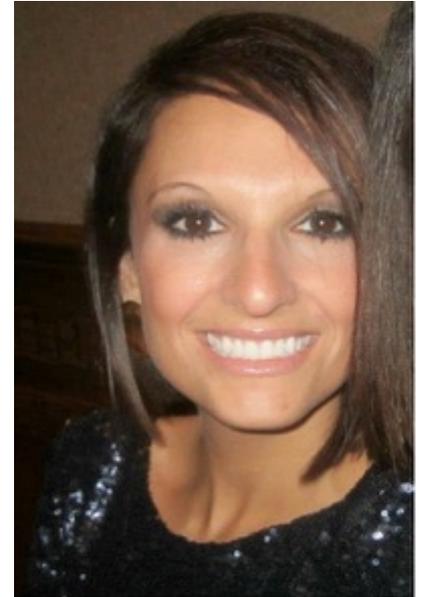
Beverley Hamilton

- Assistant to the Vice-Provost, Teaching and Learning

Key CTL Conference Support Staff

Jessica Raffoul

- Teaching & Learning Research & Communications Coordinator



Michael Potter

- Learning Specialist

Key CTL Conference Support Staff

For all of your Volunteer needs . . .



Laura Chittle



Elizabeth Ismail



Lorie Stolarchuk

Key CTL Conference Support Staff

Marilyn Powley

- Administrative Assistant / Coordinator
- (Conference Administrator)



Key CTL Conference Support Staff

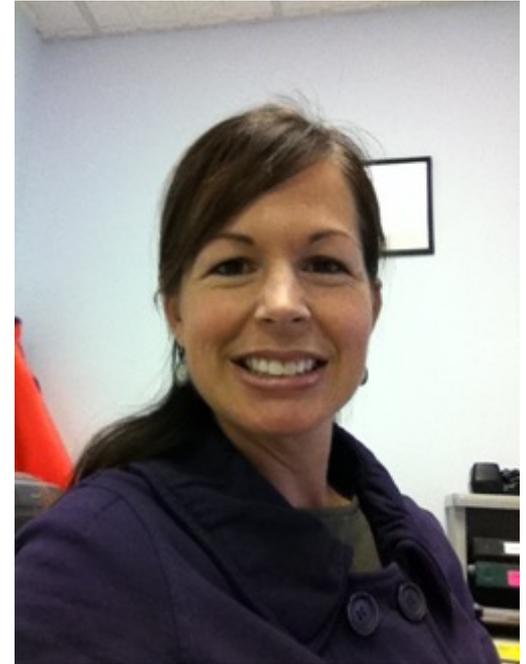
Pierre Boulos

Centre for Teaching and Learning
(Poster Session Chair)



Key Conference Support Staff

- Stephanie Parent
- Audio-Visual Technician (Days)
- (Audio-Visual Technical Support)



What should I wear to the conference?

- Please wear black pants (if you have them)
- Pick up an orange CTL T-shirt at your training day (and remember to iron it)
- White button shirt, black pants (Aide-de-camp)



Positions

- Please visit app store and download the Sling app.
- You should have received an invitation to join
- Login and update your profile and review the roles that you have been assigned (dates, times, locations, details)
- Use the email you provided in sign-up
- Also access at [Getsling.com](https://getsling.com) from browser



Role Duties

- **Communications Base and Logistical Support Agent** – Working at one of the conference information desks, you'll gain useful first-hand knowledge about events organization at an international conference. You will be mostly based at CAW centre volunteer hub, but could be repositioned if need be.

Role Duties Cont'd



- **Communications Facilitator & Sessions Liaison** – Be the on-the-spot and up-to-date source of information and directions for conference speakers, presenters, and participants, moving between session rooms and the sessions' resource centre. You will mostly be based at Dillon Hall volunteer hub, but could be repositioned if need be as needs arise.

Role Duties Cont'd

- **Location and Transition Facilitator** – Help with set-up, set-down, and transitional room re-arrangements in an early or a late shift. Help participants find the room then need to be at.
- *May 4 end of day after 1:30 pm - Help with set-up, set-down, and transitional room re-arrangements. This will be packing up the conference supplies and tidying up rooms used in Dillon or Ambassador.



Role Duties Cont'd

- **First Contact Welcome Host** – Yes, it's true. You're standing in a parking lot. But, as host, you'll be the first friendly face to set the tone of the conference, and point participants in the right direction for the day.
- You will mostly be positioned near the Computer Centre or at the gate of the parking lot entrance off of Huron Church. Be visible as much as possible to identify and help conference participants find the right building. CAW Ambassador Auditorium is where days begin.



Role Duties Cont'd

- **Registration Facilitator** – Greet participants and help with handing out conference information, to get participants started. Marilyn Powley will be your contact and source of everything.
- **Session Chair Host** – Supports the session presenter(s), and skillfully, and diplomatically manages the timekeeping during the session to keep it on schedule. Stay and enjoy the session, and finally, distribute the feedback forms for presenter to keep.

Role Duties Cont'd

- **Signage Scout (Human GPS?!)** - Be an indispensable front-line guide, offering information and directions to participants, making the campus layout clear to our guests. Make sure signage is up and clearly displaying routes to conference locations.





Role Duties Cont'd

- **Special Assignment Attendant** – Flexibility, stealth, and diplomacy are your strengths. At a moment's notice, a new assignment could be required, such as facilitating food service logistics, or running for missing flip chart markers for a presentation. You can't be afraid to ask questions, but can remain calm in a typhoon.
- May 2 * You will be on hand for the CAW plenary sessions in Ambassador Auditorium unless otherwise designated.

Role Duties Cont'd

- **Poster Conference Facilitator (Poster Child...)** – You help delegates to set up or take down their posters before and after the Poster Competition. You will also be with participants' ballots. Pierre Boulos is your contact person.
- **Aide-de-camp** – You are specially chosen to be the personal assistant for some of the conference's guest presenters.

Role Duties Cont'd



"THANK YOU FOR CALLING TECHNICAL SUPPORT. THIS CALL MAY BE MONITORED SO WE CAN PLAY IT BACK AT COMPANY PARTIES FOR LAUGHS."

<https://eliirvin.com/2016/02/09/funnyhelpdesk/>

- **Technical Triage Team** – People look to you (with a desperate grimace) when A/V equipment or computers do not behave as expected. You can help out with social media in a pinch. If you can solve these problems while exuding an air of calm, this is the role for you!
- You will ensure consoles are working in the classrooms, microphones are available for audience members in Ambassador Auditorium, technical things work in poster presentations and anywhere else there is a button or on switch that needs attending to.

Communication at the Conference

- Please visit the Facebook page and post questions, issues, pictures during the event, late or absent notifications, etc.
- Search for [Windsor - Oakland Volunteers](#) to join
- Also, please notify the volunteer coordinators in person at the event of any major changes or issues.
- DON'T BE SILENT!!!

Sign In!

- We'd like to acknowledge your efforts at the conference with a letter, and to do so, we need you to validate your shift. Please verify your shift(s) at the Volunteer Base in DH 256 or at the CAW Board room depending on where you are assigned first.
- Make sure you print your name, indicate date / time / role you are assigned

Needed!

- More gaps are appearing, and we may be adding “available shifts” for people to sign up for after training has been completed
- Looking for room session hosts on May 3 & 4, and first contact hosts

CAW Board Room Volunteer Hub CAW

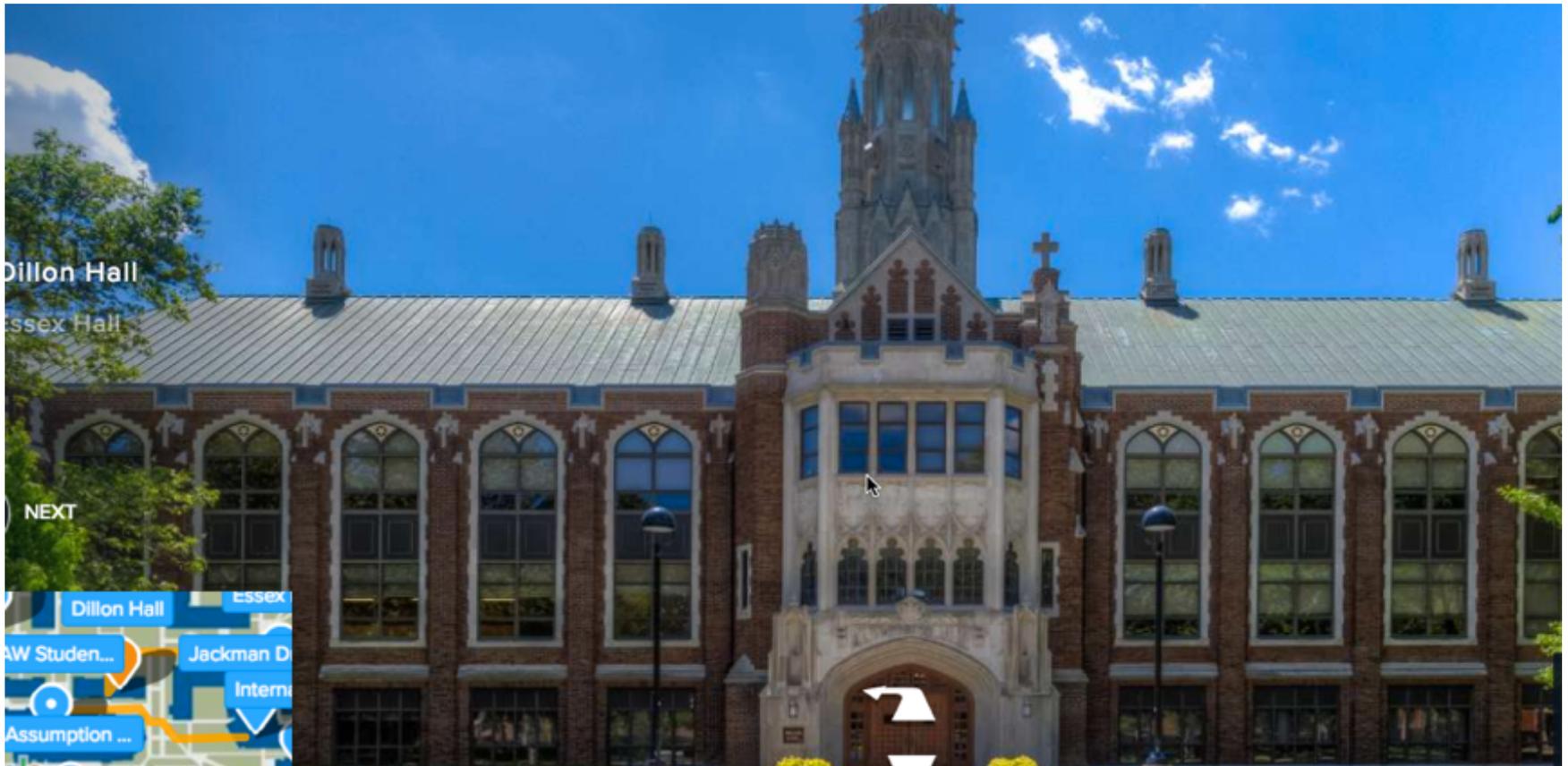


Conference Main Locations

- CAW Ambassador Auditorium



Dillon Hall



Dillon Hall Interior



DH256



DH253

- Conference Sessions locations



DH 254 (Volunteer Hub)



DH255



DH 264



DH 265



DH 350



DH 353



DH 354



DH 359



DH 361



DH 366



DH 368



Conference Locations

- <http://www.uwindsor.ca/tlconf>
- UPDATE - May 2 break out room locations will be listed in program

Registration Area

Upper lobby CAW Centre outside
Ambassador Auditorium



Source: <https://webworks.london/domain-registration-what-is-it-and-what-does-it-mean-to-you/>

Updates - Poster Session

- Ambassador Auditorium, CAW Student Centre.
- Affects Static Display Facilitators (Poster Child), and those helping with **the Location & Transition Facilitators** on May 4.
- Be available at the CAW Centre Ambassador Auditorium for 3 pm to help presenters set up posters
- Stay whole time until time to take down (Pierre to facilitate)

Do's and Don'ts of Conference Life as a Volunteer

Do

- Wear your name badge and project a “welcoming, helpful attitude”
- Know your assignment, be there promptly until the assignment is done, make sure you don't leave anything “undone”
- Answer participants questions - follow-up with those who have asked the question

Do's and Don'ts of Conference Life as a Volunteer

Do Cont'd

- Check in to the DH256 Volunteer Hub or CAW Board Room and verify that you have completed your shift(s)
- Wear your orange T-Shirt and identify yourself as someone who can help
- Smile, Smile, Smile
- Be prepared for the unexpected! Be calm and pleasant if you are faced with something you weren't anticipating

Do's and Don'ts of Conference Life as a Volunteer

Do Cont'd

- Conduct your work in English. If you meet someone who wishes to speak to you in another language, do so pleasantly and politely, but make sure others around feel included in the conversation, as they may benefit from what you are saying too!
- Socialize with the participants! Make them feel welcome and that you're interested in them

Do's and Don'ts of Conference Life as a Volunteer

Do Cont'd

Keep checking Facebook page as things are changing constantly
Notify Volunteer Coordinators (Laura, Elizabeth, or Lorie) if you notice any shift conflicts

Food and Such

- Please remember that we are the hosts of this event, so as such, we will let our guests (conference participants) get in the food lines first. Then you may join them.
- After everyone has had a chance to get their lunch, if there are any left overs, please feel free to go to the line again. Please remember to not be chewing gum when you are on your shift if you will be speaking with anyone.

Food cont'd

- Special Assignment Attendants are to facilitate support at lunch time to ensure conference participants with special dietary considerations are able to access their pre-ordered meal (e.g. vegetarian, lactose intolerant, etc.)
- Marilyn set up and can answer questions.
- Separate area for special meals
- Don't be shy to ask for help

Do's and Don'ts of Conference Life as a Volunteer

Don't

- Guess!!! FIND OUT WHAT YOU DON'T KNOW
(Registration area, Volunteer Hub)
- Leave your shift unattended
- Leave a mess, litter or leave things out of place
- Leave personal items out – take them to the
Volunteer Hub DH 254 or CAW Board Room

Do's and Don'ts of Conference Life as a Volunteer

Don't

- Stay on your cellphone when there are people around, work to be done, or others depending on you
- Change your assignment without confirming with Laura, Elizabeth, or Lorie

Supplies

- Food will be brought in and catered
- There will be a supply of workshop materials for each workshop/concurrent session
- Any extras will be in the DH254 Volunteer Hub, or CAW Board Room. Check with Marilyn at the Registration Desk if unsure
- Back-up Laptop/Projector will be in Volunteer Hub
- Printer will be in Volunteer Hub for last minute jobs

Supplies Cont'd

- If you notice that a session is running out of something, please let the Volunteer Hub know or Registration Desk, and they will dispatch someone to bring the supplies where needed

Updates

- **Set up May 1**
- We have rooms booked for May 1, so that the equipment, furniture etc. in the rooms can be set up, and everything moved over for registration.
- A few volunteers have agreed to come May 1 and help us prepare and possibly move some things over.

Updates Cont'd



More Cow Bell?

- We will need some Cow Bell Ringers to signal the end of the conference sessions. The Cow Bell will be located in the Volunteer Hub, and those with the **Communications Base and Logistical Support Agents** position will be responsible for making sure that happens. Bev Hamilton has experience doing this, so if you are wondering what to do, seek her out at the conference and she will give you guidance.

Updates Cont'd



- **Helping the Keynote Speakers Out**
- This will affect those assigned to the **Aide de Camp** and **Communications Base** and **Logistical Support Agents** on Tuesday, Wednesday and Thursday, so please ensure speakers have water bottles and supplies needed for their sessions.
- Check with Marilyn Powley at the front registration desk as to where the water bottle supplies are.

Updates Cont'd

Console Codes

- Review information in Classroom Database
- <http://apps.medialab.uwindsor.ca/classrooms/> and select Dillon Hall under Classrooms
- Look to room you've been assigned to and scroll to bottom of page for instructions
- Test out in advance!!!
- Technical Triage team to help if in trouble



Updates Cont'd

- **Know the Schedule**
- Schedule for the conference is online
- <http://www.uwindsor.ca/tlconf>
- Check your assignments, make sure you know which session is happening where, and get a copy to take with you throughout the day.
- **Know your schedule! Getsling.com**

Sign Up for Pizza Party at the Volunteer Hub!



Questions??

