

## Volunteer Roles for 2015

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Would you like to help plan the eighth annual Chicago eLearning & Technology Showcase? This one-day conference brings together 350+ professionals and students to learn, network, and celebrate Chicago as a world-class center for eLearning.

The Showcase is run by volunteers and jointly hosted by the Chicagoland Chapter of the Association for Talent Development (ATDChi), the Chicago Chapter of the International Society for Performance Improvement (Chicago ISPI), and the Chicago Chapter of the Society for Technical Communication (STC Chicago).

In thanks for their contributions, volunteers are invited to attend the Showcase at a reduced rate.

Learn about the 2015 volunteer roles below. Then, fill out the [volunteer interest form](#) or email your interest to [volunteer@chicagoelearningshowcase.com](mailto:volunteer@chicagoelearningshowcase.com) to let us know how you'd like to help.

### Information for All Volunteers

Each team reports its progress weekly to the manager and other teams. Conference call meetings for team leads are usually held every week or two during the planning process. At least one experienced person and one backup/assistant volunteer is needed for each team.

### General Event Management

#### **Team Lead in Place; Need 1 Additional Team Member**

Time: About 8 hours per week, with 10+ hours needed during the first and last couple of weeks

- Lead decisions that involve input from multiple teams, such as
  - Select venue and date
  - Set registration fees
  - Set sponsor and exhibitor benefits and fees
- Liaise with host chapter representatives to establish expectations and needs; regularly update leaders on needs and progress via representatives
- Staff volunteer teams for both the planning committee and the day of the event
- Set up and run volunteer meetings
- Record and distribute meeting notes
- Monitor and respond to or redirect questions submitted to general Showcase email and voicemail accounts

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### Speakers

#### Team is complete

Time: About 3-5 hours per week, with 6-8 hours per person during the two weeks of reviewing and selecting proposals and editing speaker bios and sessions descriptions

- Create call for speakers
- Select keynote speaker(s)
- Review proposals and select breakout session speakers
- Edit speaker bios and descriptions and collect photos
- Regularly answer questions from speakers
- Work with other volunteers to
  - Schedule selected speakers (in coordination with Facilities and Technology Teams)
  - Develop sessions evaluations
- Create printed program
- Oversee room monitors and assist speakers at the event

### Sponsors/Exhibitors

#### Team Lead in Place; **Need 1-2 Additional Team Members (with help from all committee members)**

Time: About 4 hours per week through end of June; 6-8 hours per week in July and August

- Work with other volunteers to
  - Set benefit and fee levels
  - Solicit sponsorship from companies
  - Coordinate technology and table space for exhibitor area
- Collect sponsor/exhibitor agreements, organization descriptions, and logos
- Regularly answer questions from sponsors/exhibitors
- Create or order signs for sponsor/exhibitor area
- Assist sponsors/exhibitors at the event
- Maintain contact/correspondence as needed
- Coordinate door and raffle prizes on the day of the event

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### In-Kind Sponsorship

**Need 1 Team Lead (work with Sponsorship Team Lead for guidance and input); Need 1-2 Additional Team Members (with help from all committee members)**

Time: About 2 hours per week through end of June; 4-6 hours per week in July and August

- Work with other volunteers to
  - Set benefit and fee levels
  - Solicit in-kind sponsorship from a total of three companies
  - Coordinate with the marketing, evaluation, and general management committees for in-kind sponsorship needs
- Collect sponsor/exhibitor agreements, organization descriptions, and logos
- Regularly answer questions from sponsors
- Create or order signs for sponsor/exhibitor area
- Assist sponsors/exhibitors at the event
- Maintain contact/correspondence as needed
- Follow up with committees and in-kind sponsors for all post-conference requirements (such as finalizing any video recordings or confirming that all evaluation details were processed)

### Registration

**Team Lead in Place; Need 1-2 Additional Team Members**

Time: About 10 hours per week during the week that registration opens and during the week when it is close to selling out; about 5 hours per week the rest of the time registration is open; and about 1 hour per week before registration opens

- Use Constant Contact to create registration information pages and forms for attendees, sponsors/exhibitors, speakers, and volunteers
- Open registration and monitor registration forms for errors
- Regularly respond to potential and current attendees' registration questions
- If needed, create and administer wait lists for registration and cancellations
- Close registration when full
- Order and create name badges for attendees
- Check in attendees, sponsors/exhibitors, speakers, and volunteers and distribute badges and programs during the event (will have assistance in the morning)

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### Marketing & Communications

#### Team Lead in Place; Need 2-3 Additional Team Members

Time: About 3 hours per week through end of June; about 4-6 hours per week through end of August

- Create a communications plan/schedule and distribute to host chapter marketing contacts
- Regularly update website, Twitter, Facebook, and LinkedIn
- Create/edit content about topics such as
  - Date and venue
  - Registration information
  - Highlights of the event to anticipate
- Maintain email lists
- Periodically create and send emails to past and currently registered attendees about topics such as
  - Call for speakers
  - Registration open
  - Early-bird registration closing
- Post and advertise content provided by others, including
  - Calls for speakers and sponsors/exhibitors
  - Session descriptions and speaker bios and photos
  - Sponsors/exhibitor descriptions and logos
  - Program and schedule
- Find photographer(s) to take photos at the event
- Post interesting/helpful information on social media during the event
- Create and distribute final wrap up emails (for all types of attendees) including any final surveys required by the Evaluation Team

### Evaluation

#### Team Lead in Place; Need 2-3 Additional Team Members for Planning; Need 4 Day-Of Volunteers

Time: About 5 to 10 hours during the three or four weeks when designing evaluations and compiling results; about 1 hour or less per week the remainder of the time

#### Planning Volunteers

- Create individual session evaluation forms for attendees to complete
- Create surveys for attendees, speakers, and sponsors/exhibitors to rate the overall conference experience
- Manage the technology used to capture evaluations during the event
- Publish surveys and monitor the response rate
- Summarize and report survey results to the entire Showcase team and host chapter leaders
- Create final surveys for wrap-up (if required) and work with the Marketing and Communications Team to distribute

#### Day-Of Volunteers

- Interview conference attendees at random to gather opinions of the event

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### Facilities

#### Team Lead in Place; Need 1-2 Additional Team Members

Time: About 4-5 hours per week at the start of planning and the week before the event; about 2-3 hours per week the remainder of the time

- Set up and make site visits
- Work with other volunteers to
  - Select the venue
  - Ensure venue payments are made on time
  - Assign rooms and schedule speakers (in coordination with Speakers, Sponsors/Exhibitors, and Technology Teams)
  - Ensure technology needs are met
  - Check rooms for the correct setup
- Coordinate with the venue as needed
- Create and/or order signage for common areas such check-in tables and speaker session rooms, including directional signage
- Work with the venue regarding tables, chairs, and food setup
- Work with Sponsors/Exhibitors Team to understand requirements for sponsors
- Work with others to decide how to handle lunch (e.g., table-side service versus boxed lunches; optional versus included with registration)
- Place order and monitor catering at event

### Technology

#### Need 1 Team Member (works in support of Facilities Team)

Time: About 2 hours per week while collecting technology requests from speakers and ordering/checking technology; about 1 hour or less per week the remainder of the time

- Work with others to
  - Establish what technology will be provided for sponsors/exhibitors
  - Create technology request forms for speakers
  - Order equipment from the venue and any other vendors
  - Coordinate technical support for speakers, sponsors, and exhibitors during the event
- Support the Facility Team Lead in addressing any technology need/issues on the day of the event

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### Finance

#### Need 1 Team Member

Time: About 2 to 3 hours per week, with 5 to 10 hours during the three or four weeks when creating the initial budget and wrapping up the finances after the event

- Collect deposits from host chapter leaders
- Regularly pay expenses, including
  - Venue and catering deposits
  - Website domain renewal and hosting
  - Email marketing application renewal
  - Event registration application renewal
  - Printing and badge holders
  - Reimbursements to volunteers
- Monitor online registration payments and process check payments and refunds if needed
- Periodically report expenses, revenue, and projected profit/loss
- Distribute any profit to host organizations