

VOLUNTEER & MODERATOR DUTIES

MID-ATLANTIC HORTICULTURE SHORT COURSE

HOME GARDENER DAY MONDAY, JAN 18, 2016 & MAHSC JAN 19 - 21, 2016

Speakers introduce themselves!
(unless they made a special request)

- Attend the volunteer training to learn your volunteer assignment. Training is scheduled for: **Tuesday, January 12, 2016** starting at 7 pm at the Founders Inn & Spa in VA Beach in the Jefferson Amphitheater, refreshments provided
- Meet other volunteers on your team, this could be packet stuffing, administrative help, book store sales or moderating in classrooms during MAHSC.
- Each Moderator Team is assigned to a room for the day, so become familiar with the conference area, nearest restrooms, water stations, assigned room, operation of lights, podium microphone (for you) and wireless microphone (for speaker). (*Not all rooms have microphones, smaller rooms do not patch into the overhead speaker system.*)
- Become familiar with the MAHSC program booklet, especially
 - Sessions you have been assigned to
 - CEUs associated with those sessions
 - Special items (e.g., workshop agenda if longer than 60 minutes, Lunch & Learn procedure)
- Wear a watch and make sure it is correct

VOLUNTEER ROOM AT MAHSC

When you first arrive, proceed to the Volunteer Room (Wentworth Board room) to pick up your name badge and schedule. Wear this name badge every day whether or not it is your day to work.

On the **day you are to volunteer**, proceed to the moderator room where you will find:

- A coat rack & storage area for your belongings
- Light refreshments and a place to sit & relax during breaks
- Moderators: Class handouts, workshop booklets and other materials
- Moderators: CEU forms and stampers, evaluation collection area
- Moderators: a work area for sorting papers, returning evaluations and organizing yourself

AUDIO-VISUAL FOR MAHSC

Some speakers have special AV needs that required advance notification. These include:

- Use of their own Apple® laptop and connector cables instead of the PC laptop provided
 - Sound/video clips in their presentation
 - Live internet connection
 - Digital microscope or other lab equipment.
- AV crew from the Whitlock Group are based in the volunteer room. They wear black shirts and circulate among rooms between sessions. They should be aware of special AV needs already.
 - If AV issues arise, locate a member of the AV crew: look in the volunteer room first. If you cannot find an AV crew member, go to the registration desk, they will send AV crew to you.

FOR ALL VOLUNTEERS: Please, think of the audience as your customers. They are ours.

Treat the audience like your customers, as they have dedicated both time and money to come to our events. If there are concerns that you cannot address, settle the group then guide the individual having trouble to the Registration Desk for personalized attention. Thanks for your help towards making every attendee feel respected and appreciated.

VOLUNTEER BENEFITS:

In exchange for volunteering you may attend the remainder of MAHSC as our guest. Formal registration is ONLY required for active participation in fee-added sessions (ex: Make & Take workshops, Lunch & Learns or Hort workshops). You are invited to purchase a ticket to Home Gardener Day at cost.

Duties	Lead Moderator	Assistant Moderator(s)
Before Class	<p>30 minutes prior to class:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pick up class materials from moderator room & go to classroom. <p>15 minutes prior to class:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Find speaker & introduce yourself <input type="checkbox"/> <u>Remind speaker they will introduce themselves</u> - after any housekeeping comments from you to settle the room. <input type="checkbox"/> Ask speaker to handle questions at the end of the presentation. <input type="checkbox"/> Ask speaker to test presentation on the provided laptop, or switch laptops if using his/her own. Presentations run best from the computer; load it onto the computer desktop from a CD or USB. <input type="checkbox"/> No speaker 10 minutes prior to session? Go to Volunteer Room or Registration Desk; find Mike, Dawn or Gladys for a CYA speaker. 	<p>30 minutes prior to class:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Report to moderator room; help take class materials to room. <p>15 minutes prior to class:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Arrive in classroom. <input type="checkbox"/> Prop open door, collect old papers from previous sessions, store in back at volunteer desk. <input type="checkbox"/> Organize paperwork, CEU stamps, CEU forms and handouts for that session. <input type="checkbox"/> Stand inside door, greet incoming attendees, verify that they are in the correct classroom and direct them to seats at the front <input type="checkbox"/> Give each person a handout (if provided for class).
During Session	<p>Use the microphone for housekeeping & closing comments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Start on time - even if you start before everyone is settled. <input type="checkbox"/> Introduce yourself, the course title and the course code. <input type="checkbox"/> Explain the attendance verification procedure for CEUs. <input type="checkbox"/> Watch the time and signal the presenter when 10 minutes remain. <input type="checkbox"/> When 5 minutes remain, walk up the side aisle as a reminder & to be in place for Q & A and closing comments. <input type="checkbox"/> END on TIME, there may not be time for questions. <input type="checkbox"/> Manage the Q&A section, if the presenter would like you to. Make sure questions are repeated so whole audience can hear. <input type="checkbox"/> Intervene to make the Q&A effective. Avoid 1 person asking lots of questions. Ask if presenter will be outside classroom for more. <input type="checkbox"/> Smile, thank the presenter and the audience. <input type="checkbox"/> Remind attendees about class evals & MAHSC overall evals. <input type="checkbox"/> Announce CEU codes and post sign on front easel; direct attendees to specific CEU forms if appropriate. <input type="checkbox"/> Lead applause to signal class end. 	<ul style="list-style-type: none"> <input type="checkbox"/> Turn lights on for introduction; dim them for presentation. <input type="checkbox"/> Stand in the back to be sure speaker can be heard, be an advocate for the audience and work with Lead Moderator to get volume adjusted as needed. <input type="checkbox"/> Guide latecomers to open seats, give handouts, stand in door and gently close door to signal class has begun. Door opening/closing is noisy - jam a cardboard box or something into the bar to lessen. <input type="checkbox"/> Need extra handouts? Bring a copy to registration desk for help. <input type="checkbox"/> If technical problems occur, locate AV staff for help. <input type="checkbox"/> Count the number of attendees in the room and enter that number on the Class Envelope. <input type="checkbox"/> Set up an area away from the exit door for ISA CEU sheet signatures and stamping of MAHSC CEU forms to allow smooth exit. If it's a large group, get help from volunteer room or registration desk to make stamping go quickly at exit. <input type="checkbox"/> Turn lights up for Q & A time, CEU codes & speaker thank you. <input type="checkbox"/> Be prepared for "stamping" duty as session closes. <input type="checkbox"/> Collect evaluation forms or provide an obvious place to put them. <input type="checkbox"/> Smile and thank attendees as they exit, if you can.
After Session	<ul style="list-style-type: none"> <input type="checkbox"/> Tidy the room for the next session. <input type="checkbox"/> <u>All</u> ISA CEU sheets (used and blank) must be taken to registration desk for safe-keeping. <input type="checkbox"/> Collect extra handouts and return to volunteer room. <input type="checkbox"/> Don't forget to complete an evaluation form yourself; moderators have valuable input and insight on presenters! 	

THANKS FOR VOLUNTEERING FOR THE VIRGINIA HORTICULTURAL FOUNDATION AT MAHSC!