

## **Advanced Registration**

Area supervisor: Cheng Zhang ([cheng\\_zhang@saa.org](mailto:cheng_zhang@saa.org))

### **Overview:**

Individuals who registered in advance of the meeting (including all presenters, etc.) will have a badge sheet at Advance Registration. This badge sheet contains a name badge, tickets for registration, and tickets for special events, excursions, and workshops that the individual is registered for. If an individual did not pay his or her registration and event fees in full, there will be an invoice stapled to the front of the packet. All balances must be paid in full immediately at Registration.

### **Duties:**

Each volunteer will be responsible for one part of the registration list (last name letters A-D, etc). When working in your Advanced Registration section your duties are as follows:

1. Find the individual's badge sheet.

- When looking up hyphenated and Latin American names, check all possible variations.
- Beware of common surnames. Be certain to look at the full name printed on the badge.
- If you can't locate a packet with attendee's name, ask to see their confirmation statement (email). If the individual doesn't have a confirmation statement, they may not have registered so direct them to the onsite registration. If they insist they are registered for the meeting, direct them to SAA Staff at registration.

2. Give each registrant the following materials:

- Badge sheet Name Badge, Tickets
- the Program Book
- Program Update
- Badge Holder
- Annual Meeting Bag

3. Ask the individual to check that all event tickets are included on their badge sheet before they leaves the registration area.

If a balance due sheet is stapled to the front of a registrant's badge sheet, walk papers and registrant to the cashier for payment; registration fees must be paid in full before a registration materials may be distributed.

If an individual is picking up more than one packet, only give him/her the packets if a balance due sheet is not attached. Packets with a balance due sheet may only be given to the registrant to whom the packet belongs.

## **Onsite Registration**

Area supervisor: Cheng Zhang ([cheng\\_zhang@saa.org](mailto:cheng_zhang@saa.org))

### **Overview:**

Individuals who have not yet registered for the Annual Meeting can do so Onsite. Additionally, attendees may also add additional events to their schedule or pay their membership dues at the Onsite Registration desk.

### **Duties:**

*Crowd control:* Wednesday afternoon and Thursday are the busiest days at Onsite Registration. Monitor the lines:

- Distribute copies of the registration form and membership application.
- Direct advance registrants with a balance due to the cashier. Unless they wish to add another event, they may jump the line.

### *Registration:*

Check that all registration forms and membership applications are filled out completely and legibly. Regardless of whether the individual has registered or is a member, s/he must provide her/his address on the registration form. Individuals who mark the student rate must show a current student ID

To qualify for the member rate on registration fees, an individual must be a current member. If a registrant has marked the member rate on her/his form, check the membership printout. Non-renewed members and nonmembers must pay the membership fee to qualify for the member reduced rates.

For new registrants, type a badge from the information on their registration form in the following format:

- Full Name
- Institution/Organization (if desired)

Assemble the materials with badge sheet and necessary tickets. Check to make sure that there is a ticket for each event listed on the registration form. Make sure to keep all registration forms in the place designated by the area supervisor. All forms are needed for processing by SAA staff after the meeting.

Give each registrant the following materials:

- Badge sheet Name Badge, Tickets
- the Program Book
- Program Update
- Badge Holder
- Annual Meeting Bag

### *Opening and Closing On-Site Registration:*

Volunteers working the early morning shifts and the last day shift of the day will assist staff in opening and closing the booth as necessary.

**Questions and difficulties concerning membership should be directed to an SAA Staff member.**

## **SAA Booth**

Area supervisor: Cheryl Ardovini ([cheryl\\_ardovini@saa.org](mailto:cheryl_ardovini@saa.org))

### **Overview:**

The SAA Booth is a display of membership services, publications, and SAA merchandise in the Exhibit Hall. Materials and brochures describing membership benefit programs will be available. Volunteer duties will be divided between providing customer assistance and cashiering. The volunteer assigned to customer service will provide sales assistance to customers and pull merchandise from under the tables before passing transaction to cashier. The volunteer assigned to cashier is responsible for ringing all sales. The SAA Press & SAA Gear Order Form must be filled out by each customer making a purchase. This form acts as accounting backup and must be kept for processing by SAA staff.

### **Duties:**

#### *Customer Service:*

- Assist customers with choosing merchandise items or publications to purchase. All SAA merchandise items are available for purchase onsite. Customers that would like to purchase items and have them shipped, are encouraged to place an order online at [saa.org/marketplace](http://saa.org/marketplace).
- Make sure the customer completes the Merchandise Order Form and then refer the person with the transaction and form to the cashier.
- Keep all displays neat and orderly. Additional stock items are kept under the tables. If we run out of books or merchandise onsite, they will be available by order, if in stock.

#### *Membership Services and Payments:*

A selection of materials and brochures describing the membership benefit programs are available for interested individuals to peruse and take. Individuals interested in joining the society or in renewing their membership during the meeting may pay the membership at the Onsite Registration area. Please assist the new members in completing the membership application or let them know they can join online. Individuals can update their contact information online or by using forms provided at the booth.

#### *Cashier:*

You will be trained on how to use the cash register when you arrive.

#### *Booth Reservations:*

Beginning **Saturday at 8am**, exhibitors can start reserving their booth spaces for the next Annual Meeting. Volunteers should not accept any exhibitor applications. Instead, volunteers should notify SAA staff that an exhibitor is at the booth. SAA Staff are the only ones that may accept exhibitor applications.

#### *Native American Scholarships Silent Auction:*

The SAA booth handles the financial transactions for the Native American Scholarships booth. Only SAA Staff members can process these transactions. You will be able to tell it is an attendee with a Scholarships payment by the bright colored form they have in their hand.

#### *Opening and Closing the Booth:*

Volunteers working the first and last shifts will assist in opening and closing the booth as necessary.

*Please note* that the final shift on Saturday requires the tear down of the booth, which includes lifting and moving boxes. If you have been assigned to this shift, but believe you might be unable to perform these duties please let us know and we will switch you.

**Please come prepared for your shift with comfortable and supportive shoes as you will be standing for the duration of your shift.**

## **SAA Staff Office**

Area supervisor: Jonathon Koudelka ([jonathon\\_koudelka@saa.org](mailto:jonathon_koudelka@saa.org))

### **Overview:**

Volunteers assigned to the SAA Staff Office will provide general customer service for meeting attendees, support for other volunteers assigned to different areas and assistance to session attendants by providing them with the required resources for their sessions. Volunteers may also be assigned to help out in any of the various work areas (including registration and session attendance) as necessary.

### **Duties:**

#### *General Information:*

Attendees may approach the office with questions about the program, meeting services, convention center layout, and excursions. You will be provided with the following:

- Floor plans (In the Program Book)
- A copy of the Program Book
- Any other applicable printed resources to answer general meeting questions

Most frequently asked questions can be answered using the “General Information” pages of the program, the Onsite Update, or the Annual Meeting App. Please direct anyone asking questions regarding meeting or membership policies or seeking to speak with SAA Staff to the nearest staff member.

#### *Volunteer Assistance:*

Please direct all volunteers checking in or out of a shift to the volunteer sign in sheet located at the front of the room. If they cannot be found on the list for a particular shift, notify a member of staff so they can be further assisted. Once signed in, all volunteers should report to their assigned area.

Please provide all session attendants with a session attendance sheet for each session, on which they will record an initial and a peak count of those attending that session. The laser pointers can be signed out upon request and must be recorded on the sign in sheet so they can be crossed off as they are returned after the sessions have concluded. Remind the session attendant to check the sign on the easels located outside by the door to ensure the correct information is showing. If the sign is not displaying the correct session information, please peel back the plastic covering and remove the front sheet of paper. The correct session information should appear on the following sheet, as all of the sheets of paper in the sign are in chronological order for the sessions on that day.

#### *If a meeting room request is made to the office (additional audio visual, food & beverage, etc):*

Send all of these requests to SAA Staff. If they're not available, take down the name of the person making the request, the room number of the meeting, the exact services requested and a contact number in case additional information or a follow up is needed. All requests regarding money must ultimately go through the Executive Director.

## **Session Room Attendant**

Area supervisor: Jonathon Koudelka ([jonathon\\_koudelka@saa.org](mailto:jonathon_koudelka@saa.org))

### **Overview:**

The session attendants are responsible for 2-3 meeting rooms. During these four hour shifts, you are responsible for all sessions in those rooms. Attendants responsible for bringing materials to their assigned meeting rooms, recording attendance at sessions, and communicating any issues (AV, Lighting etc.) to SAA staff.

### **Duties:**

Session attendants are assigned 2-3 meeting rooms. Please refer to the "Sessions at a Glance" packet (available in the SAA Staff Office) to see the start/end times of each session that will take place in your assigned rooms during your shift.

Please arrive at the SAA Staff Office 10-15 minutes before your shift in order to sign in for your shift and pick up the session attendance reports for each session. When you arrive at the session room, introduce yourself to the session chair. Each session room will have a timer already located in the room. If you are the last session for a given room on that day please collect the timer and return it to the SAA Staff Office. You can determine this by referencing the "Sessions at a Glance" pages in the program.

Before the session starts, check the following:

- Ensure that the sign outside the session room displays the correct session title
- Ensure that there is a timer in the room
- Determine the location of the nearest house phone
- Determine the location of the light switches
- If you need assistance with any of the above simply reach out to the SAA Staff Office and we will direct the appropriate party to fix the issue

Session Attendants are available to assist presenters and session chairs as necessary, including:

- Assisting with timers (instructions will be provided in the timer box or in the SAA Staff Office)
- Assisting with wireless remote/laser pointer
- Controlling room lights
- Contacting the SAA Staff Office should a problem arise with the audio/visual equipment or the room set-up.
- Signing out laser pointers or computer dongles from the SAA Staff Office if the chair requests one

### *Using the Session Attendance Report:*

Take a head count of the number of attendees in each room twice during your shift. The first count should be taken within the first hour of your shift. The second count should be made when you feel that the attendance level has reached a peak.

At the end of the shift, please return all materials (session attendance reports, any signed out equipment) to the SAA Staff Office.

## **Volunteer FAQs**

### **IMPORTANT INFO**

If someone asks about **“Public Registration”** please send them to the Staff Desk located at Registration.

If someone asks about the **Anti-Harassment Policy** or would like to make a report, please send them to the SAA Staff Office in 293 Maya.

### **Below is a list of Frequently Asked Questions you may encounter as a volunteer.**

Q: Is there a One-day pass for the SAA Annual Meeting?

A: There are no day passes, only registration for the entire Annual Meeting available.

Q: Where is the lost and found located?

A: You can contact the lost and found by visiting the guest services desk (in the ground level of the west building, right around the corner from the registration desks).

Q: How can I connect to WiFi?

A: This information is provided in the onsite update

Q: How do I log in to the SAA Annual Meeting App?

A: This information can be found in the Onsite Update or the SAA Website. To create unique credentials click on the “Attendees” icon, click “First time user? Create Password” link and enter your email address. Instructions on how to create a password will be emailed to you.

Q: Do you have information regarding the Shuttles?

A: The schedule can be found in the onsite update.

Q: Is \_\_\_\_\_ field trip or workshop sold out?

A: All fieldtrips and workshops for the Albuquerque Meeting are sold out.

Q: Can you provide me with information on Childcare?

A: SAA doesn't have childcare available for this meeting.

Q: Can I store anything in the registration area?

A: No, we are unable to offer storage space in the registration area.

Q: Is there a lactation room available for nursing mothers?

A: A lactation room can be found in the women's restroom in the lower level of the West building (behind Anasazi). Once you enter the restroom you'll see another door for the mother's room.

Q: Where can I find water?

A: There are water fountains on each level of the convention center. They aren't necessarily right next to the bathrooms but they are very close by. We also have water stations on each level as well.