

## WE20 Virtual Volunteer Training Guide

Experience SWE teamwork in action and help drive the success of SWE's first ever, fully virtual WE20 Conference! Fulfilling a volunteer role at WE20 is easy and fun and makes you eligible to earn a registration refund post-event. Virtual volunteers will be in charge of monitoring the chat feature at a live session or networking lounge.

***Important Notes for All Volunteers:*** (1) All volunteer shifts are scheduled in Central Time. (2) Since volunteering is virtual this year, there is no need to check in! SWE HQ will be pulling reporting on session and networking lounge attendees after the conference is over. You must be logged into the session or networking lounge for the entirety of your shift AND have posted in the chat in order to receive the volunteer refund.

### Live session volunteers are responsible for the following:

- Please be prepared to log into the session right at the start - all attendees will be allowed to log in 2 minutes before the start of the session. [View the WE20 session schedule online here to see which LIVE session your shift covers.](#)
- Live sessions are set up through Zoom! If you're unfamiliar with the Zoom chat feature, view the help articles on [Using In-Meeting Chat](#). There may be more than one volunteer managing the session as we double up many of our volunteering opportunities.
- Once you log in, it's best practice to update or rename yourself so you can be identified as the session volunteer. To do so, **hover over your name**, click **More**, and choose **Rename** to change your screen name. We recommend renaming yourself as **[WE20 VOLUNTEER] FIRST & LAST NAME**.
  - Ex. [WE20 VOLUNTEER] Angelica Beresheim
- Then, copy and paste the following information into the chat feature:

**Welcome to the [Insert Session Title] live session - it will begin in a few moments! You may notice that there are two options for attendees to type: Chat and Q&A. Please only use the Q&A function in Zoom to ask questions to the speaker throughout the session; you may use this chat box to say hello to fellow attendees and make comments about the sessions as it goes on. Questions will be answered at**

**the end of the session, provided there is time. If you would like to network, be sure to drop by the networking lounges.**

- Throughout the session, be sure to document frequently asked questions (FAQs). The chat should not be used for questions - Q&A should be used for questions - but if there are questions that come up in the chat, **copy and paste them into the Questions function for the moderator.**
  - This way, the moderator will see the questions easily rather than scrolling through the chat to find them.
  - We recommend using the star feature to easily manage this.
  - You'll also be asked to submit FAQs through the feedback form (linked below) after your shift. So don't forget to document these!
- Reply to other attendees in the chat with answers to their questions if they have been discussed during the session. If there are an abundance of questions being asked in the chat window, copy and paste the below message into the chat box: "Please be sure to use the Q&A function instead of chat to ask questions!"
- Submit feedback to HQ within 24 hours of your volunteer role [using this link.](https://forms.gle/rXGRdsY4LExtmTDt6) (<https://forms.gle/rXGRdsY4LExtmTDt6>). If you have more than one shift, please complete the form for each session individually.

### Possible Issues You Can Help Resolve:

- Throughout the session, if attendees continue to try to network within the session chat feature (ex. Drop LinkedIn information, email addresses, etc.) remind them of the following: **If you would like to network, be sure to drop by the networking lounges.**
- Attendees have general conference questions (regarding sessions, career fair, networking, ect.) not related to the session. **Encourage them to go to the Virtual Help Desk in the lobby to get answers to their questions.**

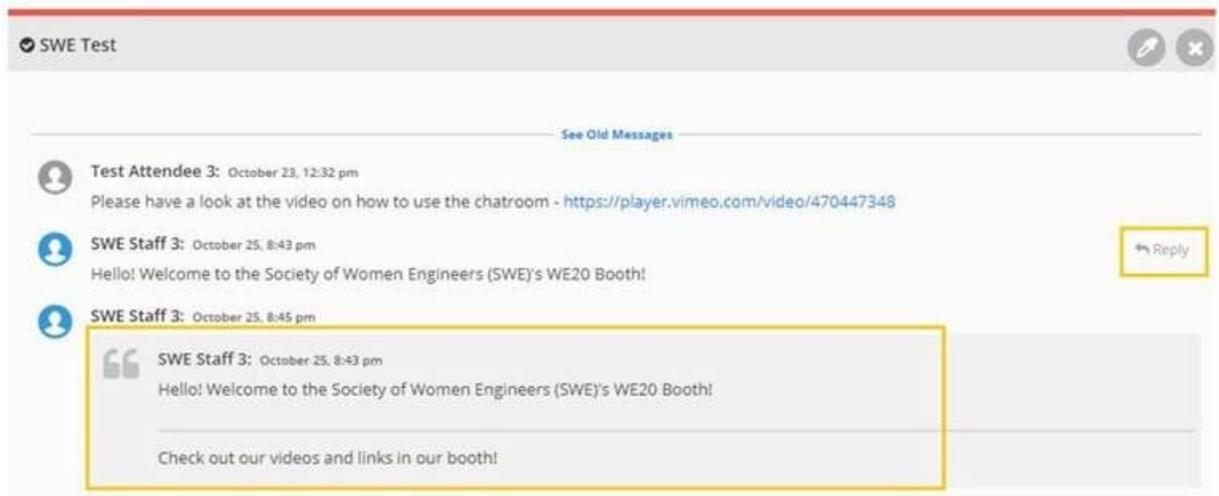
## Networking Lounge volunteers are responsible for the following:

WE20 will have five designated Networking Lounges, which will be hosted by SWE Affinity Groups, SWE leaders and volunteer members on the virtual conference platform, vFairs. The lounges will feature chat-based networking with the option to break out into one-on-one video chat. Find out some more information on each group online here.

- To access the Networking Lounge, you must be registered for WE20. In the vFairs platform from the main lobby you will select "Networking Lounges". This can also be

found in the main navigation bar. You will then have the option to choose from five networking rooms (image after last bullet point below). The room for each networking session is specified in the description. **Select the room that you were assigned to - you should have received this information on October 29, 2020 via email.**

- Provide General Support: As the volunteer, please be sure to answer any questions participants may have regarding the networking session. Should there be any issues during the networking session that you cannot resolve, please reach out to the virtual help desk and relay the answer to the Networking Session Lead.
- If attendees have general conference questions unrelated to the networking session rooms and networking chat functionality-- for example, regarding sessions and career fair--**Encourage them to go to the Virtual Help Desk to get answers to their questions after the session.**
- The networking chats will be different from the standard Zoom chat feature. When you log in, play around with changing your font color to stand out. You can reply to individuals and start direct messages to network on a one by one basis. See screenshots below for reference:
  - Reply directly to someone:



- Use the left hand panel to see direct messages. In direct messages, you can video/audio/text chat 1:1. Please close out of direct chats if you are not actively engaging in the chat:



- Volunteers should initiate conversations in the networking rooms. We encourage you to bring questions and conversation starters with you to your shift so you can actively engage with others in the room. Not sure where to start? [Review the Networking for Newbies on demand content](#) in SWE's Advance Learning Center for tips.
- Throughout your shift, be sure to document frequently asked questions (FAQs). It's good practice to have an open notepad or word document on your computer so you can easily copy and paste any FAQs you see. You'll also be asked to submit FAQ's through the feedback form (linked below) after your shift. So don't forget to document these!
- Submit feedback to HQ within 24 hours of your volunteer role [using this link.](https://forms.gle/rXGRdsY4LExtmTDt6) (<https://forms.gle/rXGRdsY4LExtmTDt6>). If you have more than one shift, please complete the form for each session individually.
- Enjoy your time and have fun networking with other members!

