NRPA 2025 Annual Conference Volunteers

Orlando, Florida

Ground Level

Level One: Registration, Education & Meeting Rooms

Level Two: Exhibit Hall, Education & Wellness Rooms

Level Three: Education, Meeting & Volunteer Room (W305)

Level Four: General Sessions

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Expectations of Volunteers

1. **Arrive on time** – Punctuality helps ensure everything runs smoothly.

2. **Treat everyone with respect** – Kindness and professionalism go a long way.

3. **Bring a positive attitude** – A good outlook can make any task more enjoyable.

4. **Be reliable** – We count on you to follow through on your commitments.

5. **Work as a team** – Collaboration is key to our success.

Volunteer Arrival

- Please arrive at least 15 minutes before your scheduled time. This will allow time for you to check-in, get your volunteer t-shirt and ask any questions you may have.

- The Volunteer Room is in Room W305, on Level 3 of the Orange County Convention Center.

- Volunteers should wear business casual, comfortable attired and clean, comfortable shoes (tennis shoes/sneakers are acceptable. Please wear your name badge and Volunteer T-shirt during your volunteer shifts.

- Feel free to stop in the volunteer room any time to pick up your T-shirt.

- Volunteers are responsible for their own snacks, meals and beverages. **Please** be sure to check your schedule and allow yourself time to eat or pack a snack if you are working extended hours.

Volunteer Positions

With over 300 volunteer shifts to fill, every role helps make the 2025 NRPA Annual Conference a success. Thank you for being part of the team!

Hospitality Attendant

- Answer general questions such as direction to the exhibit hall, general sessions, bathrooms and wellness rooms.

- Assist attendees by checking out/in mobility scooters and devices at the Hospitality Kiosk.
  - We will provide the kiosk with an information tablet that will have all general information listed.
  - NRPA staff and a member from the Local Host will be there to assist.
  - The Hospitality kiosk will be located on ground level (level 1) of the Orange County Convention Center (West Concourse) near registration.

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Bag Stuffing

- Bag stuffing volunteers will place informational materials into conference bags.
- Bag stuffing will take place in the Registration area on ground level (level 1) of the Orange County Convention Center.

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Best of the Best Ceremony

- Best of the Best will take place in the Windermere Ballroom located at the Hyatt Regency Orlando hotel.

- Best of the Best ceremony volunteers will assist NRPA Staff with ushering attendees and groups to the Ballroom.
  - ***Please check in at the volunteer room (W305) and we will walk together as a group to the Hyatt.***

Opening General Session &
Day 2 General Session Ushers

- Both Opening Day and Day 2 General Session Ushers will assist with greeting and directing attendees.

- Ushers must be on the lookout for attendees heading to the General Sessions without their badge.
  - *If an attendee does not have their badge, kindly inform them that they must have a badge to enter the General Sessions and direct them to Registration ground level (level 1).*

- Opening General Session and Day 2 General Session will take place in the Valencia Ballroom located on Level 4 of the Orange County Convention Center.

Exhibit Hall Luncheon Ticket Taker

- Exhibit Hall Luncheon Ticket Takers will assist with taking tickets and handing out boxed lunches on the Exhibit Hall floor.
- Ticket Takers will direct participants to the Exhibit Hall Luncheon area.

Floor Captain (including PCW's & Speed Session Floor Captains)

- Floor captains are responsible for providing support to Room Hosts.
    - Relaying when a room needs AV assistance
    - Ensure all Room Hosts have arrived on time
    - Communicating any questions or issues that may arise
        All communications will be made through two-way radios

Flying Squad

- Flying squad volunteers will help fill in positions where additional volunteers may be need.
  - This may mean becoming a room host, floor captain or assisting any other area as needed.

NRPA Member Area Assistant &
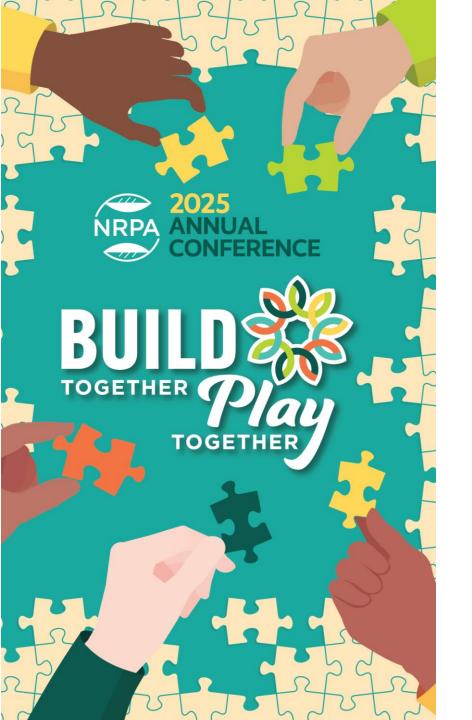## Swag Attendant (Exhibit Hall)

- Member Area volunteers will assist NRPA staff in the designated within the Member booth, to include helping to keep the areas clean and organized, supporting NRPA staff and other volunteers, answering attendee questions or directing them to NRPA staff as needed.

- NRPA Swag Attendants will assist with swapping badge tickets for NRPA sponsored swag or for other Member Area responsibilities which will be eligible to exchange for fun, limited edition NRPA member swag items.

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Registration Area Line Usher

- Line Ushers will assist in the registration area with directing attendees to the correct registration counter (Pre-Registered or Onsite Registration) and may answer attendee questions as needed.

- Registration is located on ground level (Level 1) of Orange County Convention Center.

Session Room Host Process

- As a Session Room Host, your main duties are to:
  1. ***Be on time.***
  2. Assist Speakers with introductions.
  3. Monitor room capacity and manage attendance counts.
  4. Notify the Floor Captain of any AV issues.

- For each education session, you will receive a ROOM HOST SCRIPT and an ATTENDANCE COUNT FORM. The form will be digital, but if you don't have a smartphone, paper forms are available at the volunteer desk. Please remember to return the paper form when you check out at the end of your shift.

Session Room Host Responsibilities

- **Room Set-Up:** Check the room setup before the session begins, ensuring chairs are neatly placed and that any debris is cleared from tables and floors.

- **Preparation:** Read the provided Session Room Host Script thoroughly prior to the Education Session

- **Sponsor Video:** Play the Education Sessions Sponsor video.

- **AV Support:** Work with the Floor Captains to resolve any Audio/Visual (AV) issues that may arise during the session.

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Responsibilities Continued…

- **Speaker Assistance:** Assist speakers with distributing handouts or addressing any challenges they may encounter.

- **Capacity Monitoring:** Monitor room capacity as individuals enter. Overcrowded rooms are not permitted—"Session Full" signs will be provided for you to place outside the room once capacity is reached.

- **Attendance Tracking:** Accurately determine and record the number of attendees using the Attendance Count Form (digital or paper).

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Session Room Host: Room Capacity

➢ What should Room Hosts do when a room meets capacity?

▪ **Close the Door:** If the room has reached its capacity and no more seats are available, close the door and politely deny entry, citing NRPA policy.

▪ **Display Signage:** Place one of the "Session Full" signs on the door to inform attendees that the room is at capacity.

▪ **Enforce Policy:** Ensure that no one stands on the sides of the room or sits on the floor. No additional chairs should be added to the session room.

If you encounter any issues or need assistance, please contact the Floor Captain.

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Session Room Host: Session Evaluations and CEUs

1. **Download the NRPA Events App:** Get the app from the link <u>here.</u>

2. **Select Your Session:** Open the app and choose the session you attended.

3. **Find Resources:** Scroll down to the "Resources" section.

4. **Evaluate the Session:** Tap on "Evaluate this Session."

5. **Complete the Evaluation:** Fill out the Session Evaluation form.

6. **Repeat:** Follow these steps for each session you attend to ensure you get credit for all your sessions.

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Room Host Responsibilities
A Review…

Check in the volunteer room 15 minutes prior to your shift. Pick up the *Room Host Script* for your assigned session and proceed to the room.

When you arrive at the session room, introduce yourself to the speaker(s), ask if they have questions, review the *Room Host Script* with them and ensure the room is neat.

Prior to the session start, <u>read</u> the *Room Host Script, play the Conference Sessions Sponsor video* and <u>take note of</u> the session number.

Room Host Responsibilities
A Review Continued...

Take a head count at the beginning, middle, and end of the session and record these numbers on the Digital *Attendance Count* form located via QR code at the bottom of the *Room Host Script*.

Act as a moderator. Do your best to inform the speaker(s) when there are 15 minutes remaining in the session.

Assist attendees with where they can complete session evaluations using their phone app, laptop or tablet.

Return any necessary notes to the volunteer room and check out of your shift immediately following the session.

Volunteer Room
(Room W305)

- **Check-In/Check-Out:** Assist with checking volunteers in and out for their scheduled assignments.

- **Distribute T-Shirts:** Hand out Volunteer T-Shirts to volunteers.

- **Provide Direction:** Give Room Hosts their directions and hand out Room Host scripts.

- **General Information:** Offer general information to other volunteers as needed.

- **Express Appreciation:** Thank each volunteer as they check out at the end of their shift.

Your role is crucial in keeping things organized and ensuring everyone has the support they need!

Thank you for your support as an NRPA Conference Volunteer!

Please Reach Out If…..

- You do not know your volunteer schedule.

- You need to cancel/change or add to your volunteer schedule.

- You have any questions!

Contact Chelsea Lapp at <u>clapp@nrpa.org</u> or <u>events@nrpa.org</u>