

IT/AV Support

As an IT/AV volunteer you will play a key role in supporting CWU IS and contributing to the success of SOURCE presentations. Please ask the IS team for guidance as needed; your main duties will include:

1. **Checking in with IS staff**

- a. Check in with IS staff members/the IT Lead Volunteer throughout the day to determine where your assistance is most needed. They may require help in troubleshooting technical issues, managing equipment, or ensuring smooth webinar operations. By doing so, you can stay updated on their progress and provide support whenever necessary.

2. **Familiarity with virtual components**

- a. It's important to understand which rooms are equipped with virtual components. This entails comprehending the setup for live streaming, virtual presentations, and any associated technology in every room.

3. **Familiarity with the presentation slideshow organization**

- a. All presentations using a slideshow must have this presentation uploaded before the event. Each room will have a computer with a USB flash drive with presentations loaded and a folder open that shows all the presentations scheduled in the room today.
- b. Each presentation will be named with their presentation order and the presenter's name in each folder. In each "Room" folder, there is a folder for each hour of presentations.
 - i. EX: The "9am Sessions" folder within the "137A" folder will have all presentations scheduled in room 137A between 9-9:50am
 - ii. Each presentation will be named as: presentation order#-FirstName-LastName
 1. EX: "1-John-Smith", "2-Jane-Doe", "3-Fred-Smith"

4. **Basic IT/AV troubleshooting**

- a. Being comfortable resolving basic/common IT/AV problems is important. Such as:
 - i. Modifying audio settings
 - ii. Identifying issues with projector connections
 - iii. Dealing with minor software malfunctions
 - iv. Identifying and resolving basic USB issues/re-opening the correct folders

5. **Quick assistance**

- a. In the fast-paced environment of live presentations, providing immediate assistance to IS staff to resolve any technical glitches is important. Your swift action can ensure that the presentations stay on schedule and that attendees have a seamless experience.

Command Center

The command room in **SURC 273** will be a home base for volunteers/judges and mentors. If you have any questions or problems during SOURCE, volunteers & staff will be available in the Command Center to assist volunteers, judges, and staff/faculty.

Please do not send presenters or attendees to the command center for assistance; only staff, faculty, volunteers, and judges should be in this room; direct all attendees and presenters to the check-in/info table if you are not able to assist them at the time.

IT/AV Volunteer Checklist

Use this guide to prepare for your volunteer shift(s) after reading through the instructions and responsibilities expected of you at SOURCE.

- Learn about SOURCE! Attend one of OUR pre-SOURCE events to see a bit of what to expect at SOURCE in May.
 - SOURCE Kickstart & Why to SOURCE: Fall Quarter
 - How to SOURCE: Winter Quarter
- Sign-up to be a volunteer at SOURCE!
- Attend one of the mandatory volunteer training sessions
- Arrive at the SURC 10-15 minutes before your shift starts to check-in.
- Gather your materials for the day. (Maps, schedules, volunteer badge)
 - Make sure that your volunteer badge is always visible on your person during your shift
- Familiarize yourself with the presentation schedule. Know which rooms have A/V needs and plan to check in on them throughout the day/as needed.
- Know the space. If you aren't already familiar with the layout of the SURC, study the maps provided of where different presentations are occurring throughout the event so that you can quickly assist any presentation room if asked.
- Enjoy the event! Before, after, or even if you have some downtime during your shift, stop by some presentations. Participate in some of our engagement activities.