

Navigators/Information Station

At SOURCE, information volunteers will greet, guide, & assist attendees and presenters. Attendee check-in will also act as an information table and there will be a few additional information stations set up around the SURC for attendees/presenters to go to for assistance. Your main duties will include:

1. **Being available at the information station(s)**

- If other volunteers are unable to help someone at the time, they will send attendees and presenters to the information table or closest station for someone to assist, so it is essential that at least one person is at or close to these stations throughout the event.
- Stay close to your station area so that if a session chair needs quick assistance in their presentation room, they can easily spot you/you can quickly notice them.
 - i. Volunteers will be assigned to a specified area in the SURC, close to one of the information stations to patrol; you don't need to stand in one spot the entire time.
- If you need to leave and there are no other volunteers able to take over your station, please alert a SOURCE staff member so we are aware and can get someone there shortly.

2. **Directing attendees to all talks, posters, exhibitions, and special events:**

- Volunteers should feel confident and prepared by comprehensively understanding the event schedule, including the timing and locations of talks, poster sessions, exhibitions, and any special events or activities. Be prepared to answer questions about the content and format of various sessions and events.
- From your assigned station area, be proactive in noticing if someone needs help and offering to walk an attendee to their desired space/event if needed and you are able.
- Volunteers should maintain a friendly and approachable demeanor while assisting attendees, offering reassurance and support as needed.

3. **Promote engagement activities in the SURC corridor and other special events:**

- Volunteers should actively engage with attendees in the SURC corridor and other designated areas to promote engagement.
- Volunteers should encourage attendees to engage by highlighting their benefits, relevance, and interactive nature.
- Take some nice and fun photos/videos as you walk around the event! DM any photos/videos you're okay with us posting to [@cwusource](#) on Instagram or email them to source@cwu.edu and we might post them on our story or use them for promo! If you are posting about SOURCE on your personal social media, don't forget to tag us!

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.

Wayfinders/Navigator 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
- Familiarize yourself with the instructions attached and any additional materials provided during the training.
- Dress comfortably, but appropriate for the event. You want to appear welcoming, so attendees are comfortable approaching you if they are lost or have questions.
- 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. Have a general idea of which type of presentations are happening where and when so that you can direct attendees. (ex. At 1:00pm, room 137A will have Biology presentations.) Keep a schedule on your person throughout the event to refer to as needed.
 - There will also be posters and printed schedules to consult at the information stations.
- 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 direct people quickly and confidently to the correct locations.
- 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.
 - Please do not leave your station unattended during your shift. Please only stop into presentations and activities if there is another volunteer that can cover your area, or if you are close enough that you are still visible and able to assist anyone in your area.