



## Volunteer Program FAQ

*updated February 1, 2011*

### **Q: Are volunteers still needed? How do I volunteer? When is the deadline to volunteer?**

Yes, volunteers are still needed and encouraged. Simply visit <https://2011aam.theregistrationsystem.com> to register. We will register volunteers online until **May 18, 2011 at 8:00 pm**. After that, interested volunteers should contact the Volunteer Coordinator for information on available shifts.

**Mona E. Fluitt**, Volunteer Coordinator, [fluittsolutions@comcast.net](mailto:fluittsolutions@comcast.net), (281) 687-MONA (6662)

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### **Q: How do the Volunteer Vouchers work? When do I get my Voucher? When may I use my Voucher?**

For every four hours of volunteer service that you complete for the AAM Annual Meeting, you will earn a Volunteer Voucher good for a **FREE** one-day registration to the AAM Annual Meeting and MuseumExpo™. **Please note, the Volunteer Orientation does not count towards the four hour minimum.** Vouchers are distributed at the end of your volunteer shift\* when you check out at Volunteer Headquarters in the George R. Brown Convention Center.

Volunteers working off-site locations (Hotel Hospitality, etc.) will receive their voucher from the on-site supervisor.

There is no need to register your Daily Reservation in advance—you will do this on-site. If you desire to register and pay for an additional Daily Registration, *in addition to* the Volunteer Voucher(s) you will earn, you may do so directly with AAM using the registration system found at <http://aam-us.org/am11/>.

Your Voucher is good for any **ONE** day registration. You may use it later on the same day of your volunteer shift (there are many shifts that end by noon, allowing you to participate in the rest of that day's sessions), **OR** you may use it on a future day. Please note that using your Volunteer Voucher the same day as your volunteer shift counts as the ONE day registration.

\*For volunteers working shifts that begin after noon on May 24 and anytime on May 25, you may stop by the Volunteer Headquarters to pick up a "good-faith" voucher in advance so that you may attend sessions **prior** to your volunteer service.

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### **Q: I speak more than one language. When and where may I help?**

For a few shifts, we are recruiting exclusively individuals who are bilingual in certain languages. However, we are looking for people who speak as many languages as possible and we will have badges that identify the languages you speak. If you speak English AND Chinese or Spanish, please look for the shifts that are labeled with your language(s). All the other shifts are open to everyone.



### Q: How do I register for daily sessions?

AAM asks those Annual Meeting attendees who pre-register for the Annual Meeting to advise which sessions they will be attending. The purpose of this is to gauge the popularity of each session so that the proper size meeting room may be assigned. Since volunteers will not be pre-registering (rather, will register on-site), you may attend any session you wish on the day(s) you use your Volunteer Voucher(s).

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### Q: How do I register for other activities such as evening events?

Volunteers may make a same-day registration for ticketed events only on the day you plan to use your single day voucher. Please contact Erin Gallalee, Registration Coordinator, at [egallalee@aam-us.org](mailto:egallalee@aam-us.org) for information on how to purchase your ticket(s). If you would like to attend an evening event that takes place on a day that you do not have a Volunteer Voucher, you will need to purchase a full-day pass for the conference and add the evening event to your registration, or, you must attend as the guest of a registered attendee.

All evening event tickets must be purchased by the advance deadline of April 15, 2011. After April 15, you must visit the Ticket Exchange Pavilion in Houston for any *previously purchased* tickets that have been returned and are available for resale. Please note that tickets sold at the Ticket Exchange Pavilion are available on a first-come, first-served basis and all purchases must be made in cash.

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### Q: I've volunteered as a Session Monitor. May I select which session I monitor?

We do not pre-assign volunteers to specific sessions; however we will attempt to honor requests on a first-come, first served basis. You are welcome to check in early for your shift and request an assignment. The Volunteer Headquarters office will open at approximately 7:30 am each day.

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### Q: How do I make a change after I've registered to volunteer?

1. Log In to the Volunteer Registration site: <https://2011aam.theregistrationsystem.com>
2. Click **REGISTER NOW**
3. Log in using the e-mail address you used to register and your password (if you forget your password, the system can resend it to you)
4. Select **EDIT ITINERARY** (next to your name)
5. Click **REMOVE** (located to the right side) for any job/shift you wish to UN-register.
6. You may select a new volunteer opportunity by checking the box to the left side of any available job/shift
7. MOST IMPORTANT: Be sure to click **"Sign up for selected items"** at the very bottom to confirm your changes
8. Click **COMPLETE REGISTRATION** two times



### **Q: Where and when is Volunteer Orientation?**

Mandatory Volunteer Orientation will be Thursday, May 19, 2011 from 4:00 pm – 6:00 pm at the George R. Brown Convention Center. At orientation, volunteers will receive a name badge and uniform shirt, general overview of the Annual Meeting, specific job information, and a tour of the Convention Center areas that will be part of the Annual Meeting.

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### **Q: I cannot make the Volunteer Orientation. May I still volunteer?**

We respect that some of our volunteers are coming from out of the area or have commitments that will prohibit them from attending the orientation. Group orientation is the most effective and efficient way of empowering our volunteers to be as knowledgeable and prepared as possible.

We welcome you to be a volunteer even if you cannot make orientation. When you register for any shift, you will be required to register for the orientation. If you are not able to attend, we ask that you contact the Volunteer Coordinator so that special arrangements may be made.

**Mona E. Fluitt**, Volunteer Coordinator, [fluittsolutions@comcast.net](mailto:fluittsolutions@comcast.net), (281) 687-MONA (6662)

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### **Q: Where do volunteers check in? Where is “Volunteer Headquarters?”**

For assignments at the George R. Brown Convention Center, Volunteer Headquarters is in Room 340A of the George R. Brown Convention Center, third floor.

**Hotel Hospitality Desk** volunteers will receive information closer to the event as to where to check in.

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### **Q: What about parking for my volunteer shift?**

More information about parking, for your volunteer shift, will be available closer to the event.

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### **Q: How do I notify you if I will unexpectedly be late or need to cancel my commitment?**

**We appreciate your doing everything in your power to honor your shift commitment(s) as made.** When that is not possible due to a last minute emergency, we appreciate as much notice as possible by contacting the Volunteer Coordinator.

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### **Q: What should I wear?**

First and foremost, you should present yourself professionally. We'd like to have the volunteers in "uniform" appearance so that you will be easily recognized. We ask you to wear khaki slacks or skirt and the volunteer shirt we will provide for you at orientation. Please wear comfortable shoes as you may be on your feet for many hours. You may also choose to bring a blazer or sweater if you are sensitive to the cold. Please be sure that your covering will allow the public to see the logo at the center, front of your volunteer shirt.

All volunteers will be required to wear a name badge and credential. Additionally, if you are bilingual, we will provide you with special identification.

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### **Q: What time do we need to check in?**

You need to be deployed to your job assignment by the time shown on your itinerary. Please sign in at the Volunteer Office 20 minutes prior (we'll have snacks!). If you are scheduled for the first shift of the day, we are counting on you to get us open on time. If you are scheduled for the second shift of the day, someone is waiting for you to replace them. Let's be sure we have a smooth opening and transition for each shift!