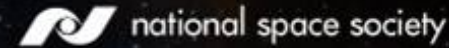




the 28th annual international space development conference
may 28 - 31, 2009 • orlando



ISDC 2009 Volunteer Training



Welcome!

- Thank you for volunteering at ISDC 2009!
- We appreciate your help in making the conference run smoothly for the attendees and speakers.
- This experience is meant to benefit YOU.
 - Meet other volunteers and conference organizers.
 - Observe and learn about internal conference operations.
 - Develop skills in a variety of areas.
 - Attend ISDC for FREE with 8 hours of volunteer time.
- Welcome to the ISDC 2009 Team!



Training Agenda

- Conference Overview
- Hotel Floorplan
- Conference Schedule
- General Expectations
- Specific Responsibilities
 - Set-up/Tear-down
 - Registration (Pre-Registration, On-Site, Media)
 - Plenary Room (Question Runner & Volunteer at Door)
 - Track Rooms
 - Exhibits
 - Meal Rooms
 - Children's Activities
 - Art Show



Conference Overview

- Organized by the National Space Society
 - Non-profit grassroots space advocacy organization
 - Chapters all over the world
 - Volunteer-based organization
- ISDC 2009 is sponsored by industry leaders including:
 - Aerojet
 - Jacobs Engineering
 - ATK
 - Wyle
 - Boeing
 - Lockheed
 - USA
 - SpaceTEC
 - Orion Propulsion
 - Space News
 - Harris Corporation
 - KSC Visitor Center



Conference Sessions

- **Plenary Sessions**
 - 9am – 12pm in the National Ballroom (A-B)
 - VIP speakers & panels
 - No conflicting sessions
- **Featured Sessions**
 - 2pm – 6pm in the National Ballroom (A-B)
 - Special speakers & panels
 - Simultaneous sessions in progress
- **Track Sessions**
 - 2pm – 6pm in Augusta, Congressional, Colonial, and Oakmont
 - Simultaneous sessions in progress
- **Meal Speakers**
 - Separate ticketed events featuring food & awards

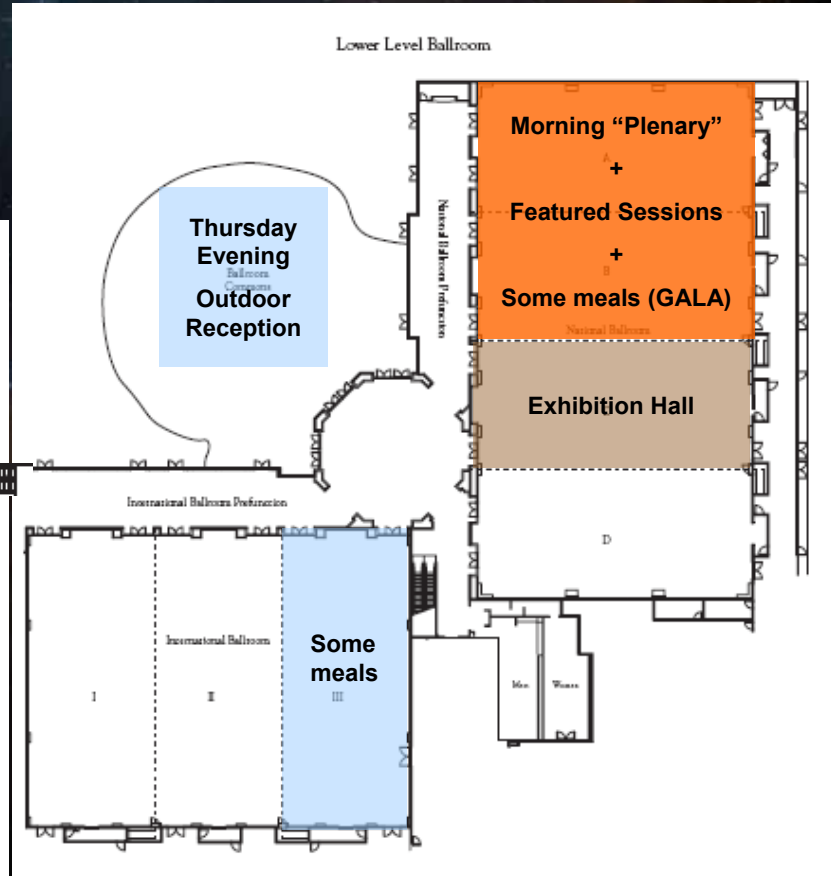
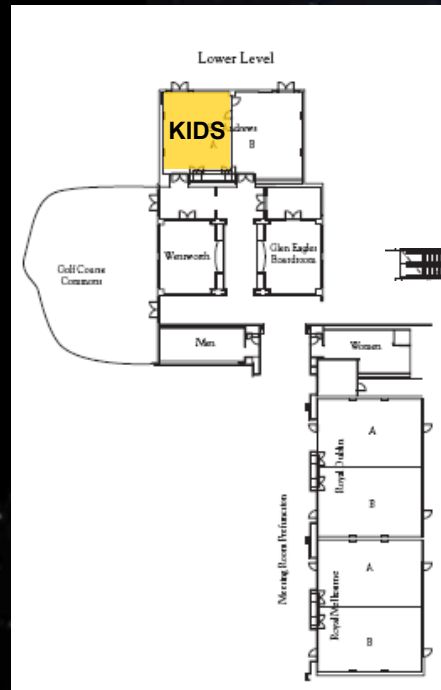
Key Speakers

- **Commercial Space**
 - Jeff Greason, XCOR
 - Will Whitehorn, Virgin Galactic
 - Elon Musk, SpaceX
- **NASA**
 - George Whitesides, NASA Headquarters
 - Janet Petro, NASA KSC
 - Managers from Constellation and Orion programs
- **Astronauts**
 - Buzz Aldrin, Apollo 11
 - Rusty Schweickart, Apollo 9
 - Story Musgrave & Winston Scott, Shuttle Astronauts
- **MANY MORE**

Other Events

- **Space Ambassadors Reception**
 - Thursday afternoon
 - Invite-only
- **Opening Reception & Fireworks**
 - Thursday, 9pm
 - All attendees invited!
- **Exhibition Hall**
 - Open daily for all attendees
 - Includes Art Show, vendors, and displays
- **Kids Program**
 - Thursday-Saturday, 1-5pm
 - Free for the children of ISDC attendees
- **More details will be provided at the conference**

Hotel Floorplans



Note: not to scale!



Conference Schedule

- *See PDF file of latest Program Grid*
- This is what attendees will get when they arrive.
- All events, times, speakers, and locations are *subject to change!*
- Daily schedules will be posted outside session rooms to help attendees find the right location.



General Expectations

- Arrive and sign in 15 minutes before the start of your shift
 - If you are unable to make your shift, you should trade with another volunteer or find a substitute
 - Notify the Volunteer Coordinator of any changes!
- Sign out at the end of your shift
- Be flexible...we may have to reassign volunteers in real time
- Dress Code
 - Prefer to have volunteers in navy polo shirts & khakis (no jeans, shorts...)
 - Comfortable shoes
 - The conference dress code is "business casual" for attendees. We should look the same or better. We need everyone to look professional!
 - At the Gala, volunteers should have: button-down shirt w/ tie & slacks or nice dress at the minimum. The gala is a "jacket and tie" event.
- Be courteous and professional at all times
 - You will be representing ISDC 2009, its sponsors, and NSS
 - If a situation is getting out of hand, ask for help!
 - SMILE!!



General Expectations (cont.)

- **Be knowledgeable and helpful**
 - Read the hotel's literature & walk around the property to be familiar with it
 - Ask the hotel's front desk if you do not know the answer to question about the hotel or the local area.
- **Know where the closest restrooms are to your location**
 - This will be the number one question you answer!!
- **Be familiar with the conference Program Book & Program Grid**
 - Keep a copy close at hand in order to answer questions
- **If you have a question, ask! Don't leave problems unfixed.**
- **If you don't know the answer: find the answer!**
 - Call the Mission Control Cell Phone: (321) 289-7046. This phone will be manned 24/7 during the conference and will be the main ISDC call line for problems, emergencies, and info. You can also come to the main office in Olympic
- **Be aware of security**
 - If something doesn't look right, investigate or notify a manager
 - Be extra careful of equipment, exhibits, and art...make sure that anyone moving these items has an appropriate staff, exhibitor, or art show badge, respectively



Set-Up/Tear-down

- Set-up will be taking place all day on Tuesday and Wednesday
- Tear-down of Exhibits room will take place on Sunday morning
- Tear-down of Registration (Olympic) will start on Sunday morning.
- Sessions rooms will be handled by the hotel.



Registration Responsibilities

- Distribute attendee welcome packets
 - Name tags & lanyards
 - Conference bags with Program Book
 - Updated Program Grid
- Provide directions and guest service, as needed
- Direct conference volunteers to assigned work location
- Help take payment for conference and meals and issue receipts
- Verify cash drawer at end of shift
- Media Registration: Get proof of ID from Media Representatives and give them their ISDC badges

Plenary Room

- **Question Runners**
 - Walk along the isles passing out question forms
 - Collect the forms and take them to the moderator
 - Move quickly to get questions to the front
 - Make several passes down the aisle
- **Volunteers outside the conference room doors**
 - Welcome attendees to the session
 - Answer questions about who is speaking
 - *Yes*, the Plenary Sessions are being recorded!
 - Use only the back doors when someone is speaking

Afternoon Session Room

- Assist the moderator
 - Ask if there is anything you need to do to help (ie, gather questions, etc.)
 - Alert hotel staff if water or cleanup is needed
 - Alert AV staff if there are technical issues
- Volunteers outside the conference room doors
 - Welcome attendees to the session
 - Answer questions about who is speaking
 - *No*, the Track Sessions are not being recorded
 - Use only the back doors when someone is speaking

Exhibits

- Ensure that only attendees with badges are in exhibit/book signing areas
 - Refer individuals without name badges to Oakmont for registration
 - All exhibitors must have a badge!
- Provide direction and assistance to attendees as needed
- Ask attendees not to touch the art or awards displays
- Report any suspicious activities to Hotel security

Meal Rooms

- Taking Meal tickets at the door
 - Each person *should* have a ticket.
 - VIPs *maybe* on a list.
 - Ask for assistance if someone insists they are supposed to be at the meal!
 - Media can come in to listen to the speaker. Check badges!
- Volunteers outside the meal room doors
 - Welcome attendees to the meal
 - Answer questions about who is speaking & the menu
 - *Yes*, the Meal Speaker Sessions are being recorded
 - Use only the back doors when someone is speaking
- Assist the moderator if needed
 - Ask if there is anything you need to do to help (ie, gather questions, etc.)



Childrens' Program Responsibilities

- Diana Nelson will be coordinating the Kids Program.
 - Thursday-Saturday
 - 1pm – 5pm
 - FREE for the children of conference attendees
- General guidelines:
 - INSIST that any children enrolled MUST BE POTTY TRAINED.
 - Sign each child into the program
 - INSIST that you have parent contact numbers that will work during program (not just hotel room phone #)
 - Who is allowed to pick child up? Demand photo ID for anyone signing child in AND out; who should staff call if child is missing - in what order?
 - Special needs are the parent/guardian's responsibility!
 - Have frequent, supervised potty breaks



Questions?

- Many of your questions will be answered when you check in for your shift.
- If you have urgent questions, please contact:
 - Erika Feltz, ISDC 2009 Volunteer Coordinator
 - efeltz@job-link.net
 - 321-506-6699
- For emergencies, call the ISDC Mission Control line:
321-289-7046