



Convention Guidelines

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WSCA Convention Guidelines

Western States Communication Association (WSCA) conventions are brought to life by many individuals—a Local Host school with faculty, students, and staff; the WSCA officers, particularly the President Elect; the Interest Group program planners, and the Executive Director. With the host hotel, these individuals cooperate to produce a successful convention for the WSCA membership. This document sets out the convention processes and the responsibilities of those individuals.

WSCA Convention Site and Hotel Selection

Convention Site: The convention site and hotel are selected four years in advance.

The convention site shall follow as closely as possible the following plan of geographical rotation: north (Alaska, Washington, Oregon, Montana, and Idaho), central (Northern Nevada and Northern California), east (New Mexico, Colorado, Wyoming, and Utah), south (Southern California, Southern Nevada, Arizona, and Hawai'i).

An invitation from a site for a familiarization (fam) trip should be accepted only if the potential Local Host may be interested in hosting the convention.

Whereas from 1984, WSCA voted to discontinue a convention boycott for any State not ratifying the ERA, should another Federal ERA bill be passed by Congress and sent to the States for ratification, the boycott shall be reinstated for those States not so ratifying.

Convention Date: Presidents' Day weekend in February is the preferred convention date, with the weekends on either side as preferred alternatives.

Convention Bids: The Time & Place Committee acts as the recruiting agent for Local Hosts. Usually a convention bid is initiated by a member or members of a department who are willing to accept the responsibilities of Local Host as outlined in this document.

1. The first step is to verify that there is sufficient personnel to devote the time and energy to the planning process. Clear support and enthusiasm for the project are important ingredients of a

successful bid.

2. Sometimes a single department may not have the personnel to serve as Local Host, so a consortium of departments may enter a hosting bid. With a consortium, clear responsibilities of efforts should be spelled out, and a steering committee should have at least one person from each department.
3. Five (5) copies of the bid packet are needed, one each for the President, Executive Director, and the members of the Time & Place Committee. The bid packet should include
 - a. A letter formally stating your bid to host the convention for the desired year.
 - b. Clear indication of who will serve as the chair of the Local Host Committee. If the chair will not be the department chair, a letter of support from the department chair should be included.
 - c. Information on suitable hotel possibilities, local attractions, etc. (Note: The local Convention & Visitors' Bureau can provide this.)
4. Bids are submitted to the chair of the Time & Place Committee four years prior to the proposed convention date.
5. The Time & Place Committee, meeting at the WSCA Convention, recommends a Local Host(s) and site(s) to the Legislative Assembly for input and then to the Executive Council. Selection should take into consideration issues of diversity and social justice (policy passed by the Legislative Assembly February, 2001). The Committee may invite a representative of the proposed Local Host(s) to make a presentation to the Legislative Assembly and the Executive Council; such an invitation should be arranged with the President for the purpose of setting the agenda.
6. The Executive Council, considering the Time & Place Committee recommendation, Legislative Assembly input, and issues of diversity and social justice, selects the Local Host and convention site four years in advance of the convention.

Convention Hotel Selection: The Executive Director (ED) coordinates the convention hotel selection

process.

1. After the Executive Council selects the Local Host and convention site for the +four year convention, the Executive Director contacts WSCA's HelmsBrisco representative (currently Amy Martell) to develop a list of possible hotels for the convention. In addition, the ED should go through the hotel books and make a list of those hotels that meet our requirements. Check with the Local Host chair if there's any question about location, etc. The ED provides HelmsBrisco with a preliminary Request for Proposals (RFP) for the convention.
2. Hotel requirements for a convention include the following:
 - a. 300 rooms and 9+ suites desirable. The same number of rooms can be at more than one hotel within a city block of the meeting facilities, but one hotel is more desirable than two or three smaller ones;
 - b. reasonable room rates;
 - c. approximately 14-16 meeting rooms seating 40-70 people theater style; ballroom seating 370 for luncheon, 300 theater-style for Kickoff and Keynote, and dance floor plus seating for Sock Hop; exhibit space, preferably in a foyer, for 25-30 textbook exhibitors needing 1-3 tables each;
 - d. interaction-friendly lobby/bar areas; adequate eating facilities within hotel; coffee/continental breakfast cart;
 - e. environment-friendly policy;
 - f. audio/visual provided;
 - g. ease of access from airport, transportation, parking;
 - h. surrounding area--restaurants, grocery, liquor store, copy center; no/few inexpensive hotel alternatives in vicinity.
 - i. careful consideration of non-chain and union hotels; both can be problematic due to lack of flexibility and work requirements.
3. The ED, working with HelmsBrisco, receives preliminary/initial proposals from hotels; s/he reviews these and makes a list of those meeting our criteria for the Site Visit.
4. In conjunction with the HelmsBrisco representative, who works with the local CVB, the ED arranges a Site Visit with the President and the Local Host chair to examine possible hotels. (See WSCA Site Visit Check List available from the Executive Director.) During the Site Visit, the ED provides each possible hotel with a copy of the convention program and a convention synopsis with space requirements from the immediately preceding convention, a list of the convention history, a list of "in conjunction with" events, a final RFP, and any additional information that might prove

beneficial to the hotel. After seeing all the hotels, the ED, President, and Local Host chair compile a list of strengths and weaknesses for each property.

5. Following the Site Visit, the Executive Director receives HelmsBrisco's summary of the hotel proposals. At the ED's request, the HelmsBrisco representative will ask any of the hotels for adjustments to proposals based on the comparison.

6. The Executive Director, President, and Local Host chair present the final proposal summary and the strengths and weaknesses list to the Executive Council at its November meeting; the Executive Council selects the hotel.

7. After a hotel is selected, the Executive Director informs HelmsBrisco, who informs all hotels from which proposals were received. The ED and HelmsBrisco negotiate the contract with the convention hotel, and the ED and the President sign the contract when negotiations are satisfactory.

8. The Executive Director sends copies of the contract to the Local Host and the appropriate President Elect when elected.

Preconvention meeting: The President, President Elect, Executive Director, and Local Host chair meet with the convention hotel conference services manager in the Spring of the year prior to the convention for planning. At this time, rooms tentatively are assigned, menus selected, and all contractual decisions are made. The ED sends copies of notes including decisions to the hotel, Local Host chair, President Elect, and President.

WSCA Convention Responsibilities

President: The President serves as the official representative of the Association and the Executive Council and sets the agendas for and presides over Executive Council meetings and official functions such as the luncheon. In addition, the President appoints the Credentials Committee and the Steering Committee of the Legislative Assembly and presides over the Legislative Assembly meeting. See the President's Convention Schedule available from the ED and the Convention Luncheon Agenda in

Appendix 1.

President Elect/Program Planner: The President Elect is the overall convention program planner and is responsible for all programming decisions and the printed convention program. S/he works closely with the Local Host, Executive Director, and host hotel during the planning and execution of the convention.

- a. See the current “Guidelines for Program Planners” available from the President Elect for details of the program planning process, Interest Group program planner responsibilities, convention workshop fees policy, and the audio-visual policy. Regarding workshops, please remember that workshop fees must cover the cost of the workshop, including av, materials, and \$5/person for WSCA administrative expenses.
- b. The keynote speaker and WSCA should have a signed contract. Many speakers have their own; if not, contact the ED for a generic version. In addition, the President Elect needs to make a room reservation for the keynote speaker, arrange for amenities in the room (flowers, cheese, fruit, wine, etc.), and arrange for people to have meals with the speaker.
- c. The printed convention program is vital to the conduct of the convention, thus care must be taken in its preparation. It constitutes a major convention expense and should be supported by announcements.
 1. Production schedule of the printed program is determined by the deadlines established by the printer. Contact Colette Lind at Science Press, 300 W. Chestnut Street, PO Box 497, Ephrata PA 17522; 717-738-9464; lindc@cadmus.com.
 2. The makeup and printing of the program are the responsibility of the President Elect.
 3. The ED solicits announcements from publishers and other commercial organizations and departments, and the Local Host solicits local announcements. All announcements go to the ED for invoicing and forwarding to the printer.

4. The printed convention program should include the following:
 - Cover (check with the Local Host for art and/or use the WSCA logo)
 - a. Program title page (must include the WSCA logo)
 - b. Name and address of both convention and tournament hotels
 - c. Photo page of officers
 - d. President's welcome
 - e. Table of contents
 - f. General convention information
 - g. Convention synopsis
 - h. Local Host events
 - i. Map (s) of hotel meeting rooms
 - j. Executive Council membership
 - k. Standing committees memberships and elected Legislative Assembly reps
 - l. WSCA departmental members
 - m. Roster of Past WSCA Presidents
 - n. Distinguished Service Award recipients
 - o. Roster of current convention Interest Group program planners
 - p. Local Host Committee
 - q. Program schedule
 - r. Time and date should appear on each page
 - s. Index
 - t. Lists of Exhibitors and Sponsors
 - u. Announcements
 - v. Information about the next convention with theme and abbreviated call for papers
5. Proofread the printed program draft carefully.

d. Send workshop/preconference flyer and Kickoff/Keynote flyer to ED by October 15.

e. Don't release meeting rooms until time scheduled even if panel is canceled; you might need it for something else.

f. Immediately following the convention, the now President writes thank you letters to Interest Group chairs, the Local Host, the hotel, and others who helped make the convention a success.

First Vice President: The First VP assists the President Elect/Program Planner as needed.

Second Vice President: The Second VP coordinates the Undergraduate Scholars Research Conference (USRC), the Graduate Student Workshop, and the Graduate Programs' Open House which occur on Saturday of the convention.

The USRC submission deadline is November 1 beginning in 2006 for the 2007 Conference.

Notification of paper acceptance/rejection is by December 15.

The USRC and the Graduate Workshop should not overlap, nor should the USRC overlap with the Graduate Programs' Open House, and the Graduate Programs' Open House should not overlap with the Newcomers Reception.

Graduate programs represented in the Graduate Programs' Open House must be from communication departments; otherwise, the decision as to which graduate programs to accept for the Open House is the Second Vice President's and the Executive Director's.

Executive Director (ED): The Executive Director coordinates the logistics of the convention with the President Elect, Local Host, and host hotel. S/he is responsible for all expenditures and revenue collection, and no convention expenditure can be incurred without prior approval of the Executive Director.

1. In October before the convention, the ED solicits paid announcements from publishers and other commercial organizations and from departments for the convention program. Costs are as follows:

Department member convention program announcements (last increased for 2003):

X	Premium 1 (back cover of the convention program)	\$300
X	Premium 2 (inside front cover; full page)	\$275
X	Premium 3 (inside back cover; full page)	\$250
X	Interior Full Page	\$200
X	Interior Half Page	\$175

Nonmember department, publisher, and other convention program announcements (last increased for 2003):

X	\$300/page
X	\$265/half page

The back cover of the convention program is committed to the University of Utah through 2006; the inside front cover traditionally is purchased by the Program Planner/President Elect's school.

2. Exhibits are an integral part of the convention, providing information for participants. The ED must

- a. Up-date the list of exhibitors from the prior convention, adding potential exhibitors by visiting

exhibits at the National Communication Association convention.

b. Establish exhibit fees which include convention registration. Exhibit fees are as follows:

Convention exhibits (last increased for 2005):

X	one table	\$185
X	two tables	\$320
X	three tables	\$430

c. With the President Elect, Local Host, and host hotel, determine exhibit space, preferably in the traffic flow.

d. Solicit potential exhibitors in October.

e. Send convention information including preregistration form, etc. to exhibitors in January.

f. Get a floor plan of the table set up from the hotel, and assign exhibitors to tables. Sponsors of events should be most prominently placed, followed by exhibitors in order of receipt of their reservation.

g. Arrange for covers (e.g., sheets) for exhibits if exhibits are in a public space.

3. The ED sets the convention registration fees utilizing the basic fees plus the cost of the luncheon.

a. Basic convention registration fees (set by Executive Council) (add price of luncheon to get registration fees for that year):

	Preregistration	At convention
Member		
Regular Member	\$50.00	\$75.00
(add the full price of luncheon to get registration fees for that year)		
Contingent Member	\$50.00	\$75.00
(add the full price of luncheon to get registration fees for that year)		
Student Member	\$30.00	\$40.00
(luncheon at one-half price optional)		
Retired Member	\$30.00	\$40.00
(add the full price of luncheon to get registration fees for that year)		
Honorary Member	\$0.00	\$15.00
(luncheon optional)		
Life Member	\$0.00	\$15.00
(luncheon optional)		
Regular & Continent NONmember	\$60.00	\$80.00
(add the full price of luncheon to get registration fees for that year)		
Student NONmember	\$35.00	\$45.00

Retired NONmember	\$35.00	\$45.00
(add the full price of luncheon to get registration fees for that year)		
One Day/Local Area Guest	\$25.00	\$37.50
Student One Day	\$15.00	\$20.00

Registration fees for 2006 are as follows:

	Preregistration	At convention
Regular & Contingent Member (inc. luncheon)	\$ 86.00.....	\$111.00
Student Member (inc. luncheon)	\$ 48.00.....	\$ 58.00
Student Member (NO luncheon)	\$ 30.00.....	\$ 40.00
Retired Member (inc. luncheon)	\$ 66.00.....	\$ 76.00
Honorary Member (inc. luncheon)	\$ 36.00.....	\$ 51.00
Honorary Member (NO luncheon)	\$ 0.00.....	\$ 15.00
Life Member (inc. luncheon)	\$ 36.00.....	\$ 51.00
Life Member (NO luncheon)	\$ 0.00.....	\$ 15.00
Regular & Contingent NONmember (inc. luncheon)	\$ 96.00.....	\$116.00
Student NONmember (NO luncheon)	\$ 35.00.....	\$ 45.00
Retired NONmember (inc. luncheon)	\$ 71.00.....	\$ 81.00
One Day/Local Area Guest	\$ 25.00.....	\$ 37.50
Student One Day	\$ 15.00.....	\$ 20.00
Extra Luncheon @ \$36.00		

- b. The Convention Mentoring Fund was established by the Executive Council in 2003 to subsidize the convention luncheon for students. Donation choices, beginning at \$5/10/15, are to be listed on the registration form.
 - c. Students are charged approximately ½ price for the luncheon, the difference to be subsidized by Regular Member registration fees and the Convention Mentoring Fund.
 - d. Convention complimentary registration (including the luncheon) is provided for NCA Second VP candidates, President, and Executive Director, as well as guest speakers. Exhibitors' registration is included in the exhibit fees.
4. In November, the ED sends out the convention mailing. It includes
- a. Convention registration form including registration, meal, and workshop fees.
 - b. Hotel rates and reservation information; airline and rental car special rates and reservation information if appropriate;
 - c. Travel information to the convention hotel;
 - d. Convention program synopsis;
 - e. Basic Course conference and workshop information;
 - f. Special event registration flyers;

A mailing should go to those with comp registrations: NCA Second VP candidates, NCA President and Executive Director, guest speakers, and exhibitors.

5. The ED writes an article for the January *WSCA News* about the convention hotel: what a great place it is to stay and why attendees need to stay there.

6. The ED maintains a record of preregistrations with name and department. Preregistration receipts, a list of those preregistered, a list of comp registrations, and a list of members are taken or sent to the Local Host at the close of preregistration, approximately one month before the convention. Additional registration forms and memberships forms are taken or sent to the Local Host at the same time. (If the ED takes materials to the Local Host, s/he can do a registration orientation at that time. Alternately, have the ED AA do registration orientation Friday afternoon at the convention.)

7. The ED, working with the host hotel's convention services manager, assigns complimentary and upgraded rooms. Hotels provide complimentary suites and upgraded rooms (at the convention rate) based on the contractual formula. Individuals are assigned to suites and upgrades in the following order:

- a. President
- b. Executive Director
- c. President Elect
- d. Local Host
- e. Second Vice President
- f. *Western Journal of Communication* editor
- g. *Communication Reports* editor
- h. First Vice President
- i. *WSCA News* editor
- j/k. Senior Executive Council members-at-large (2)
- l/m. Junior Executive Council members-at-large (2)
- n. Immediate Past President
- o. Finance Committee Chair
- p. Publications Committee Chair
- q. Coordinator of Speech Activities
- r. Executives Club President
- s. Honored Guests (such as keynote speaker)

8. Interest Groups are allocated \$200/year for expenses which many use for cash awards for top papers and/or framed certificated. Write award checks in advance, and leave them for the Interest Group chairs at the hotel registration desk. When you receive receipts for other expenses, reimburse the chair.

9. The ED sends flowers to the suites of the President, President Elect, and Local Host.

10. The ED assists the Local Host with registration at the convention.

11. The ED AA should make sure the tables are ready for the exhibitors on Saturday morning before they start showing up at 8:00. Many exhibitors will have shipped their books to the hotel beforehand; make sure hotel staff bring the boxes from the storage area to the exhibit area early Saturday morning, and make sure they're tipped (\$5/10/15/20 per publisher depending upon the number of boxes of books; the publishers are supposed to tip, but some don't, so you have to watch for who does and doesn't). Check on the Fire Code when setting things up; sometimes you can't put chairs behind tables, only to the side, and tables can't go some places. Be prepared for publishers to want additional tables when they start putting out their books.

12. Immediately following the convention, the new Immediate Past President, new President, Local Host chair, and ED review charges to the Master Bill with the hotel's Convention Services Manager and Accountant.

13. The ED gets a cashier's check for registration cash.

14. Upon return to the office, the ED writes thank you's, does minutes, etc.

Local Host (LH): The Local Host is vitally important to a successful convention. Hosting duties include, but are not limited to, special events, registration, audiovisual equipment, and convention promotion. In addition to the LH Chair, individuals should be designated as responsible for audiovisual and registration, and possibly public relations, local information, and ushers.

1. Promotion: The LH promotes "their" convention at the preceding year's convention luncheon and at NCA. Promotion materials such as a video, flyers, stickers, etc. and a Meeting Planners Guide are available from the Convention and Visitors' Bureau. CVB's usually have gifts as well which you can give away at the preceding year's luncheon.

You will need to write three (3) "puff" pieces, each approximately 500 words, for the *WSCA News*

about the locale--things to do, places to see, special events, etc. April is due about March 1; October is due about September 1, January about December 1 (these due dates depend on the editor; check with her/him).

You may want to have a graphic designer at your school create a logo for the convention or use the city's logo; put it on the name tags, signs, and program cover (if the President Elect ok's its use on the cover). If you're putting the logo on the name tags, have the "blanks" printed before February; don't try to get them done at the same time you're trying to get the names printed on the tags.

2. Finances: The LH assumes the costs for the convention and is responsible for all financial gain or loss for their arrangements.

a. Revenues include the following:

- WSCA provides \$650 in seed money;
- 50% of the fees from exhibits and printed convention program announcements sold by the ED;
- 100% of the fees from local convention program announcements sold by the LH;
- all money from publishers for Sock Hop sponsorship (usually \$500-\$1000) not used for Sock Hop expenses on the convention Master Account (the ED solicits this sponsorship);
- and \$5.00/person from convention registration for audiovisual equipment.

Local convention program announcements traditionally are half the department's cost. (See convention program fees in the ED section above.) There is no page limit for announcements. Announcement sizes are based on 8.5 by 5.25 inch page size and should be no larger than 7 1/2" by 4 5/8" for a full page. WSCA sells full page and half page announcements to publishers. Frequently due to the convention date (Valentine's Day, President's Day Weekend), the use of ad agencies by many of the restaurants and local attractions, and other reasons, no local convention program announcements are sold. [However, you might sell "cards", for example, in a booklet of local information, and a class or club might take the sales on as a project.] Each individual selling locally will need (1) copies of previous year's program or booklet, (2) a letter of authorization on letterhead to sell announcements, and (3) information about the conference (expected attendance, probably about 750, demographics of those attending, descriptions of special events planned, etc.). Camera-ready or PDF file announcements for

local convention program announcements are due to the ED about November 15th.

b. Expenditures include the following:

convention promotions such as projector rental, stickers, maps, etc., and prizes to distribute at the previous WSCA convention;
 registration materials include manila envelopes, name badges, and badge holders; supplies include paper, pens, paper clips, scotch tape, magic markers, poster board, and masking tape; audio-visual equipment;
 Sock Hop (sound system, decorations, snacks);
 tips;
 Local Host Committee planning activities.

c. Financial procedures: If necessary, get a letter from the Executive Director describing WSCA's tax exempt status as a 501(c)3 organization, listing the tax identification number, and authorizing you to use it. Set up a checking account as WSCA-(place) or WSCA (date). You'll need the letter from the Executive Director authorizing you to open the account. Keep the tax id number with the checkbook and use it for everything you buy so you don't have to pay tax. Alternatively, you may be able to run everything through your department.

3. Liaison: The LH serves as liaison among the host hotel, the President Elect, and the ED and so should be familiar with the hotel and answer any questions the President Elect has as s/he allocates meeting, programs, and events to rooms.

4. Special events: The LH plans special events such as the Sock Hop, special tours, the traditional golf tournament or ski trip, and other activities. Special events are the means of putting a local stamp on the convention. In selecting special events, particular attention should be paid to the uniqueness of the events, their scheduling, costs to the members, and participation at prior conventions for similar activities. On Saturday, traditionally there is golf/tennis/skiing and one or two other events; there can be special events on other days of the convention as well. The LH accepts the financial responsibility for these events, so don't count on people signing up at the convention; require preregistration, and make the registration fee nonrefundable unless the event is cancelled.

Provide the ED with the special events information flyers by October 15.

5. Local Transportation: If possible, arrange a transportation discount from the airport to the hotel.

Include that information in the transportation information provided to the ED by October 15.

6. Department receptions/parties: The LH solicits department receptions/parties through two mailings: one to PhD schools and MA schools that traditionally hold their own receptions and the second for the Combined Collegiate Celebration to other member departments and other institutions represented by presenters at the convention. This solicitation typically is sent out after the draft convention program goes up on the web site in November.

7. Luncheon welcome: Work with the President to decide on and invite the person to give the welcome speech at the luncheon. Politicians are fine but have last minute schedule changes, so have a back up if you use a politician. Your college or university president can be a good choice politically for your department.

8. Media coverage: The convention can be enhanced by local media coverage of selected events of general interest. Detailed information is available in the "WSCA Public Relations Handbook" (available from the Executive Director), but the general steps for media coverage include the following:

- a. Collect information from the President Elect regarding program items of general community interest, especially the keynote speaker if appropriate.
- b. Select key media, and contact appropriate persons.
- c. Prepare press releases prior to the convention and distribute about a week in advance of the event.
- d. Arrange for interviews with convention participants the media might be interested in contacting.
- e. Collect clippings and send them and copies of press releases to the Executive Director, who will forward them to the Archives.

You may not have the time or the inclination to do this, but if a student/student group/class is interested, this would be a good project for them.

9. Audiovisual equipment: The LH is responsible for providing the audiovisual equipment requested

by the President Elect for programs. Av equipment may come from the LH school, the hotel's in-house av provider, and/or an independent provider. Av equipment is expensive to rent, and the budget provides only \$5.00 from each convention registration to cover expenses (for a convention of 600, that's \$3,000.00). So shop around for av equipment; businesses outside the hotel may give a discount (20-25%) for equipment rental that the hotel cannot/will not give, but check with the hotel av company to see if they'll work with you on the price.

Audio-Visual Equipment at Conventions: Renting audio-visual equipment is expensive; schools are understandably reluctant to lend expensive items, and audio-visual security is difficult to provide. Accordingly, the Association adopted the following policy in February, 1996:

1. Any program that can provide its own equipment (including proper cables, knowledgeable operators, and necessary screens) is free to do so provided local union rules do not prohibit such use.
2. No audio-visual equipment of any kind will be provided to a program that fails to meet published deadlines for requesting equipment. The deadline is the same as the deadline for program proposals.
3. No microcomputers of any kind, or accompanying electronic equipment, will be provided.
4. Under certain circumstances television monitors with playback can sometimes be provided.
5. All programs should consider alternatives to equipment: Can materials be duplicated? Could a flip chart be used?
6. Workshops and Pre-Conferences that absolutely require AV equipment must expect the cost of renting such equipment to be built into the fees cost of the session.
7. Regular panels for which AV equipment is absolutely necessary and for which personal equipment cannot be used will be subject to these understandings:
 - a. The request of AV equipment may not be met in all cases.
 - b. The request for AV equipment may be met in some circumstances only if the program participants are willing to pay for the rental of equipment.
 - c. The requests for overhead projectors must state a substantive reason for the equipment.

Have the President Elect put all the programs requesting av in a limited number of rooms for the entire convention so you don't have to move equipment around. Put a tv/vcr and overhead projector and screen in each of those rooms for the duration of the convention, beginning with the Saturday workshops. (These rooms will have to be secured when not in use.) Also have an LCD projector, slide projector, CD/cassette player, and several flip charts. Those can be moved around easily as needed.

Av equipment is supposed to be requested by Interest Group chairs for their programs. You might use a double-request system such as a sign up sheet in the convention registration mailing to try to catch some of the people wanting av who did not request it previously. Also be prepared for people who think they're entitled to it at the last minute with no previous request. You can provide it if it's available, but

otherwise refer them to the hotel av person and point out that they will have to pay for it themselves.

One person should be responsible for audiovisual equipment as it requires pre-convention, convention, and post-convention work.

- a. Pre-convention the equipment person should work with the President Elect in determining audiovisual equipment needs and arranging for those needs to be met.
- b. During the convention the equipment person should move av equipment as necessary, check each meeting room for correct av setup, and check the av equipment to make sure its functioning properly. This person needs to be at the registration desk/in an av room all the time the convention is going on when av is in use (hopefully room service will be great at the hotel!).
- c. Post-convention the equipment person should ensure that all equipment is returned to where it should be and write “thank you’s,” if appropriate.

Av equipment must be secured. Rooms should be locked when not in use or equipment returned to a central, secure location. Having an av room next to registration works well.

10. Prior to registration prepare registration packets including the convention program, addendum to the convention program if necessary, an invitation to the President’s Reception, and flyers on local attractions, events, and restaurants. You may want to include the preregistration receipt, name tag, and luncheon and brunch (if applicable) tickets in packets for those preregistered, and put the name on the packet. Or you can prepare generic packets and have preregistration receipt/name tag/tickets clipped together separately.

- a. The programs arrive about two weeks before the convention.
- b. You’ll need 9x12 manilla envelopes or folders (about 750), name tags (maybe 900 total), name tag holders (750--pin ones are ¼ the price of clip ones), luncheon and brunch (if applicable) tickets, and flyers. Campus organizations may give you some of these things if you ask them.
- c. Make printed name tags for everyone preregistered and everyone on the program, even if they

aren't preregistered. Use the convention program index for the list. There will be some waste when the fourth author doesn't come to the convention, but people like it when their tag is preprinted.

d. Color code badges for the entire convention and for daily registration; use a different color for each day. A colored line across the bottom of the badge or a dot sticker can be used to distinguish different daily registrations.

e. Make registration packets for exhibitors; get the names and companies from the ED. Put the packets on the exhibitors' tables Saturday morning by 8:00 a.m.

f. The ED will send you a list of those preregistered (with institutions) about two weeks after preregistration closes to use for the envelope labels and name tags.

g. Get registration and membership forms and the credit card machine from the ED before registration begins. Make sure an active phone line is available for the credit card machine.

h. You'll need tape (all shapes and sizes), staplers and staples, paper clips, pens, blank paper for signs, scratch pads for notes, markers, etc.

i. There should be a restaurant information flyer with a wide range of choices from "inexpensive and within walking distance" to "elegant and a cab ride away." Asking the members of the Local Host Committee for their favorites and including a brief description of each works well.

j. Convention and Visitors Bureaus will provide local promotional materials including maps, etc.

You may want to include some of these things in the registration packets, although not everyone will be interested in having them, or you can put them out on a table next to registration so people who are interested can pick them up. You also should have a flyer with a list of stores of interest, i.e., bookstores, music stores, antique stores, etc.

k. You'll need extra luncheon tickets for in-person registrations, and, if applicable, make up about two dozen brunch tickets in addition to those needed for preregistration purposes.

l. Registration workers must be recognizable in some way. They should all wear bright colored

school t-shirts or an obviously identifiable object so they can be located easily.

11. Train registration workers in advance of the convention—have them practice with forms, machines, difficult people, weird questions, “no badge” people, giving directions to meeting rooms and to places outside the hotel, dealing with last minute a-v requests, etc. See Convention FAQ’s in Appendix 2.

12. Immediate preconvention meeting:

The Local Host chair, assistant/co-chair, and person responsible for the av go to the preconvention meeting with the hotel staff Thursday before the convention starts Friday evening. Get a copy of the hotel contact, meeting space diagrams, hotel outlets (restaurants, etc.), convention resume (the schedule at a glance as well as all the details), detailed schedule of events (each room at each time, the name of the event, the set up, the catering , the billing, etc.), and the banquet event orders. Put all this in a notebook. This may look at first like more than you want to know, but it is invaluable when problems arise or people have questions.

13. Registration set up:

- a. Make sure there are signs pointing the way to Registration and signs above and on each registration table stating who goes where and what the table is for.
- b. Provide local brochures/visitors guides on a table next to registration for pick up by people if interested (see 10.j. above). For a convention of 750, you might have about 250 taken. You don’t need to include them in preregistration/registration material. Do make sure there is a good map, preferably included in the packet. Also, you can put the Local Host information out on the table or include it in the packet. Put a big sign above the table so they’ll see the table and know what’s there.
- c. You might post current pages from the newspaper with theater, concerts, club performers, special exhibits at museums, etc. where they can be read.
- d. Make sure you have the registration and membership forms and the credit card machine from the ED. The ED or her/his AA will show you how to use the machine; hook it up and test it and the

phone line each day before registration begins.

e. You'll need tape (all shapes and sizes), staplers and staples, paper clips, pens, blank paper for signs, scratch pads for notes, markers, etc. (I know, I've said that before.)

f. Buy (or possibly borrow) a label making machine for making name tags or use a computer and printer to do it. Have name tag making at a separate table after registration. Note that some people who preregistered may want/need a new name tag as well.

g. You'll need LOTS of signs--signs to the registration desk, signs to rooms that aren't instantly visible, signs for canceled programs/moved programs, signs for the Executive Club dinner, etc. And you'll need several signs saying that registration badges are required for admission to programs.

When in doubt, put up a sign! Have lots of easels/tripod stands to hold signs available; the hotel should supply them. And have lots of blank signs and poster board. Put signs for program changes both on the door of the rooms involved and on a sign board in front of the registration desk.

h. Set up a sign board right in front of the registration desk for room changes, program cancellations, etc. Also set up a message board to allow convention participants to contact one another.

i. Put an empty table by the registration desk for people to use to fill out forms.

Put an additional empty table in the registration area for department information, etc.

j. You'll need a good-sized box to hold registration and membership forms with attached checks, cash, and credit card receipts. You'll need another box for Special Event registration forms with attached checks and cash, if you're still accepting registration for those.

k. You'll need at least \$300 in cash for tips--mostly \$10's and \$20's with a few \$5's.

l. Put a bowl with a sign on it on the registration table for luncheon tickets that people don't intend to use; give those to new members who haven't bought a luncheon ticket as they register.

14. Registration:

The Local Host chair and/or her/his assistant/co-chair should be at registration at all times and be

accessible to hotel staff at all times. The ED gives the LH a walkie-talkie so contact can be maintained between them.

- a. Workers need food and drink--coffee/tea and breakfast-type snacks in the morning, soft drinks and other snacks all day.
- b. Be prepared to give directions to the area surrounding the hotel.
- c. Make sure everyone working registration knows where all the rooms are.
- d. Make sure the procedure for handling complaints and problems is clear. Always be patient, responsive, good natured, and listen when confronted with difficulties.

(1) If a person says they are preregistered or already a member but you can find no record, have them complete the appropriate form(s) and give you a credit card number or check just in case. Tell them the ED will double check when s/he is back in the office and let you know--she will not charge your credit card or cash your check if you have paid already.

(2) People on invited panels or giving invited papers must register at least for the day if complimentary registration has not previously been arranged.

- e. If you can afford it, have complimentary coffee/tea available at registration first thing in the morning, particularly Tuesday morning, even though registration's done then.
- f. Registration should be open Friday 5:00 - 9:00 pm, Saturday 7:00 am - 9:00 pm, Sunday 7:00 am - 4:00 pm, and Monday 7:30 - 11:00 am. Friday evening is usually very busy; Monday morning is very slow.
- g. Use competent, reliable, and personable individuals to staff registration, and review the process with them thoroughly before their shift begins. They should be trained in advance, particularly with the Convention FAQ's (see Appendix 2).
- h. Have registration up and running one (1) hour ahead of the published time. This is a welcome surprise for the inevitable early birds and allows the registration personnel time to ease into the

process and de-bug the system.

i. To staff the registration desk, run shifts of three hours with volunteers arriving ½ hour before their shift begins for orientation. If you have 10-12 people signed up for each shift, 8-9 actually show up to work, unless they're getting class credit, in which case they all may show up. Friday evening, all day Saturday, and Sunday morning use two people to hand out preregistration packets, two to check membership status, three to check completed forms and collect money, and two to hand out registration packets and do name tags. You probably can close the registration desk Sunday during the keynote speech. Then Sunday after the keynote speech and Monday morning one person at each station should be enough.

j. Have a separate station for those who are preregistered to pick up their packets and name tag holders.

k. For those needing to register, use three stations—

first station check membership and hand out registration form (and membership form if needed); the ED will send you a membership roster so you can check membership as the first step of registration.

second station take completed registration form (and membership form if needed) and payment-- staple cash or check to white registration form and note form of payment on white form or run credit card and note approval number on white form, then return yellow form and credit card receipt, if appropriate, to person registering;

third station hand out registration packet, name tag, and luncheon and brunch tickets if appropriate. If the person isn't preregistered or isn't on the program, use the label maker/computer to make their name tag.

l. You'll need cash for change—about \$400 in \$1/5/10's. For cash payments, on top of the registration form write the amount received, the amount of the fees, and the change given in cash.

- m. If you're selling lanyards or t-shirts or whatever, keep that money separate from the convention registration cash.
 - n. If applicable, keep count of the number of brunch tickets sold during registration, and give that number to the Executive Director Saturday night.
 - o. If a workshop has been cancelled, tell the person they'll be sent a refund after the convention if they haven't already received one. If someone wants to change a workshop for which they're registered, have them complete another registration form on which you indicate that they're already registered, which workshop they're dropping, and which one they're adding. For an additional amount, run their credit card or take a check or cash. For a refund, note on the registration form that one is due so the ED can send one after the convention.
 - p. Make sure the box of registration forms and payments is secure each evening.
 - q. Report the total registration number to the ED each evening.
 - r. For additional information, see Dennis Alexander's report from the Salt Lake City convention in 2003 (Appendix 3).
15. Ushers: Ushers are responsible for making sure that each person attending a session has a convention badge (i.e., is registered) and for taking a head count of people attending each session.
- a. Ushers should be stationed in the entry-way area to meeting rooms and politely ask people without a convention badge if they're registered for the convention. When the individual says yes, the usher should ask her/him to please wear the badge as registration is required. When the individual says no, the usher should politely ask her/him to register, giving directions to the registration desk. We don't want to strong arm anyone, but we do want them to register.
 - b. Ushers should take a head count of people attending each session, including workshops on Saturday, about 10-15 minutes after the session begins and report it back to the individual in charge of registration, who will inform the President Elect and Executive Director at the end of the

convention.

16. Sock Hop:

Assign a group of students to do the Sock Hop, including coordinating sound equipment, DJ, decorations, and snacks. Drinks come from a No Host bar.

You can use Robin McGehee, who DJ'd from 1997 - 2001 & 2003; she knows our tastes, and since she's one of us she knows how to deal with us when we get obnoxious! If you use Robin, sound equipment for the Sock Hop probably will be the least expensive when you hire a company to do the sound but tell them you're providing your own DJ and music. Their DJ will bring her/his own music, and that can work out well, giving Robin a break when she wants one.

17. Miscellaneous:

- a. Proofread the program before it goes to the printer. Any errors you can catch will save you the time and effort of making signs, answering questions, etc.
- b. Students working registration can be comped a Student (**NO** luncheon) registration for working one 3/3½ hour shift. Local Host faculty who have worked a reasonable amount of time on the convention can be comped a Regular registration but receive no luncheon ticket.
- c. You may have a suite that includes one bedroom. The Local Host chair usually stays in the suite and lets registration workers use the living room for breaks, etc. You may get a request or two to use it for a party; it's up to you.
- d. In Conjunction With's (ICW's) are parties, receptions, etc. that departments, publishers, other associations, etc. have in conjunction with our convention. The LH sends out flyers to departments in November with planning information—requests for rooms are referred to the President Elect/Program Planner and for food & beverage to the hotel.
- e. BE REALLY NICE to everyone who works in the hotel. Tip the Bell Captain when you arrive, and tip workers who do anything out of the ordinary for you as you go. While it's true that the hotel

charges 18% (or more) service charge for the master account, sometimes little or none of that may “trickle down” to the workers. Tip at least \$5 for each bell cart of stuff moved into/around/out of the hotel, \$5 for bringing and setting up an extra table, etc. The workers probably would be good to you anyway, but they will be there in a minute with anything you need any time if you tip them from the beginning. If one of your workers needs to tip but has no money, they should get the name of the person, tell them you’ll compensate them later, and bring the name and a description of the service to you.

f. Tuesday morning is dead; you just need to collect the a-v equipment at the end of the programs.

g. Tuesday afternoon go to the post-convention meeting with the hotel and WSCA people.

18. After the convention:

a. Write thank you notes to the hotel manager and convention services manager, commending individuals by name.

b. Provide the now President and the Executive Director with head counts for all programs if you haven’t already.

c. Pay bills and balance budget; send copies of final revenues and expenditures to the Executive Director as well as any additional or revised information for these Guidelines.

Good luck, and have fun!

Appendix 1

WSCA Convention Luncheon Agenda**1. Greeting and Welcome (President, 1 minute)****2. Introduction of the Head Table (i.e., Executive Council + welcomer) (President, no applause, 5 minutes)**

- Local Host
- Speech Activities Coordinator
- Executives Club President
- *WSCA News* Editor
- Editor of *Communication Reports*
- Editor Elect *WJC/CR/News*
- Editor *Western Journal of Communication*
- First Vice President
- President Elect
- President
- Immediate Past President
- Official from Local Host university/city/state
- Executive Director
- Second Vice President
- Executive Council Member at Large
- Member at Large
- Member at Large
- Member at Large
- Member at Large
- Chair of Finance Committee
- Chair of Publications Committee

3. Recognitions (5 minutes)

- NCA Officers: President, First Vice President, Second Vice President, Executive Director; Associate Executive Director—all by name at one time (stand as name called; applause at end)
- Candidates for Second Vice President of NCA by name (stand and applaud separately)
- Recognition of Past WSCA Presidents (please stand as a group)
- **New Officers** (by name):
 - First Vice President:
 - Second Vice President:
 - At-Large Delegates to the Legislative Assembly:
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - Incoming *WJC/CR/News* Editor:
 - Executive Director Designate:

4. Official Greeting by University Official (2 minutes)**5. Appreciation of convention planners, local host, and hotel (Pres Elect/Pgm Planner, 2 minutes)**

6. WFA-WSCA Tournament Report (Speech Activities Coordinator, 5 minutes)

7. Awards: (17 minutes total)

- Immediate Past President Award (First Vice President; 2 minutes)
- Response (1 minute)
- Retiring editor/Speech Activities Coordinator/Executive Director
[2006–Dan Canary, *WJC*; 2007–Walt Zakahi, *CR*; 2008–Blaine Goss, *News*]
- ORWAC Award (ORWAC President, 2 minutes)
- Debut Award (Executives Club President, 2 minutes)
- Model Teaching Program Award (Committee Chair, 2 minutes)
- Fisher Award (*WJC* Editor, 2 minutes)
- Dickens Award (every three years; *CR* Editor, 2 minutes)
- Distinguished Service Award (Committee Chair, 4 minutes)
- Response (2 minutes)

8. Introduction of President (?, 1 minute)

9. Presidential Address (President, 10 minutes)

10. Report for upcoming convention (Local Host, 10 minutes)

11. Transfer of Presidency and Adjournment (President, 2 minute)

Total Time 58-60 Minutes

Appendix 2

At Convention Registration Frequently Asked Questions

§ I think I joined/renewed/preregistered, but there's no record here at the convention. What should I do?

You'll need to complete another membership/registration form and provide a credit card number or check for the amount. Your credit card won't be charged at the convention, or your check won't be cashed. The Executive Director will check the membership/preregistration records when s/he gets back into the office. If s/he finds you did join/renew/preregister, she won't charge your credit card or will return your check.

§ I'm on an invited panel/giving an invited paper. Do I need to register?

Yes, you need to register. The chair of the panel you're on, or the chair of the Interest Group sponsoring the panel, may make arrangements for complimentary registration. If s/he does not, you need to register for at least the day you attend the convention and present your paper. If the chair preregisters you, or you preregister yourself, all you need to do is pick up your convention information at the Preregistration desk. If you register in person, you'll be given convention information at that time.

§ The workshop I registered for has been cancelled. What do I do to get a refund?

You'll be sent a refund after the convention if you haven't already been sent one.

§ I want to change workshops; what do I do?

If you want to change a workshop for which you're already registered, you need to complete another registration form on which you indicate that you're already registered, which workshop you're dropping, and which one you're adding. For an additional amount, provide your credit card number or a check. For a refund, note on the registration form that a refund is due, so the ED can send you one after the convention.

§ I'm a student who paid for the convention luncheon, but now I can't be there. Can I get my money back?

I'm sorry; I wish we could refund your money, but we have to pay for the luncheon because we ordered it based on your anticipated attendance. Why not give your ticket to another student who doesn't have one? You'll be doing a good thing, and the food won't go to waste.

§ My family would like to come hear my presentation, but they wouldn't be attending any of the rest of the convention. Do they have to register?

If your family only attends the panel that includes your presentation, there's no need for them to register. Just explain to the usher who they are. However, if they would like to attend other presentations, meetings, etc., they'll need to register for at least one day.

§ I need a receipt for my convention registration; how can I get one?

If you preregistered on the WSCA web site or by mail, a copy of the receipt will be in your preregistration packet. If you register at the convention, you'll be given a receipt at the time you pay.

§ I want to attend a workshop but not the rest of the convention. Can I do that?

If you attend a workshop but not the rest of the convention, you must pay the one-day convention registration fee for the day of the workshop as well as the workshop fee.

§ Can I register for only one day?

Yes, there's a one-day registration rate.

§ I brought overheads to use with my presentation, but there wasn't an overhead projector in the room. What gives?

Only if you request audio-visual equipment in advance will the equipment you need be in the room for your presentation. There will NOT be ANY a-v equipment UNLESS you requested it, as instructed, when you submitted your paper. A-v equipment is limited and available only if requested in advance.

Appendix 3 Final Report for Local Host WSCA Salt Lake 2003 Dennis Alexander

Setting up the Volunteer Function

I built upon the model developed by several earlier schools of having a credit bearing course for volunteers. My aggressiveness in the course led to fewer problems than others before me had experienced. For instance, I did not have a single person miss a work assignment. The lack of absence is due to two elements, one an accident and the other planned. The accident is that I had students contact me by email early in the Fall semester about their interest in volunteering and participating in the course credit. I also had a controlled enrollment number that allowed only me to give out a number during our priority registration period. The accident is that the students who contacted me so far ahead were the most detail and service oriented of students. Consequently, my accident of early contact and controlled enrollment created a pool of volunteers who were extremely self starting (dare I say anal retentive). The planned part was the grading system I invoked for the three credit experimental course number I used. Students were required to attend one training session, one work session, four volunteer shifts and two panel presentations. The students also had to write a five page reflection paper on their volunteer experience and what they learned from the panels. Unlike my normal grading presumption, all students started with an A; miss one assignment and the grade is a C, miss two and the student fails the course. Electronic copies of the original announcements and subsequent assignments are available from the WSCA Executive Director.

A second part of my philosophy about the volunteers for the hosting function related to undergraduate instruction. I am of an assumption that graduate students should attend and do the professional things of the association. Hence, all student for the local host were undergraduates. This serves the secondary function of involving undergraduates in ways that allows them to meet scholars in their fields beyond the faculty in their own department. In my two times as local host this ability to get undergraduates directly involved with the personalities in the field has been a tremendous advantage to the undergraduates.

Details of Volunteers for Registration and Ushering

Training for volunteers was giving them lots of information to read but keeping the training session focused on a few essentials. The information was a good deal of the printed material from the Convention Guidelines and the FAQ sheet from the website. Those essentials include:

- Know the hotel property.
- We never give money back; that is the Ex. Director's job.
- We can help you arrange AV through the hotel, but all our AV equipment is committed based on earlier requests.
- Be pleasant and represent your Department and University well.
- When problems occur, let Dennis or Kate (my assistant) handle them.
- Try to preserve the sense of self assignments and responsibility.
- For safety sake, travel in groups and get to know one another.
- Be adaptable.

Preparing Registration Materials

Prior to the working session, the names of pre-registrants may be obtained from the Executive Director. When the list is obtained, I converted it into a format that allowed us to print self sticking name identifications on the front of each folder. We also went through and created codes for all the elements that might be special to a folder: luncheon or other food events, ribbons designation, and special events. Here is where you should also identify any pre-registration problems. To have pre-registration problems separated from the normal pre-reg is problematic. People come up expecting they are pre-registered. If their name is not in the group they can become distraught while a volunteer searches in a different area. I think it best to have the problem registrants identified and in the

main group, and quickly dealt with as a small error to be fixed without blame attached to anyone.

During the work session to prepare the registration packets, the pre-registration packets should be prepared first. These packets contain a number of items:

- Welcome from local host
- Any other info from local host
- Name badge and name badge holder
- Convention program
- Luncheon or Brunch tickets if deserving
- Ribbons for various recognition
- Receipt of convention fees
- Any special event tickets which were ordered

For the registration packets to be used at the convention for on site registration little goes in these packets. They contain the “bare bones” and must be built as the registration form is handed to the volunteers. In these packets the following items can be pre-stuffed:

- Welcome from local host
- Local host info
- Convention program
- DO NOT put name badge cases in the folders (we did and it cost us buying an extra 100 cases to keep up with the people who were not being given folders.)

As an aid in keeping in person registration flowing smoothly, we did take the program index, delete every person pre-registered and then made name badges for the people in the index (and ignore an affiliation). This preparation saved valuable standing in line time for many people.
Specifics of the Registration Procedure

From the beginning all registration and ushering shifts overlapped by 30 minutes. This time provided a period in the early stages for helping remind people about their training and assigning them to the tasks. The first Friday registration period started well before the announced registration time and we still had people coming up and asking to register (we politely asked them to return at 5:30 or later). Moreover, on Friday at registration, we made arrangements with the Executive Director to bring registration packets to the Executive Council so they would not have to be present at the registration tables. For those pre-registered this was the easy task of pulling their folders. For those who did not pre-register, we built a basic packet including the registration form and membership form, if needed. We allowed these people to stop by and pay registration fees at their convenience. We also had small U of U gift items for each member of the council.

For Pre-registration, alphabetize all the participants. If someone has a problem (needs to join, has one day registration, wrong amount of money paid), put a large red self sticking dot on the outside of the folder. On the inside the problem and solution should be clearly spelled out

Pre-Registration Station Instructions

1. Ask the person their name.
2. Locate their folder in the alphabetical order.
3. If a “dot sticker” is on the label, open the folder, there will be a post-it telling you what the problem is and what the solution is.
4. In the folder there will be a name-badge, badge holder, welcome letter, map, program, receipt, ribbons, luncheon ticket, and event instructions or tickets.
5. THANK each person for pre-registering.

For at Convention Registration, here is where the greatest number of people are used. We had two sets of stations running during most of Friday and Saturday. One station was designated Credit cards only.

Registration Station #1 Instructions/ Membership Checkers

1. Ask the person for their name and check to see if a member for 2003.
2. If the person is NOT a member, give them both a membership form and registration form. (A person may decline membership and register as a non-member.)
3. If the person is a member, give a registration form.
4. Ask the person if they are in the program, if they are find their pre-printed name tag and give it to them.
5. Have the person fill out the forms and move to Station #2.
6. EXCEPTIONS—A local person may register for a single day at either a regular or student rate.

Registration Station #2 Instructions Payments and Form Helpers

NEVER GIVE MONEY BACK

1. Take the form or forms from the person.
2. Check to see that the Registration form has at least
 - a. Name
 - b. Affiliation for Badge
 - c. Correct amounts marked
3. If necessary, Check membership form for
 - a. Name
 - b. Address
 - c. Type of Membership
 - d. Interest Group selection
 - e. Correct amounts of money
4. Receive money in the form of cash, check or credit card

CASH

At the top of the registration form note

Line 1 total amount of money received

Line 2 cash given back

Line 3 amount paid for registration.

(Lines 2 and 3 should equal Line 1)

CHECK

At the top of the registration form write the check # and date received.

Staple the check to the white copy of the registration form.

CREDIT CARD FOR ELECTRONIC BANK TRANSFERS

(Executive Director assistant will train specific people to run c.c)

Swipe credit card

Write credit card approval number and date on the registration form

Have the person sign the receipt

Staple the white receipt to the white registration form and yellow copy to yellow registration form.

CREDIT CARD MANUEL MACHINE THE LAST DAY

Imprint the credit card and credit form

Write the credit expiration date and the total amount to be paid on the registration form.

Staple the bank and associations copies to the white form.

Staple the members receipt to the yellow registration form
5. Thank the person and have them wait in line at Station # 3

Registration #3 Instructions Name Badges

1. Take the white form from the person and type the name badge with appropriate affiliation.

2. Ask the person to wait a moment as several name badges are printed.
3. Ask the person if any appropriate ribbons are needed
 - a. New member
 - b. Past president
 - c. Life member
2. Give the person the appropriate ribbons if needed and a luncheon ticket if paid for and a registration packet.
3. **THANK THE PERSON FOR PATIENCE DURING THE PROCESS!**
4. Put the white copies of the registration form in one collecting area. Periodically separate the cash, check, and credit into separate manilla envelopes. Write the date and method of payment on the outside.

Ushers Instructions

1. Always remind people to wear the convention badge in the hotel (gently).
2. Help people find the meeting rooms, especially the Mezzanine and Salons G-J.
3. About 15-20 minutes after a panel session has started, quietly enter each panel and take a count of the number in the audience and the number at the front.
4. Record these numbers in the "Census" copies of the convention program at the registration desk.
5. NEVER, NEVER, NEVER take the Census copies from the registration table.

Need for a Reliable Assistant

Because the University of Utah is an R-1 university, faculty receive little reward for service such as convention hosting. For that reason and my idea that graduate students should be learning the professional behavior necessary for their survival, a competent assistant is a must. The person I had was Kate Schneider. She had been a Receptionist in our department for about two years, and I knew her work and level of responsibility and "customer service." Because she was on extended maternity leave, I could hire her as an assistant. The University is on a strict SCH budget formula, so my creating an experimental class also provide funds that I could argue cover the employ of Ms. Schneider.

What are the good qualities of an assistant?

- Secretarial skills
- Customer Service skills
- Organizational skills
- An ability to solicit campus organizations which will contribute free materials in support of the convention. We had folders for registration, gifts of pencils, pens, hats, t-shirts, and the infamous condom key chains.
- Endurance and stamina when the convention starts
- Supervisory skills in working with the volunteers

Beyond the hourly stipend, I provided a Friday night hotel room from the local host budget. This room is crucial to a person who begins work Friday morning and does not stop until well past 9:00 pm. Then has to be back at registration Saturday morning at 7:00 am. Friday and Saturday Kate and I were ever-present at registration to handle problems, provide support, and offer the on-site training as new volunteers began their shifts.