SAS Global Forum
Executive Board and Conference Team
Roles and Responsibilities

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Acronyms Used in This Document

To aid in the readability of this document, the following acronyms will be used throughout.

- SGUG = SAS Global Users Group
- SGUG EB = SAS Global Users Group Executive Board
- EB = SAS Global Users Group Executive Board
- CAT = Content Advisory Team
- CDT = Content Delivery Team

CONFERENCE COMMITTEE AND CONFERENCE TEAM

Overview

SAS Global Forum is the premier event for SAS professionals worldwide, offering unequalled educational and networking opportunities. The SAS Global Forum conference is planned and run by volunteers from the SAS Community who collaborate with SAS Institute to plan many aspects of the conference, focusing on content selection and delivery.

This document details the roles and responsibilities of the large number of people who contribute to the success of SAS Global Forum each year, including contributions from

- SAS Global Users Group Executive Board
- SAS Global Forum Conference Chairs
- Content Advisory and Content Delivery Team of Volunteers from the SAS community
- SAS Institute

Conference Committee

The conference committee is the primary group responsible for the success of SAS Global Forum. The committee members include

- Current Conference Chair and two incoming Conference Chairs
- Chair and Vice Chair of SAS Global Users Group (SGUG) Executive Board (EB)
- SAS employees
- SAS Global Forum Conference Project Manager
- SAS Leadership

Additional conference team roles include many members of the SAS Institute Customer Marketing and Event Planning Department. Their roles are detailed in the next section.

This committee meets weekly or bi-weekly (depending on the decision of the team) for one hour via teleconference and may hold two 1 to $1^{1/2}$-day face-to-face planning meetings annually in Cary, NC on the SAS Campus, typically in May/June and October/November.

Conference Team

The conference team includes all members of the conference committee and SAS Community volunteers serving in leadership roles. Specifically, the Content Advisory Team and Content Delivery Team Members, who are selected to serve in their role for the 14 months leading up to the conference . SAS Content Advisors are typically appointed to participate and assist the team. As needed, community Advisers and volunteers are recruited to provide additional support.

The conference team normally meets on a bi-weekly basis, and as needed in the year leading up to the conference.

SAS GLOBAL USERS GROUP EXECUTIVE BOARD ROLES IN CONFERENCE PLANNING

Overview

SGUG EB

Mission

To champion the needs of SAS users around the globe – to help them learn, connect and grow.

Vision

To be the SAS community's most vibrant facilitator by connecting SAS professionals to expert content, best practices, and thought-leadership.

Core Values

Inclusiveness – Embraces the diversity of perspectives.

- We respect the differences in others and the value different perspectives bring.
- We seek the input of others and gain consensus in areas where others' support is required.
- We communicate openly and respect each other.
- We keep others informed.
- We show respect for and value all individuals for their diverse backgrounds, experiences, styles, approaches and ideas.

Commitment - Being accountable for our actions and is engaged, involved, and passionate about realizing our mission.

- We accept responsibility for our actions.
- We make and support business decisions through experience and good judgment.
- We maintain a positive and open attitude toward new ideas.

Service – Designing solutions with people at the center and committed to providing extraordinary leadership to the SAS community.

- We focus on what's important to maintain and nurture relationships.
- We lead through service.
- We create opportunities for collaboration.
- We are purposeful and focus on outcomes and impact.

Learning - Improving and transforming ourselves and continually learning and growing. We strive for excellence in all that we do.

- We create opportunities to learn and grow.
- We foster innovation and creativity.
- We actively continue our own development of SAS knowledge, skills, and experience.

Integrity – Assuming the best in people and trusting people to always do the right thing.

- We will do the right thing.
- We act with honesty and integrity, never compromising the truth.
- We occupy ourselves with the highest ethical standards, demonstrating honesty and fairness in every action that we take.
- Assume positive intent and listen to others for understanding.

The SGUG is governed by an Executive Board (EB) whose membership is composed of

- Individuals who have been selected from the user community to chair the annual conference, and
- Select SAS Institute representatives.

The EB members participate actively in supporting the annual conference by participating on committees related to the conference and as reviewers for contributed submissions and program application reviewers

The information below focuses on the EB Committee Structure. These committees may have other roles and goals that are not included below.

Finance Committee

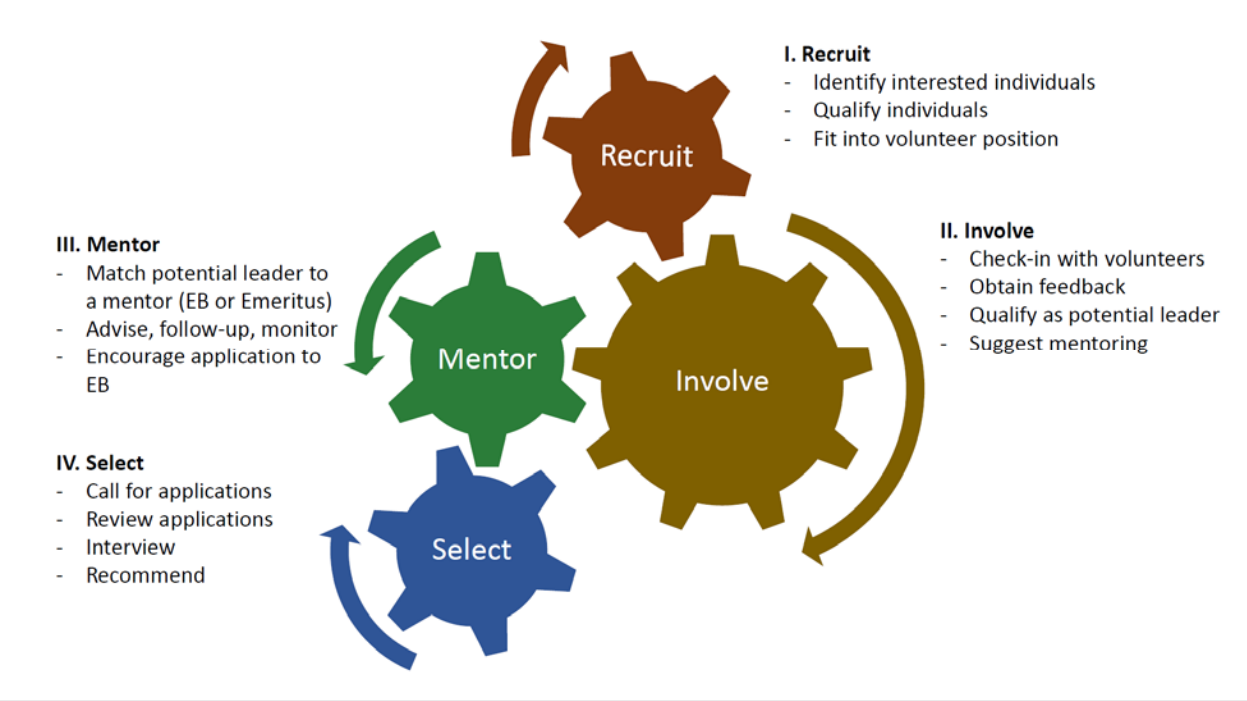
A Finance Committee is approved by SGUG EB and tasked to work on conference related financial business responsible for collaborating with the SAS Team regarding the allocation of funds to the Global Users Group within the overall annual SAS conference budget. Funds are primarily allocated for purposes of content development and execution as well as collaboration on new initiatives and board sponsored travel and meetings.

Governance Committee

The purpose of the Governance Committee is to ensure bylaws and policies are up to date and ensure conformity to policy governance. The responsibilities l but not limited to the oversight of policies for Board-Chair interactions, global governance processes, EB mission, EB vision and EB core values, financial processes, chair polices, EB code of conduct as examples.

Leadership Development and Nominations Committee

The mission of the Leadership Development and Nominations Committee is to attract, recruit, evaluate and nominate the best candidate to chair the upcoming conference, and participate as a SGUG EB Member. Additionally, the committee provides additional resources and guidance to the SAS community with a goal of providing a path to leadership, increasing the potential leader pool, increasing opportunities for community involvement (including Task Teams), and improving the leader experience for SAS Global Forum.



SAS ROLES IN CONFERENCE TEAM

SAS invests a significant amount of resources in SAS Global Forum. The following provides an overview of key SAS roles that collaborate with SGUG EB, and the Conference Committee. The functions listed below all interact with many other experts across SAS to ensure these functions are completed on time, with high quality and as efficiently as possible.

SAS Leadership	• Manages of the team members that work on SAS Global Forum on a daily basis • Interface to executive management at SAS Institute
SAS Global Forum Program Management	• Project manages the entire SAS team • Manages program strategy • Coordinates work effort between the conference team and SAS Institute • Collaborates with the teams that support the Users Program, Executive Program, Partner Forum and academic offerings to ensure co-located conferences goals are achieved • Develops attendee experience strategy
Content Management	• Drives, manages and executes Content and Content Delivery Strategy including collaboration with conference teams and SAS advisors • Liaison to the SAS Institute Editorial Review Board (drives SAS Institute content) • Coordinates content for the Opening Session and Technology Connection • Coordinates strategy and content for Executive Program • General Session keynote research and management
Marketing and Promotional Efforts	• Promotional Strategy & Execution • Conference Theme development and branding • Conference Website • Reporting • Communications both internally and externally • Virtual event promotion
Digital and Social Planning	• Social Media & Engagement • Mobile App & Gamification • Coordinate social marketing efforts with SGUG EB, SAS users and conference planning teams

Registration Management	• Coordinate and manage conference registration systems, processes, and on-site execution including:
	  ○ Conference discounts
	  ○ Attendee communications through registration application
	  ○ Reporting
	  ○ Alliance with SAS Travel

Logistics Management	• Venue Space Planning and Hotel Management • Coordinates and manages Networking Activities, Catering, IT, AV, Security and Shipping • Coordinates Site Inspection and Planning Visits
The Quad Project Management	• Coordinates Booth Design & Layout • Works with Individual Departments on Booth Properties and Exhibit Needs • Coordinates staffing within The Quad
Sponsorship Management	• Coordinates and manages event sponsorships (partners and academic)
Budget Management	• Manages SAS Global Forum Budget for SAS Institute and liaisons with SGUG EB Finance Committee • Reporting

CONFERENCE TEAM VOLUNTEER ROLES

Overview

The SAS Global Forum Conference Team, comprised of volunteers from the SAS community, collaborates with SAS to plan all aspects of the conference including content selection and delivery.

The ***Conference Chair*** for SAS Global Forum is selected 2-3 years prior to their conference year. This enables the upcoming chair to work with the current conference chair and team for at least 2 conferences prior to their conference year, thus gaining the knowledge and experience they need to lead their team. In addition to the Conference Chair, the Conference Team includes two very important community-based teams

- Content Advisory Team
- Content Delivery Team

The ***Content Advisory Team*** Members begin to work 14 to 16 months prior to the conference to research, identify, and proactively attract relevant content and presenters that appeal to conference attendees and to the worldwide audience that uses the conference content year-round. Individuals who participate in this role are considered experts in specific content areas including programming, analytics, administration, data management, solutions, or business intelligence and data visualization. They are expected to have a network of experts within their focus area from which they can secure invited speakers. (See below for details of Content Advisory Team Roles and Responsibilities).

The ***Content Delivery Team*** Members begin to work 12 -14 months prior to the conference. The Content Delivery Team works closely with SAS staff on content delivery logistics and communicates with the presenters to ensure that presenters and authors have everything they need to provide a high-quality presentation and paper. (See below for Content Delivery Team Roles and Responsibilities).

Conference Chair – Roles and Responsibilities

A newly selected conference chair immediately becomes an active member of the Executive Board. High-level roles, responsibilities, and approximate timing are provided as an overview of the scope of the conference chair role. The conference chair actively collaborates with SAS and the EB for conference planning activities.

25 - 36 months prior to conference

- Shadow other conference chairs to understand their areas of focus and to assist as needed (weekly/bi-weekly teleconference meetings)
- Review surveys and other available research to determine possible areas of focus and changes
- Participate in SGUG EB and Conference Planning meetings (in-person meetings in July and at SASGF)
- Active role on SGUG EB new committee initiatives (usually 1 teleconference/month)
- Recruit volunteers for the current pre-conference tutorials and manage the delivery of pre-conference tutorials
- Review the pre-conference tutorial surveys to gain insights for planning and selecting pre-conference instructors for the next year
- Participate in the face-to-face conference committee planning meeting (in Cary, NC, May/June and possibly October/November)
- Participate on the Conference Team and lead various programs e.g.: New SAS Professional or International Professional Coordinator

18 - 24 months prior to conference

- Shadow other conference chairs to understand their areas of focus and to assist as needed (weekly/bi-weekly teleconference meetings)
- Develop and refine his or her conference plans including theme, goals, marketing focus
- Participate in SGUG EB and Conference Planning meetings, including participating on EB Committees and task forces (in-person meetings in July and at SASGF)
- Solicit tutorial submissions, select tutorial instructors and schedule pre-conference tutorials for the current conference
- Co-Coordinator for the New SAS Professional Program or International SAS Professional Program
- May be involved as coordinator for other programs as needed

12 - 17 months prior to conference

- Shadow current conference chair to understand their areas of focus and to assist as needed (weekly teleconference meetings)
- Refine conference goals, theme, website, and content focus areas
- Selection and launch of his or her conference team (CAT and CDT plus SAS Advisors)
- Participate in SGUG EB and Conference Planning meetings including conference update presentations to EB (in-person meetings in July and at SASGF)
- Shadow the Conference Chair at the conference 1 year prior to his/her own conference
- Participate in the face-to-face conference committee planning meeting (in Cary, NC, May/June and October/November)
- Implement any additional programs or projects for the conference

6 - 11 months prior to Conference

- Work with Conference Team on Content Planning, Attraction, Submission, and Delivery (this will be a substantial effort)
- Work with SAS on conference Marketing efforts
- Work with SAS on the role of the Conference Chair during Opening Session and Technology Connection
- Participate in the face-to-face planning conference committee meeting

0 - 5 months prior to Conference

- Continue to work with your conference team on the conference content and delivery, and on how the content fits into different marketing efforts
- Assist your conference team in dealing with
    - Speaker cancellations and changes timing issues
    - Logistics issues
    - Speaker communications
    - Volunteers' attraction and usage
- Participate in the face-to-face conference committee planning meeting (in Cary, NC, October/November)

At the Conference

- Time Commitment: 2 days before opening day plus all 4 conference days
- Opening Session and Technology Connection practice sessions and presentations
- Webcast Interviews with SAS staff (if applicable)

- Sponsors - meet and greet and thank you

Month following conference

- Thank you to the conference team and all the volunteers
- Compile agenda items and participate in the face-to-face post-conference debrief meetings (in Cary, NC, May/June)
- Write and present a conference recap for the summer SGUG EB meeting

Year following conference

- Provide mentoring / advice to the upcoming conference as appropriate
- Begin active participation on SGUG EB committees and task forces

Conference Content

How do we identify and attract conference content?

Conference content is the primary purpose for conference attendees, and thus attracting the right content and presenters are the focal points for planning. Teams of experts proactively guide conference content from the User Community and SAS to identify relevant topics and key presenters that will be valuable to the many personas that make up our audience.

Community Input - What Content and Events to Offer

To better understand what the community wants to learn, and what they value most in conference content and events, online surveys and focus groups have served as the basis for community input for the current and future conferences. We continue to further assess community input through presentation evaluations, attendance in presentations, and conference survey information from previous conferences to proactively identify, attract, and gain the best content possible for the conference.

Content Experts - What Content to Attract

- Conference paths are designed to accommodate the SAS Global Forum audience based on:
    - Content Area (Programming, Analytics, Administration, Data Management, etc.).
    - Level of SAS usage (beginner, intermediate, power-user, manager of users)
    - Industry (Banking, Insurance, Health and Life Sciences, Education, Government, Retail, etc.)
    - SAS technologies (SAS Software, Products and/or Solutions)
    - Role (Statistician, Programmer, Analyst, Manager, etc.)
    - Presentation Type (Business, Technical)
    - Presentation Format (Poster, Hands-On Workshop, Quick Hit, Panel, Table Talk, Breakout, etc.)

We continue to refine these areas and create new paths as necessary for future conferences.

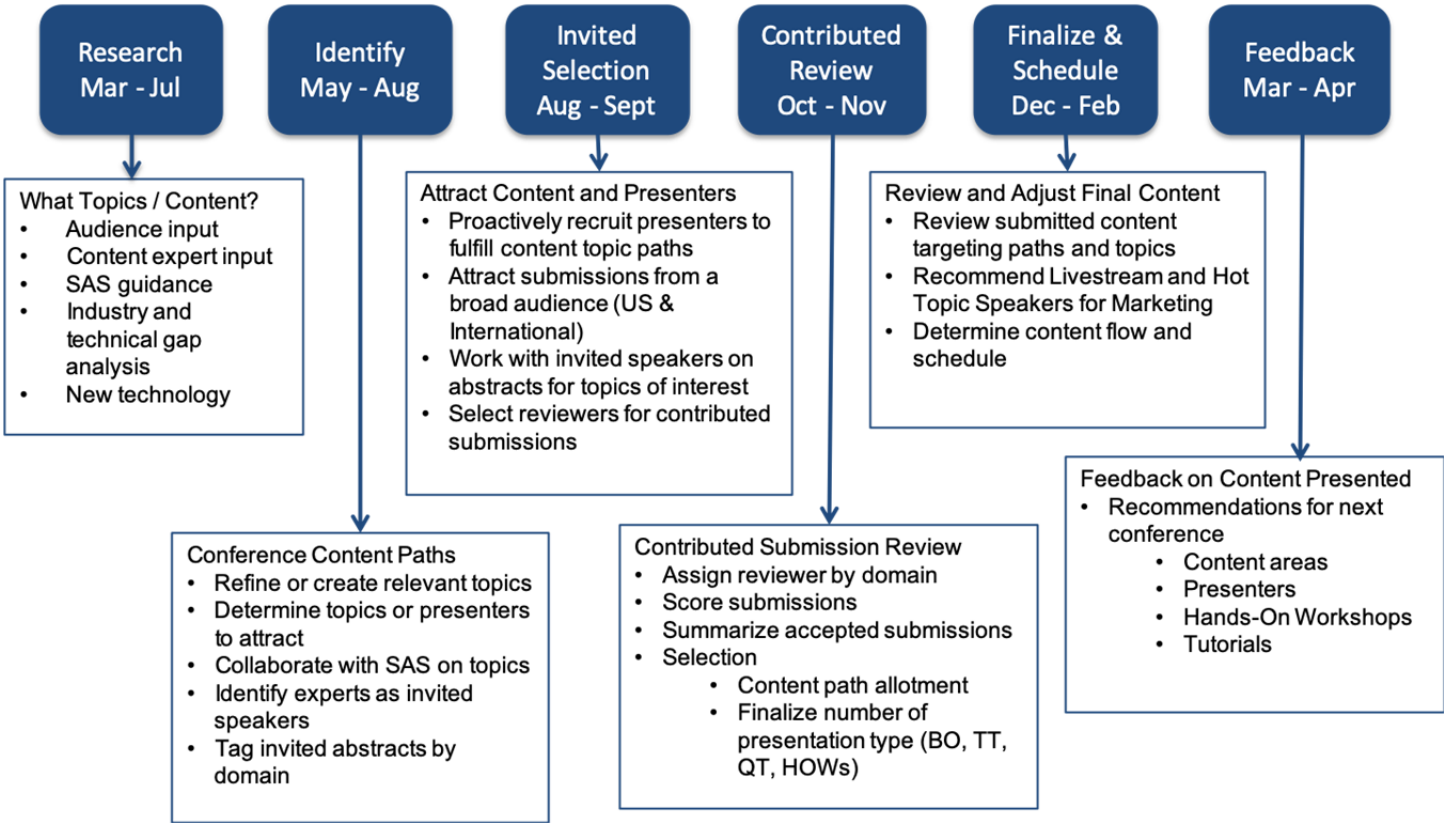
Content Advisory Team

Overview

Content Advisory Team includes Members(chosen to serve a 14-month term) and Advisors (Content Experts from SAS and from the community) to make the content happen. Experts from the community and from SAS serve as Content Advisory Team Members and Advisors to identify, attract, recruit and validate content. This team, together with the SAS community, combines their knowledge to proactively plan and refine conference content and paths for a wide range of personas. If staffing permits, an experienced team member pairs with a less experienced member to share knowledge on the role and responsibilities. There may be more than two members per topic area, dependent upon the needs and staffing of the CAT team.

Roles and Responsibilities of the Content Advisory Team

Assuming an April Conference, the roles and responsibilities of the Content Advisory Team Members include:



Benefits of serving as a Content Advisory Team Member

- Increase your knowledge by learning about new SAS technologies, and business and industry trends
- Increase your network of Content Experts including SAS staff, Content Experts, Industry Leaders
- Increased visibility within the SAS Community
- Gain leadership and project management experience

Time commitment for a Content Advisory Team Member

It is expected that Team Members will likely spend, ***on average***, 3-6 hours a week in research, planning, and coordination, with the busiest months being June-November and January.

Content Advisory Team Application Process

- Application Timing: **15-16 months prior to the conference**
- Complete the Content Advisory Team Application distributed in Dec- Jan of year prior to the conference year
- Prepare a résumé or CV that summarizes:
    - Education
    - Employment roles and responsibilities
    - Areas of expertise
    - SAS and non-SAS conference attendance and participation related to your career
- Submit the application and your résumé or CV to the conference chair.

Content Delivery Team

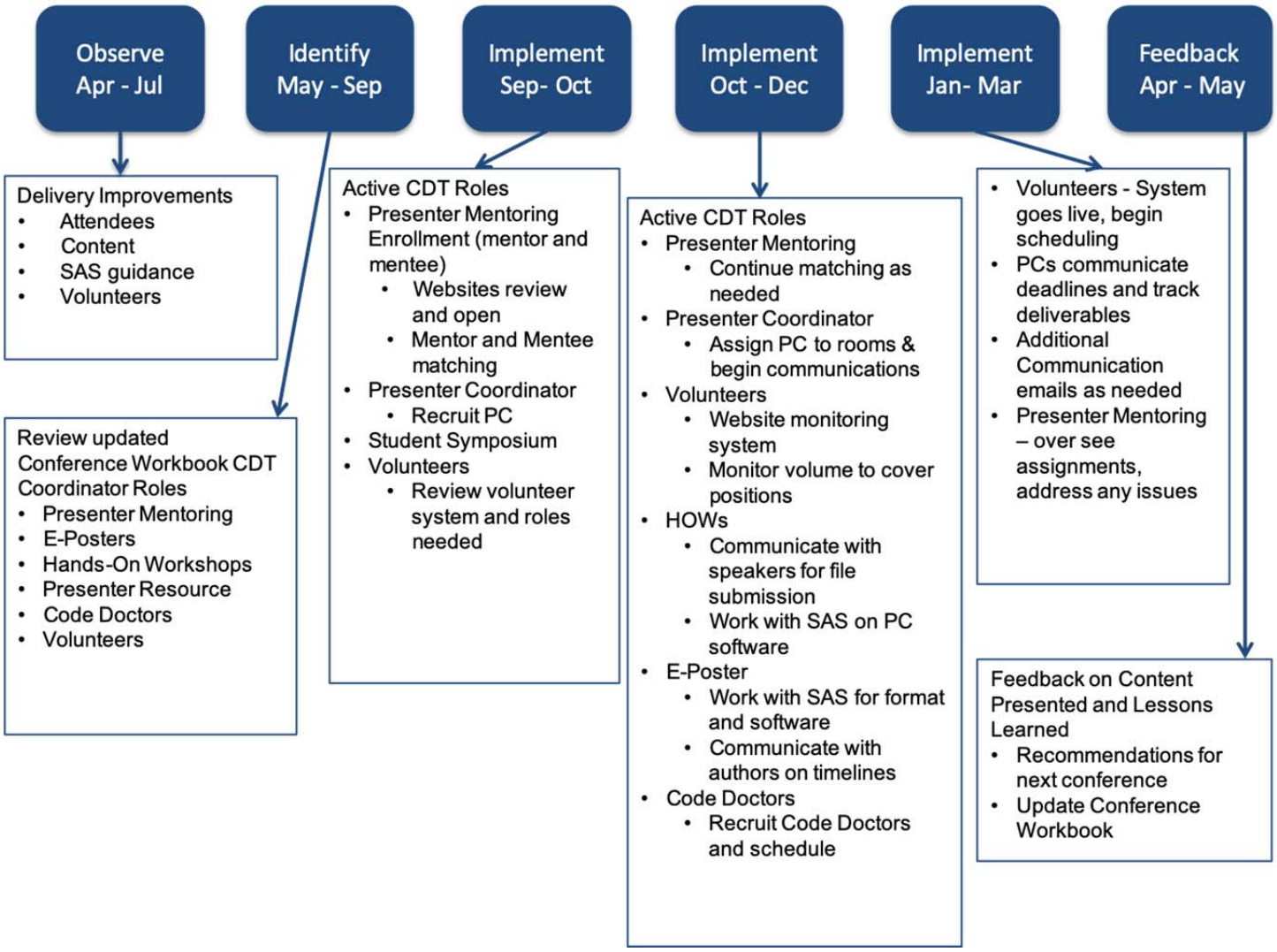
Overview

Initially, the Content Delivery Team works with Content Advisory Team to identify content topics and experts in the community. Once the content and presenters are identified, there are logistics involved in providing high quality presentations and programs. SAS Global Forum content includes both live events and content that is available after the conference ends (proceedings papers, Livestream, etc.). The role of the Content Delivery Team is to ensure that presenters and authors have everything they need to provide high quality presentations and papers.

Roles and Responsibilities of the Content Delivery Team

The Content Delivery Team's roles and responsibilities include:

- Presenter Mentoring Program
- e-Poster Coordination
- Hands-On Workshop Coordination
- Volunteer Coordination
- Code Doctors Coordination
- Presenter Resources
- Contributed abstract Review



Benefits of serving as a Content Delivery Team

- Increase your knowledge by learning about new SAS technologies, and business and industry trends
- Increase your visibility within the SAS Community
- Gain leadership and project management experience
- Increase your knowledge of conference planning and execution

Time commitment for a Content Delivery Team Member

The time commitment varies according to the different roles. On average, it is expected that Team Members will spend, ***on average***, 5 hours a week in planning, coordination, and implementation with the busiest months being November - April (except Presenter Mentoring which usually begins June/July).

Content Delivery Team Application Process

- Application Timing: **15-16 months prior to the conference**
- Complete the Content Delivery Team Lead Application distributed in Dec- Jan of the year prior to conference year
- Prepare a résumé or CV that summarizes your:
    - Education
    - Employment roles and responsibilities
    - SAS and non-SAS conference attendance and participation related to your career
    - Conference planning roles (being specific about how you participated in conference planning and execution)
- Submit the application and your résumé or CV to the conference chair

Specific Content Delivery Team Roles

Content Delivery Team takes responsibility for one of the roles below. If staffing permits, an experienced team-member pairs with a less experienced member to share knowledge on the role and responsibilities.

The responsibilities for each role are listed below. More detailed documentation is available on a yearly basis, since the roles are updated and adjusted yearly. A Conference workbook is maintained year to year for each of the Content Delivery Roles. The workbook can provide guidance using a chronological time/task spreadsheet with notes from the previous year's coordinator.

Role Details: Code Doctor Coordination

Overview

Code Doctors is an Expert User-staffed area at the conference, usually in the SAS Quad. The Code Doctors are SAS users with extensive experience and expertise in one or more areas related to SAS software, that serve as volunteers, usually for 2-hour shifts during the conference, to answer questions posed by attendees.

The Code Doctors area is equipped with 3-5 computers running SAS and with internet access, and connected to a printer, also in the Code Doctors area. The "clients" are SAS users attending the conference with a question or problem about SAS, usually specific to a particular application or industry specific, who come to the Code Doctors area on a walk-in basis, to get assistance. Code Doctors is typically, "open" for some subset of the hours that the Quad is open; this may vary somewhat from year to year, depending on space and scheduling constraints.

The role of the Code Doctor Coordinator is to recruit and schedule volunteer Code Doctors and to provide oversight and ensure the Code Doctors area is running smoothly at the conference. In general, there is a group of expert SAS users who volunteer each year to be a Code Doctor. However, the coordinator should always look for new professionals who have proven to be the up and coming experts in SAS topics or in a specific industry. The biggest challenge with these "in demand" experts is finding available time for their "session" due to multiple conference obligations and presentations.

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from January – April (active role at the conference)
- Recruit potential code doctors to cover many SAS topics (Macro, SQL, Statistics, ODS, Graphics, EG, etc.) throughout the schedule
- Work with SAS and Conference Chair to determine what the Open Hours for Code Doctors will be. Allocate this time into the required number of 1.5 – 2.5-hour shifts.
- Schedule the Code Doctors at times that do not conflict with other commitments. Be sure to balance areas of expertise to cover the breadth of questions that will occur. Be sure to schedule experts in each shift that cover the most asked questions by users such as Macro, SQL, statistics, graphs, EG, Admin, VA, etc.
- Communicate often with the Doctors regarding their schedule. In January-February time frame, the speaker's schedules have been finalized. This will help with scheduling the volunteer's shifts
- Communicate with SAS to determine what versions of SAS/Enterprise Guide or any special software (Visual Analytics, Viya) will be on each computer
- Prepare Attendance/Topic logs to be used to record activity. Each Doctor will track clients in terms of general topic areas and monitor volume for future staffing
- Collect Doctor's contact information when at the conference (not work numbers) and provide your contact number

At the conference

- Check the Code Doctors area set up – equipment, signage, internet, etc. before opening
- Stop by the area periodically to ensure all is running smoothly and confirm attendance log usage

After the conference

- Send a note to all your Code Doctors thanking them for their help
- Considering adding metrics to your email about the number of "clients" and topics covered
- Organize your tracking information so you can pass it on to next year's Coordinator

Role Details: e-Poster Coordination

Overview

The e-Poster preparation and delivery is very different from the standard breakout or HOW presentations, therefore additional guidance on presentation format is provided to the e-Poster presenters. The timeframe for this work is September – April. The Coordinator works closely with the accepted e-poster authors to answer questions and review the submitted e-poster formats.

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from January – April
- Review the successes and gaps in the prior Conference workbook and make recommendations for changes.
- Work with SAS and Conference chair to provide updated process/format documents for the Speaker Resource Center
- e-Poster guidelines including software and format for ePoster
- e-Poster FAQs
- Sample e-Posters
- Work with the Communications Coordinator to create standard communications to accepted presenters, as well as triage for questions that come in from presenters
- Accessing information in Presenter Resource Center (PRC) for guidelines, FAQs, samples
- Create guidelines for reviewing ePoster submissions
- Proceedings paper options (pdf of e-Poster will be used in absence of paper)
- Set deadlines for e-Poster presenters
- Work with Volunteer Coordinator to create guidelines for e-Poster volunteer positions
- Communicate with presenters to fix e-Poster issues
- Work with SAS and Conference Chair for e-Poster location guide to be displayed in the e-Poster area

At the conference

- Communicate with SAS about any technical issues
- Monitor the e-Poster area to ensure all is running smoothly

After the conference

- Gather feedback from presenters and volunteers to assist in planning future years
- Update the Conference Workbook based on lessons learned throughout the process

Role Details: Hands-On Workshop Coordination

Overview

The Hands-On-Workshop Coordinators work with SAS, the Conference Team, and the presenters with a goal of successful and effective Hands-On-Workshops at the conference. The selection of topics is critical for this session because it is well attended by attendees, as measured by rooms filled to capacity .

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from July – April
- Coordination with Content Advisory Team to confirm content and Invite HOW presenters
- Session timing is appropriate to fit schedules

- Coordination between SAS and Presenters to confirm software needs including versions, and HOW files that will be used by presenter and attendees
- Communication with presenters to confirm the timeliness and completeness of their workshop files (these are due to SAS well in advance of the conference so SAS can test the setup)
- Identification and recruitment of volunteers to serve as HOW volunteers at the conference

At the conference

- Communicate with SAS about any technical issues
- Oversight of HOW room(s)

After the conference

- Gather feedback from presenters and volunteers to assist in planning future years
- Update the Conference Workbook based on lessons learned throughout the process

Role Details: Presenter Mentoring Coordination

Overview

SAS Global Forum Conference Team's goal is to attract and engage new presenters to provide valuable, high-quality content for the attendees. The Mentoring Program is a program developed to assist and encourage new presenters to submit papers, presentations or posters abstracts as well as to improve the overall conference experience by enhancing the quality of posters, presentations and published papers. By encouraging new people to share their knowledge, the variety of content and pool of presenters is expanded while still maintaining the quality of presentations and content. This program also serves the purpose of collaboration and networking new attendees and "seasoned" attendees/presenters which enhances first-timers or first presenters conference experience.

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from June – April
- Identify suggested changes to Mentoring Program for the upcoming conference year
- Attraction and recruitment of Mentors spanning a wide range of topics and industries
- Refinements to marketing of the program for potential Mentorees
- Mentor-Mentoree matching and communications
- Monitor progress and engagement of Mentors and Mentorees, and establish checkpoints and metrics

At the conference

- Provide contact information for Mentors and Mentorees
- Be available for any issues

After the conference

- Gather feedback from Mentors and Mentorees to assist in planning future years
- Update the Conference Workbook based on lessons learned throughout the process
- Prepare a recap of program's success and suggestions for next year

Role Details: Presenter Resource Coordinators

Overview

The Coordinators will focus on organizing and coordinating all of aspects of the presenters' interactions and delivery to provide successful content presentations. This includes timing and completeness of bios, paper, presentation slide decks, registration, etc.

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from October – April
- Gather names of potential Room Facilitators
- Management of Room Facilitators
- Obtain number of presentation rooms from Conference Chair and SAS
- Confirm presentation types
- Determine how Room Facilitators will be assigned
- Begin active recruiting for Room Facilitators (RF) positions; send email invitations.
- Confirm RF positions
- Invite RFs to Google Docs
- Distribute assignments to RFs
- Schedule a teleconference for all RFs
- Presenter Resource Center training for RFs
- Monitor welcome email from RFs to Presenter sent
- Email to presenters on paper deadline, format, AV equipment, ending of early bird registration
- Begin assigning Session Coordinators
- Assist RFs to recruit session coordinators to assist onsite in presentation rooms
- Confirm presenters are registered (work with SAS)
- RF signup for presenter check in shifts

At the conference

- Oversee onsite room coordination (proper setup, attendance, crowd control, intros, etc.)
- Oversee presenters check-in
- Monitor room to ensure RFs onsite
- Troubleshoot any issues for coverage

After the conference

- Gather feedback from RFs to assist in planning future years
- Update the Conference Workbook based on lessons learned throughout the process

Role Details: Volunteer Coordinators

Overview

The Volunteer Coordinators plan and coordinate all aspects of the conference volunteer program.

Roles and Responsibilities

Before the conference

- Time commitment for the Coordinator is from August – April
- Review prior conference to Identify roles that we still stay the same, identify roles that can be eliminated, identify new volunteer roles that are needed
- Recommendations to Conference Chair for upcoming conference
- Define roles
- Update web/marketing information for SAS Conference
- Oversee all recruitment needs and gaps

At the conference

- Evaluate volunteer participation and effectiveness
- Communicate with Presenter Resource Coordinators

After the conference

- Gather feedback from volunteers to assist in planning future years
- Update the Conference Workbook based on lessons learned throughout the process

Additional Volunteer Roles for SAS Global Forum

Content – Related Roles

Members of the SAS community are encouraged to share their knowledge and expertise by volunteering for one of the following roles:

Presenters

Beginning in the summer prior to the upcoming conference, a Call for Content is posted at www.sasglobalforum.com. A variety of presentation formats are welcome; the exact details change yearly but normally include:

- Breakout sessions – contributed standard presentations that are 20 minutes in length
- Quick Tips – 10-minute presentations on a very specific topic
- Hands-On Workshops (HOW) (Invited only) - attendees learn about your topic by following along and generating code, or using applications with your guidance. The HOW rooms typically have 60-100 machines with groups of 2 or 3 attendees at each machine. HOW presenters are required to have prior teaching or presentation experience due to the level of guidance and coordination involved.
- e-Poster – attendees can enjoy electronic posters throughout the conference. While the poster can be static, it is most effective by enabling a variety of formats including interactive graphics, videos, verbal content, and scrolling content. E-Poster presenters also staff their poster for an hour during the conference to talk with interested attendees.
- Presenter Effort
    - Submission (title, abstract, bio, working draft) Timing: summer / fall
    - Proceedings Paper and related materials Timing: due a few months prior to conference
    - Presentation (PPT or e-Poster) Timing; depends on format but due prior to conference

Content Reviewers

- Input from experts in the SAS community helps the Content Advisory Team Leads determine which submissions are accepted for presentation at SAS Global Forum. If you would like to help determine the content, and if you have expertise in one of the content focus areas, we welcome your assistance
- Timing: Content Reviewers typically review the content in the early Fall
- Contact the Conference Chair or one of the Content Advisory Team Leads to volunteer

Mentor

- The Mentoring Program is a program developed to assist presenters to improve the quality and content of their abstracts, papers, presentations or posters
- If you are an experienced SAS Global Forum presenter and would like to help new presenters through the submission process or help them take their content from *idea to presentation*, contact a member of the Mentoring Coordinator or the Conference Chair
- Timing: Assignments can begin as early as summer (as new presenters think about submissions) and assignments normally continue until conference closing
- Mentors usually attend their mentee's presentation to provide feedback and accolades to the presenter

Code Doctors

- Code Doctors is an Expert User-staffed area at the conference, providing technical guidance and assistance to attendees
- The Code Doctors are SAS users with substantial experience and expertise in one or more areas related to SAS software, who serve as volunteers, usually for 2-hour shifts, to answer questions posed by attendees
- Timing: You will be assigned for one or two slots at the conference (normally 2 hours slots)

Logistic – Related Roles

Room Facilitators

- This role starts in the late fall, and requires effort from late Fall through the conference.
- Each room facilitator is responsible for the smooth delivery of a group of presentations (usually all presentations assigned to one or two specific rooms)
- Making sure all requirements are met (registration, paper, presentation, etc.)
- Recruiting volunteers to serve as session coordinators for onsite coordination (see details for next role)
- Scheduling session coordinators and providing oversight of all logistics onsite

Session Coordinators

- Timing: at the conference, normally for a minimum of ½ day
- One session coordinator is assigned to each presentation room to insure a high-quality presentation experience for the presenter and attendees.
- Session coordinators will be assigned duties, dependent on their experience and choices
    - Attendance
    - Session time keeper

Hands-On Workshop (HOW) Session Coordinators

- Timing: at the conference, normally for a minimum of ½ day
- 2-4 HOW Helpers are assigned to each Hands-On-Workshop to assist with Room Host duties (see above)
- Assist attendees with issues related to the hands-on workshop, such as Navigation of SAS windows
- Following technical instructions provided by instructor
- Coordinating assistance with machine issues