

# Volunteer Orientation & Training

❖ Ann McLeod, CEM, CAE, SAME National Office

November 4, 2025 | 3:00 p.m.

# CODE OF CONDUCT

SAME is committed to providing a safe and welcoming experience for all participants. Unacceptable behavior includes, but is not limited to intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct; disruptive, incessant and unwelcomed instant messaging; or other unprofessional behavior be it written, verbal, or otherwise as determined by SAME and its representatives, in their sole discretion.

Anyone engaged in unacceptable behavior is subject to expulsion from the event, at SAME's sole discretion, without refund. Unacceptable behavior will not be tolerated and should be reported to [registration@same.org](mailto:registration@same.org).



This webinar is being recorded.



Download a copy of the presentation from the “handouts” tab on your control panel.



Use the Q&A tab to submit a question at any time during this presentation.



Use the Chat tab to engage with others.





# Ann McLeod

## SAME National Office

## Fun Facts



Grew up in:

- Brooklyn, NY & Westfield, NJ

Currently binge-watching:

- Downton Abbey (again)

Proudest accomplishment:

- Exercising Consistently

Biggest fear:

- Not having enough \$\$ to retire

**Welcome to the  
SBC 2025 Volunteer Orientation!**

**The Volunteer Lounge is in  
Room 131C at the  
Phoenix Convention Center**

*A Heartfelt Thank You*  
**TO ALL OF OUR  
AMAZING VOLUNTEERS!**

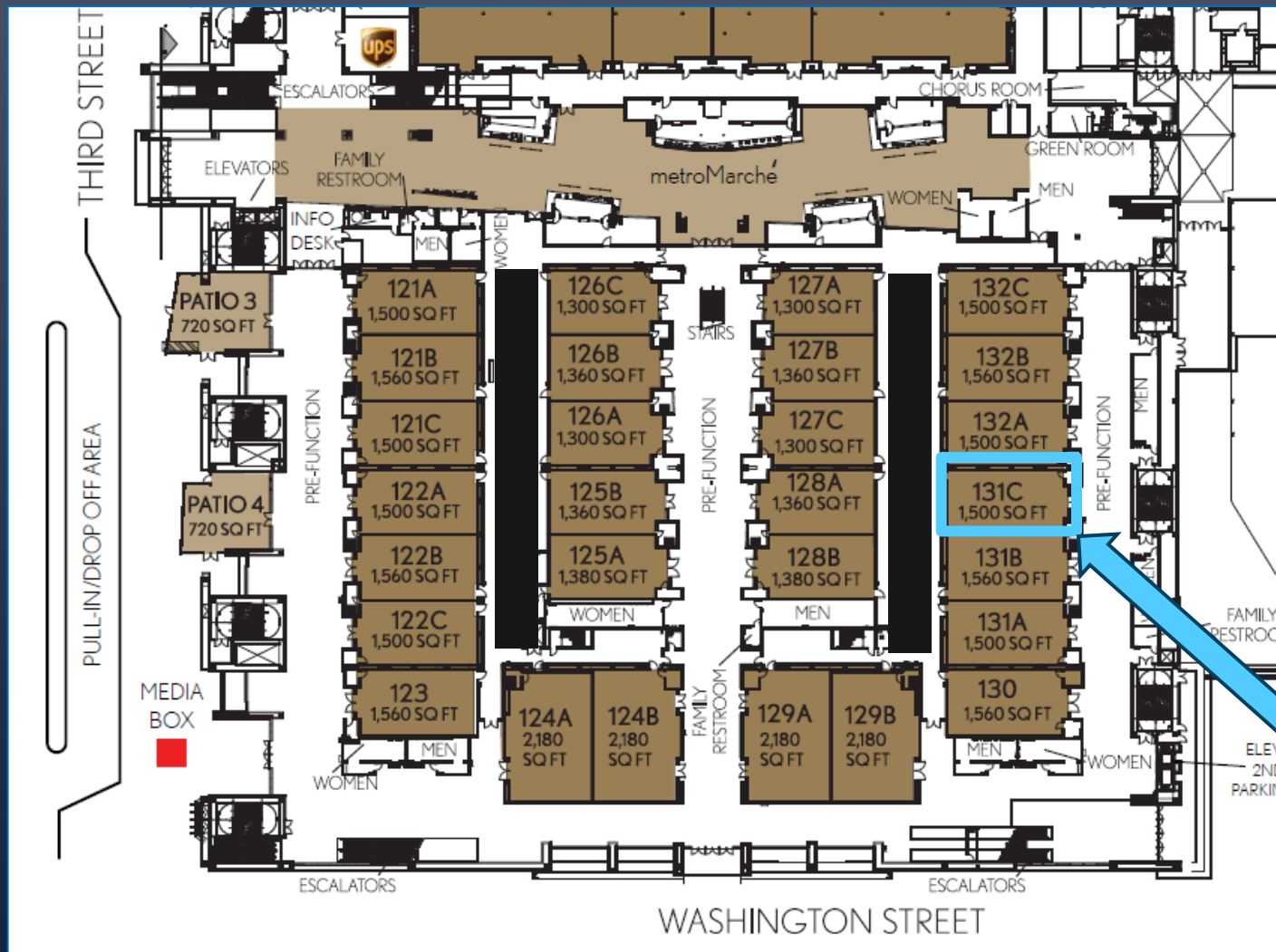
We couldn't do it without you!

# Volunteer Lounge Hours

- Always check-in at the lounge at the start and end of your shifts.
- Breakfast, beverages, and snacks will be available each day.
- You may leave your things in the lounge during your shift.
- We have a limited number of free parking and discounted parking vouchers which will be distributed on a first-come, first served basis.

| Day       | Time              | Notes                                                         |
|-----------|-------------------|---------------------------------------------------------------|
| Tuesday   | 7:00 AM – 8:30 PM | Boxed Lunch provided for those with shifts spanning lunchtime |
| Wednesday | 6:00 AM – 7:00 PM | Lunch in exhibit hall                                         |
| Thursday  | 6:00 AM – 5:30 PM | Lunch in exhibit hall                                         |
| Friday    | 6:30 AM – 1:30 PM | Lunch in exhibit hall                                         |





VOLUNTEER LOUNGE  
Room 131C





Please double-check the  
volunteer schedule that  
was distributed...

and let us know **immediately** by  
emailing [nandint@same.org](mailto:nandint@same.org)  
and  
[jbarrett@same.org](mailto:jbarrett@same.org)  
if you can no longer complete  
your assignment

# Have you volunteered at SBC before?

- a) YES, once
- b) YES, twice
- c) YES, so many times it's criminal
- d) NO, this is my first time!



samesbc.org



**SAME**  
Federal  
Small  
Business  
Conference  
NOV  
19-21  
2025  
PHOENIX  
ARIZONA

SAMESBC.ORG

 @SAMENATIONAL

 @SAME\_NATIONAL | #SAMESBC25

 "SOCIETY OF AMERICAN MILITARY ENGINEERS"

# Which Post do you represent?

- a) Phoenix Post
- b) Another Post in the Southwest Region
- c) Somewhere else





# Medical Emergency

“**Minor Incident**” (someone cut themselves, twisted ankle, etc. ...)

- There is a First Aid Room located in **Exhibit Hall 4, in the back.**
- It will be open Tue – Fri from 7 a.m. to 7 p.m. each day.

If the situation is “**Life or Death**” – **Don’t Panic and remember the four “Cs” ...**

- **Check** the scene for safety; the victim for consciousness, breathing, etc.
- **Call** the convention center Emergency Number at **(602) 262-6225** with the type of emergency, number of people involved, and location.
- **Care** for the victim. Stay with the individual. Assure them that help is on the way.
- Finally, **Communicate** with *Ann* or *Alicia* about the situation.



# Emergency Procedures

Evacuation-Type Incident (tornado, bomb threat, etc.)

- Our priority is everyone's safety!!!
- REMAIN CALM. We are an example for our attendees...if you panic, they will too.
- LISTEN TO INSTRUCTIONS on PA System.
- Please refer to the evacuation procedures in the reference guide for more information.



**KEEP  
CALM  
AND FOLLOW THE  
EMERGENCY  
PLAN**

# Who's Signed Up?

**Registrants Currently: 4,292**

- Large Business – 18%
- Medium Business – 26%
- Small Business – 47%
- Government – 8%
- Non-Profit / Academia / Retired – 1%

**Exhibiting / Sponsoring Orgs - 533**

# YES, SBC is HAPPENING!



As a volunteer, you are a representative of the Society. Respond to complaints about government attendance with a message of POSITIVITY. Things you can share about the planning process:

- The SAME National Office **had weekly meetings with the services to discuss** we could maximize their participation and **meet them at the point of need**.
- A survey was sent to our government speakers to ascertain milestones around their participation and request that they provide a copy of the briefing they planned to make.

SBC is not just about companies connecting with government but meeting with their peers, discussing teaming arrangements, subcontracting opportunities, and mentor-protégés.

The **business-to-business connections at SBC are critical** to the effectiveness of the A/E/C industry in delivering on the record workloads and emerging requirements of the agencies.

**The printed program went to press on October 28 so it is guaranteed out-of-date.**

Always refer to the app or website for the correct list of activities, days/times, and locations. When you see attendees using the printed program, please advise them to double-check the app!



# Important Contacts for Volunteers

## The Convention Center Emergency Number

- 602-262-6225

## Nandin T

- 202-812-3272

## WhatsApp Group | scan → to join

- The place for quick updates, teamwork, and a few good laughs along the way.
- Using WhatsApp allows us to send messages to everyone
- Sub-groups will be created for the main groups (reg, sessions) to send specific announcements, cries for help, etc.



# Pre-Conference Preparation



- Make SBC Preparation A Top Priority: Your dedication is crucial to our success.
- Review All Documents: Thoroughly read all provided materials as soon as you receive them.
- Explore the Website: Carefully review the SBC site.
- Download the App: Install and start using the conference app (see appendix for QR code and info).
- Watch Webinars: Watch the recording of attendee webinar if you did not participate live.

## Laying the Groundwork for Excellence

Understand Your Assignments: Take ownership of your specific responsibilities.

Be a Knowledge Hub: Familiarize yourself with all aspects of the conference to answer attendee questions confidently.

Remain Calm and Confident: Trust in your preparation and abilities.

Bring Materials with You: Print reference materials and carry them with you.

Embody Professionalism: Represent SAME with pride!

# Volunteer Expectations: Attire

Wear comfortable shoes. Closed-toe shoes are required at bag stuffing and to enter the exhibit hall during set-up or tear-down.

Wear the red t-shirt that you will pick up in the Volunteer Lounge (not required for Bag Stuffing)

- You only get one shirt.
- Please take the size that you ordered!
- Wearing this shirt shows that you are someone who can help / answer questions.
- Wear it over something else if desired, but not under something else.

Wear business casual attire. DO NOT wear clothing that will prohibit you from walking quickly, bending over, etc.

Please DO NOT wear the volunteer t-shirt when you are finished with your assignment and conducting business.

# Volunteer Expectations: Onsite

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- Be ON TIME for your assignments...Running late? Let us know!
- Check-in at the Volunteer Lounge in 131C at least 15 minutes before your first shift so we know you've arrived to get trained and ask questions
- DO Respect directions, rules, and procedures.
- DO always have reference materials with you. If someone asks you a question, the answer is probably in the materials. If it's NOT – make a note so we can add it for next time!!
- DO say “I don’t have that answer but let me find out for you!”
  - rather than “That’s not my job.” or “I don’t know.”
- DO engage with our attendees!! Volunteering is a great way to meet members and network!
- Check-out at the Volunteer Lounge at the END of your shift so we can properly credit your volunteer hours and process your registration refund once we return to the office.



# Our right-hand volunteers....crucial positions!



VOLUNTEER LOUNGE  
CO-CAPTAIN



REGISTRATION  
CAPTAIN



EDUCATION SESSIONS  
MONITOR CAPTAIN

# Volunteer Captains: Faces to Know



Nandin T  
202-812-3272



Emily Forsyth  
210-601-4147



Kristen Lary  
405-517-1468



If you cannot  
make your  
shift or are  
running late,  
contact the  
captains!



Earnest  
Williams  
404-520-9500



Brec  
Wilshusen  
402-802-0094



**The Volunteer Captains are your go-to people for training and specific assignments. Always check with them FIRST.**

**(see the Appendix for their shifts and contact info)**



Up Next:  
Volunteer Position  
Descriptions



# Volunteering at SBC

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- You may be asked to switch tasks based on need. Please pay attention to ALL information presented in this webinar!
- Your FIRST stop regardless of task is to check-in at the Volunteer Lounge in Room 131 C.



**REGISTRATION  
RELATED  
VOLUNTEER  
POSITIONS:**

**Let's make the  
BEST first  
impression!**



# Registration Captains - Faces to Know



Elaine  
Guarriello  
443-519-  
3240



Lori Ruch  
321-507-  
2219



If you cannot  
make your  
shift or are  
running late,  
contact the  
captain on  
duty!



Gerald  
Morris  
850-463-  
7062



Brec  
Wilshusen  
402-802-  
0094



**Please remember for which registration position you signed up.**

After checking-in at the volunteer lounge, proceed down to the first floor and look for the registration captain on duty at the time of your shift and tell them that you've arrived to serve as a \_\_\_\_.

**Registration Volunteer Note:**

Please do not open, turn on, or adjust tablets, laptops, or printers. eShow will do this at the beginning of the day. We will provide contact information for if/when an issue occurs.

# Registration Operating Procedures

- Individual approaches registration area
- Volunteer greets and welcomes individual, asks them if they already registered
- If Yes – individual goes to **Express Badge Pickup**
- If No – individual is directed to **Onsite Registration**
- *Once badge is printed:*
  - *Volunteer hands individual the correct badge holder color (color is printed on bottom of name badge)*
  - *Individual is reminded to review the tickets printed and not to lose them!*
  - *Individual is directed to pick-up a conference bag and wished a great SBC!*
- Restock supplies as needed (badge holders, lanyards, etc.)

# Volunteer Positions: Daily

## Badge Pick-Up

- Help folks scan bar code, hand them their badge sheets and correct badge holder, direct them to pick-up their conference tote

## Onsite Registration

- Help folks register, hand them their badge sheets and correct badge holder, direct them to pick-up their conference tote

## Help Desk

- Make sure those waiting in line really need to be there (pay a balance; do a substitution; correct badge errors, etc.)



# Badge Pickup Roles & Responsibilities

## For Attendees Who Pre-Registered

### JOB FUNCTIONS

- Ask if person has their bar code
  - if yes, tell them to scan it
  - if no, they can search for their name on the tablet
- Badge prints out
- Once badge is printed:
  - Hand individual the correct badge holder color (color is printed on bottom of name badge)
  - Remind individual to review the tickets printed and not to lose them!
  - Direct attendee to pick-up a conference program and wish them a great IPRS!
- Restock supplies as needed (badge holders, lanyards, etc.)

# Badge Pickup Kiosk

- Scanners for bar codes
- Tablets to search by attendee name



# Name Badge Barcode



| Registration Barcode                                                                                         | Registration Information                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>* 3 2 2 2 7 7 *       | Melissa Sprague<br>Meetings & Exhibit Assistant<br>SAME<br>1420 King Street Ste 100<br>Suite 100<br>Alexandria, VA 22314<br>E-mail: msprague@same.org |
| If you are having trouble viewing the above barcode image, <a href="#">click here to print your barcode.</a> |                                                                                                                                                       |

Dear Melissa:

Thank you for registering and welcome! This notice will serve as OFFICIAL CONFIRMATION of your registration for **SAME's 2025 Federal Small Business Conference (SBC), to be held November 19-21, 2025, at the Phoenix Convention Center in Phoenix, Arizona.** We are excited that you will be a part of this event.

Badge holder color is shown at bottom of name “ticket.”

Drink / event tickets print on other “tickets.”

There are helpful notes and information on all “tickets” not needed for the above items. Receipt prints at the bottom.

“NM” shows on badge if person is not a SAME Member.

“FT” show on badge if person is a First-Time Attendee.

ACCELERATE  
READINESS

SBC

SAME  
Federal Small  
Business Conference

ACCELERATE  
READINESS

SBC

SAME  
Federal Small  
Business Conference

MELISSA  
Melissa Sprague  
SAME

322277

Full Conference: Green



EVENT TICKET  
SAME President's Reception  
(By Invitation; MUST have Ticket)  
North Ballroom Pre-Function  
Thank you to our Gold Sponsors!

Melissa Sprague

Networking Reception in  
Exhibit Hall  
DRINK TICKET  
\*Good for One Free Alcoholic Drink\*  
Valid WEDNESDAY Only  
Thank you to our Titanium Sponsors!

Networking Reception in  
Exhibit Hall  
DRINK TICKET  
\*Good for One Free Alcoholic Drink\*  
Valid THURSDAY Only  
Thank you to our Platinum Sponsors!

Matched Networking Appointments  
Have you made your Matched Networking appointments yet? If not, visit our Networking Appointments Concierge Desk in Exhibit Hall 1 for assistance or use the SBC mobile app to secure your appointments now!

# Badge Holders Identify Who's Who

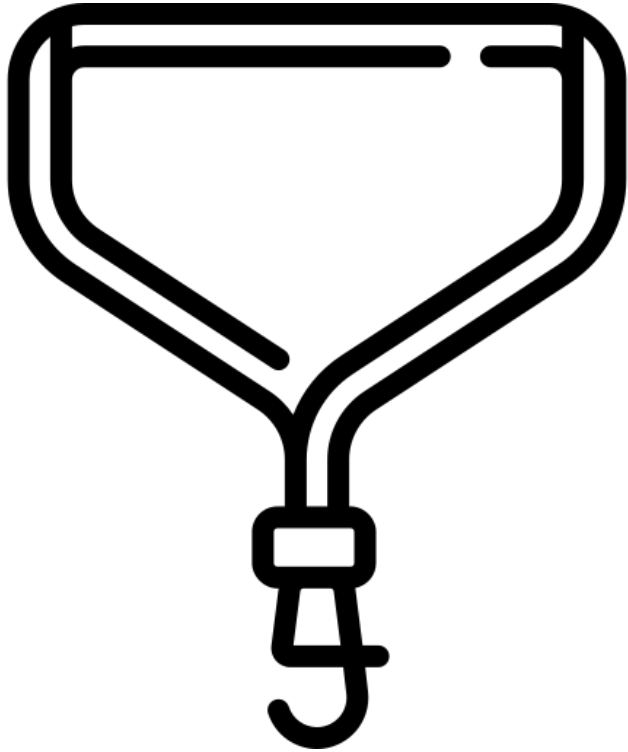
Different colored strips on the badge holder indicate the “registration type” – and indicate when people can have access to the exhibit hall

- **Green** = industry attendee
- **Orange** = government attendee
- **Gold** = government exhibitor
- **Blue & dark blue** = exhibitors
- **Gray** = attendee; one-day only
- **Red** = personal guest





# A Word About Lanyards



- They are available by request!
- Please encourage those asking for a lanyard but wearing clothing that can easily accommodate a clip to do without a lanyard.
- **WHY?! Sustainability, functionality, economics**
- When we set-up, we will determine from where lanyards can be obtained.

# Onsite Registration Roles & Responsibilities



## For Attendees Who Have NOT Pre-Registered

### Job Functions:

- Verify with the attendee that they're NOT ALREADY REGISTERED
- Direct them to complete the registration on the laptop
- Assist with any questions. The biggies:
  - What is my NAICS Code?
  - How do I register as a member? It's not finding me as a member.
- Once badge is printed:
  - Hand individual correct badge holder (color is printed on bottom of name badge)
  - Remind individual to review the tickets printed and not to lose them!
  - Direct to pick-up a conference tote containing the program and other materials and to visit the ribbon/lanyard station and wish them a great SBC!

# Help Desk Roles & Responsibilities

Anyone coming to the Help Desk should ONLY be there for the following reasons:

- Pay a balance due
- Complete a registration transfer
- Add an event to their Registration
- Correct something on their name badge
- They just refuse to self-register

Job Functions:

- Verify with those joining the line that one of the above scenarios applies to them...if not, re-direct them to Badge Pickup or Onsite Reg
- Assist with any questions while they are waiting in line

**Does your shift span the lunch hour?  
Need a quick break?**

**Please CHECK with the Registration Captain  
on duty before leaving for lunch or the area!**

**See the Appendix for their shifts!**





# SESSIONS RELATED VOLUNTEER POSITIONS

Speaker Ready Room: 124



# Education Session Monitor Captains: Faces to Know



Jamie Mabile  
225-978-3159



Michelle Exaros  
445-200-7356



If you cannot  
make your shift  
or are running  
late, contact the  
captains!



Karen Offringa  
SAME National  
Office  
703-216-4879



# Pre-conference Workshop Monitor (TU)

Check-in at the Volunteer Lounge

Then go to Room 126 (Workshop room)

- Take tickets from attendees
- Handout Evaluation forms
- Direct anyone wanting to sign up on-site to the Help Desk
- Support the session as needed

# Session Monitor Roles & Responsibilities

After checking in at the Volunteer Lounge, check-in with the Session Monitor Captain in 124. (Speaker Ready Room)

Get your room assignment and pick-up a badge scanner and clipboard.

Scan badges as attendees enter the room. If attendees are already seated when you arrive, scan their badges also

Direct attendees to microphones during Q&A (sessions only)

Take room counts half-way through the session; at end of shift return count sheets & scanners to SRR

After each session, refresh water bottles on stage for the next session. (IGE Roundtable help reset room if requested)

# IGE Roundtable Support (W-TH)

Check-in to Volunteer Lounge, then go to the SRR.

Pick up scanner and clipboard and head to the session room (226 or 227).

Scan attendee badges.

Take room count half-way through the session; at end of shift return count sheets & scanners to SRR.

After each session, refresh room in prep for the next session. This may include removing flip chart sheets and bringing them to the SRR. **DO NOT TRASH THEM!**





Session Monitors in Action!

# About the Scanners

Scanners are needed for Education sessions, Business Opportunity sessions, and Mega sessions.

They are easy to use but you'll need a brief training/refresher.

If the scanner runs out of charge or you have other issues with it, please come to the SRR to exchange it.

Sign out the scanners so we know who has them. We will contact you if your scanner hasn't been returned at the end of each day.

Return scanners at the end of your shift each day.

# About PDH & AIA Credit

- Only Education Sessions & IGE Roundtables carry PDH credit.
- PDH credits attainable in-person: 8-10
  - ❖ Sessions with PDH credit: 50+
- Over 41 sessions carry AIA credit.
  - ❖ Complete the AIA Credit Form to include your AIA member # & signature
  - ❖ Submit form to [sessions@same.org](mailto:sessions@same.org)
- YOU, the session monitor, are scanning badges so the credits are included on the PDH transcript.
- Audio recordings of sessions are available post-conference in the ASC. Folks may view and claim credits for these sessions...but they won't appear on the transcript

# Where are the Sessions?

121-132

## Concurrent Sessions

- Business Opportunities Sessions
- Advanced Business & Procurement Strategies Track
- Entering the Federal Marketplace Track
- Government Perspectives Track
- Marketing & Business Dev. Track
- Regulations, Rules & Government Framework Track
- Sentinel Mega Series

Ballroom B-C

## Mega Sessions

**IGE Roundtables – 226/227**





An aerial, high-angle photograph of a large, crowded trade show exhibit hall. The hall is filled with numerous booths of various sizes, many featuring large digital displays and banners. People are seen walking through the aisles and interacting at the booths. The ceiling is high with visible structural beams. The overall atmosphere is busy and professional.

# VOLUNTEER POSITIONS in the EXHIBIT HALL

# Bag Stuffing (M)

1:00 p.m. – 5:00 p.m.

- CASUAL attire – closed-toe shoes are REQUIRED. Shorts are OK! You will probably get dirty!
- Report to the entrance to Exhibit Halls B-D to be escorted into the hall for bag stuffing (you DO NOT need to go to the Volunteer Lounge first). Look for Kennedy or Nandin.
- You will stuff conference totes with approx. 7 items
- When we're done, head to vol lounge to pick-up your t-shirt.

# Exhibit Hall Badge Checker

Check-in at Volunteer Lounge

Go to Exhibit Hall entrance and find the badge checker table and Kennedy Gillie

Help individuals trying to get into hall who have the wrong badge holder color

Look up company, if company is exhibiting, give person the appropriate exhibitor badge holder

- DO NOT SEND THEM BACK TO REGISTRATION!

Answer exhibit-related questions

- Where are my boxes? The table I ordered isn't there? (Go to the Exhibitor Service Desk for help!)
- What's my booth number? (look it up in the program or app)

# SAME Booth - Photo Opp Assistance

Do some test runs on how the selfie station works.

Organize the fun signs.

Encourage people to take selfies, explain the signs and get folks to use them.

Help add to SAME's growing gallery!

Let us know if you have ideas for more signs!



# Matched Networking Appt Monitor

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Check-in at Volunteer Lounge, then go to Matched Networking in Exhibit Hall

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Check-in with Katja, Ree, or Lora to pick up appointment lists

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If people ask you to verify appointments, look it up on the list

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Help people find the correct Host table

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Keep things on schedule – ring the “timer bell” at the start and end of appointment periods

---

Help as otherwise requested by SAME National Office team



# Faces to Know: SAME National Matched Networking Team



Katja



Ree



Lora



Amira

# OTHER VOLUNTEER POSITIONS



# 1<sup>st</sup> Time Attendee / New Member Meet & Greet Support

Go to the Volunteer Lounge

Then go to Exhibit Hall. Look for Nandin or Alicia.

Prior to session start, help set out table tents and materials.

Help mentors find their table (only mentors have assigned tables) if they cannot remember the table number.

Greet participants, take tickets, let folks know it's seating by SAME Region and direct to correct table if they aren't aware.

# YP Networking Breakfast

Go directly to room 229 and check-in with Alicia or Sarah.

Serve as “human arrow” (aka help people find it!).

Help with any set-up needs

Take tickets from attendees

If someone doesn't have a ticket and wants to attend, follow direction given by SAME Staff at beginning of event regarding walk-ins.

## AOF Lunch Assistance – Room 229

- Activity begins at 11:30 am...please arrive at room by 11:00 am (after check-in at the Vol Lounge)
- Greet participants & take ticket
- If someone does not have a ticket, follow direction given by SAME Staff.
- Assist as requested by SAME staff
- You may join the lunch at 11:50 a.m. if you don't have a ticket and there are seats



# Human Arrow

- Check-in at Vol Lounge
- Get your placement assignment from the vol captain, then head to your assignment location.
- Assist with the flow of attendees from one area to another, moving between activities and sessions within the convention center

# Listening Sessions

- Check-in at Volunteer Lounge
- Go to SRR to pick up attendee check-in list
- Go to appropriate session room
- Make sure correct session sign is displayed outside the room
- Greet people and check them off the list (this is by invite only)
- Direct folks to reserved seating, if applicable
- Record number of attendees present
- Assist as directed by SAME Staff at the room

# EAG Meeting Assistance

- Check-in at the Volunteer Lounge
- Head to Room 224
- Serve as a Human arrow
- Greet participants
- Make sure they're supposed to be there (this is an invite only activity)
- Assist as requested by SAME staff

## Where do you report at the beginning of each shift?

- a) Exhibit Hall
- b) Registration Help Desk
- c) Volunteer Lounge





Up Next:  
Daily Schedule



# Acronym Guide!

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ASC = Attendee Service Center

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SSC = Speaker Service Center

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ESC = Exhibitor Service Center

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COI = Community of Interest

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AOF = Academy of Fellows

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PDH = Professional Development Hour

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SRR = Speaker Ready Room

# SBC Highlights

# Mega Sessions

Mega Session explore the conference theme, "Accelerate Readiness," centering on a designated agency's role.

Guided by the agency's vision, key leaders will collaborate to convey tailored messages pertinent to the agency's objectives.



High-level Agency representatives



Strategic overviews of agency



Audience can ask questions



Speakers will not discuss business or contracting opportunities



Army – Wednesday at 1 p.m.



Air Force – Wednesday at 4:30 p.m.



Department of Veterans Affairs – Wednesday at 3 p.m.



Small Business Administration – Thursday at 3:30 p.m.



Sentinel Deployment Mega Series – Wednesday at 10:30 a.m.

# Matched Networking (W-F)

Tables hosted by:

- Government Agencies
- Exhibiting Companies

*(Currently there are 200+ hosts!)*

## Hosts

- complete a profile of attributes they are searching for in companies.

## Attendees

- complete a similar profile; get matches based on attributes.



# Matched Networking | Capability Statement Reviews

Matched Networking, hosted by Government Agencies and Exhibiting Companies

Capability Statement Reviews hosted by Small Business COI

**Hosts** complete a profile of attributes they are searching for in companies.

**Attendees** complete a similar profile; get matches based on having the requested attributes.

Appointment requests are made via the ASC

Attendees and Hosts have full ownership of their schedules



# Capability Statement Reviews

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A team of volunteers will be available to review capability statements

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Sign ups are via the Matched Networking portal

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People should search for “Capability Statement Review” in the list of companies to find the reviewers

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5 reviewers available at any given appt time

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Will accept walk-ins

# Accelerating Readiness between Government and Industry: **Listening Sessions**

By application only – space is limited.

Applications are open – email notification being sent to all registrants

Open to industry senior execs: CEO, COO, President, VP, etc.

Participating Agencies: OSD, USACE, Air Force, VA, Ukraine

Application deadline: November 6 at Midnight

# Accelerating Readiness between Government and Industry: **IGE Roundtables**

Microgrids: Workforce Development Needs

• Thur. 11:00 a.m. – 1:00 p.m.

State of AI in the A/E/C Industry

• Thur. 2:00 – 4:00 p.m.

Alternative Construction Methods

• Thur. 3:30 – 4:30 p.m.

# Tuesday Schedule at-a-Glance

| Time                  | Activity                                      | Location             |
|-----------------------|-----------------------------------------------|----------------------|
| 7:00 a.m. – 7:00 p.m. | Volunteer Lounge Open                         | 131 C                |
| 8:00 a.m. - 7:00 p.m. | Registration                                  | Exhibit Hall Lobby   |
| 9:00 a.m. – 5:00 p.m. | Exhibitor Move-In                             | Exhibit Hall         |
| 9:00 a.m. - 5:00 p.m. | National Leadership Assembly Meeting          | 224                  |
| 1:00 p.m. – 5:00 p.m. | Pre-Conference Workshop                       | 126                  |
| 4:00 p.m. – 5:00 p.m. | First Time Attendee / New Member Meet & Greet | Exhibit Hall         |
| 5:30 p.m. – 7:00 p.m. | President's Reception                         | North Ballroom Lobby |

# Wednesday Schedule at-a-Glance

| Time                   | Activity                                                                 | Location           |
|------------------------|--------------------------------------------------------------------------|--------------------|
| 6:00 a.m. – 7:00 p.m.  | Volunteer Lounge Open                                                    | 131 C              |
| 7:30 a.m. - 7:00 p.m.  | Registration                                                             | Exhibit Hall Lobby |
| 8:00 a.m. - 5:00 p.m.  | Speaker Ready Room                                                       | 124                |
| 8:30 a.m. - 10:00 a.m. | General Session with Service Chiefs                                      | North Ballroom     |
| 10:00 a.m. - 7:00 p.m. | Exhibit Hall Open                                                        | Exhibit Hall       |
| 12:00 p.m. - 1:30 p.m. | Academy of Fellows Lunch                                                 | 229                |
| 2:30 p.m. - 4:30 p.m.  | Foundation Board Meeting                                                 | 222 C              |
| 1:30 p.m. – 5:30 p.m.  | Sessions   Business Opportunities   Listening Sessions   IGE Roundtables | Various            |
| 1:30 p.m. – 5:30 p.m.  | Matched Networking   Capability Statement Reviews                        | Exhibit Hall       |
| 5:30 p.m. – 7:00 p.m.  | Networking Reception                                                     | Exhibit Hall       |

## Wednesday Xtras: Good-to-Know

- COI, Council & Committee Meetings throughout the day in Rooms 221B and 221C
- VA “Lunch with Leaders” in Exhibit Hall
- SEBAC Reception



# Thursday Schedule at-a-Glance

| Time                   | Activity                                                                 | Location          |
|------------------------|--------------------------------------------------------------------------|-------------------|
| 6:00 a.m. – 5:30 p.m.  | Volunteer Lounge Open                                                    | 131 C             |
| 7:30 a.m. – 6:00 p.m.  | Registration Open                                                        | Main Lobby        |
| 8:30 a.m. – 10:00 a.m. | General Session with Keynote Speaker                                     | North Ballroom    |
| 10:00 a.m. – 6:00 p.m. | Exhibit Hall Open                                                        | Exhibit Halls B-D |
| 10:30 a.m. – 4:30 p.m. | Sessions   Business Opportunities   Listening Sessions   IGE Roundtables | Various           |
| 10:30 a.m. – 4:30 p.m. | Matched Networking   Capability Statement Reviews                        | Exhibit Hall      |
| 2:00 p.m. – 5:00 p.m.  | EAG Meeting                                                              | 224               |
| 4:30 p.m. – 6:00 p.m.  | Networking Reception in Exhibit Hall                                     | Exhibit Hall      |

## Thursday Xtras: Good-to-Know:

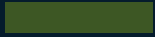
- COI, Council & Committee Meetings throughout the day in Rooms 221B and 221C
- VA “Lunch with Leaders” in Exhibit Hall

# Friday Schedule at-a-Glance

| Time                   | Activity                                          | Location                 |
|------------------------|---------------------------------------------------|--------------------------|
| 6:30 a.m. – 1:30 p.m.  | Volunteer Lounge Open                             | 131 C                    |
| 8:30 a.m. – 12:30 p.m. | Registration Open                                 | Exhibit Hall Lobby       |
| 8:30 a.m. – 12:30 p.m. | Exhibit Hall Open                                 | Exhibit Halls B-D        |
| 9:00 a.m. – 11:30 a.m. | Concurrent Sessions   Business Opportunities      | Various                  |
| 9:00 a.m. – 11:30 a.m. | Matched Networking   Capability Statement Reviews | Exhibit Hall             |
| 12:30 p.m. – 4:30 p.m. | Taliesin West Tour (tix req'd)                    | Via Bus to Taliesin West |
| 12:31 p.m.             | Exhibitor Move Out Begins                         | Exhibit Hall             |



Up Next:  
Convention Center  
Layout



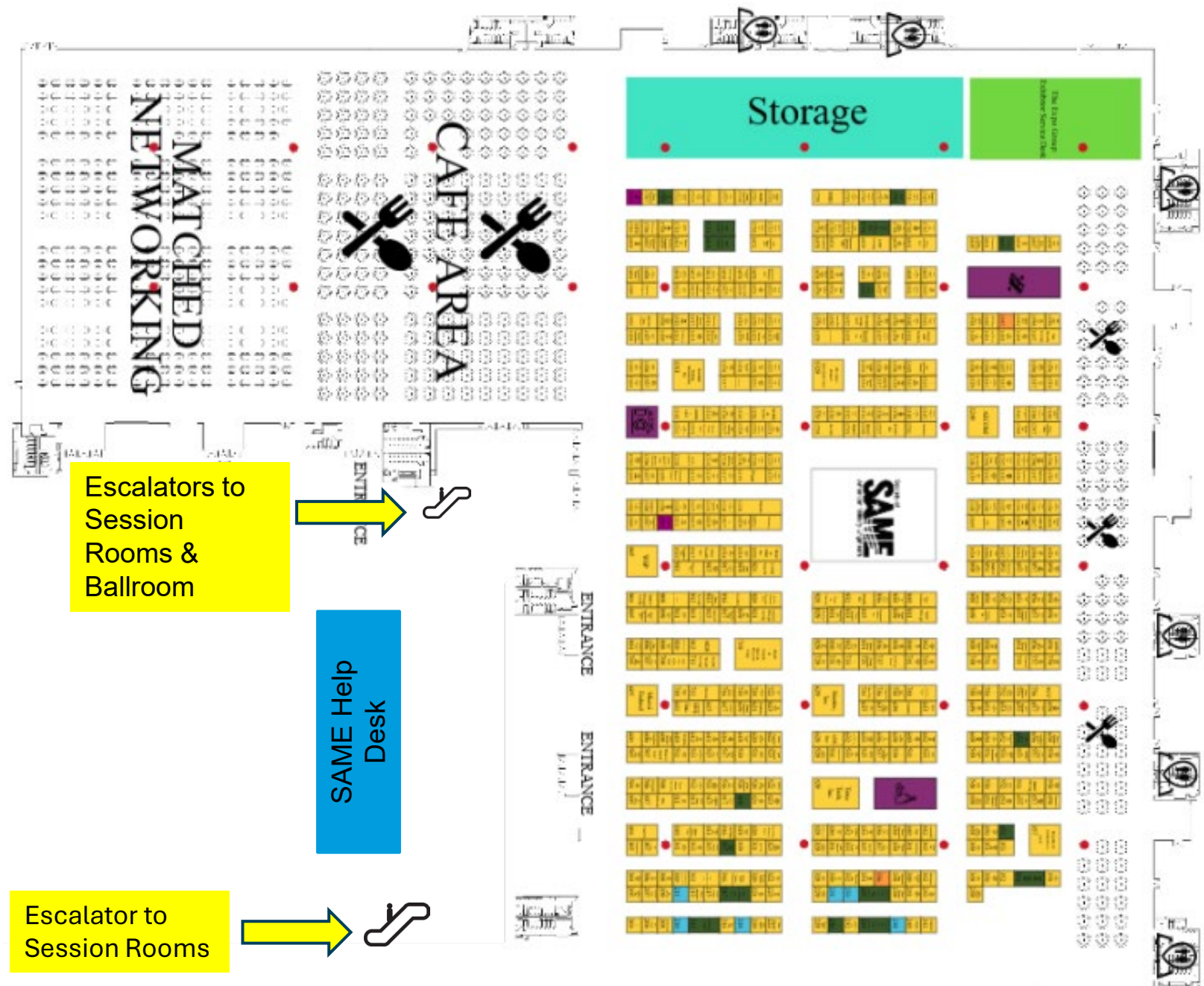
# WHAT'S WHERE in the Convention Center

# Convention Center Space Overview

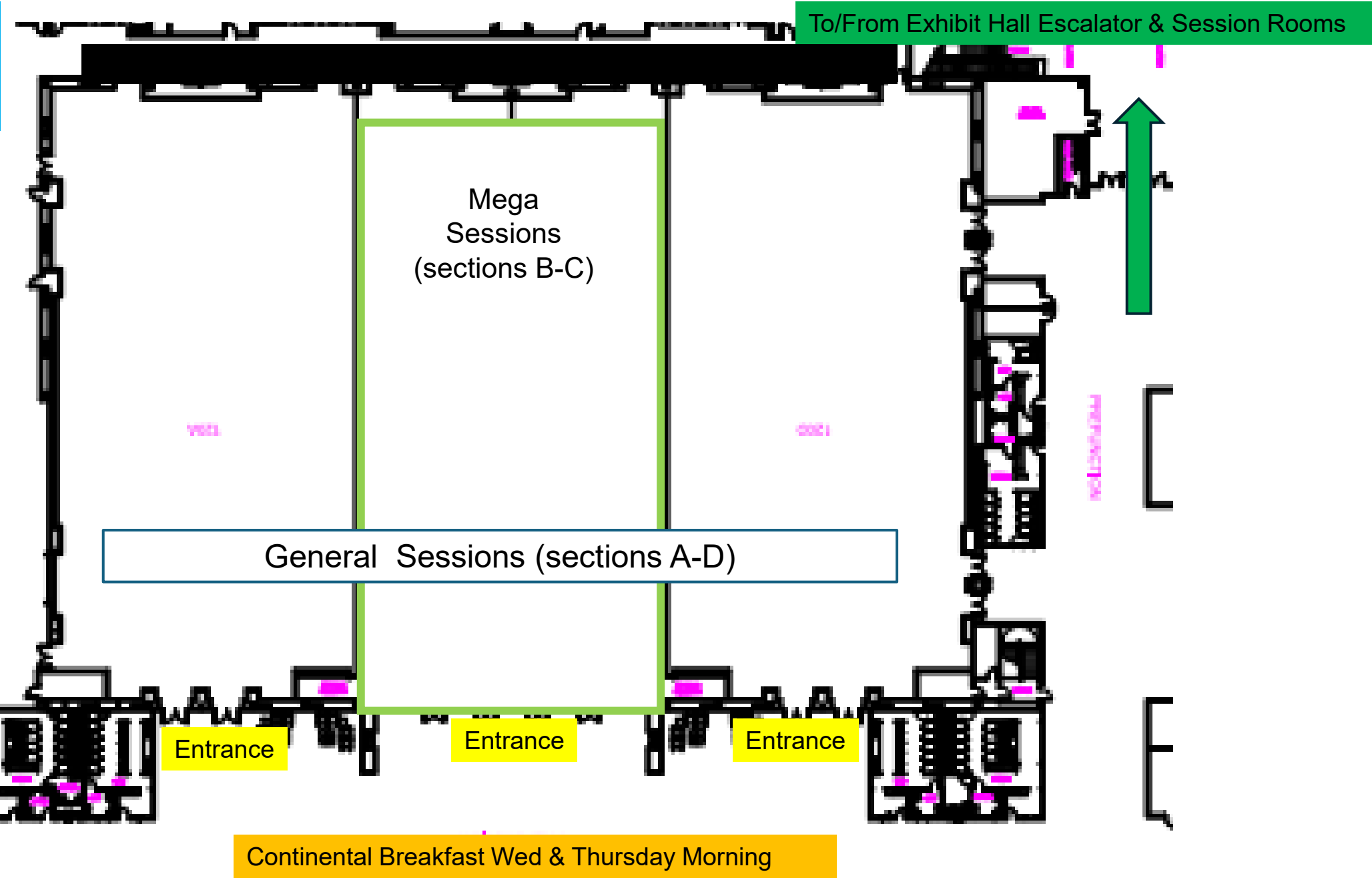
- **Ground Floor:**
  - North Ballroom (General Sessions & Mega Sessions)
  - Session Rooms
  - Volunteer Lounge!
- **Lower Level:**
  - Badge Pick-up, On-Site Reg, Help Desk
  - Exhibit Hall
  - Matched Networking | Capability Statement Reviews
- **Second Floor:**
  - IGE Roundtables
  - Listening Sessions
  - Various meetings



Exhibit Hall &  
Registration  
(Lower Level)

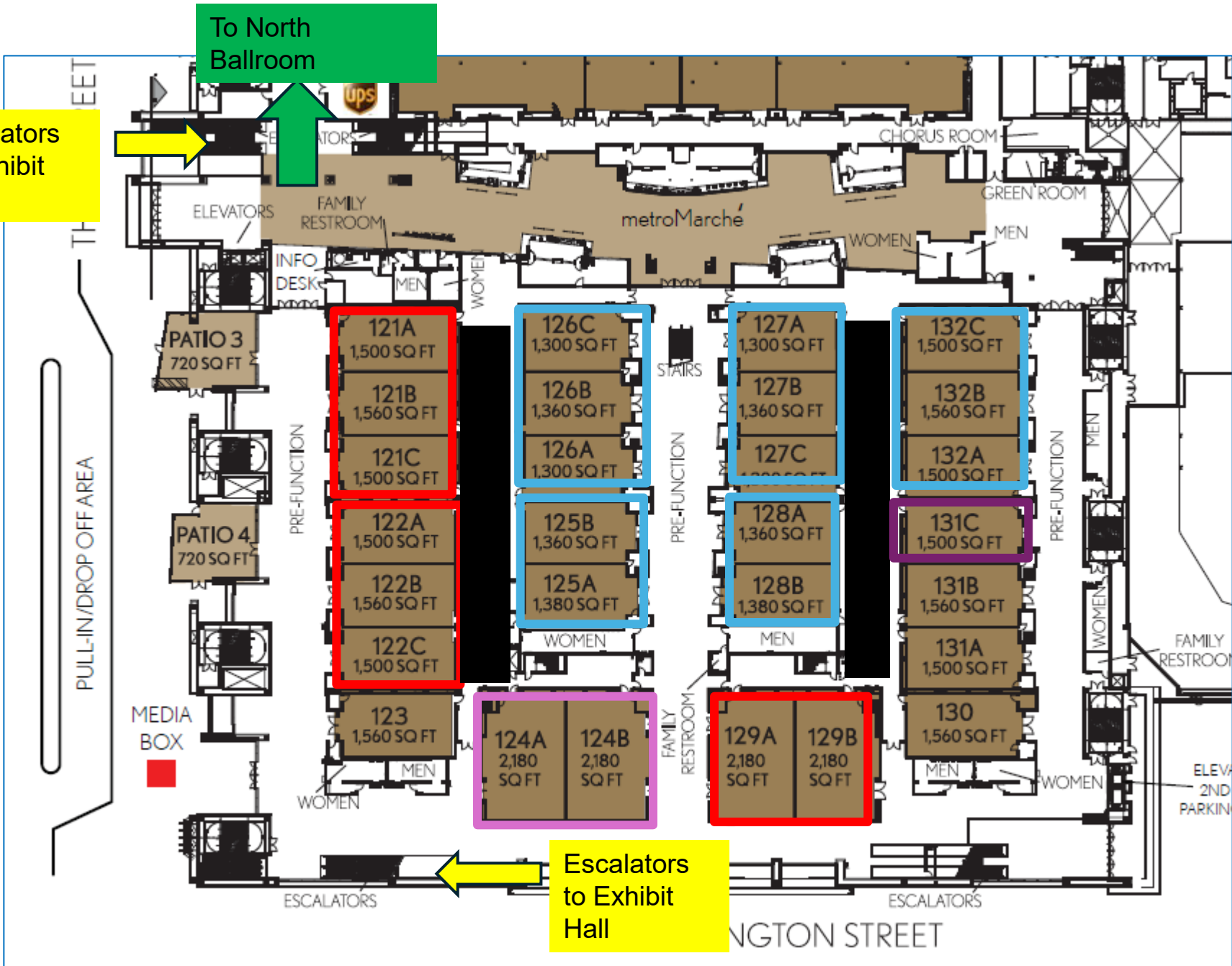


NORTH  
BALLROOM  
(Street Level)



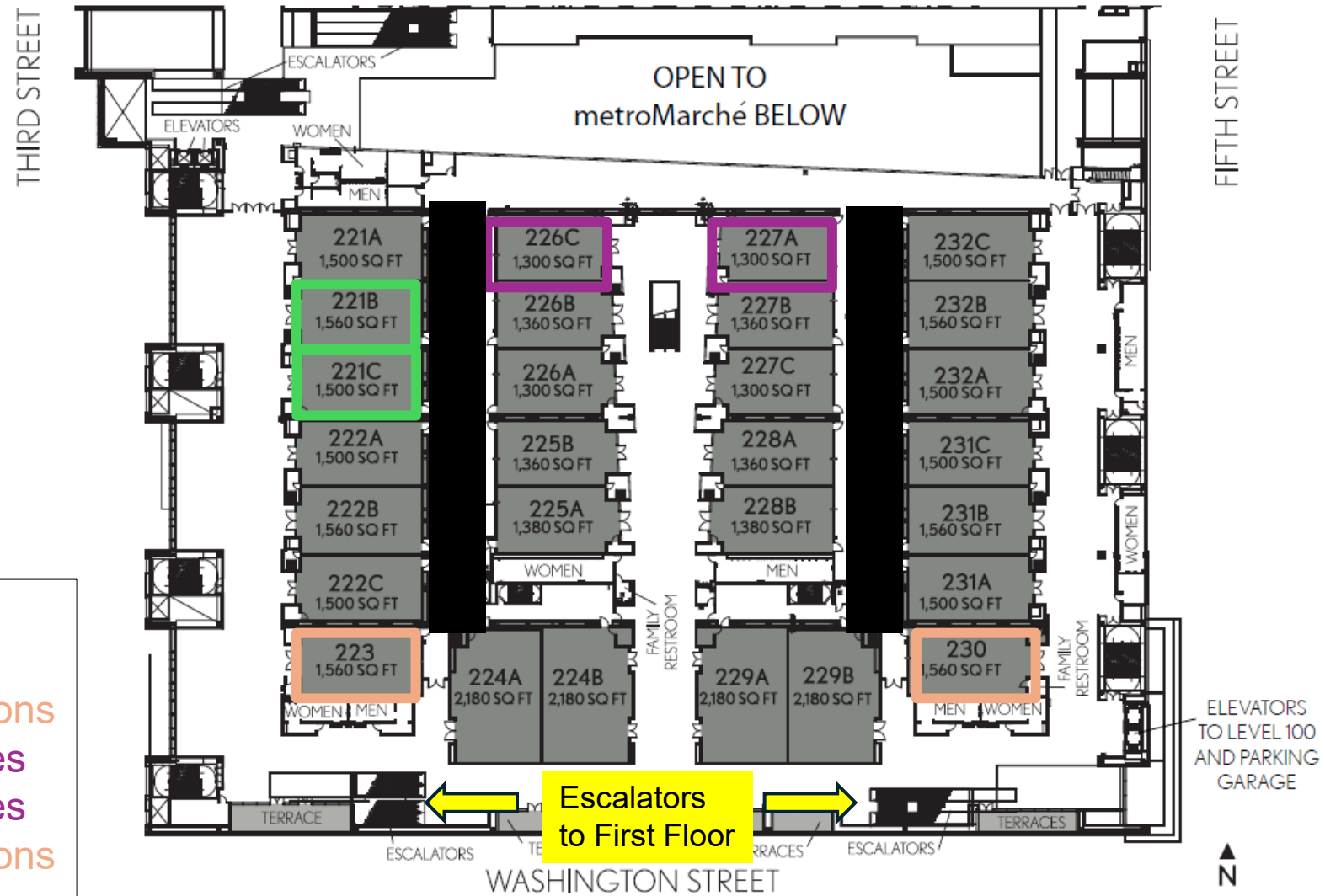
NORTH 100 Level  
(Street Level)

- 121 – Biz Ops
- 122 – Biz Ops
- 124 – SRR
- 125 – Entering Fed’l Mktp
- 126 – Govt Persp.
- 127 – Mktg & BD
- 128 – Adv Bus.
- 129 – Biz Ops
- 131C – Volunteer Lounge
- 132 – Regs & Rules



# NORTH 200 Level 2<sup>nd</sup> Floor

- 221 B – C3 Meetings
- 221 C – C3 Meetings
- 223 – Listening Sessions
- 226 – IGE Roundtables
- 227 – IGE Roundtables
- 230 – Listening Sessions



# Frequently Asked Questions You Should Know!

## Where can I get the attendee list?

- Download from online Attendee Service Center (ASC). Final list available after SBC.

## Are sessions being recorded?

- YES! Recordings are available via the ASC after SBC.

## Is there free WIFI? What is the password?

- YES! Network name: SAMESBC25
- Password: Accelerate

## Is there an SBC Mobile App?

- YES! It provides the full conference information. See Appendix for instructions.

## How can I search for exhibitors?

- Use the Itinerary Builder available on the ASC



# Reminders

- Watch the Attendee Orientation if you did not attend live
  - <https://www.bigmarker.com/same/sbc-2025-attendee-orientation-priority-setting>
- Review the sign-up list and confirm that you can still fulfill your obligation....if you CANNOT tell us IMMEDIATELY
- Read the Volunteer Reference Guide as soon as possible after receipt – it will be sent early next week.
- Bring a refillable water bottle with you and start hydrating now!



Any Last Questions



**THANK YOU**  
for your help!

**We couldn't do this  
without you!**

# Appendix

- Captains, Contacts, and Extra Info
- SAME Events App



# Volunteer Lounge Co-Captain

- Check-in volunteers for shifts
- Provide reminders of responsibilities
- Make sure volunteers pick-up their t-shirt
- Call / text volunteers who don't show up
  - Communicate with appropriate SAME staff about no-shows
- Help find fill-ins for no-shows
- Help SAME staff with emergency/ad-hoc needs
- At end of shift, take notes on:
  - What SAME could have done better to help you or the volunteers
  - Who didn't show up for their shift!
  - Any ideas/suggestions you have from today that we can implement in the future



**Nandin Tuvshinjargal is your Co-Captain & main POC onsite**



# Volunteer Lounge Captain Shifts and Contact Info

If you cannot make your shift or are running late, contact Nandin and the co-captain on duty to share this important information!

| ALL DAYS AND TIMES |          |          | Nandin  | Tuvshinjargal | 202-812-3272 |
|--------------------|----------|----------|---------|---------------|--------------|
|                    |          |          |         |               |              |
| Tuesday            | 7:30 AM  | 1:30 PM  | Emily   | Forsyth       | 210-601-4147 |
| Tuesday            | 1:00 PM  | 8:00 PM  | Kristen | Lary          | 405-517-1468 |
|                    |          |          |         |               |              |
| Wednesday          | 6:30 AM  | 12:30 PM | Emily   | Forsyth       | 210-601-4147 |
| Wednesday          | 12:00 PM | 6:30 PM  | Earnest | Williams      | 404-520-9500 |
|                    |          |          |         |               |              |
| Thursday           | 6:30 AM  | 12:30 PM | Emily   | Forsyth       | 210-601-4147 |
| Thursday           | 12:00 PM | 5:30 PM  | Brec    | Wilshusen     | 402-802-0094 |
|                    |          |          |         |               |              |
| Friday             | 8:00 AM  | 12:00 PM | Earnest | Williams      | 404-520-9500 |

# Registration Captain

- Serve as liaison between SAME Registration Manager, Jackie Barrett, and registration volunteers
- Train Registration volunteers
- Fill-in for no-shows
- Oversee happenings at express badge pickup kiosks and onsite registration kiosk
- Re-fill supplies (badge holders, lanyards, badge stock, ribbons) as needed
- At end of shift, take notes on:
  - What SAME could have done better to prepare you or the volunteers
  - Whether you think we had the right number of volunteers for that shift
  - Any ideas/suggestions you have that we can implement in the future



Jackie Barrett is your main POC onsite

# Registration Captain Shifts and Contact Info

If you cannot make your shift or are running late, contact Nandin, the Volunteer Captain, and the Registration Captain working at the correct time!

| ALL DAYS AND TIMES |          |          | Jackie | Barrett    | 814-574-9752 |
|--------------------|----------|----------|--------|------------|--------------|
|                    |          |          |        |            |              |
| Tuesday            | 7:30 AM  | 12:30 PM | Elaine | Guarriello | 443-519-3240 |
| Tuesday            | 12:00 PM | 6:00 PM  | Lauri  | Ruch       | 321-507-2219 |
|                    |          |          |        |            |              |
| Wednesday          | 7:00 AM  | 12:30 PM | Gerald | Morris     | 850-463-7062 |
| Wednesday          | 12:00 PM | 6:30 PM  | Brec   | Wilshusen  | 402-802-0094 |
|                    |          |          |        |            |              |
| Thursday           | 7:00 AM  | 12:00PM  | Gerald | Morris     | 850-463-7062 |

# Education Sessions Monitor Captain

- Serve as liaison between SAME Education Team running the SRR (Speaker Ready Room) and session monitor volunteers
- Set-up badge scanners for each room
- Check-in session monitors in SRR
- Train session monitors
- Make sure room counts are received for every session
- Fill in for no-shows
- At end of shift, take notes on:
  - What SAME could have done better to prepare you or the volunteers
  - Whether you think we had the right number of volunteers for that shift
  - Any ideas/suggestions you have that we can implement in the future



Karen Offringa is your main POC onsite

# Education Sessions Monitor Captain Shifts and Contact Info

If you cannot make your shift or are running late, contact Nandin, Michelle/Jamie, and Karen

|                    |          |          |          |          |              |
|--------------------|----------|----------|----------|----------|--------------|
| ALL DAYS AND TIMES |          |          | Karen    | Offringa | 703-216-4879 |
|                    |          |          |          |          |              |
| Wednesday          | 12:30 PM | 3:00 PM  | Michelle | Exaros   | 445-200-7356 |
| Wednesday          | 3:00 PM  | 6:00 PM  | Jamie    | Mabile   | 225-978-3159 |
|                    |          |          |          |          |              |
| Thursday           | 11:00 AM | 2:00 PM  | Michelle | Exaros   | 445-200-7356 |
| Thursday           | 2:00 PM  | 5:00 PM  | Jamie    | Mabile   | 225-978-3159 |
|                    |          |          |          |          |              |
| Friday             | 8:00 AM  | 10:30 AM | Michelle | Exaros   | 445-200-7356 |
| Friday             | 10:30 AM | 12:00 PM | Jamie    | Mabile   | 225-978-3159 |



# SAME Events App

The SAME Events App will be the most up-to-date information hub for any changes to sessions.



This is the official SAME Events App icon to look for in your app store!



Attendees can also use the SAME Events App at the SAME Booth in the Exhibit Hall. They can learn how it works or simply get the information they are looking for at the tip of their fingers.

# SAME Events App v7



Search “**SAME Events**” in your app store

Click on “Events”

Select SBC 2025

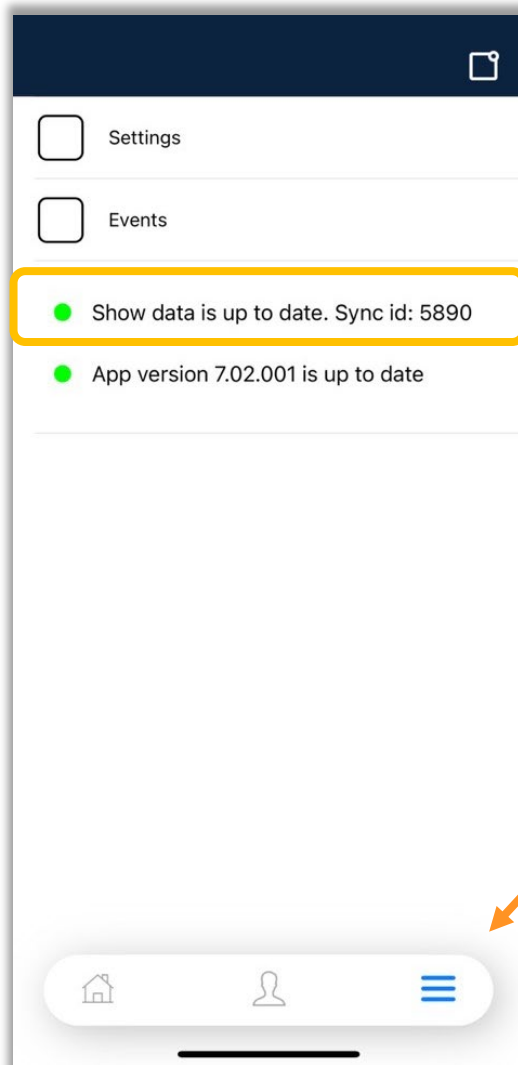
## Features:

- Search exhibitors, sessions and speakers
- Create a personal schedule
- Email speakers and exhibitors
- Learn about any schedule changes

If you have the **SAME EVENTS** app downloaded, please take a minute to delete it and redownload it!



## Keeping your SAME Events app up-to-date



If you haven't used the SAME Events app since **SBC 2024**, please delete the app and download it again. SAME now uses the newest version, V7 which provides a better user experience.

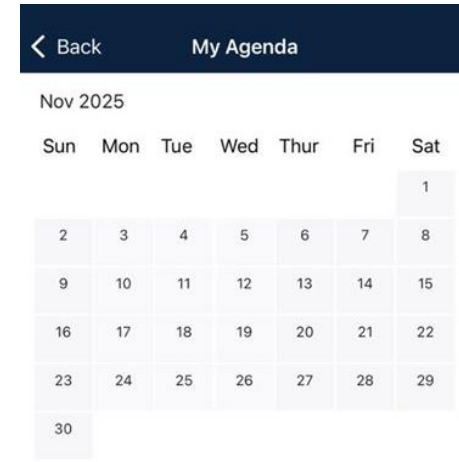
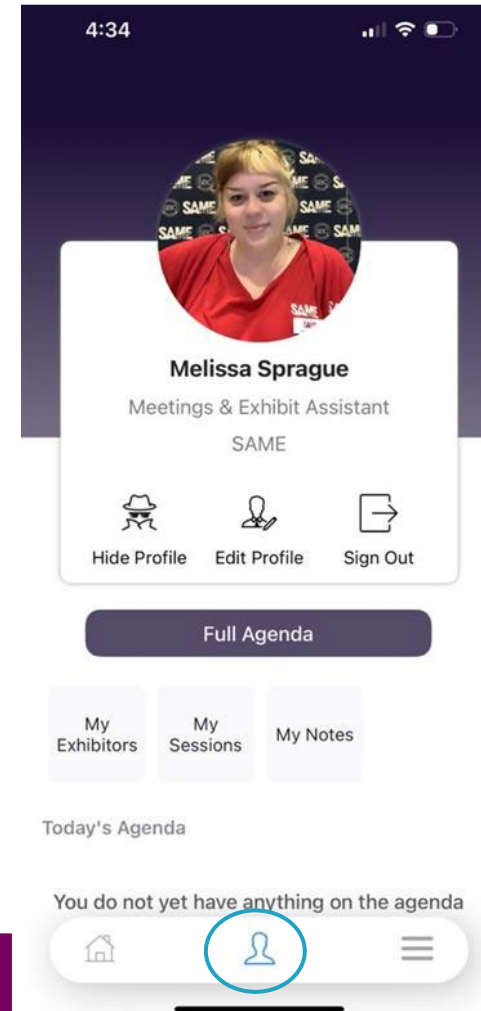
If you used the SAME Events app at JETC or IPRS 2025, please do the following:

- Go to the three line in the app
- Tap on the "show date is up to date"
- The light will turn orange, once it is green again you will have the most up-to-date version of the app!

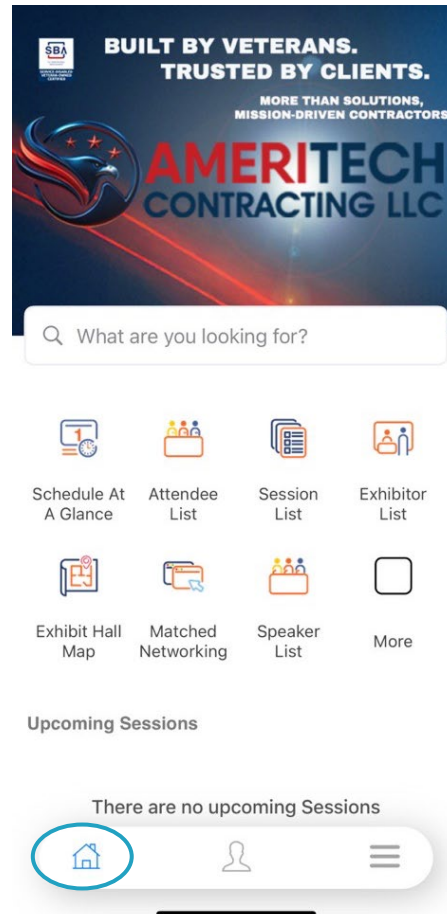
## Landing Page



## The Updated "My Planner"



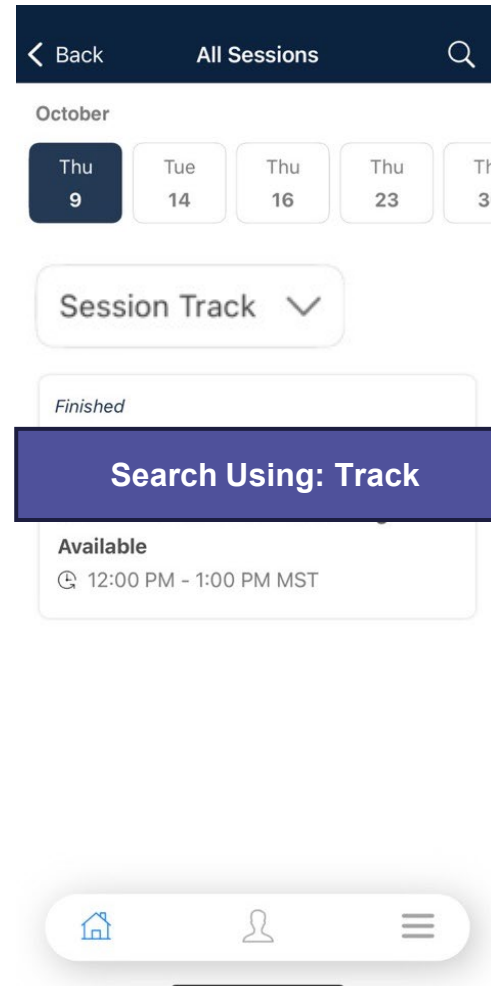
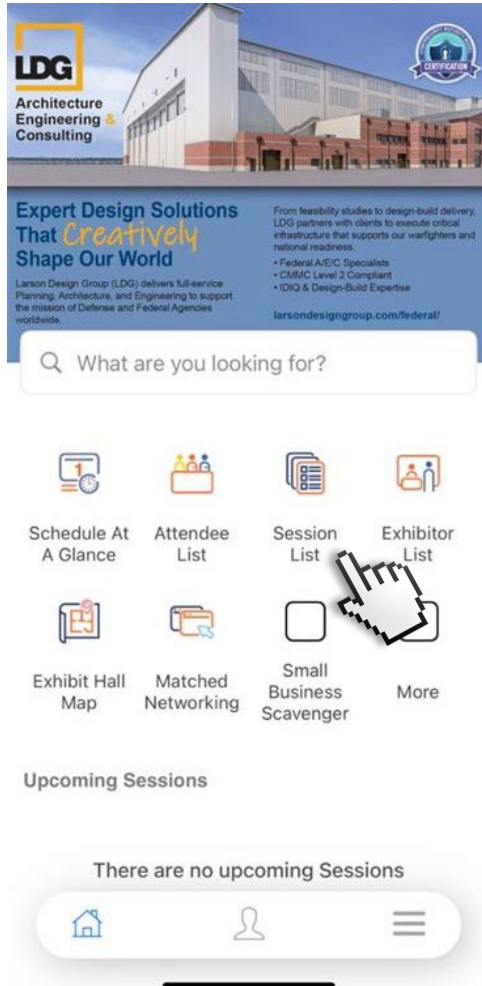
## Home Page



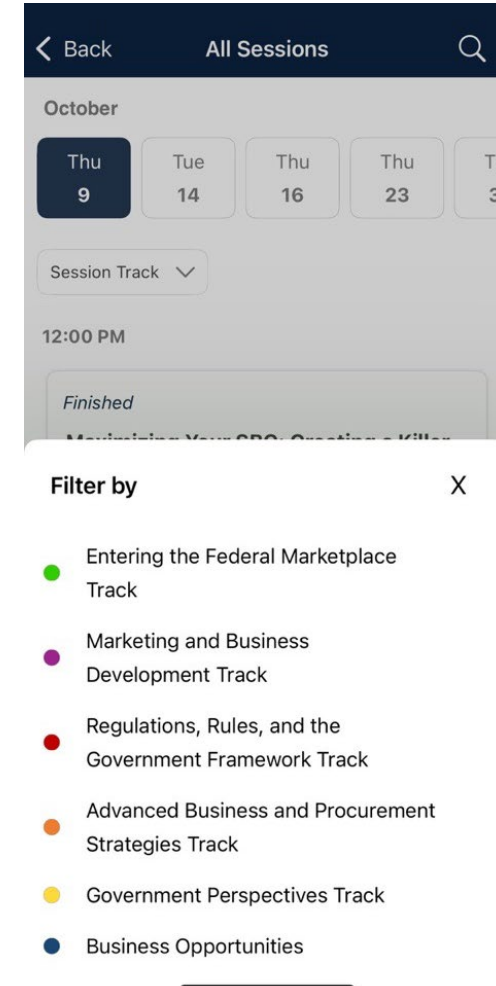
## My (Full) Agenda



# Search for Sessions

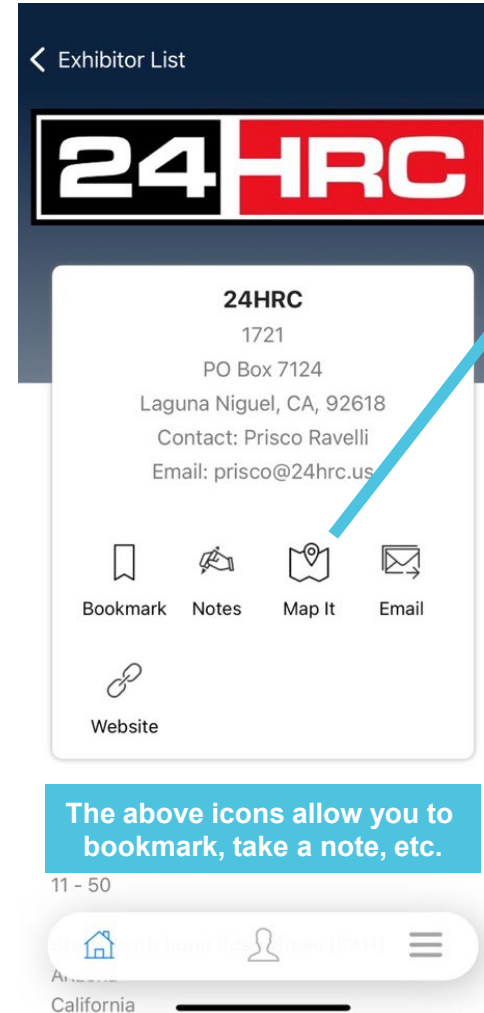
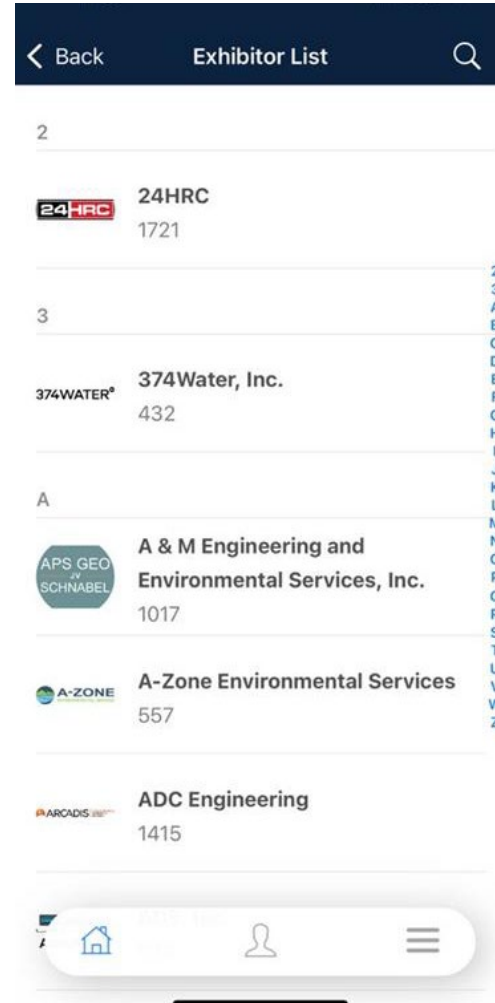
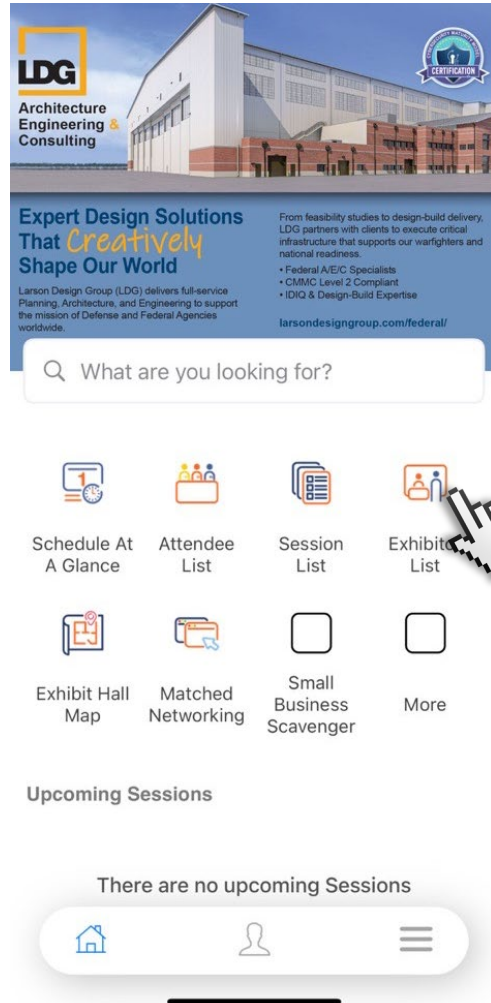


Search Using: Track





# Search for Exhibitors

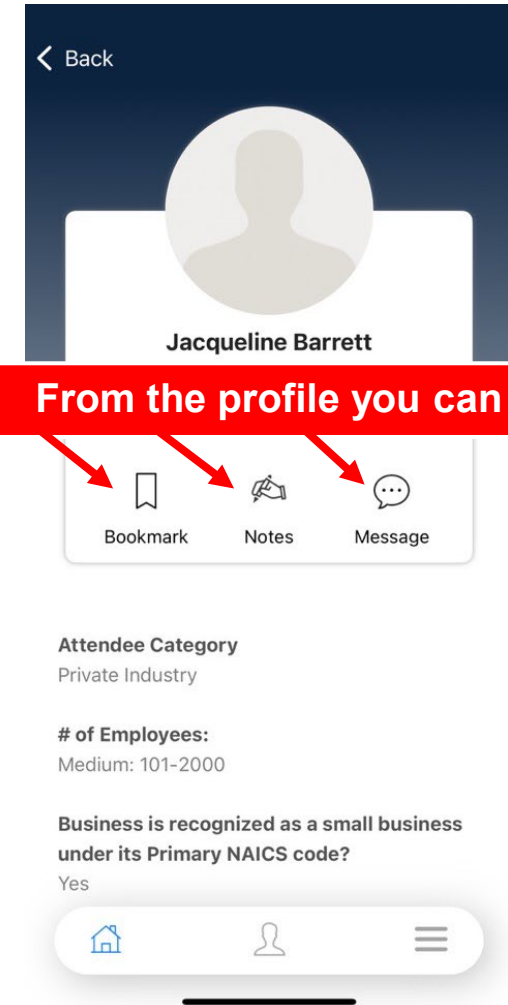
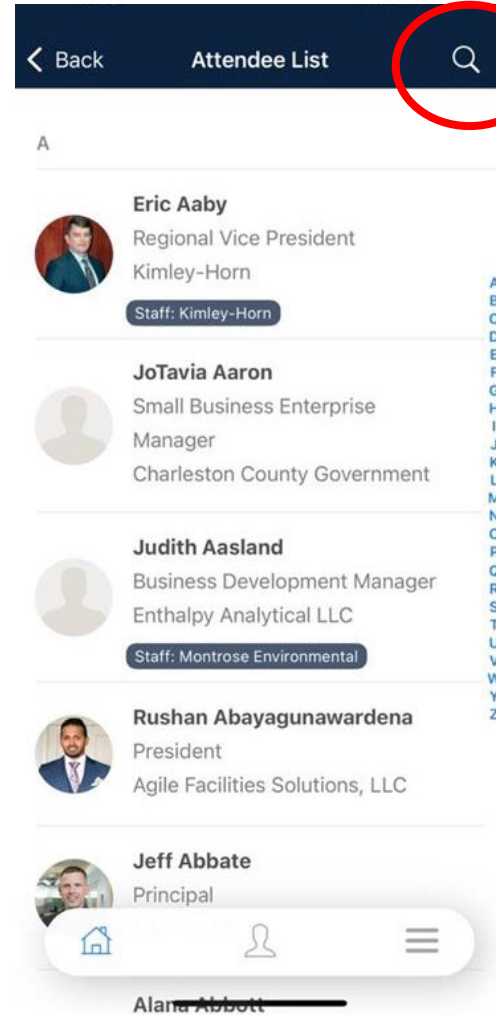
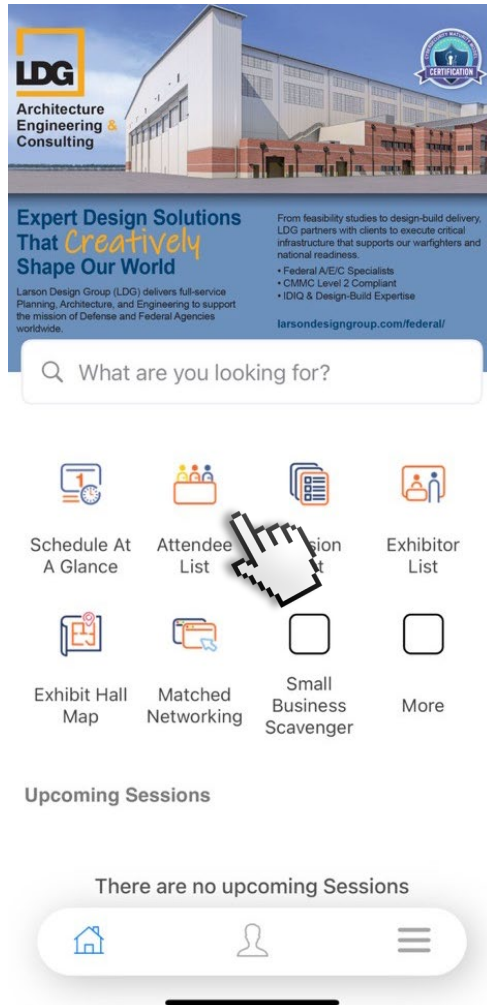


Under "**Map It**"  
The blue arrow will show where on  
the exhibit hall floor the booth is located



The above icons allow you to  
bookmark, take a note, etc.

# Search for Attendees



# My Planner is where you find everything you've saved!

The image displays four screenshots of a mobile application interface, illustrating the navigation between different sections. Arrows indicate the flow: a red arrow from the 'My Sessions' screen to the 'Full Agenda' button on the profile screen, an orange arrow from the 'Full Agenda' button to the 'My Agenda' screen, and a blue arrow from the 'My Sessions' screen to the 'My Sessions' button on the profile screen.

**My Sessions Screenshot:** Shows a calendar for May 2025 with dates 12, 13, and 14. A session titled "Pre-conference Workshop: AI Problem-Solving in A/E/C: From Challenges to Solutions - 4 PDH (Additional Registration Required)" is listed for 1:00 PM - 5:00 PM EDT in Room M112.

**User Profile Screenshot:** Displays the profile of Melissa Sprague, Meetings & Exhibit Assistant at SAME. It includes buttons for "Hide Profile", "Edit Profile", and "Sign Out", and a "Full Agenda" button.

**My Agenda Screenshot:** Shows a calendar for May 2025 with dates 12, 13, and 14. A session titled "Transforming Community Preparedness with AI-Driven Flood Prediction - 1 PDH" is listed for 10:30 AM - 11:30 AM EDT in Room M111.

**Today's Agenda Screenshot:** Shows a message: "You do not yet have anything on the agenda".