

*41st Annual Conference & Exposition
presented by NMBAA[®]*

2019
GENERAL VOLUNTEER'S
COMMONLY ASKED QUESTIONS
&
REWARDS GUIDE



TRANSCEND
THE POWER of **YOU**
Empowered to Lead, Equipped to Succeed

1 Becoming a 2019 Conference Volunteer

We are delighted that you have chosen to join the team of exceptional volunteers who will be contributing to the success of 41st Annual Conference & Exposition.

Online volunteer registration at www.nbmbaa.org/conference opens, Friday, May 24, 2019.

On-site registration will begin officially on Tuesday, September 24, 2019 at the Volunteer Registration Station or in the Volunteer Office. The actual location will be provided as we get closer to conference.

On-site Registration will also take place following Volunteer Orientation on Sunday, September 22nd in the Volunteer Office. We encourage you to register to volunteer online prior to conference to ensure a better selection of volunteer assignments.

Please complete the entire online volunteer registration form. Once you have completed the form. You will receive a thank you email. During the week of September 9th, you will receive another email containing your log in pin number. You will need this information to sign-in for volunteer assignments at Conference. You will also be sent a Volunteer Conference Guide, if you have not already downloaded it from the volunteer website. We ask that you get familiar with its content and bring it to the Volunteer Orientation in Houston, TX.

If you have any questions regarding volunteering, please contact us via email at: volunteer@NBMBAA.org.

To register to Volunteer, go to the 41st Annual Conference & Exposition website on or after Friday, May 24, 2019. Please select Become a Volunteer and then click on the General Volunteers button. This will take you to the volunteer registration form.



Thank you for choosing to be a volunteer. Your service makes a difference!

Volunteer Frequently Asked Questions (FAQ's)

1. Why Volunteer?

Volunteers are an essential component in the execution of the conference; they fulfill a number of functions that are important to the overall success of the conference. We appreciate the significant contributions that volunteers make, and we welcome your assistance in reaching our goals.

2. What is the process to become a volunteer?

Online volunteer registration is available at <https://nmbaa.org/conference> until **Friday, September 27, 2019**. On-site registration will begin on **Tuesday, September 24, 2019**. In the Volunteer Office location: George R. Brown Convention Center | 1001 Avenida de las Americas | Houston, Texas 77010 | GRBCC - 330AB or at the Volunteer Registration Station: Location TBA

3. Who do I contact if I have a question that are not answered in the FAQ?

Please send an email to volunteer@NMBAA.org

4. What is the location of this year's conference?

The 41st Annual Conference & Exposition is taking place in Houston, TX. The primary location will be: George R. Brown Convention Center |1001 Avenida de las Americas |Houston, Texas 77010

5. What are the dates of the conference?

Tuesday, September 24th - Saturday, September 28th

6. Is there a minimum age restriction to be a volunteer?

Yes, the minimum age is 18 years old.

7. What kind of volunteer opportunities are available?

Volunteers are asked to support a variety of important roles during the conference. Some areas of need, available to volunteers include but are not limited to the following:

Career Fair	Social Media	Volunteer Office
Meal Functions	PR & Marketing Support	Social Functions
Case Competition	General Registration	Membership Booth
Speaker Ready Room	Information Station	Workshops

8. Am I able to choose my volunteer assignment(s)?

You may select assignment(s) that interest you.

The Volunteer Staff may also match you based on our need for volunteer coverage.

A volunteer, who registered online for an assignment (opportunity) but fails check-in 30 minutes in advance of the assignment, may lose their slot to a volunteer who is waiting for an assignment.

9. Can I register for multiple volunteer assignments?

Volunteers can register for multiple assignments as their schedule allows. Please do not register for opportunities that would create a schedule conflict.

10. Are volunteers allowed to attend any of the conference sessions, events or activities?

Volunteers are allowed to register for conference events at their own expense. Being a volunteer does not gain you access to events, sessions or activities free of charge.

11. How much time do I need to give to my volunteer assignment?

A Volunteer is expected to satisfy the entire time that is posted for the assignment and you must plan to arrive 45 minutes prior to the start of an assignment.

3 Frequently Asked Questions About Volunteering (continue)

12. When should I arrive?

All Volunteers are required to attend **ONLY** one of the four orientations. Therefore, you should plan your arrival based on the orientation you want to attend.

Volunteer Orientation Schedule:

Sunday, September 22nd

Time: 3:00 pm – 4:30 pm Room: (TBD)

Monday, September 23rd

Time: 6:00 pm – 7:30 pm Room: (TBD)

Tuesday, September 24th

Time: 10:00 am – 11:30 am Room: (TBD)

Time: 6:00 pm -7:30 pm Room: (TBD)

If you have additional questions, please email volunteer@NMBBAA.org.

13. Are my travel and/or hotel paid for by NMBBAA®?

Each volunteer is responsible for securing his/her own travel and hotel. Volunteers can make their travel arrangements via the NMBBAA® website, but please note that there is no discount available by making your reservations via this website. **The NMBBAA® assumes no responsibility for volunteer hotel or travel plans and encourages volunteers to purchase travel insurance.**

14. What is the dress code for volunteers?

Volunteers will be provided with an NMBBAA® polo shirt **to be worn only during your volunteer shift**. Volunteers may keep the shirt at the end of the conference. All volunteers should wear black or dark colored slacks or skirts and **dark (comfortable) shoes**. Note some opportunities require business attire only. Please come prepared to walk as **there will be a significant distance between some assignments. We also encourage you to wear business attire, so you will be prepared for all available opportunities.**

15. Should I register for conference if I am a volunteer?

We strongly encourage all volunteers to register for conference. It allows you to have full benefit of the conference experience based on your type of registration. Please go to the registration website to see your options for registering to attend conference events, sessions, and activities.

16. What rewards are available for volunteers?

Based on the total number of hours worked, volunteers may qualify to win one of the on-site rewards and/or one of the 2019 Post Conference Rewards.

Volunteers can earn both onsite rewards redeemable at conference and rewards that are redeemable post conference.

Some of the onsite rewards you can choose from include 1- one-day access to the Career Expo, 1- MBA Live® Ticket, or 1- entry to one General Session (The sessions you may select from are chosen by the NMBBAA®.) All on-site rewards must be used before the end of conference and volunteers can earn only one on-site reward.

Rewards redeemable post conference is assessed based on your membership status and the total number of hours you worked. These rewards may include one of the following 1- complimentary 2020 NMBBAA® Premium Conference Registration & a 1-Year NMBBAA® Membership; 1-2020 NMBBAA® Standard Conference Registration (Career Expo Only); or 1- complimentary 1-year NMBBAA® membership.

4 Frequently Asked Questions About Volunteering (continue)

Cont'd... What rewards are available for volunteers?

All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward. Once the NMBAA® has reached a rewards category's designated quota no more rewards will be distributed for that reward category. All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline may result in expiration of the reward. No rewards can be banked or carried over to another conference year.

Our Volgistics System will allow us to accurately keep the date, time and total hours you have accumulated. We will notify winners of Post Conference Rewards, prior to the opening of conference registration for 2020.

17. What are the stipulations of earning rewards?

- Please note once you cash in your rewards points they cannot be used toward another onsite reward. **YOU ARE ALLOWED ONLY ONE ONSITE REWARD.**
- All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward.
- Once the NMBAA® has reached a rewards category's designated quota no more rewards will be distributed for that reward category.
- All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline may result in expiration of the reward.
- NMBAA® has the sole discretion as to the day of entry to the Career Expo for this reward.
- PLEASE NOTE: NMBAA® at its discretion can change the type of reward at anytime without prior notification to the reward recipient.
- No rewards can be banked or carried over to another conference year.
- National Operations Team members and Local Conference Planning Committee members are not eligible to participate in the Volunteer Rewards Program.

5 Volunteer REWARDS Guide- Incentives & Double Time Zone

2019 INCENTIVES

Based on the total number of hours you volunteer, you may qualify to win one of the onsite rewards and/or one of the 2019 Post-Conference Rewards.

Volunteers can earn both on-site rewards redeemable at conference and rewards that are redeemable post conference.

Some of the on-site rewards you can choose from include 1- one-day access to the Career Expo, 1- MBA Live® Event Ticket, or 1- entry to one General Session (The session is chosen by the NMBBAA®.) All on-site rewards must be used before the end of conference and volunteers can earn only one on-site reward **from Rewards Category 2.**

Rewards redeemable post conference are assessed based on your membership status and the total number of hours you worked. These rewards may include one of the following 1- complimentary 2020 NMBBAA® Premium Conference Registration and a 1- Year NMBBAA® Membership; 1- Standard Registration (Career Expo Only Registration) for NMBBAA® 2020 Conference; or 1- complimentary one-year NMBBAA® membership.

All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward. Once the NMBBAA® has reached a rewards category's designated quota no more rewards will be distributed for that reward category. All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline will result in expiration of the reward. No rewards can be banked or carried over to another conference year.

Our Volgistics System will allow us to accurately keep the date, time and total hours you have accumulated. We will notify winners of Post Conference Rewards by prior to the launch of 2020 conference registration.

DOUBLE TIME ZONE

Volunteers who work any shift between 6:00 a.m. and 8:00 a.m. will receive double time for the hours they work. As well as those who work between 9pm and past mid-night. For Example: If you work 6 a.m. to 10:00 a.m., the portion of your shift that falls between 6:00 a.m. and 8:00 a.m. will be doubled. This also applies if you work a shift from 7pm to 11pm, the hours from 9pm to 11pm will be doubled.

6 Volunteer REWARDS Guide – 2019 Rewards Charts

PLEASE NOTE THE REWARDS IN ALL CATEGORIES ARE CAPPED.

2019 ONSITE CONFERENCE REWARDS CHART

Rewards Category 1	Total Volunteer Hours	Rewards
CONFERENCE SESSIONS	WORK 8 HOURS IN ONE DAY	One (1) Complimentary Entry to a General Session
Rewards Category 2	<i>VOLUNTEER CAN ONLY RECEIVE ONE OF THE ONSITE REWARDS BELOW:</i>	
CAREER EXPO	WORK A TOTAL OF 12 HOURS BY THURSDAY	One (1) Day Complimentary admit to the 2019 Career Expo
Rewards Category 2		
MBA Live® TICKET	WORK A TOTAL OF 12 HOURS BY THURSDAY	One (1) Complimentary MBA® LIVE Event Ticket

2019 POST CONFERENCE REWARDS CHART

Volunteers can only select one of the qualifying rewards in their category below:

Rewards Category 3	Total Volunteer Hours	Rewards
MEMBER REWARDS		
	35 or more	One (1) NBMBAA® 2020 Conference Complimentary Premium Conference Registration & a One-Year NBMBAA® Membership
	30 TO 34	One (1) Complimentary Premium Conference Registration for the NBMBAA® 2020 Conference
	25 TO 29	One (1) Standard Registration (Career Expo Only Registration) for NBMBAA® 2020 Conference
NON-MEMBER REWARDS		
	45 or more	One (1) Complimentary Premium Conference Registration for the NBMBAA® 2020 Conference
	35 TO 44	One (1) Standard Registration (Career Expo Only Registration) for NBMBAA® 2020 Conference
	30 TO 34	One Year Complimentary NBMBAA® Membership
STUDENT REWARDS		
	45 or more	One (1) Standard Registration (Career Expo Only Registration) for NBMBAA® 2020 Conference
	35 TO 44	One (1) Year Complimentary NBMBAA® Student Membership

7 Volunteer Rewards Program

Rules and Disclaimers

1. Please note once you cash in your rewards points they cannot be used toward another onsite reward. **YOU ARE ALLOWED ONLY ONE ONSITE REWARD FROM THE SAME CATEGORY AND ONLY ONE POST-CONFERENCE REWARD.**
2. All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward.
3. Once the designated rewards for a category are reached, no more rewards will be distributed for that reward's category.
4. **All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline will result in expiration of the reward.**
5. NMBAA® has the sole discretion as to the day of entry to the Career Expo for this reward.
6. Rewards cannot be banked or carried over to another conference year.
7. National Operations Team members and Local Conference Planning Committee members are not eligible to participate in the Volunteer Rewards Program.

PLEASE NOTE: NMBAA® at its discretion can change the type of reward at anytime without prior notification to the award recipient.

If you decide to lend the NMBAA® your support by volunteering, we need you to honor your commitment to serve in that capacity.

Volunteer Signature: _____ Date: _____

My signature is an acknowledgement that I have read, understand, and accept the expectations, rules, and disclaimers outlined in this Volunteer Rewards Guide.

Volunteer Code of Ethics

The **National Black MBA Association®** is a non-profit organization dedicated to the enhancement and development of educational and economic empowerment for African Americans. Participation in the organization's programs and events are subject to the observance of the organization's rules and procedures. **The activities outlined below are strictly prohibited.** Any volunteer or participant who violates this Code is subject to discipline, up to and including removal from the program or event and/or any future involvement.

The NBMBA® Code of Ethics covers a wide range of business practices and procedures. It does not cover every circumstance that may arise, but it sets out basic principles to guide all volunteers of the organization. All of our volunteers must ethics themselves according to the guiding principles of the Code of Ethics and seek to avoid even the appearance of improper behavior. The code should be thoroughly reviewed, signed, and followed by all volunteers of the organization.

This code adheres to all local, state and federal laws. If a common practice conflicts with this Code, it is the responsibility to report all violations immediately to the President or Chief Administrative Officer. Volunteers are responsible for understanding the requirements that apply to their job assignments or duty as a representative of the NBMBA®.

Those who violate the standards in this Code will be subject to progressive disciplinary action, up to and including possible termination of volunteer status. Furthermore, violations of the Code of Ethics may also be violations of the law and may result in civic or criminal penalties.

Code of Ethics Standards

- Volunteers must carry out all duties and activities in a manner consistent with maintaining the good reputation of the NBMBA® and its ability to pursue our mission.
- When dealing with clients, participants, staff members, or volunteers, will hold themselves free of any interest, influence or relationship regarding any professional activity that could impair professional judgment or objectivity.
- Abusive language towards a staff member, volunteer or another participant is strictly prohibited and may result in the removal from the volunteer team.
- Possession or use of illegal drugs or the abuse of alcohol as deemed by the standards of intoxication on NBMBA®'s property or events or reporting to the program or event while under the influence of drugs or alcohol may result in immediate removal from the volunteer team.
- Bringing onto NBMBA® property or event site, dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items will result in the immediate removal from the volunteer team and may result in police involvement.

Cont. Code of Ethics Standards

- Discourtesy or rudeness to a fellow participant, staff member or volunteer may result in the immediate removal from the volunteer team.
- Verbal, physical or visual harassment of another participant, staff member or volunteer will result in the immediate removal from the volunteer team and may result in police involvement.
- Actual or threatened violence toward any individual or group will result in the immediate removal from the volunteer team and may result in police involvement.
- Ethics endangering the life, safety, health or well-being of others will result in the immediate removal from the volunteer team and may result in police involvement.
- Failure to follow any organization policy or procedure may result in the immediate removal from the volunteer team.
- Bullying or taking unfair advantage of any participant may result in the immediate removal from the volunteer team.
- Failing to cooperate with a supervisor or project leader may result in the immediate removal from the volunteer team.
- Removal or distribution of NMBBAA®'s goods and/or property without authorization from NHQ may result in removal from the volunteer team.
- Must abide by the principles laid out in the Code of Ethics for the organization, and comply by all by-laws, regulations, resolutions, and rules of professional ethics of the organization.

I have read, and I understand the NMBBAA®'s Code of Ethics. I agree to abide by the code of ethics described above and understand that I may be removed as a volunteer or participant if I violate any of these rules.

Signature _____ Date _____

Witness _____ Date _____

Thank you for your willingness to serve!