

Virtual Program Volunteer Training Session

Presented by:

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On-Site Check in & Arrival time



You are required to check in with Erin or Colleen at the Speaker Ready Room the day of your scheduled assignment

Convention Center Room 287



Following check-in, please proceed immediately to your assigned room and plan to arrive **at least 15 mins early**



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Main Conference Session Volunteers

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Thank you!!!

- By serving in this role, you will be the voice of the virtual audience, asking questions to the session presenters on their behalf.



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Introduce yourself - sessions

Before each session begins, introduce yourself to the presenters & moderator

- Let them know you are the moderator for the virtual audience and will be asking questions on their behalf
 - o Each session already has an in-person moderator who will intro the session, speakers and facilitate questions from the audience members.
- Ask if they prefer to receive questions during the presentation, or only at the end.
- Tell the presenters you will raise your hand at the back of the room, when you have a question to ask.
- Encourage them to take turns answering questions from both onsite and virtual attendees, ensuring a balanced and engaging interaction.
- Alert them that there will be slight delay for the live feed to reach the virtual audience (10-30 seconds)



Logistics

- Bring your own device (cell phone, tablet, laptop with access to the conference mobile app)
- The session room will have a tech table, with an assigned AV staff person
 - Recommend you sit at the table with the tech
- There will be a microphone available to you at the tech table
- Free Wi-Fi is available throughout the Convention Center
 - LOGIN
 - o **No Passcode Required**
- Silence your cell/device volume so the live feed does not come through



Breaks



- There are 15 mins between sessions and at least one hour available for lunch
 - Please plan bio and food breaks based on your assigned schedule

Downloading the AIHA Connect mobile app

- Access/ login to the mobile app was sent to you via email (*the email you used to register*) on May 11
- If you haven't already, please download the app to your mobile device and login.
 - The app can also be accessed on a web browser, should you wish to use a laptop or tablet during your volunteer time



Navigating the mobile app

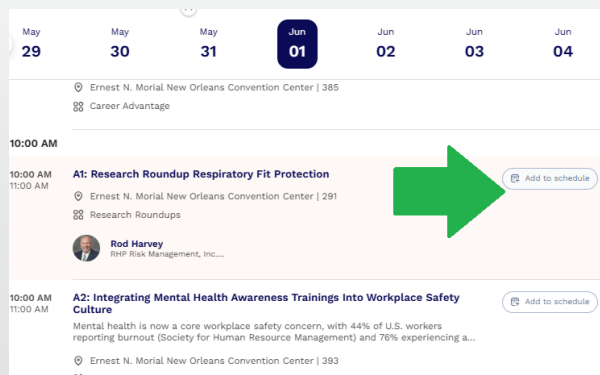
- Locate the Full Agenda Icon on the homepage:



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Navigating the mobile app



- Add each of your assigned sessions to your schedule by clicking the “Add to schedule” button.
- This will create an agenda for you and make it easier to find your sessions on the day of your assignment



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Navigating the mobile app

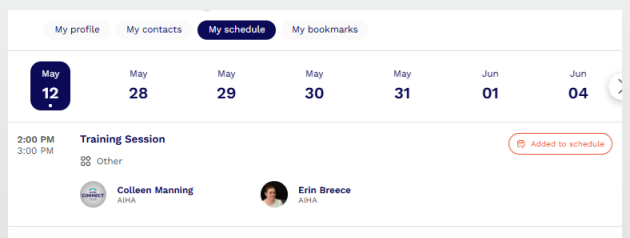
- Once you return to the home screen, you can click on “My Schedule” for easy access to all sessions you have added to your schedule.



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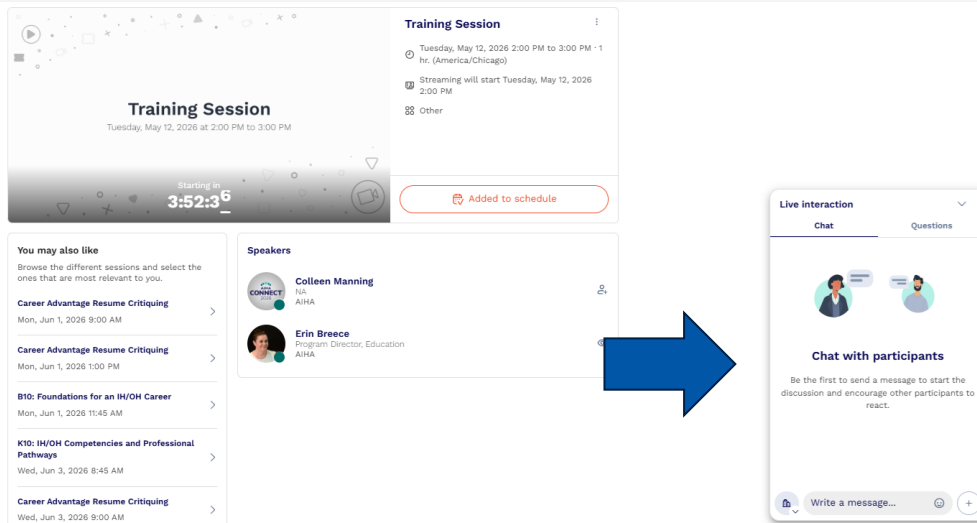
Navigating the mobile app

- Everyone should have “Training Session” already added to “My Schedule”
 - Please take a moment to click on the title of this session in the app and we will perform a live demo



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Navigating the mobile app



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Demo

- Training Session
- <https://connect.aiha.org/event/aiha-connect-2026/planning/UGxhbm5pbmdfNDQ1ODMwMA==>

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Your role in the session room

- From AIHA Headquarters, AIHA staff will be watching the live session feed and:
 - monitoring the chat for any technical issues or questions about AIHA or the conference
 - making announcements in the chat
 - introducing the session
 - reminding attendees to submit their questions to the Q&A area
 - reminding them to complete their session evaluation
- From the session room at AIHA Connect 2026, you will be listening to the session live and:
 - monitoring the Q&A area for questions from the virtual audience
 - asking questions from the virtual audience during Q&A time
 - while you are free to participate in the chat, please do not feel like you need to respond to anything



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Asking questions on behalf of the virtual audience

- At the end of a presentation, the moderator will ask for questions from the audience. Be sure to balance opportunities for questions from both the virtual audience and the in-person audience.
- If no one is lined up at the microphone to ask a question, a good way to kick it off can be to say, "While we are waiting for people to line up at the room mic, why don't I ask a question from the virtual audience?" And then ask virtual questions until there is an in-person question to address.
- If there are several people lined up at the in-room mic, let the first one ask their question, then, before the next person goes, say, "Why don't we get a question in from the virtual audience before the next in-room question?"
- Use your best judgment on the number of questions to ask, based on the time left in the session and the number of in-person attendees you see at the audience microphone waiting to ask questions as well.



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Asking questions on behalf of the virtual audience

To select the best questions to ask, there is an “upvote” feature on the Questions tab, you can use that to select the most popular questions.

If all questions are upvoted similarly, look at who submitted the question and ask as many questions as you can from as many different people as you can, time allowing.

Consider when the question was submitted – those submitted early in the session may have been addressed by the presentation itself.



Asking questions



- When you arrive at the session room, make sure there is a microphone for you on the tech table
- Make sure you know how to tell if the microphone is on.
- Be sure to use the microphone when asking questions!

Education Pop-up Timekeepers Volunteers

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Thank you!!!

- By serving in this role, you will keep our Pop-up presentations running smoothly and on time.



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Exhibit Hall, Booth 516

INNOVATION POP-UPS - Booth 1516

FIRST TIMERS' MEET&GREET/TUES. LUNCHEON - Booth 600

NEW EXHIBITOR PAVILION

UNIVERSITY PAVILION

Nexus - Booth 1601

WOMEN

MEN

ENTRANCE

LANDED CONNECTING NETWORKING

AIHA CONNECT 2026

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Logistics: Pop-ups

- Find a seat in the back of the room (the tech table should have space) in a location where it is easy for the speaker to see you
- Locate timing cards
- In the back of the room, on the tech table, you will see laminated timing cards in increments of:
 - 5 minutes
 - 3 minutes
 - 1 minutes
 - Wrap

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Breaks



- Pop-ups have 5 min breaks between but do pause for lunch
 - Please plan your bio breaks before and after the session
 - Identify nearest restroom, if needed during your assignment

Introduce yourself

- Before each pop-up begins, to introduce yourself to the session presenter(s)
- Let them know you are the timekeeper and will be helping them by alerting them to the time left in their presentation.
- Let them know when they see the 5 min timecard, this should be the cue for them to begin audience Q&A



Monitoring Time

- Be sure speakers start at the designated time for their sessions
- Track the time of 25 minutes/session on your own personal device
- When there are 5 minutes left in the session, stand up in the back of the room and hold up the 5-minute card
 - Continue to do this at the appropriate time with the rest of the timing cards
- When the session time of 25 minutes is up, hold up the Wrap card
 - When a presenter's time has expired, politely thank them and firmly move on to the next presentation
- If the speaker does not stop on time, speak up and remind them that the next session starts in **5 minutes**.
 - This may require you to walk to the front of the presentation area.
 - Encourage speakers to continue conversations/Q&A outside of the Pop-Up location

Questions?



Thank you for attending!

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