

hack **River Dell**

Volunteer's Handbook 2016

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Event Organizers

Michael Vasile

Webmaster, Technical Director, & Logistics

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Greg Sarafian

Public Relations, Sponsorships, & Design Director

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Alex Chu

Hacker Experience

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Event organizers are on-site at all times and are equally qualified to answer any questions and address concerns. Contact them whenever necessary.

Get Connected

Follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat

The Basics

What it means to be a volunteer at Hack River Dell

As a volunteer at Hack River Dell, you are a reflection of River Dell High School, its student body, its district administrators, and its values. Treat every person with respect. Volunteers should be uplifting, cheerful, and eager to help.

How to answer questions

When someone approaches you, smile and answer their question honestly. If you do not know the answer, use one of the two-way radios to see if other volunteers know the answer. If someone is having a technical difficulty, do not try to fix it. Advise the person to go to the Library Media Center (Room 105A) and see Michael Vasile, the event technical director. Direct participants to hackriverdell.com to see if their question is answered there.

If someone asks you for help with their hack

If a participant asks you to do something for them on their hack, tell them that you are not allowed to help with hacks. If you are tech-savvy, you may recommend platforms, programs, or websites that could lead the participant in the right direction, but doing anything for participants is extremely prohibited.

In case of emergency

Use proper judgement in case of emergency. Call 911 if appropriate. If someone comes to you with a minor injury such as a skin wound, do not perform first aid. Tell the person to stay put and inform an event organizer over two-way radio and first-aid support will be sent over.

Breaks

Each volunteer has between 1 and 2 breaks during each shift. When on break, you can hang out in the teacher's lounge, the Library Media Lab (Room 105A) or the main hacking spaces to talk to participants. During your break, you may leave the facility, but you must return at least 30 minutes before your next assigned position begins. You

may not bring outside food or drink into the facility (except for water). Any volunteer who brings outside food or drink will be investigated.

Switching stations

Keep an eye on the clock so that you have an idea of when it's time to switch posts. Listen on the two-way radio for the indication to switch stations.

Seeing something suspicious

If you see anything suspicious, or someone is making you feel uncomfortable, use proper judgement to inform the event organizers over two-way radio immediately.

Participants are not allowed to reenter the facility. If you see a participant exit, do not allow them re-admittance. If someone leaves the facility and forgets personal items inside, do not allow them back inside nor give them their personal items. Inform them that they need to file a claim by emailing contact@hackriverdell.com. Anyone who aids someone in reentering the facility is subject to ejection from the premises. Inform an event organizer if someone tries to re-enter.

Wear your yellow shirt at all times

Make sure you have your yellow shirt on at all times and that it is not covered by a sweatshirt or other article of clothing. The yellow shirt is how hackers and event staff will recognize you. This shirt gives you special privileges so make sure you have it on.

Using the two-way radio

1. Press and hold the side button and speak into the two-way radio.
2. Speak slowly and legibly
3. Wait for a response
 - Use the +/- buttons to adjust volume.
 - DO NOT change the channel of the radio unless asked to do so by an organizer.
 - DO NOT leave the radio unattended.
 - Only use the two-way radio for official purposes; no fooling around with it.
 - Two-way radios stay at their labeled posts. Do not take a two-way radio with you to your next station. Leave it at the post.

Positions

Check-in (AM Only)

- Greet every participant with a smile and say, "Welcome to Hack River Dell, could you please show me your school ID?"
- Use the "search" bar on the Local Hack Day organizer's page to search for the participant.
- When you find the participant, click the green "Check In" button. Take a look at their shirt size, and hand them a corresponding shirt.
- Once the participant has their shirt, tell them to go ahead and drop off their bags and hardware in either the library or cafeteria and take a seat in the auditorium.
- Invite the participant to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.
- If a participant does not appear on the Local Hack Day organizer's page list or they do not have their school ID, call over an event organizer by using the two-way radio, or by signaling them over. The event organizer will take over from here.
- If a participant who is not on the Local Hack Day organizer's page list is using force or intimidation to try to enter the facility, please contact an event organizer right away.
- When in doubt, ask the event organizers.

Hall Monitoring

The job of a hall monitor is to sit in their post and ensure that no participant trespasses space prohibited to them. Constantly assess the scene for suspicious behavior. If someone is using intimidation or force to try to get past you, use proper judgement to inform event organizers via two-way radio. You may be asked questions, reference *How to Answer Questions* (page 3). If you see anything suspicious, use proper judgement to inform event organizers via two-way radio or, if absolutely necessary, call 911.

You are allowed to use your laptop or phone, but do not let it distract you from doing your job.

Overseeing Workspaces

When you oversee workspaces, you are looking to see if anyone needs help. Walk around and feel free to talk to participants about their projects. Reference *Seeing Something Suspicious* (page 4) to assess any situations.

Using laptop or phone is prohibited in this position unless you are referencing the volunteer's handbook or hackriverdell.com.

Support Chat

The job of a support chat agent is to answer any questions from participants. Be casual but informative.

- When someone logs onto the chat, join the conversation and greet them by saying, "Hi, my name is <name>. How can I help you?"
- Don't be confrontational and tell someone they are flat out wrong. For example, if someone asks, "The grand prize is a PS4 right?", do not be confrontational and respond by saying, "No the grand prize is an Intel Compute Stick." Instead, respond by saying, "As it turns out, the grand prize is an Intel Compute Stick."
- Be excited to help and answer questions.
- Use the volunteer's handbook and hackriverdell.com to answer any questions you do not know the answer to.
- If you need time to check an answer or do not know an answer, say "Let me check on that for you." or "Let me check with my supervisor." and ask an event organizer or another support chat agent.
- If someone is harassing you one online chat, use proper judgement to inform the event organizers.

After you have successfully answered all of the participant's questions, invite them to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.

Photography + Videography

Photographers and videographers are not confined by shifts. You may come and go as you please. The event organizers trust that you will take sufficient photos/videos of the event. Use your artistic skills to make every shot look stellar. You must be taking pictures during these activities:

- Opening Ceremony
- Main Hacking Time
- Activities
- Workshops
- Closing Ceremony
- Awards

Frequently Asked Questions and Answers

How do I submit my hack?

Participants can submit their hacks by visiting submit.hackriverdell.com. Submissions will open at about 8:30 PM and will close at 9:00 PM. Any hacks submitted after 9:00 PM will be disqualified.

What are the prizes?

Any participant can win the Xbox One raffle, but they must stay until the closing ceremony order to be eligible. The other prizes are a secret until the closing ceremony. Even if you have an inside scoop, do not spill the beans!

What do I need for the expo?

Participants should have some sort of demonstration of your hack during the expo (e.g. PowerPoint presentation, hands-on demo, or whatever is applicable for your hack).

After you answer a question, invite the participant to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.

Check out hackriverdell.com for more questions and answers

Event Day Schedule

Time	Activity	Location	Duration
6:30 AM	AM Volunteers arrive	RDHS	
	Setup and preparation	RDHS	30 minutes
7:00 AM	Check-in for participants	Lobby	2 hours
8:00 AM	Opening ceremony begins, auditorium closed off	Auditorium	1 hour
	Introduction: Kevin George	Auditorium	5 minutes
8:05 AM	Gurbir Grewal	Auditorium	5 minutes
8:10 AM	Judson Welle	Auditorium	5 minutes
8:15 AM	David Weinstein	Auditorium	5 minutes
8:20 AM	Lorraine Brooks	Auditorium	5 minutes
8:25 AM	Rules and Regulations: Vasile & Sarafian	Auditorium	25 minutes
8:50 AM	Opening ceremony ends	Auditorium	
9:00 AM	VOLUNTEER SHIFT CHANGE		
	Hacking Begins	Library & Cafeteria	12 hours
10:00 AM	Workshop: App Prototyping	Room 608	1 hour
11:00 AM	VOLUNTEER SHIFT CHANGE		
	Workshop: Introduction to HTML	Room 606	1 hour
12:00 PM	Lunch: Group 1	Cafeteria	20 minutes
12:20 PM	Lunch: Group 2	Cafeteria	20 minutes
12:40 PM	Lunch: Group 3	Cafeteria	20 minutes
1:00 PM	VOLUNTEER SHIFT CHANGE		
	Super Smash Bros. Tournament	Room 504	3 hours
3:00 PM	VOLUNTEER SHIFT CHANGE		
4:00 PM	Super Smash Bros. Finals	Room 504	1 hour
5:00 PM	VOLUNTEER SHIFT CHANGE		
6:00 PM	Dinner: Group 1	Cafeteria	20 minutes

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Time	Activity	Location	Duration
6:20 PM	Dinner: Group 2	Cafeteria	20 minutes
6:40 PM	Dinner: Group 3	Cafeteria	20 minutes
7:00 PM	VOLUNTEER SHIFT CHANGE		
8:30 PM	Hack Submission Opens		30 minutes
9:00 PM	VOLUNTEER SHIFT CHANGE		
	Hack Submission Closes		
9:15 PM	Expo: Group 1	Room 608	15 minutes
9:30 PM	Expo: Group 2	Room 610	15 minutes
9:45 PM	Expo: Group 3	Room 608	15 minutes
10:00 PM	Judges make decisions	Room 105A	15 minutes
10:15 PM	Closing ceremony begins	Auditorium	45 minutes
	Final Words from Lorraine Brooks	Auditorium	5 minutes
10:20 PM	Words from the judges	Auditorium	10 minutes
10:30 PM	Awards Announcements	Auditorium	20 minutes
	Xbox Raffle Winner	Auditorium	5 minutes
10:35 PM	HP Laptop Winner	Auditorium	5 minutes
10:40 PM	3rd Place Winner	Auditorium	5 minutes
10:45 PM	2nd Place Winner	Auditorium	5 minutes
10:50 PM	1st Place Winner	Auditorium	5 minutes
10:55 PM	Final Words from Vasile & Sarafian	Auditorium	5 minutes
11:00 PM	Reception	Auditorium	
	Cleanup	RDHS	30-60 minutes
12:00 AM	Everyone goes home		

This schedule is subject to change.

Work Schedules

Checkin (AM Only)

Location: Lobby

Time	Staff			
7:00-8:00	Caitlin Mooney	Brielle Perez	Matthew Lam	Sam DeLorenzo
9:00-10:00				

Overseeing Workspaces

Location: Library

Time	Staff	
7:00-8:00	Elizabeth Sattely	Emma Halecky
8:00-9:00		
9:00-10:00	Caitlin Mooney	Sam DeLorenzo
10:00-11:00		
11:00-12:00	David Houn	Yussof Kazmi
12:00-1:00		
1:00-2:00	Madison Levine	Matthew Lam
2:00-3:00		
3:00-4:00	Jonathan Kim	Yejun Seo
4:00-5:00		
5:00-6:00	Emily DiMaulo-Milk	Lauren Chen
6:00-7:00		
7:00-8:00	Chris Moore	Amanda Chen
8:00-9:00		
9:00-10:00	Caitlin Mooney	Sam DeLorenzo
10:00-11:00		

Overseeing Workspaces

Location: Cafeteria

Time	Staff			
7:00-8:00	Madison Levine	Alanna Branco	Theresa Torre	Jonathan Schwanwede
8:00-9:00				
9:00-10:00	Matthew Lam	Alexis Krawciw	Kadijah Massoud	Riyadh Alsehli
10:00-11:00				
11:00-12:00	Caitlin Mooney	Soyoung Park	Sam DeLorenzo	Teddy Loquet
12:00-1:00				
1:00-2:00	Chris Moore	Yussof Kazmi	Theresa Torre	Brandon Han
2:00-3:00				
3:00-4:00	William Lee	Brandon Han	Jaylin DeJesus	Tiffany Kim
4:00-5:00				
5:00-6:00	Nic Covo	Teddy Loquet	Jess Warthen	Celine Pohan
6:00-7:00				
7:00-8:00	Matthew Lu	Jacob Nam	Dominic Sy	Yussof Kazmi
8:00-9:00				
9:00-10:00	David Houg	Yejun Seo	Sofia Valenzuela	Sophia Scardino
10:00-11:00				

Online Chat

Location: Faculty Lounge (room 611)

Time	Staff			
7:00-8:00				
8:00-9:00				
9:00-10:00	Brielle Perez	Gianni Ramos	Madison Levine	Soyoung Park
10:00-11:00				
11:00-12:00	Alanna Branco	Alexis Krawciw	Elizabeth Sattely	Emma Halecky
12:00-1:00				
1:00-2:00	Teddy Loquet	Ijeoma Okoronkwo	Jonathan Schwanwede	Kadijah Massoud
2:00-3:00				
3:00-4:00	Yussof Kazmi	Amanda Chen	Dominic Sy	Mathew Lu
4:00-5:00				
5:00-6:00	Brandon Han	Caitlin Mooney	Samantha DeLorenzo	Jacob Nam
6:00-7:00				
7:00-8:00	Celine Pohan	Jaylin DeJesus	Samantha DeLorenzo	Jess Warthen
8:00-9:00				
9:00-10:00				
10:00-11:00				

NOTE: Online chat is closed before and after hacking time (9:00 AM-9:00 PM).

Hall Monitor

Location: Near tech office (118) just before the ramp

Time	Staff	
7:00-8:00	Brandon Han	Teddy Loquet
8:00-9:00		
9:00-10:00	Jonathan Schwanwede	Alanna Branco
10:00-11:00		
11:00-12:00	Megan Wilhelm	Theresa Torre
12:00-1:00		
1:00-2:00	Brielle Perez	Elizabeth Sattely
2:00-3:00		
3:00-4:00	Caitlin Mooney	Celine Pohan
4:00-5:00		
5:00-6:00	Jaylin DeJesus	Tiffany Kim
6:00-7:00		
7:00-8:00	Brandon Han	Lilly Cannarozzi
8:00-9:00		
9:00-10:00	Brandon Han	Matthew Lu
10:00-11:00		

Hall Monitor

Location: The Y / 500s hallway

Time	Staff	
7:00-8:00	Alexis Krawciw	David Houg
8:00-9:00		
9:00-10:00	Emma Halecky	Megan Wilhelm
10:00-11:00		
11:00-12:00	Ijeoma Okoronkwo	Riyadh Alsehli
12:00-1:00		
1:00-2:00	Soyoung Park	Dayoung Park
2:00-3:00		
3:00-4:00	Jess Warthen	Chris Moore
4:00-5:00		
5:00-6:00	William Lee	Sofia Valenzuela
6:00-7:00		
7:00-8:00	Emily DiMaulo-Milk	Lauren Chen
8:00-9:00		
9:00-10:00	Yussof Kazmi	Amanda Chen
10:00-11:00		

Hall Monitor

Location: The Commons

Time	Staff	
7:00-8:00	Kadijah Massoud	Yussof Kazmi
8:00-9:00		
9:00-10:00	Ijeoma Okoronkwo	Dayoung Park
10:00-11:00		
11:00-12:00	Gianni Ramos	Brandon Han
12:00-1:00		
1:00-2:00	Megan Wilhelm	Gianni Ramos
2:00-3:00		
3:00-4:00	Lilly Cannarozzi	Sophia Scardino
4:00-5:00		
5:00-6:00	Jonathan Kim	David Houg
6:00-7:00		
7:00-8:00	Teddy Loquet	Nic Covo
8:00-9:00		
9:00-10:00	Dominic Sy	Jacob Nam
10:00-11:00		