Introduction

PharmaSUG is an all-volunteer organization and we rely heavily on volunteers like you to make the conference a success. Volunteering is a great way to network and become more active in the community of SAS® users.

The success of the conference is dependent on people like you who are willing to make a commitment to help with different duties at the conference. Part of being a volunteer means that you honor the commitment you have made by showing up to your assignment. Assignments will be made through the Sign-up system, so that volunteers can now self-schedule. Once you have chosen a slot, please make sure to honor that commitment, as once all volunteer slots are taken no one else can sign up. The sign-up system does allow for changes; however, please be courteous and allow sufficient time for slots to be reassigned and contact the volunteer coordinators at volunteers@pharmasug.com.

Frequently Asked Questions

As a volunteer, will I receive a registration discount? There is no registration discount for volunteers. However, volunteers will be acknowledged for their service.

I want to volunteer! What do I do? If you did not let us know you were interested in volunteering when you registered for the conference, please contact Richann Watson or Dave D'Attilio, volunteer coordinators, at Volunteers@PharmaSUG.org

When does a volunteer need to be at the conference? All volunteers are expected to attend the Presenter, Section Chair, and Volunteer Meeting on Sunday, May 14th at 5:00 pm in room Golden Gate 6 & 7.

How will I be contacted about volunteering? Once you have signed up for volunteer shift(s) in the Sign-up system, you will be sent reminders via email by the system.

Volunteer Duties

Volunteer Assignment	Volunteer Duties	Volunteer Times
Registration / Information Assistant	• Possibly help setting up the registration booth • Assist the registrar in getting attendees checked in for the conference and handing out the conference bag during check-in • Provide basic conference information to attendees • See Registration Desk Etiquette for more details	Sunday 1:00 pm – 6:00 pm Monday 7:00 am – 12:00 pm Monday 1:30 pm – 5:30 pm Tuesday 7:00 am – 12:00 pm Tuesday 1:30 pm – 5:30 pm (2 - 3 hrs block)
Charity Table	• Collect cash money for charity • Show contributors how to use the online system if they decide to pay with credit card	Monday 7:00 am – 12:00 pm Monday 1:30 pm – 5:30 pm Tuesday 7:00 am – 12:00 pm Tuesday 1:30 pm – 5:30 pm Wednesday 8:00 am – 11:00 pm (1 ½ - 3 hrs block)
Session Coordinator	• Assist the section chairs with keeping time, head counts, manning the doors to ensure they do not slam, tidying the room at end of the session (See Sections for list of sections that need volunteers) • Section chairs may also ask you to evaluate the papers in the section for your particular time slot • Additional duties may also consist of running errands on behalf of the section chairs or passing out handouts	Monday 8:00 am – 12:00 pm Monday 1:30 pm – 5:30 pm Tuesday 8:00 am – 12:00 pm Tuesday 1:30 pm – 5:30 pm Wednesday 9:00 am – 12:00 pm (1 ½ - 3 hrs block)
PharmaBucks	• The PharmaBucks Bank Teller will staff the PharmaBucks Bank and assist attendees with redeeming PharmaBucks for tickets to be placed in drawings for several different prizes.	Monday 7:00 am – 12:00 pm Monday 1:30 pm – 5:30 pm Tuesday 7:00 am – 12:00 pm Tuesday 1:30 pm – 5:30 pm Wednesday 8:00 am – 11:00 pm (1 ½ - 3 hrs block)

Registration Desk Etiquette

The primary purpose of the registration desk is to help people get checked in and answer their questions, help direct folks to where they can get an answer, and deal with issues that come up. We need to stay focused on attendees approaching the desk for these purposes.

In the past there has been a lot of congestion at the desk. The congestion needs to be reduced and there are steps being put in toward that end by the conference committee. One of the biggest sources of congestion at the registration desk is that it is a natural place for people to meet up with friends and co-workers. We want to encourage people to go to the Attendee Hub for networking and meet-ups. The only people in front of the desk should be attendees getting checked in or asking questions. The only people behind it should be those assigned to work the desk. If a group starts to form near the desk, the people behind the desk need to kindly suggest that the group move to the Attendee Hub so that the area in front of the desk is always open and welcoming. We need to discourage friends, co-workers, etc. from hanging around the registration desk.

Shy people might be inclined to walk away if everyone at the desk appears busy. We have all become multi-taskers, and feel the need to fill up our quiet time with email checking or chatting. During quieter times at the desk, we need to take notice of our attendees passing by, making eye contact and greeting them. We can certainly chat a bit with each other when things are slow, but we should always keep an eye out for someone who looks like they might need something.

We can't possibly know the answer to every question asked, but we can help the person asking find the right answer. For PharmaSUG questions, an Executive Committee representative should be nearby. Know how to contact the A/V vendor for A/V issues or the hotel for other issues in our space.

While working at the registration desk we do not want people eating at the desk. Eating at the registration desk can lead to spills and may discourage timid people from approaching the desk because they do not want to interrupt the person eating. If you find you are pressed for time and do not have time to eat, please wait till things slow down and find someone to cover for you while you step away from the registration desk to grab something to eat. If you have to have a beverage behind the desk, please ensure that it is in a closed container to avoid spills.

This is a business conference, and we want to convey a professional image. When working at the desk, we should dress in business appropriate clothing. Attire that would be inappropriate for giving a presentation in one of the sessions is also inappropriate for working the registration desk.

Sections

- Advanced Programming
- Data Standards
- Data Visualization & Reporting
- ePosters
- Leadership Skills
- Metadata Management
- Quick Programming Tips
- Real World Evidence & Big Data
- Solution Development
- Statistics and Analytics
- Strategic Implementation
- Submission Standards
- Hands-on Training