

Graduate Student Volunteer FAQ's

1. What should I submit to ACA in order to be considered as a Graduate Student Volunteer?

Please submit the required forms as listed on the ACA website. Click on the link below to retrieve documents www.counseling.org/volunteer. Please make sure your email address and phone numbers are legible and correct on your forms. This will ensure you receive the appropriate notifications.

2. Has ACA received my Volunteer Agreement?

Please allow 14-21 business days after submission of your Volunteer Agreement/Registration for processing. This is about three weeks. You will be notified of receipt during that time. If you do not receive notification during that time, please email us at acavolunteers@counseling.org

3. I have already paid for my registration online when will I be reimbursed?

Thank you for submitting your registration materials. This ensures you get the best rate for the conference. Typically, registration fees are reimbursed after you have submitted your volunteer agreement and have been accepted in the program. Please allow 10-15 business days for ACA to process the reimbursement. You will be reimbursed in the same manner in which you paid.

4. Are there still available spots for the Graduate Student Volunteer Program?

If you are interested in the Graduate Student Volunteer Program, please submit the required Volunteer Agreement and Registration forms. Acceptance is based on a number of factors, and there will be a waiting list. You will be notified if you have been accepted in August.

5. After I submit my Volunteer Agreement and Registration forms, when will I be notified and selected as a volunteer?

You will be notified that your Volunteer Agreement and Registration forms have been received within 10-15 business days. Volunteer Program Acceptance Notifications will be sent in September/October 2015. If you have not received your notification before November 30th, 2015 deadline, please email us at acavolunteers@counseling.org. After being accepted, you will receive a link via email to complete a Volunteer Travel Form. Please complete the form as soon as possible, as your responses determine how the volunteer coordinators schedule your volunteer hours. You will receive your permanent volunteer schedule at the Volunteer Orientation which will be held on site in Montreal.

6. I am a returning volunteer; do I have to pay for my registration fee?

If you completed the volunteer requirements at either the 2014 or 2015 ACA Conference & Expo, and you complete the requirements to volunteer at the 2016 ACA Conference & Expo, then you will not be charged a conference registration fee. However, you are required to pay a \$50 refundable fee to hold your spot as a volunteer. If you arrive at the conference and decide that you prefer not to volunteer, the \$50 will go towards your registration fee. The remaining registration balance will be due at that time. If instead, you decide to cancel your attendance to the conference two weeks period to the start date, or if you do not show up for the conference, the \$50 will be utilized as your cancellation fee.

7. When will I receive my volunteer schedule?

You will receive your permanent volunteer schedule at volunteer orientation when you arrive at the conference. The volunteer coordinators will make an effort to get your first day schedule/preliminary schedule to you before so you can start making conference plans. Please remember that there are hundreds of sessions and activities that require volunteer assistance, and it is difficult to accommodate individual preferences. Please remember to list all of your REQUIRED professional conflicts on your travel form so the volunteer coordinators can try to schedule around them.

8. Does the Graduate Student Volunteer program also pay for my hotel accommodations?

The graduate student volunteer program is designed to get students involved in ACA and provides discounted registration as a concession for participation. Hotel accommodations are the sole responsibility of the student/conference attendee. Check with your school; in some instances, there are funds available for students who wish to participate in professional development opportunities.

9. I am required to attend my professor's education session or present a poster. Will I be able to do either or both by being a volunteer?

If you are required to attend your professor's education session, please list that in the COMMITMENTS section of your volunteer registration/travel form. You *must* list this ahead of time in order for us to accommodate your needs. You *may* be able to volunteer for your professor's session if you are not a presenter/panel member in the session. You must be available to complete the Education Session form and check ID badges at the door in order to volunteer for the session. Your volunteer commitments will generally be met with other education sessions or activities.

If you are presenting a poster, please list the poster date and time in the commitments section of your volunteer registration/travel form. You will not be required or permitted to volunteer during your session. That is an important professional responsibility and requires your full commitment and attention.

10. I am ready to book my flight and hotel. What days should I plan on arriving and departing the conference?

Please be sure to arrive before and depart after the dates/times you listed for availability on your volunteer application/travel form. It is imperative that the times you list are accurate in order for us to meet scheduling needs. If you would like to have time to see the city or have down time, it is best that you are present as long as your schedule permits. Should any changes to your travel plans be made after submitting your paperwork, please notify the Graduate Student Volunteer Coordinators as soon as possible at acavolunteers@counseling.org.

11. Can I volunteer without being a student member or ACA member?

Opportunities in the ACA Graduate Student Volunteer Program are reserved for Student Members of the American Counseling Association. There may be other opportunities available through your division. Please contact them directly for information.

12. Where do I check-in once I arrive at the conference?

Please make every effort to check into your pre-booked accommodations before making your way to the convention center. ACA and the Volunteer Program cannot be responsible for the security of your luggage/personal items. When you arrive at the convention center, please speak to an ACA staff member at the registration area so you can be directed to the Volunteer Office.

13. What should I wear when I volunteer?

The overall tone for the conference is business casual. You will notice that some people are dressed more casually or more professionally. Business casual is a happy medium. When you are volunteering, you will be required to wear your ACA Student Volunteer T-Shirt (provided at Volunteer Orientation) so you can be easily identified. You can wear this over/on top of your business casual attire. Please wear comfortable shoes as there is a lot of walking in the convention center, and it is best to dress in layers due to room temperature fluctuations.

14. What is the cancellation policy if I am unable to volunteer?

If you are unable to volunteer, please inform us as soon as possible. If you cancel at the last minute, you may not be permitted to volunteer in the future. Additionally, you will be charged for the full amount of the conference registration on the card that you provided on your registration form.

15. Can I change my volunteer schedule if I have a conflict?

In order for us to schedule efficiently and run the program smoothly, we must be aware of your conflicts before you arrive at the conference. You must list them on your Volunteer Agreement/Registration and/or Travel Form. Last minute changes are difficult to accommodate and may result in you not being permitted to participate as a volunteer for this year's conference.

16. Will meals be provided for me as a volunteer?

All conference attendees are required to provide their own meals. There will be a free snack lunch in the Exposition hall on Friday, April 1 and Saturday, April 2. For volunteers, there are typically light refreshments in the volunteer office. Heavy hors d'oeuvres are served at the Opening Party.

17. How do I reach the volunteer office while I am at the Conference?

By Email: acavolunteers@counseling.org