CSIX Connect Handbook for Volunteers

July 2011

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CSIX CONNECT

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Introduction

About CSIX Connect

CSIX Connect was founded in October of 2001 by Hamid Saadat with the goal of sharing job leads and providing job search support among a small group of friends. The organization grew by word of mouth to over 5,000 by December of 2009. In April of 2005, CSIX Connect received non-profit 501(c) 3 status. Below is a welcome message to all volunteers from the founder:

Dear CSIX Volunteer,

I want to express my deep appreciation for your willingness and commitment to the continuing success of CSIX. Without volunteers like you, CSIX cannot function or offer the quality programs that is does. CSIX offers a variety of volunteer opportunities that tap into the skill sets many participants in the group already have. Volunteering is also a great way to utilize one's time between jobs and makes a great addition to a resume and added advantage when job searching.

Thank you again for volunteering. I look forward to working with you.

Sincerely,
Hamid Saadat

Mission and Code of Conduct

The mission of CSIX Connect is to assist individuals in career transition by significantly improving their job search success through education, in-person networking, and mutual support. In today's job market, more than 80 percent of jobs obtained result from successful networking. CSIX Connect provides the means to tap into and leverage the power of a network that is thousands of members strong.

The CSIX Connect code of conduct is based on the trust and mutual respect of its members. All members are expected to interact with each other in an appropriate, courteous, and professional manner at all times.

Audience

The audience for this handbook is CSIX Connect staff and volunteers who plan and conduct meetings and potential volunteers for other CSIX Connect groups.

Handbook Sections

This handbook contains the following six sections: Finance, Information Technology, Meetings, Operations, Program Committee, Special Interest Groups, and an Appendix. For additional information about CSIX Connect, visit http://www.csix.org.

Finance

Overview

The role of the finance volunteer is to keep careful track of income and expenses. Income comes from two sources: funds collected from guests who join us for an event and donations via the PayPal link on the CSIX Connect website. Expenses include the following:

- Stationary and supplies required for meetings.
- Internet Service Provider (ISP) fees.
- Needed software programs.
- Refreshments.
- Speaker honorariums (as requested by Hamid Saadat).
- Other expenses pre-authorized by Hamid or the finance volunteer. **Note:** Expenses that are not pre-authorized may not be reimbursed.

The majority of our income is received on a cash basis and expenses are usually paid by checks on the CSIX bank account. Whenever possible, a bill or receipt for expense payments signed by the person who spent the funds and requested reimbursement should be obtained for the permanent record. While we do not have a standardized form or process to request reimbursement, a receipt, charge slip, verbal request from Hamid, or invoice are all valid.

Saratoga Weekly Process

The weekly process for the Saratoga location is as follows:

1. Collect the donation envelopes from each table and confirm the total of funds received.
2. Confirm number of attendees with the food caterer. Resolve any discrepancies before meeting ends.
3. Pay the caterer and obtain a signed invoice.
4. Pay all authorized expenses.
5. Visit the church's accounting staff at their Saratoga Avenue offices after 1:30 pm. **Note:** this is the same building Arvin works in. Packey Ng is the primary contact and Yvonne Wong is Packey's backup.
6. Present all cash on hand.
7. Present all invoices that have been paid during the week.
8. Confirm that the sum of cash and invoices equals the receipts for the week's meeting.
9. Send an e-mail to Hamid with the following information: date of meeting, number of attendees, money taken in, amount paid to caterer, and the net deposit.
10. Report all issues and discrepancies to Hamid immediately.

Cupertino Weekly Process

The weekly process for the Cupertino location is as follows:

1. Prepare one envelope for each table prior to the start of the meeting. Write the table number and total amount on each envelope. **Note:** a printed label can be generated and put on each envelope to expedite the process and avoid hand written envelopes.
2. As soon as people are seated, approach the table during the meeting and assign one person as the head of the table. Request that he or she collect $12 from each attendee. Once all the money collected, the head of the table will count the money and fill out the information on the back of the envelope (table number and total amount). Please let them know you will be back to collect the envelope after the networking break.
3. Immediately after the networking break, start collecting the envelopes from each table. Please ensure table number and total amount is indicated on the envelope prior to collecting. Resolve any discrepancies at that time.
4. Indicate number of attendees for each table on the enclosed lunch money spread sheet.
5. Once all envelopes are collected, count the money for each envelope and verify that it matches the numbers on the spread sheet as well as the actual number of attendees. Please be sure to include the volunteers who are usually standing or walking around (find out which table they belong to).
6. Address any discrepancies right away. Do not wait till the end of the meeting.
7. Enter the total number of attendees and total amount collected in the CSIX Connect lunch spread sheet under the *Expected Share of CSIX*.
8. Take the total funds to the restaurant's cashier and ask that his or her count matches your count.
9. Send an email to Hamid with total of numbers attendees who paid. **Note:** Speaker is a guest of CSIX Connect and is not required to pay for his or her lunch.
10. After the last meeting of each month, the restaurant will deliver to CSIX cash equals to $2 times the number of attendees for the month. Enter the amount in the CSIX Connect lunch spread sheet under the *Actual CSIX Received*.

Note: CSIX Connect is a non-profit organization that is dedicated to helping local job seekers. No attendees should ever be denied the benefit of a CSIX meeting or meal due to a lack of financial means. Please consider the following:

- If you notice someone is leaving the meeting because they cannot afford the cost of lunch, please have them stay and let them know that CSIX Connect will be more than happy to cover the cost.
- If someone does not have cash and wants to use a credit card, please let them know that we do not accept credit cards but are willing to pay for them. Ask them to write or mail a check later on.
- To help with some of the above tasks, the finance volunteer(s) should recruit couple of volunteers at the beginning of each meeting. This will speed up the money counting process, so our volunteers can get back to the presentation as quickly as possible.

Eventbrite Account Setup

To setup special events using the Eventbrite website:

1. Navigate to: http://www.eventbrite.com/.
2. Click **Sign Up**.
3. Enter your email address as your user ID then a password. Click **OK**.
4. Enter the name of your event for *Step 1*.
5. Click **Create a Ticket** for *Step 2* to create a free dummy ticket for testing then enter a small number (you can hide this later).
6. Enter an event capacity for the event.
7. Enter all the event details for *Step 3*.
8. Enter a word to create a custom browser link to the web page. **Note:** if you do not enter a word, Eventbrite generates one for you.
9. Upload a graphic logo file in the Logo box that will appear on the event web page.
10. Enter a start and end date and time for the event for *Step 4*.
11. Enter an address for the event for *Step 5*. This creates a map for the event.
12. Enter the name of the host organization for *Step 6* (for example: CSIX Saratoga) and a brief description.
13. Select a color scheme for the web page for *Step 7*.
14. Select **List this event… (default)** under **Additional Options**.
15. Click **Save as Draft**.
16. Click **Preview**. This creates the web page with restricted access.
17. Read all the information about options for collecting money under **Help**.
18. Click the **Account** tab and enter the desired information.
19. Decide if you want multi-user access to the account. If so, add email addresses under *Multi-User Access* for every person you want to have access. **Note:** each person will get an email asking them to set up their password.
20. Add the CSIX PayPal account under *Payment Accounts*.
21. Go back to the event you saved as a draft.
22. Verify you added all of the correct ticket types, times, and dates.
23. Click **Save & Publish**.
24. Go back and read all the Help information. You may want to edit event details later on. **Note:** You can change event details right up to the day of the event.

Information Technology

Overview

This section discusses the use of the laptop computer to manage membership information and use of the CSIX, Yahoo, and WorkIt websites to add and update program content. This section covers the following topics:

- Creating and maintaining the CSIX Connect website.
- Creating the CSIX Connect Yahoo group.
- Setting up the CSIX Connect e-mail list.
- Setting up the CSIX Connect registration page.
- Setting up the various folders and archives.
- Setting up the link with CSIX Connect and CSIX Peninsula.
- Adding CSIX SFC to the main CSIX Connect page.
- Laptop setup before CSIX meeting and shut down after meeting ends.

Laptop Computer Setup

The laptop computer is used to enter new member information into the CSIX Connect database so members can join the CSIX Connect Yahoo group and communicate with other members.

Do the following before the meeting:

1. Connect the large TV to the laptop using the video cable.
2. Turn on the TV.
3. Select **PC input** on the PC by pressing the top button on right side of monitor once.
4. Plug in and turn on the laptop. The wireless connection and browser should be activated.
5. Right-click on desktop and select **Graphic Options > Output To > Extended Desktop > Monitor + Notebook**. This step is only necessary if no TV image is present.
6. Minimize the browser window and open the CSIX_FirstScreen.ppt file from the desktop.
7. Start slide show from the OpenOffice application.
8. Press the **F5** key. The display mode should appear on the monitor and edit mode on the laptop.
9. Maximize the browser window from the toolbar located at bottom of screen.
10. Click on the new member sign-up tab. Press the **F11** key to set display mode to full screen. If necessary, adjust display size with the **CTRL-** and **CTRL+** keys.

Do the following after the meeting:

1. Click *the Upload New Member File* tab.
2. Browse for the .cvs data file located in the *NewMembers* folder (for example: *NewMembers-2008-9-23.cvs*).
3. Add bill@billgascoyne.name to the file for the e-mail notification. This is only for those who do not have CSIX Connect Yahoo group moderator privileges.
4. Click **Submit**.
5. Click the *http….csv* tab and change the file name in the URL to the date of the meeting.
6. Refresh the browser. This action should show email address from that day's signups.
7. Proofread the domain names (for example: @gmail.com or @yahoo.com) for obvious typos.
8. Press **CTRL+A** then **CTRL+C**.
9. Click the Yahoo tab and sign in. This should take you to the invite page.
10. Press **CTRL+V** and correct any typos.
11. Click **Send** then click **Send** on new screen.
12. Confirm number of invitations sent and note any emails that did not get sent. This might occur because they were already on the list or invitations were turned off.
13. Click the *Google Mail* tab and log in.
14. Compose a new message and paste the list of email addresses already in the clipboard into the Bcc.
15. Copy the contacts of the desktop file *CSIX Invite Confirm Note.txt* into the body and send.
16. Log off both the Google and Yahoo sites.
17. Shut down the laptop and return it to the storage room.

Website Content

The CSIX Connect website contains program details, locations of meetings, and a calendar of events. It requires an approved membership to use. The following calendars need to be updated regularly:

- CSIX website calendar (Cupertino location only)
- Yahoo group calendar
- WorkIt calendar

CSIX Website Calendar

Need content here.

Yahoo Group Calendar

Note: You must have a Yahoo ID and password and be a member of this group to access the page. Additionally, you must be an official administrator of this group in order to edit the calendar. Authorization may be obtained by emailing the Webmaster at nyden@csix.org or Hamid Saadat at hamid@csix.org. To update the Yahoo group calendar, do the following:

1. Navigate to: http://groups.yahoo.com/group/CSIXConnect/
2. Click **Calendars**.
3. Choose the month and date to update.
4. Click **Add**.
5. Enter a title (for example: *How to Find a Job Faster by Jenny Kahn*)
6. Select **Meeting** from *Event Type* drop-down menu.
7. Select a date from *Event Date* drop-down menu.
8. Select **10 am** from the *Event Time* drop-down menu.
9. Select **2 hrs, 30 min** from *the Event Duration* drop-down menu (unless special event).
10. Enter **iRestaurant** (Cupertino meeting) or **Richards Hall** (Saratoga meeting) for the location.
11. Copy and paste the presentation description and speaker biography into the *Description* field. In addition, include the following note: *Please arrive before 10:30am to get seated and network with your colleagues.* **Note:** Do not exceed the 120 character limit as additional text disappears when saved to the calendar.
12. Click **Send a Reminder** and set to the following: **5 days and 1 day before the event** (Cupertino meeting) **or 6 hours and 1 day before the event** (Saratoga meeting).
13. Enter the address of the Cupertino or Saratoga location (see below).
14. Click **Save**.

Cupertino meeting location:
iRestaurant
20007 Stevens Creek Blvd
Cupertino, CA 95014
(408) 255-3328

Saratoga meeting location:
Saratoga Federated Church
20390 Park Place
Saratoga, CA 95070
(408) 867-1000

WorkIt Calendar

To update the WorkIt calendar, do the following:

1. Navigate to: http://workit.com/
2. Click **Local Events**.
3. Click **Post an Event**.
4. Enter the username **CSIX** and password **power** under *Returning Users*.
5. Click **Add New Event**.
6. Select **Business** from the *Category* drop-down menu.
7. Select **Speaker/Panel/Round Table** from the *Event Type* drop-down menu.
8. Select **Career/Job Fair** from the *Industry/Interest Area* drop-down menu.
9. Enter an event title in the *Event Title* field.
10. Enter **iRestaurant** (for Cupertino meeting) or **Richards Hall, Saratoga Federated Church** (for Saratoga meeting) in the *Event Venue* field.
11. Enter **20007 Stevens Creek Boulevard** (for Cupertino meeting) or **20390 Park Place** (for Saratoga meeting) in the *Event Address* field.
12. Enter **Cupertino, CA 95014** (for Cupertino meeting) or **Saratoga, CA 95070** (for Saratoga meeting) in the *Event Venue City* field.
13. Select a date then **10 AM** from the *Event Start* drop-down menu.
14. Select a date then **1 PM** from the *Event End* drop-down menu.
15. Enter www.csix.org in the *URL for more Info* field. Leave the *URL for Ticket Sales* and *URL for Directions* fields blank.
16. Enter **$12 per person** (for Cupertino meeting) or **$10 per person** (for Saratoga meeting) in the *Event Price Information* field.
17. Enter **Hamid Saadat** in the *Event Contact Name* field.
18. Enter **(408) 255-3328** (for Cupertino meting) or **(408) 864-1000** (for Saratoga meeting) in the *Event Contact Phone* field.
19. Enter hamid@csix.org in the *Event Contact Email* field.
20. Enter speaker biography into the *Event Description* field.
21. Click **Save Changes**.

Note: You may need to make some modifications to your event page (for example, quotation and long dashes do not always copy and paste properly). Occasionally, with long text blocks, some of the content might get cut off. In addition, you can copy and paste text from your speaker form for the event description.

Meetings

Overview

Each week, approximately 50 to 100 new and current CSIX Connect members meet on Tuesdays (Cupertino location) and Thursdays (Saratoga location) for general luncheon meetings. In addition, approximately 10 CSIX Special Interest Group (SIG) meetings take place on a weekly basis. Career assistance is based on a combination of personal networking, leadership, and education opportunities. Personal networking is facilitated by seating members at circular tables in small groups. This arrangement helps to facilitate direct personal interaction between members. Regular CSIX programs provide insights and tips that are of great benefit to job-seekers and allow them to practice and enhance their job search skills.

Meeting Details

Time
10:30 am to 1:00 pm.

Cupertino Location
iRestaurant
20007 Stevens Creek Blvd
Cupertino, CA 95014

Saratoga Location
Saratoga Federated Church
20390 Park Place
Saratoga, CA 95070

Cupertino Meal Cost
$12.00. This covers the program, lunch, tea, tax, and tip. Lunch includes soup, salad, steamed rice, and four selections (two vegetarian and two non-vegetarian) from main course menu. Courses are served family style.

Saratoga Meal Cost
$10.00. This covers program and lunch. Lunch is prepared in the church kitchen using a catering service. Meal selections differ each week.

Meeting Agenda

10:15 am

People begin to arrive and fill out name tags (newcomer tags are red and retuning member tags are blue). After completing name tags, attendees are encouraged to choose a seat at one of the round tables. The Cupertino location has 10 chairs and the Saratoga location has seven chairs.

10:30 am

Meeting begins with Hamid or another CSIX moderator providing an overview of the meeting format and etiquette.

10:45 am

The meeting moderator invites newcomers to stand up and introduce themselves using a 30-second elevator pitch. The pitch is used to describe the position the member is seeking and why someone would want to hire him or her.

10:50 am

Attendees are given the opportunity to announce any job openings they may be aware of or make contact requests for companies where they are seeking employment.

11:00 am

General announcements are made. These can include interviews, job offers, and recent hires with a success story to share.

11:05 am

Open networking begins.

11:15 am

The talk is given by the guest speaker. Each speaker has approximately 45 to 50 minutes to deliver his or her presentation. The last 5-10 minutes of the talk is used for Q & A.

12:00 pm

Lunch is served. Members eat and spend more time networking. Many members remain and continue networking long after lunch is finished.

Note: It is not a requirement that a person be unemployed or actively seeking a new career to join the CSIX group for lunch, speaker program, and networking. Everyone benefits from this opportunity. Advise members to arrive early and park in the designated parking areas away from the restaurant (for Cupertino site). Also mention that members should bring any job leads, contact requests, and business cards and come prepared to network and share with others at the meeting.

Meeting Moderator Instructions

Responsibilities of the Meeting Moderator include the following:

- Reminding members to set all cell phones to mute or vibrate during the presentation.
- Reminding table masters to collect $10 (Saratoga location) or $12 (Cupertino location) per person to cover the cost of the program and lunch. **Note:** Guest speaker does not pay.
- Announcing the meeting agenda.
- Reminding everyone that the CSIX Connect policy prohibits ads for or from Recruiters.
- Encouraging everyone to stand up, walk around, and introduce themselves to others. Exchange business cards and contact information.
- Reading a paragraph about the program topic and introducing the speaker. **Note:** If no speaker is scheduled, encourage members to network then ask members to share their job searching experiences.
- Collecting money envelopes from each table. Count the money and note the total on the back of each envelope along with the table number Add up the total for all envelopes and write the total on the back of one envelope (for example, total for Tuesday - MM/DD/YY = X dollars for Y number of attendees).
- Delivering the envelopes to the restaurant (Cupertino location only) and sending an email to Hamid with the total amount.
- Reminding members that CSIX Connect is a non-profit volunteer organization. Members willing to volunteer should contact the Program Moderator or Hamid Saadat.
- Asking everyone to complete the speaker evaluation form. Completed forms are then collected by CSIX volunteers.

Operations

Overview

The following are the responsibilities of the operations volunteer:

- Assists the caterer by cleaning the tables (Saratoga location only).
- Places table number signs and matching table number envelops at each table.
- Places *Reserved for Speaker* sign at one of the front tables.
- Greets and instructs newcomers to fill out a red badge and login to the laptop computer to become a CSIX Connect member.
- Gives brief instructions about paying and 30-second job pitch when the meeting commences. If the meeting has started, instructs members where to sit.
- Sets up extra tables and chairs if needed.
- Greets volunteers and informs newcomers about designated parking locations.
- Places meeting location signs on the buildings. **Note:** signs should be put out no later than 10:15 am for the Saratoga location. The reserved parking sign for the speaker should be put out by one of the operations group members that attend the EGG meetings at 9:00 am.

Before the Meeting

Prepare one envelope for each table. Write the table number, headcount, and total amount on each envelope. A printed label can be used to expedite the process. **Note:** Envelopes can be re-used by crossing out the old information.

During the Meeting

As soon as people are seated, approach the table and assign one person as the table monitor. Request that he or she collect $10 (Saratoga location) or $12 (Cupertino location) from each attendee. Once all of the money is collected, the head of the table counts the money and fills out the information on the back of the envelope. Let the money collectors know that you will be back to collect the envelopes after the networking break.

Immediately after the networking break, start collecting the envelopes from each table. Make sure that the table number, headcount, and total amount are indicated on the envelope prior to collecting. Resolve any discrepancies at that time. Indicate the number of attendees for each table on the enclosed spreadsheet.

Once all envelopes are collected, count the money in each envelope and verify that it matches the numbers on the spreadsheet as well as the actual number of attendees at the meeting. Be sure to include the volunteers who are usually standing or walking around. Address any discrepancies right away. Provide the total number of attendees to the lunch caterer (Saratoga location) and ensure the headcount of people matches the number indicated on the lunch money spreadsheet.

After the Meeting

Pay the lunch caterer (Saratoga location) then enter the total number of attendees and total amount collected into the CSIX Connect lunch money spreadsheet. By the first week of each month, provide the CSIX spreadsheet to Hamid Saadat or Arvin Engelson. This spreadsheet should include all income and expenses for the entire previous month.

Program Committee

Overview

The program committee is comprised of one lead (with assistance from Hamid Saadat and Arvin Engelson) and a minimum of three additional members to provide support and serve as back-up to the lead. Each member of the program committee is responsible for booking speakers for one month out of a four month period. Speaker survey data is also rotated among program committee members. The program committee also works directly with the CSIX IT team to update the CSIX website and link the CSIX mailing list to the calendar. The CSIX program committee is also responsible for Events and Human Resources Panel Relations, Logistics, Moderator, Speaker Booking, and Website Content.

Events and Human Resources Panel Relations

Events need to be confirmed with the Program Committee so that the actual event dates do not overlap with other event dates. A six-week lead time is recommended for planning and coordination. This team is responsible for the following:

- Defining CSIX quarterly events. This includes topic and theme, location and time, event team, budget, and managing grant and donation funds.
- Creating a communication channel with local Human Resources (HR) executives.
- Creating list of loyal HR companies to correspond with.
- Obtaining the HOT list from loyal HR companies.
- Creating a resume database.
- Coordinating regular job fairs sponsored by loyal companies.
- Conducting quarterly HR panels. This includes inviting various HR experts, confirming dates and panelists, and publicizing and coordinating logistics.

Planning Tasks

This includes the following:

- Finalizing a list of recruiters.
- Email announcements for CSIX members.
- Scripting questions for recruiters.
- Drafting a timetable for meeting program.
- Finalizing headcount limits with restaurant.
- Table setup for recruiters.
- Gifts for recruiters.
- Implementing a pre reservation system.
- Investigating the use of services that let you preregister and pay for events in advance (examples: http://www.acteva.com and http://www.123signup.com).

Logistics

The logistics for speaker preparation are shared with the Operations Team. The scope will depend on the speaker's requirements. The Program Committee works with the venue to setup projectors and speaker microphones as required. The Operations Team distributes and collects speaker survey forms and a member of the Program Committee helps distribute speaker handouts if required. A member of the Program Committee also tallies the speaker survey forms and reports results to Hamid Saadat, the Program Committee, and the speaker.

Moderator

Moderators are responsible for welcoming and working with speakers before and during the meeting. The person booking the speaker works with the speaker and moderator to ensure the speaker has directions to the meeting and an event reminder the week of the meeting. Any member of the program committee or the moderator can introduce the speaker using the short biography submitted by the speaker. This biography should also be included in the CSIX calendar announcement.

Program Speakers

This section discusses program speakers and includes the following topics:

- Finding and managing speakers.
- Requesting biography and speech summary.
- Approving speakers.
- Follow-up and confirmation
- Speaker guidelines.
- Presentation guidelines.
- Logistics.

Finding and Managing Speakers

CSIX speakers are recruited by word of mouth, member evaluation forms, other networking events, and member references. Previous CSIX speakers receiving positive feedback should be invited to return for another CSIX presentation. Check and match calendar with the speaker and find out the best probable day(s) for the speaker and CSIX. Confirm the date with the speaker in written format and update the information in the database section under the CSIXPROGRAMS Yahoo group. Send the CSIX introduction and speaker guidelines to the speaker.

While it is common for CSIX speaker booking volunteers to invite speakers back based on positive feedback, the speaker volunteer should ensure that topics not be repeated. Communicate with the speaker on possible topics and ask the speaker for a biography. Fill in the speaker form or send the blank form to the speaker so that information will be available to members. Update the CSIXPROGRAMS file as information becomes available. Communicate with the speaker regarding any presentation aids needed such as handouts, projector, microphone, laptop, or other supports. Communicate with other CSIX resources to arrange for these aids.

One week prior to the event, confirm the date with speaker and the needed resources (see sample speaker confirmation email in the Appendix). Reserve a chair at a front table for speaker. Introduce yourself to the speaker and ask if they will be staying for lunch and be available for questions after the meeting. Introduce the speaker according to the bio and other information provided. After the meeting, send a thank you email to the speaker and follow up on any action items the speaker agreed to during their presentation (see sample speaker thank you email in the Appendix). Include the speaker survey summary and feedback from the audience in the thank you email to the speaker.

Requesting Biography and Speech Summary

The speaker volunteer should request both a detailed biography (which is posted on the CSIX website with link to the speaker's website) and a brief biography (which is posted on the Yahoo calendar). In addition, the speaker volunteer should request an introduction the speaker would like read at the meeting, contact information (including website), an outline and brief overview of the planned presentation, and handouts that can be distributed during the meeting. **Note:** if the handouts are emailed, they can be published on the CSIX Yahoo group.

Approving Speakers

Make sure the speaker's topic relates to job searching and networking in some way and that the agenda of the speaker is not to promote a personal side business. In addition, make sure that the speaker has experience in public speaking (Hamid requires the speaker's last presentation for review). Most importantly, the speaker should engage and motivate the audience and provide several takeaways.

Follow-up and Confirmation

Email the speaker the forms and guidelines and confirm the topic and the date speaker will present. Send a reminder the week before the scheduled appearance and request handouts and verify if the speaker will use a visual PowerPoint presentation. Request permission to upload the presentation to the CSIX website and request that the speaker email the presentation the week before the scheduled appearance. Request that the speaker also bring the visual presentation loaded on a flash drive storage device.

Speaker Guidelines

Have the speaker come early and set up a display table. The speaker may bring business cards, books, CDs, copies of articles, swag, or anything else they desire for promoting their services. The speaker should also have a bowl to collect member business cards and a signup sheet for CSIX members to join a mailing list. The speaker should not use speaking time pitching promotional items. They should mention it once, and then leave it alone. If people are interested, they will come to the speaker table after lunch. The speaker should also be encouraged to come early and network with members. If the speaker has a PowerPoint presentation, be sure to have everything you need to set it up and run it.

Presentation Guidelines

The talk should be positive, upbeat, motivational, inspiring, and contain useful content. In addition, the talk should be well organized and concise. Speakers who ramble or digress frequently lose their audience. The speaker should include notes or bullet points to keep the audience on track and not read the PowerPoint presentation verbatim. Key points should be summarized and include useful information about job fairs and job openings.

The goal of the talk is to provide meaningful information to our CSIX members. The presentation should not become a sales pitch for the speaker or their services. The speaker should not spend more than a minute or two discussing themselves, their background, and accomplishments. The presentation should also not begin with a sad and depressing story but could include encouraging stories of job seeking challenges that were overcome.

Logistics

CSIX provides a screen, projector, and computer hook-ups to the projector. The Cupertino location provides round tables with 10 chairs per table and the Saratoga location provides round tables with seven chairs per table. The CSIX sound technician provides a microphone if needed. The speaker should provide enough handouts for members based on the attendance number provided by the CSIX speaker volunteer. Presentations are also uploaded (with prior permission) to the CSIX Yahoo website.

Special Interest Groups

Overview

A Special Interest Group (SIG) is a smaller group that meets outside of regular CSIX meetings and addresses topics and opportunities that are specific to a particular industry.

Leadership Guidelines

The following leadership guidelines were drafted on September 6, 2005:

SIG Leaders Guidelines
GAL/RevDraft 9/6/05

The special interest groups ("SIG's") are the heart of CSIX CONNECT ("CSIX"), operating as they do directly with the CSIX members. They provide the members with regular and specific networking and education opportunities.

The success of each SIG is dependent on the SIG Leaders. They must be qualified and willing to devote the necessary time and attention.

These guidelines are intended to assist SIG Leaders – both the chairperson and the vice chairperson of each SIG – in undertaking and performing their tasks.

A. Becoming a Leader of an already established SIG.

1. Previous service. SIG Leaders should be developed by the previous Leaders of the SIG. Preferably, a SIG chairperson will previously have served as vice chairperson of the SIG, and a vice chairperson will previously have assisted the SIG Leaders. Undertaking special assignments, such as hosting a SIG meeting or attending a CSIX regular Tuesday meeting and reporting on it at the following SIG meeting, are examples of such assistance.

2. Application. A candidate should complete an application to become a SIG Leader.

3. Recommendations. In the application the candidate should obtain the written recommendations of one of the present Leaders of the SIG and of the chairperson or vice chairperson of the SIG Leaders Committee.

4. Meeting attendance. A candidate should have attended 4 CSIX regular Tuesday meetings within the past 2 month(s), and have recently attended one SIG Leaders Committee meeting.

5. Board of Directors confirmation. The CSIX Board of Directors must confirm the appointment of each SIG Leader.

B. Serving as a Leader of a SIG.

1. No compensation or other incentives. SIG Leaders are volunteers. They receive no compensation from CSIX, nor should they seek or receive, directly or indirectly, material financial or other incentives from others, by reason of their positions or for their services, as SIG Leaders, without the prior approval of the Board of Directors.

2. Regularly-scheduled programs. SIGs should hold regular programs, weekly, twice a month, or once a month, at the same time and place. The SIG Leaders are responsible for holding the programs and for arranging for the content of the programs. SIG Leaders may properly expect that SIG members will, on request, assist in holding and arranging for the programs, as well as attend SIG Leaders meetings or CSIX regular Tuesday meetings for the SIG, and undertake other special assignments.

3. Obtaining and keeping current member information. SIG Leaders are responsible for personally meeting, identifying and approving new SIG members, and for obtaining and keeping current contact, employment and other relevant information on all SIG members. All such information shall be the property of CSIX, shall not be disclosed to others, and shall immediately be forwarded to the Secretary of CSIX for inclusion in the corporate records.

4. Regular website maintenance. SIG Leaders are moderators, responsible for regular maintenance of the SIG's portions of the CSIX website. No other website may be maintained. The meeting schedules must be kept up-to-date, with indications of speakers and content, and meetings that are canceled must be immediately announced on the website. The SIG Leaders must be identified on the website and full contact information must be given.

5. No website advertising. As moderators, SIG Leaders are also responsible for preventing advertising on the SIG's website that is not approved by the Board of Directors. The Board of Directors will not approve advertisements for the personal financial gain of anyone, including but not limited to recruiters and the SIG Leaders, without also amending this provision of these guidelines.

6. Attendance at SIG Leaders meetings. SIG Leaders are responsible for attendance, either personally or by a SIG member, at the regularly scheduled SIG Leaders Committee meetings, at which they each must report on employment of the SIG's members, by name, since the last such report.

7. Attendance at other CSIX meetings. SIG Leaders are responsible for attendance, either personally or by a SIG member, at the CSIX regular Tuesday meetings at which SIG announcements are made, to make announcements concerning the SIG and meet prospective SIG members.

8. Annual SIG Leader application. Each SIG Leader should complete the SIG Leader application annually as specified by the Board of Directors, or should arrange for another SIG member to make application as a SIG Leader.

9. Resignation as SIG Leader. During an annual period, a SIG Leader who wishes to resign must do so by writing addressed to the Board of Directors, and should arrange for another SIG member to make application as a SIG Leader.

10. Changes in SIG organization. SIG Leaders should be prepared to provide information and discuss at the SIG Leaders Committee meetings changes in organization, such as the establishment of new SIGs and the disestablishment of existing SIGs.

11. Striving for SIG recognition. SIG Leaders should strive to have their SIG recognized for its management. The Board of Directors is prepared to recognize the SIG Leaders of outstanding SIGs by website announcements, press releases, service plaques, and other methods of commendation.

C. Changes in organization of the SIGs

1. Review of existing SIGs. The SIG Leaders Committee shall periodically or specially, and otherwise at the direction of the Board of Directors, review and evaluate each SIG by comparison with other SIGs, and make recommendations to the Board of Directors on changes in organization that could result in consolidation of two or more SIGs, separation of a SIG into two or more SIGs, establishment of new SIGs, or disestablishment of existing SIGs.

2. Establishment of a new SIG. (a) Any CSIX members may propose the establishment of a new SIG. The proposal must include:

- A name
- A brief description of the subject matter
- Applications by at least two of the proposers to become Leaders of the SIG
- Signatures of five CSIX members who will associate or participate as members of the SIG
- Favorable recommendation of the SIG Leaders Committee.

(b) The proposal must be submitted to the Board of Directors, which may establish or refuse to establish the new SIG.

(c) The SIG Leaders of a newly established SIG must establish a Yahoo Group for the SIG on the CSIX website, using CSIX CONNECT followed by the name of the SIG, and including a brief subject description.

3. Disestablishment of a SIG. The Board of Directors may in its discretion disestablish a SIG. Factors to be considered in such a decision include, but are not limited to:

- Insufficient number of SIG members
- One or more other SIGs suitable for SIG members
- Inability or unwillingness to confirm the appointment of both a chairperson and a vice chairperson as the SIG Leaders

Recommendation of the SIG Leaders Committee.

It is the responsibility of a SIG's Yahoo Group moderators to remove all SIG information from and to close the SIG's portions of the CSIX website on disestablishment of a SIG. Other changes in SIG organization may be made by the Board of Directors in the same manner as it may establish and disestablish a SIG.

Summary and Bylaws

The following summary and bylaws were drafted on September 6, 2005:

Special Interest Group (SIG) Summary and Amended Bylaws Excerpt
GAL/RevDraft 9/6/05

I. SIGs in the Organization Structure

SIGs are provided for in the amended CSIX CONNECT ("CSIX") Bylaws, which specify that they are to be established and disestablished by the CSIX Board of Directors. No Bylaw amendment is required, merely action by the Board of Directors.

The amended Bylaws also state the criterion for establishment and disestablishment: it is simply member interest. All classes of CSIX members – identified as "participants", "associates", "supporters", and "sustainers" – are eligible to be members of the SIGs.

II. Governance of SIGs

The amended Bylaws provide that each SIG shall be headed by a chairperson and a vice chairperson. The Board of Directors can remove a SIG chairperson or vice chairperson at any time.

The amended Bylaws do not include a procedure for the selection by a SIG of the chairperson or vice chairperson. Such selection could be but need not be by vote of the SIG members. However selected, the chairperson and vice chairperson must be confirmed by the Board of Directors.

III. SIG Programs

Neither do the amended Bylaws include a procedure for the development by a SIG of its program of activities. However, a program must include an education component, and may include other useful activities. The criterion for the education component is that it be suitable to equip the SIG's members for employment.

A SIG's education component should include both presentations and discussions at the SIG and other CSIX-associated meetings, and attendance by SIG members at courses, seminars and programs of others not CSIX-associated. A SIG is also charged with arranging or assisting in the arrangements for accomplishing its education component. The education component should be detailed as to courses, conferences, etc., and costs.

IV. Representation of SIGs

Each SIG is represented by its chairperson or vice chairperson on the SIG Leaders Committee established by the amended Bylaws. The SIG Leaders Committee is an advisory committee to the Board of Directors. The SIG Leaders Committee assists the SIGs in the development of their programs, including the education components. The SIG Leaders Committee must itself have a chairperson and a vice chairperson, each of whom must be confirmed in that office by the Board of Directors. The chairperson and vice chairperson of the SIG Leaders Committee represent the SIG Leaders Committee on the Education Committee and before the Board of Directors.

The Education Committee is also an advisory committee to the Board of Directors the members of which must be appointed by the Board of Directors. The Education Committee is established by the amended Bylaws to develop the CSIX education plan. The education plan must be adopted by the Board of Directors and be composed of those SIG education components the cost of which is within the CSIX budget. The Education Committee will assist the SIGs in implementing the education plan and report to the Board of Directors on implementation.

V. Section 3.11(c) (12), Special Interest Groups; SIG Leaders Committee, excerpt of the Amended Bylaws

(i) General There shall be an advisory committee to be known as the "SIG Leaders Committee", the members of which shall be the chairperson and vice chairperson of each Special Interest Group.

(ii) Special Interest Groups ("SIG"s) SIGs may be established and disestablished from time to time by the Board of Directors in accordance with member interest, the members of each of which shall be comprised of Participants, Associates, Supporters and Sustainers, and the chairperson and vice chairperson of each of which shall be confirmed by the Board of Directors to serve at the pleasure of the Board of Directors. The chairperson and vice chairperson of each SIG shall be authorized to and at least one of them shall serve as member of the SIG Leaders Committee. SIGs are not advisory committees but are represented by the SIG Leaders Committee for that purpose. Each SIG shall develop and conduct its program of activities which shall include an education component suitable

to equip the SIG's members for employment, and may include other useful components. Each SIG develops its component of the education plan by (I) originating its proposed component of the education plan for the ensuing year, including both a portion that includes presentations or discussions at meetings of CSIX CONNECT including the SIG, and a portion that includes attendance by SIG members and others at courses, seminars and programs presented by persons or organizations other than CSIX CONNECT, (II) participating in the development of the education plan that includes all or a portion of its proposed component, and (III) arranging or assisting in the arrangements for its component of the education plan including changes. The education component shall identify persons, courses, conferences, presentations and other educational methods, whether provided by the corporation or by other providers, and shall estimate the costs, all suitable for inclusion in the corporation's education plan.

(iii) SIG Leaders Committee. The SIG Leaders Committee shall have a chairperson and a vice chairperson each of whom shall be confirmed by the Board of Directors to serve at the pleasure of the Board of Directors. The SIG Leaders Committee shall assist the SIGs in the development of their programs of activities including their education plans. The chairperson and vice chairperson of the SIG Leaders Committee shall be members of the Education Committee and shall assist the Education Committee in the development of the corporation's education plan.

Appendix

Lunch Income Spreadsheet

Below is an example of a monthly lunch income spreadsheet from the Cupertino location.

Date	Amount Delivered to Restaurant	Number of Attendees	Expected Share for CSIX	Amount CSIX Received	Remarks
03/10/09	$1,140	95	$190	$190	
03/17/09	$1,132	111	$222	$224	Extra $2 included.
03/24/09	$1,152	96	$192	$192	
03/31/09	$2,268	189	$378	$378	
Grand Total for March 2009		**984**	**$982**	**$984**	

HR Panel Email

The following email is sent to an HR panelist who will be participating in a recruiting panel meeting:

Thank you for your willingness to talk with me. Our next recruiter panel will be on July 20th. Netmange, Sandisk, Tellme and Ditech have already agreed to participate.

Here is some information about the CSIX Connect organization:

CSIX Connect is a volunteer run non-profit organization that is a major source of help for job seekers in the San Francisco Bay Area. We filed for non-profit status based on the educational value we are providing to the community. We now have over 2250 members. Between 80 and 205 members meet each week at the iRestaurant restaurant in Cupertino near the corner of North Blaney and Stevens Creek Blvd. from 10:30 am to 1 pm. We get 15 to 35 new members each week. We provide a very effective environment for people to network for job leads, extending their network of friends, company contacts and morale support. We have helped many people land jobs. EDD, NOVA, ProMatch, Right Management, DBM, local companies and other local organizations all recommend that their clients attend our meetings. We usually have a guest speaker and an educational program every week to help improve how people do their job searching. We also have Special Interest Groups (SIGs) that meet each week at different times from our main meeting. All our SIGs are listed on our website.

One of the things that we have been doing once per month since last October is having a recruiter panel where three to five company representatives participate. We have had representatives from Siemens, UTStarcom, Allied Telesyn, Lexar Media, NVIDIA, Symantec, IronPort, SanDisk, Intuit, Northrop Grumman, Lockheed, Savi Credence, VMware, Seagate, Genentech, Qualcomm, Instill, PayPal, R2 Technology, Wageworks and Calypso Networks. These have become quite popular and very beneficial to all that participate.

Some companies post jobs to our membership page when they need more help to fill positions. I moderate the Recruiter panel with questions

The HR Recruiter Panel is used to discuss the hiring process, company culture, Job searching advice and Q & A. At around 10 am, members begin arriving and at 10:30 am we start the meeting and do rounds of introducing new members, checking for job leads, contacts requests special announcements and telling members about our SIGs. The panel discussion will start at 11:05 am with some preset questions that I send ahead to panelists. At 11:30 am we will start a general Q & A session. We will start serving lunch between 12:00 and 12:15 pm. We will stop the panel discussion at that time so that you can enjoy lunch with some of our members. Then after lunch there will be an opportunity to talk to some of our members if you have time. You can also mingle with members before the meeting starts. Our meetings usually end by 1 pm.

This gives you some background about us. We are also looking for ways that companies can help us keep or organization running and extend its educational value to the community.

Confirmation Email

The following email is sent to the speaker prior to the meeting:

This is a reminder that you are scheduled to be the guest speaker at the CSIX Connect Saratoga location this Thursday. The meeting address is: **Saratoga Federated Church, 20390 Park Place Saratoga, CA 95070**. The phone number is: **(408) 867-1000**. Please confirm you will arrive around 10:15 am. We have projector and the necessary cables if you need to use your laptop for the presentation. Meeting agenda is as follows:

10:30-10:40 am	Meeting starts. Introduction of new members
10:40-10:55 am	Job leads, contact requests, and announcements
10:55-11:10 am	Open networking
11:10-11:55 am	Speaker presentation
11:55-12:00 pm	Q & A
12:00-1:00 pm	Lunch and table networking

We expect around 60 attendees at the meeting. It is best to provide handouts but you can also make just a one page hand out with bullet items and a link to your website.

I am flying to Boston this Thursday and may not be able to stay for the entire meeting. Dennis, Arvin and Cheryl (all copied above) will be able to answer any questions you may have. Meanwhile, please do not hesitate to call me at 408-836-3435 if you have any questions.

Best regards,

Hamid Saadat

Follow-up Email

The following email is sent to the speaker a few days prior to the meeting:

I wanted to follow up with you on some details regarding your presentation *Designing Your Direction: Taking Next Steps on Your Career Transition Path* scheduled on June 25th. The allotted time for your presentation is 45 minutes. Please refer to our meeting agenda below.

We do have projector and necessary cables if you need to use your laptop for presentation. If you'll be using a presentation, please forward a soft copy at your earliest convenience and copy Hamid Saadat (copied above). In addition, please let us know if you'd like your presentation posted to our Yahoo Group site for our audience to view. Also, please copy your presentation to a memory stick and bring it along with you as a backup. If you're bringing handouts, please bring about 60 copies as we are expecting around 60 attendees.

The meeting address is: Richards Hall, Saratoga Federated Church, 20390 Park Place Saratoga, CA 95070. The phone number is: (408) 867-1000. There will be a reserved parking for you located just below the front the steps to the hall for our speakers. For a map to Richards Hall, please go to our website: http://www.csixsaratoga.org

Please confirm you will arrive around 10:15 am.

Meeting agenda:

10:30-10:40 am	Meeting starts. Introduction of new members
10:40-10:55 am	Job leads, contact requests, and announcements
10:55-11:10 am	Open networking
11:10-11:55 am	Speaker presentation
11:55-12:00 pm	Q & A
12:00-1:00 pm	Lunch (complementary for our speaker) and table networking

Dennis and Arvin (copied above) will be able to answer any question you may have on the day of the presentation. In the course of the next week or so, if you should have any questions, please do not hesitate to call me at 408-533-2474.

Warm regards,

Cheryl Boston

Thank You Email

The following email is sent to the speaker after the meeting:

On behalf of your friends at CSIX Connect, thank you for presenting yesterday. As you can see from the results below, your topic was well received. For a first time presentation of the material, you did a great job.

In addition to the overall rating, there are some comments for your review to help reinforce your ratings. Thank you again, and I imagine you may be invited to Cupertino shortly.

All the best,
Cheryl Boston

CSIX Speaker Evaluation Results
Speaker: Bob Gulino
Presentation Topic: *Personal Introductions That Stick*
Date: July 23, 2009 10:30 am to 12:30 pm
Location: Saratoga
Overall Rating: 8.75
Do you feel enough material was covered? Yes=32 No=4

What was missing:

- Would like to go deeper perhaps a handout or slides with adjectives relating to benefits
- One sided - too much about him - not anything new
- Some more examples for various professions

Sample Comments:

- But time factor may have been the restriction
- Good topic
- Very important for the interview process
- Bob had good information to share
- This was great because intros seem so dry
- Bob was great
- I liked the handout and presentation
- The talk was well delivered. Would love to see more examples written or audio
- Talk was about making intros memorable and Bob certainly made his so
- Features vs. benefits - leading with benefits
- Interactive
- Thanks for citing Brag with concrete examples of bragging
- This program presented useful info that I can apply today
- Great advice
- Great presentation - product of his own advice

- Loved the benefits over features concept
- Bob is a great speaker - handout was good
- Good presentation - a good jolt (reminder) on the intro
- Good level of content - very well presented - good humor - great command

Computer Audio Setup

Plug the 1/8-inch cable already attached to the TV into the headphone jack on the laptop. Using the speaker system for presentation on the PC, ask restaurant staff to turn on the dynamic AV Control Center and select **VIDEO** and **TAPE 2** from the Panasonic VCR/DVD player. Press **STOP** and select Channel **IN2**.

Microphone Setup

Ask restaurant staff to power on UHF-168 microphone receiver. Turn on dynamic AV control center by selecting **VCR 1** and making sure the **TAPE** monitor is switched off on the Sony video DAC/DVD player. **Note:** You cannot use the microphone and the computer sound at the same time.

Special Interest Group Application

The Special Interest Group application below was drafted on September 6, 2005 and is used to qualify SIGs as official groups of CSIX Connect.

ASIG Leader Application
GAL/RevDraft 9/6/05

Date _____

Identify SIG _____

PERSONAL INFORMATION

Name _____

Residence or P. O. Box address _____

Telephone (___) _____   Fax (___) _____

Cell phone (___) _____

18 years or older (Yes/No)? _____

U. S. citizen or permanent resident alien (Yes/No)? _____

Ever convicted of an offense other than a minor traffic violation (excluding convictions that are sealed, expunged, or statutorily eradicated)? _____ If yes, give date, place, offense, and outcome _____

Relevant skills _____

Additional information _____

EDUCATION * (Complete, if and to the extent you deem it to be supportive of your application, with name of school, last grade completed, graduation, subjects studied and degrees received.)

High school _____

College _____

Post graduate _____

Other schooling _____

EMPLOYMENT * (Complete with any job you deem to be supportive of your application, including military service assignments and volunteer activities.)

Company name _____

Address _____

Job description _____

Position and title _____

Dates of employment: From _____To _____

QUALIFICATIONS

CSIX member since _____

Other SIG memberships _____

Previous CSIX or SIG service _____

Recent meetings attended

CSIX (Dates) _____

CSIX Leaders Committee (date last attended) _____

RECOMMENDATIONS

Present chairperson or vice chairperson
of the SIG applied for: _____
                                           Signature

Present chairperson or vice chairperson
of the SIG Leaders Committee: _____
                                           Signature

Other signature (Identify) _____

*If you have a resume that includes this information, you may incorporate it, in lieu of completing this section of the application, by attaching it.

APPLICANT'S STATEMENT

I certify that the information in this application is true and correct to the best of my knowledge, and I agree that CSIX Connect may check any of such information.

I acknowledge that I am a volunteer, and agree that I will not receive any compensation from CSIX, nor seek or receive, directly or indirectly, financial or other incentives from others, by reason of my position or for my services, as a SIG Leader, without the prior approval of the Board of Directors. I further understand that my service as a SIG Leader is subject to confirmation by the Board of Directors of CSIX Connect and that I serve at the pleasure of the Board of Directors.

I will follow the CSIX Connect Bylaws, SIG Leaders Guidelines, and other rules and decisions of the Board of Directors and the SIG Leaders Committee as in effect from time to time in the conduct of my position as a SIG Leader.

Date _____

Signature _____

Position confirmed by CSIX Connect Board of Directors on _____, 20 _____

_____
Assistant Secretary
CSIX CONNECT

Attachments:

SIG Leaders Guidelines
Special Interest Groups Summary

Speaker Promotion Form

The form below is completed by the speaker prior to a meeting.

CSIX Connect Speaker Promotion Form – Information from Speaker

In order for CSIX Program Committee to promote your presentation, we need the following information from you listed below. CSIX will post this on our CSIX main page one week before your presentation as our headliner of your talk. We will also update our Yahoo CSIX calendar that will send out the meeting notification one week and one day before your talk to all our 4,000 plus members. We will also post your event on the workit.com website.

In addition, every attempt is being made to provide the information to local media's calendars in print, through their web sites and on TV. Help us out to let our program committee do our part to promote your talk so more members will come to our event. Your assistance on this matter is greatly appreciated. Please complete the following information:

- Speaker Name:
- Presentation Date:
- Presentation Topic:
- Presentation Description:
- Speaker Bio:
- Speaker Web Site:
- Speaker Phone Number and Email:
- CSIX Program Committee Questions:

Please return this information to the CSIX program coordinator.

Dates and locations:
Every Tuesday from 10:30 am to 1 pm at the iRestaurant in Cupertino
Every Thursday from 10:30 am to 1 pm at the Saratoga Federated Church in Saratoga

Cost:
$12 for Cupertino and $10 for Saratoga. Cash only. No checks or credit cards. This covers the program, lunch, tax, and tip.

Agenda:

10:30-10:40 am	Meeting starts. Introduction of new members
10:40-10:55 am	Job leads, contact requests, and announcements.
10:55-11:10 am	Open networking.
11:10-11:55 am	Speaker presentation.
11:55-12:00 pm	Q&A.
12:00-1:00 pm	Lunch and table networking.

Speaker Evaluation Form

The speaker evaluation form (Figure 1) is completed by members at the conclusion of every presentation. Information is collected and entered into the CSIX website and is used to determine if the speaker should be invited back to present at a future meeting.

Figure 1