



Work Study Guidelines Manual

General Information:

The SANS Work Study Program is part of SANS' "Other" Mission: Community, Free Resources, Research, & Charity. It's another way that SANS gives back to the cyber security community by providing educational opportunities to students that may not otherwise be able to attend.

A SANS facilitator is a selected applicant who assists SANS staff and instructors at training events held around the world. A facilitator accepts the experience of long hours and hard work in exchange for the opportunity to obtain SANS training and certification at a discounted tuition rate (international events may assess the current applicable VAT/TAX).

If selected, the facilitator will receive the following:

- Courseware, classroom training, complimentary mp3 files - <https://www.sans.org/courses/>. Courseware from a different course other than the facilitator's assigned course will not be substituted.
- OnDemand- <https://www.sans.org/ondemand/courses> (When available in OnDemand for the five or six-day course you have been selected to facilitate). Not all courses are offered in the OnDemand format. If your course is not offered at the time of the event, you cannot substitute another OnDemand course in its place.
- GIAC Certification- If GIAC Certification is available for the course, it will be added to your registration at no additional cost. The certification exam will be posted to your SANS account dashboard seven days following the event. If a GIAC exam is not available for the facilitator's course at the time of work study, an email notification will be sent to purchase the exam at a discount if/when the exam is released at a later date.

Facilitators are also required to lodge onsite¹ at the conference/hosted hotel to ensure availability at a moment's notice (EMEA and APAC facilitators are exempt from the hotel requirement). A SANS room block has been established for attendees at a group rate. Room reservations should be made after official acceptance. Plan on reporting for duty at 9:00am local time, one (1) day prior to the start of the course. EMEA and APAC regions, facilitators will be contacted by their event managers for reporting time and location.

NOTE: Expenses incurred for travel, lodging, and meals are the responsibility of the facilitator.

If you have scheduled a GSE exam at a training event, you cannot serve as a facilitator. Your GSE exam and labs would keep you from being available to assist with onsite duties for the Work Study Program.

Application review and selection process begins approximately ten weeks prior to event start. A facilitator is accepted for a specific course based on event and course needs. There is a possibility we may not have a need to staff facilitator until a month prior to event start. Make sure SPAM filters will accept mail from @sans.org to ensure all communications are received.

Once selected, an email with a Work Study Contract will be sent to an applicant. Facilitator assignment will not be confirmed until a signed copy of the contract is returned to SANS. Once the contract is received, SANS will send you further instructions on how to register and pay for your enrollment as a Work Study Participant. To avoid further delays in the process, do not register for the class until you have received an email with registration instructions.

Based on the size of the event, facilitators will execute the following processes with a professional, cheerful, and helpful attitude:

- Set-up and tear-down of classrooms
- Assist with Registration and courseware distribution
- Room monitor/instructor's aide for assigned courses, SANS@ Night Talk, and Bonus Sessions
- Compilation of daily class evaluations
- Provide another level of feedback on improvements to the students' experience

TRAINING EVENT GUIDELINES

Work Schedule and Check-in Procedures

At Community SANS events, the facilitator will be working with just the instructor. At Conference events, facilitators work with the instructor, the onsite manager, other facilitators, and SANS staff members.

Facilitator Responsibilities:

- Work safely and keep safety in mind during set-up day and while performing daily duties
- Report for onsite training and set-up as instructed, one day prior to the start of the course (facilitators will be notified of the specific time and location). EMEA and APAC facilitators will follow reporting instructions sent from their event managers.
- Working hours may be from 6:00am - 9:30pm (class hours are typically 9am - 5pm with three breaks). Some boot camp classes run from 8:00am – 7:00pm.
- Facilitators are assigned to monitor a SANS@ Night Talk and Bonus sessions
- Be on-time! Call if you will be late. Provide your mobile phone number on your contract.
- Do not leave your classroom unattended. Check with the instructor before stepping out.
- Provide security for SANS and instructor's equipment.
- Check with your instructor for special requests before class begins.

- Check badges. Allow only registered students and SANS staff into your classroom. Direct non-students to the SANS Registration desk.
- Report special needs to the onsite manager (or your contact) for changes in air conditioning, audio, visual, lighting, equipment, or venue.
- Facilitators will sign-in at the morning startup meeting and work until dismissed by the onsite manager. You will be informed of the next day's starting time each evening.

Performance and Accountability:

- Follow directions from SANS Staff and Instructors
- Dependably carry out and complete all facilitator duties
- Actively and willingly participate in class without being disruptive
- Conscientiously secure instructor equipment and your classroom by checking badges
- Thoroughly distributing, collecting, and processing daily (and SANS@Night) evals
- Abide by the language in the Work Study contract and Non-disclosure agreement
- Display a cooperative, professional attitude
- Work well with others and be eager to serve
- Be pro-active in anticipating classroom needs
- Act as an ambassador for SANS and protect the SANS brand at all times

Dress Code:

- Facilitators are provided a red utility apron and are required to wear it at the event. The red apron designates them as a helpful representative of SANS, available to provide assistance if needed to staff and conference attendees
- Facilitators are representing the SANS brand and are expected to dress professionally (No t-shirts, shorts, jeans with holes, hoodies, sweatshirts, yoga pants, flip-flops, or sandals)
- Bring a light jacket/sweater as the classrooms are intentionally kept cooler than normal

Meals and Breaks:

- Eat breakfast before arriving in the morning
- Bring a filled water bottle to class to stay hydrated
- Facilitators are on duty during breaks - don't be the first in line for snacks
- Work as a team with the other facilitators in covering break duties
- Monitor badges and direct students who appear lost
- Smoking is allowed only in designated areas
- No gum chewing, please!

FACILITATOR TASKS

Set-up – First Day

The Facilitator's first assignment is to be prepared by reviewing the event contract and all training documents supplied prior to reporting on the first day.

Set up day will require unloading of shipping pallets of books and registration materials. Some tasks require a lot of walking and the ability to lift up to 50 lbs.

Facilitators will assist SANS staff members to track, sort and organize shipments of event materials in preparation for student registration. Ask questions if directions are unclear. First day tasks will require facilitators to:

- Arrive promptly at the pre-designated time and location
- Organize signage for the event
- Attend onsite facilitator training conducted at events
- Unpack, inventory, and organize SANS shirts for distribution during registration
- Unpack, inventory, and organize courseware for insertion into book bags
- Build SANS book bags (courseware, handouts and promotional items) for student pick up
- Organize a courseware distribution center for students to pick up their book bag and shirt.
- Register students for the conference:
 - Build badge/lanyard for students as they arrive
 - Instruct students to verify their contact information and complete the Emergency Contact Card
 - Invite attendees to attend the Welcome to SANS and Keynote presentation
 - Direct attendees to sign up for the Lunch-n-Learn presentations
- At Courseware distribution:
 - Retrieve the correct book bag/courseware material
 - Retrieve a SANS Shirt for the size indicated on the card

Class Attendance

Every effort is made by SANS staff to keep facilitators in the classroom for their course. The facilitator's duty is to assist their instructor, especially when there is no other teaching assistant. Nonetheless, since it is possible that you may be called out of your classroom, SANS provides you with OnDemand (when available) online training as part of your facilitator package. This valuable addition to your training is available for four months after the event via your SANS account dashboard.

After the daily start up meeting, facilitators will:

- Pick up the Instructor Notes/Daily Announcements, media, handouts and evals from the class mailbox, and along with a ballot box, take them to your classroom
- Arrive to your classroom before the doors open to the students and place the "This space reserved for facilitator" sign at the seat nearest the door

- Place media on the instructor's chair and push it back under the table and place handouts on their table. Leave evals in the ballot box and place it in the back of the room.
- Place name tents at each seat and Sharpie pens at each table
- Check on the needs of your instructor
- Monitor the student badges as they arrive; If they do not have one, send them to the registration desk
- Students may only attend the class if they have registered/paid for it. Politely direct the student to the correct classroom or to the registration desk if they appear unsure
- Report any needs/discrepancies to the onsite manager
- Close the door when the class begins and take your seat nearest the door for monitoring potential disruptions or distractions. Do not leave the door unattended.
- Report audio, visual, air conditioning, or equipment problems to the appropriate SANS employee on your contact card

Evaluations

Evaluations assist SANS in determining the value of the student experience. Evaluations are distributed and collected daily for all SANS classes, SANS@Night presentations, and other special events.

Facilitators will:

- Check to see if you have the correct forms each day (i.e. Day One of SEC504 should say, 504.1) and the events you will monitor.
- Distribute the eval forms according to your instructor's wishes and encourage students to drop them in the designated box for compilation after class. Carry evals to the eval room in the ballot box.
- Straighten, read, and sort evaluations prior to creating a tally report for each day. The tally report and the paper evals are scanned to a USB drive and uploaded to Coleman Data Solutions, our third party eval processor.
- Keep all scores and comments on evaluations confidential, as they are SANS' property.

Tear down/Pack-up – Last Day

Complete last day pack-up duties with the instructor of your class. The instructor officially dismisses you from the classroom. Pack-up is typically on the last day of your course unless there is a night course or CTF event scheduled in your room.

- Report to the eval room after collecting evals (that way we know what classes are complete and additional help may be assigned to help you tear down your room)
- Complete evaluation procedures just like you did previous nights
- Assist with the tear down of power strips, network, and audio-visual equipment cables
- Assist with miscellaneous items - loading, wrapping, and transporting to hotel shipping
- Inquire of any unfinished tasks. You will be dismissed by the onsite manager.
- You may plan your departure after 6:00pm

In Case of Emergency

- The onsite manager has been given your emergency contact information. For your safety, be proactive in providing other pertinent medical information.
- If an emergency occurs in your classroom or adjacent areas, use the Emergency instructions on your contact card and then immediately inform SANS staff of the issue.

FINAL WORDS

Thank you for your interest and participation in SANS Institute's Work Study Program. Your hard work and determination are valuable assets to us at SANS.

We trust you will have a good experience, and should you wish to be considered to facilitate at another SANS event, the process is two-fold:

- Obtain a high rating at this event by exhibiting dedicated, professional service
- Submit an application to the Work Study Program for the next event you are interested in: <https://www.sans.org/work-study/#application>

SANS Institute Work Study Program

Website: <https://www.sans.org/work-study/>

Email: workstudy@sans.org

¹ Local resident, time-share holders, and facilitators staying with family/friends are exempt from the conference hotel requirement. If the event hotel is fully booked, please reserve alternative lodging at another hotel in the area.