WELCOME ABOARD

This information should help to prepare you for what should prove to be an exciting and educational experience at sea as you plan your participation in scientific cruises aboard the NOAA Ship Henry B. Bigelow, R/V Hugh R. Sharp, R/V Gloria Michelle, and F/V E.S.S. Pursuit.

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CRUISE TYPES AND LOCATIONS

The Ecosystems Surveys Branch conducts at-sea surveys that provide consistent, unbiased estimates of relative abundance and distribution for many finfish, shellfish, and invertebrate species in the Northwest Atlantic continental shelf region. The bottom trawl surveys have been conducted since 1963 and serve as the basis for some of the longest time series of standardized fishery-independent indices of relative abundance and distribution in the world. The standardized scallop and clam surveys began in 1980 and 1982 respectively, and the Northern Shrimp Survey was initiated in 1983. The shellfish surveys provide long-term monitoring of Atlantic sea scallops, Atlantic surfclams, ocean quahogs, and Northern shrimp.

Volunteers serve as fully fledged members of a survey's scientific party and are integral to conducting our surveys, as well as to data collection processes. The following is a brief description of the primary surveys conducted by the Ecosystems Surveys Branch.
**SPRING AND FALL BOTTOM TRAWL SURVEYS**

Northeast Fisheries Science Center bottom trawl surveys are an ongoing, standardized time series of multispecies fish and invertebrate population abundance and distribution surveys. These surveys follow a random and stratified statistical survey design and cover the continental shelf region from Cape Hatteras, North Carolina to Nova Scotia, Canada. The depths surveyed range from 15 meters (8 fathoms) to 366 meters (200 fathoms). All survey tows are conducted following standardized setting, towing and hauling protocols, with each standard survey trawl haul towed at 3.0 knots for an on-bottom duration of 20 minutes.

All catches are sorted to species, weighed, and measured by the scientific field party. Besides species abundance data, these surveys routinely collect biological data, such as age, sex, maturity stages, and feeding ecology information. Otoliths are collected from fish for age and growth studies and additional biological data are collected for other internal and external research.

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**SEA SCALLOP SURVEY**

The Northeast Fisheries Science Center scallop survey is annually conducted to determine the distribution and relative abundance of Atlantic sea scallops (Placopecten magellanicus). The survey also follows a stratified-random-sampling statistical design and is comprised of three separate parts, or legs, which cover the following areas:

I. Mid-Atlantic Bight/Southern New England
II. Southern New England/Georges Bank
III. Georges Bank

During at-sea operations, two gear types are utilized for data collection: a standardized, 8-foot, New Bedford-style scallop dredge and a towed-camera vehicle, HabCam V4.

All dredge tows are conducted following standardized setting, towing, and hauling protocols. The survey dredge is towed at 3.8 knots for an on-bottom duration of 15 minutes. All catches are sorted to species, weighed, and either measured for abundance data or counted by the scientific field party. Some scallop shells are collected for age and growth studies, and additional sampling may be conducted for other internal and external research.

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The scallop survey also deploys HabCam V4, an advanced, underwater camera system developed from the Scallop Research Set-Aside Program and engineered by the Woods Hole Oceanographic Institution. The vehicle is towed by the Sharp along pre-planned, systematic cruise tracks that are designed to cover large portions of the scallop strata. In addition to various oceanographic data collected by a suite of environmental sensors, HabCam V4 also takes numerous photographs of both the seafloor and benthic organisms, like scallops. These images are
analyzed by the scientific party and strategically annotated to collect additional data on scallop abundance and distribution.

4 SORTING THE CATCH LOOKING FOR SEA SCALLOPS.

5 HABCAM SITS ON THE AFT DECK OF THE R/V HUGH R. SHARP.

6 ANNOTATION SOFTWARE TO IDENTIFY SEA SCALLOPS AND OTHER MARINE LIFE

Clam Survey

The clam survey provides critical fishery-independent data on the distribution and abundance of Atlantic surfclams (Spisula solidissima) and ocean quahogs (Arctica islandica). For several years, the survey was conducted triennially on the NOAA Ship Delaware II. Following the Delaware II’s decommissioning in 2011, the Northeast Fisheries Science Center moved the survey onto a chartered, commercial fishing vessel that annually surveys a portion of the clam stock in either the Mid-Atlantic or Georges Bank.

A hydraulic clam dredge is used throughout the stratified-random-sampling statistical survey design. All dredge tows are conducted following standardized setting, towing, and hauling protocols. The survey dredge is towed between 3.0 to 3.5 knots for an on-bottom duration of five minutes. Only clam and scallop catches are sorted to species, weighed, and measured for abundance data.

Some Atlantic surf clam shells are collected for age and growth studies, and additional sampling may be conducted for other internal and external research.

Northern Shrimp Survey

The Gulf of Maine Northern shrimp survey was initiated in 1983 and has since been conducted annually aboard the R/V Gloria Michelle, a 72 foot, 96 GT stern trawler owned by the NEFSC. It is a standardized survey conducted during July and August that employs a stratified random design and standard field data collection procedures similar to those used in NEFSC multispecies bottom trawl surveys. Sampling is conducted using a NEFSC modified 4 seam commercial shrimp trawl with size 7+ Bison trawl doors. The shrimp trawl is towed for 15 minutes at each station at a speed of 2.0 kts. Catches are sorted to species, weighed, and length frequency data are recorded for both
shrimp and finfish as appropriate. Biological samples and data are collected for sex and maturity stage determinations for Northern Shrimp and select species of finfish. This survey provides the primary fishery-independent data source for the assessment and management of the Gulf of Maine Northern shrimp stock. The NEFSC has held lead responsibility for conducting this survey and for processing and archiving the resulting data. Due to the limited size of the vessel, only a small team of 6 dedicated scientists participate on each 5-day survey leg.

**Vessels**

**NOAA Ship Henry B. Bigelow**

The NOAA Ship Henry B. Bigelow, a 206-foot research vessel, is operated by the Office of Marine and Aviation Operations (OMAO) division of the National Oceanic and Atmospheric Administration (NOAA). More information on the Bigelow can be found here: https://www.omao.noaa.gov/learn/marine-operations/ships/henry-b-bigelow

**R/V Hugh R. Sharp**

The R/V Hugh R. Sharp is owned and operated by the University of Delaware. The vessel is 146 feet long and chartered by the Northeast Fisheries Science Center for the scallop survey, as well as for other sea-going research.

Additional information about the Sharp can be found here: https://www.udel.edu/academics/colleges/ceoe/research/marine-operations/

**Charter Vessels**

NOAA may charter private or academically supported research vessels for specific studies. Information on these vessels will be provided by the Chief Scientist whenever appropriate.
The R/V Gloria Michelle is a 72ft stern trawler owned by the Northeast Fisheries Science Center. The vessel is used for the NEFSC Gulf of Maine Shrimp Survey, the Massachusetts Division of Marine Fisheries spring and fall bottom trawl surveys, as well as a variety of other projects. The vessel is commanded by 2 NOAA Corp officers and is crewed by civilians.

The Gloria Michelle has a maximum capacity of 10 people (6 scientists and 4 crew) and communicates with the NEFSC via satellite phone. There is no email or internet service aboard the vessel. The Gloria Michelle’s homeport is Woods Hole, MA.

Since 2012, the Northeast Fisheries Science Center has chartered a 146-foot commercial fishing vessel, F/V E.S.S. Pursuit, for the clam surveys. The vessel is owned by Sea Watch International, operated by skilled fishermen, and is outfitted with two hydraulic dredges on the stern (back) of the ship.

The vessel communicates with the Woods Hole lab, as needed, by satellite phone or the Boatracs system.

The Bigelow is commanded by NOAA Corps officers and crewed by civilians. Crew members for the Bigelow number 23, with a scientific complement of 15. For the chartered vessels, the Sharp sails with nine civilian crew members and 13 scientists, and the Pursuit usually sails with six crew and nine scientists. The Gloria Michelle sails with a maximum of 6 scientists and 4 crew.

Most of the scientific party, including the Chief Scientist and Watch Chiefs, is made up of NOAA biologists who spend time at sea as part of their jobs. You and other volunteer scientists comprise the remainder. The Chief Scientist is responsible for the scientific operations (how and where sampling occurs). The chain of command then goes to the two Watch Chiefs whose responsibilities include, among many others, the smooth conduct of each watch and the collection of data. The Captain or Commanding Officer is responsible for safely operating and navigating the vessel. Out on deck, the Chief Bosun and Lead Fisherman are in charge of the deck crew, as well as the operation of all of the fishing gear and machinery.
LIVING ARRANGEMENTS AT SEA

Stateroom assignments (berthing) are made so that rooms are shared by the same gender and to minimize traffic due to alternating watches (shifts). When you go on watch (typically 12 hours), you should take everything you will need with you. You will need to bring a backpack, or other bag, for items you may need during your watch, such as an extra set of clothing, books, etc. You will not be allowed to enter your room while members of the opposite watch are sleeping. Keep in mind that when you are up, others are sleeping, so please keep noise in all passageways to a minimum. An often overlooked problem is noise resulting from items not securely stowed in drawers and closets - the ship's motion will cause loose objects to roll or bang around. Please stow your gear and personal items with this in mind.

Linens (sheets and a pillowcase, towels and face cloths, pillows, and blankets) are provided on the Bigelow, the Gloria Michelle, and the Sharp; they are NOT provided on the Pursuit.

Please note that some pillows are feather. Because of allergies or personal preference, some people choose to bring their own pillows and/or blankets/sleeping bags/towels. There are removable rails that mount on the bunks for rough weather sleeping safety.

Flip flops make showers more comfortable. However, open-toed shoes are NOT allowed to be worn outside of staterooms.

BIGELOW STATEROOMS

Most staterooms aboard Bigelow accommodate two scientists with a common head (bathroom) and shower. There is one 4-person stateroom on Bigelow. You will typically share a room with a person on the opposite watch and always of the same gender. If you are assigned to the 4-person stateroom, this will have 2 people on each watch.

SHARP STATEROOMS

Staterooms aboard the Sharp mostly accommodate two scientists; there is also one four-person stateroom on board. Sometimes, scientists might be requested to share a stateroom with a member of the ship's crew. Heads (bathrooms) and showers are shared amongst the entire scientific party.

PURSUIT STATEROOMS

All staterooms aboard the Pursuit accommodate three scientists each; two individuals on one watch will share a room, and one individual on the opposite watch will have the room to themselves. There is one head facility for the entire ship. Please be cognizant of your time spent showering, as other people are likely waiting to use the head, as well.

GLORIA MICHELLE STATEROOMS

There are 2 scientific staterooms aboard the Gloria Michelle. One stateroom has 4 beds and the other has 2 beds. Rooms are assigned based on gender so that men and women will not share the same stateroom. On the
Northern Shrimp Survey, all scientists work the same watch (sunrise to sunset), so everyone is “off watch” at the same time. There is one shared head aboard the vessel. There are 2 showers, one indoor and one outdoor.

MEALS
On the Bigelow, Sharp, and Pursuit, you’ll be served breakfast, lunch, and dinner daily. On the Gloria Michelle, the scientific party assists the crew with meal preparation. The meals aboard all vessels are excellent. In addition, snacks, fresh fruits, soups, sandwich fixings, and beverages (coffee, tea, juice, milk, cocoa) are available around the clock. For all of our surveys, you will be asked to report any dietary restrictions or allergies prior to sailing, and the ship will accommodate.

A few rules regarding the mess area and galley protocol:

- Foul weather gear should never be worn in the galley or mess area, not even for a quick cup of coffee.
- Shirts and closed-toed shoes must be worn at all times in mess area.
- Caps, hats, swimsuits and tank tops should not be worn in mess area.
- On all vessels, scientists are expected to clear their dishes and silverware from table after meals.
- Silverware and plates used for sandwiches, snacks, etc. should not be removed from mess area.
- Return all coffee and drink cups to the galley when finished.
- Lingering in the mess area after eating is discourteous to those waiting to eat or to the stewards waiting to clean.

COMMUNICATIONS AT SEA
INTERNET / EMAIL
Using satellite communication aboard the Bigelow, you will be able to access your personal email accounts and the internet while at sea. Please be aware, when using internet aboard government vessels, all of your activity is monitored. Due to limited bandwidth, there is no streaming, downloading of large files or video conferencing/chat (Facetime, Skype, etc.) permitted. The Bigelow has several computers available for public use and you are also allowed to bring your personal laptop to connect to the ship’s Wi-Fi, if you choose.

On the Sharp, internet and email are available, but is extremely slow and limited; there is no Wi-Fi. Two public computers are available for your use. Due to limited bandwidth, there is no streaming, downloading of large files or video conferencing/chat permitted.

No internet access or email is available on the Pursuit or the Gloria Michelle. However, in an emergency, the Boatracs system on board may be utilized.

CELL PHONE
Unless we are close enough to shore to be within cell range, you will not have cellular service. However, on the Bigelow, smart phones can be connected to the ship’s public Wi-Fi network, though use of Skype and FaceTime or streaming services are prohibited. In an emergency, use of the satellite phone is permitted on all vessels.

WEBSITES
Your family and friends may enjoy checking particular websites while you’re at sea. MarineTraffic.com will often show the locations of Bigelow, Sharp, Pursuit, and Gloria Michelle.

Please be aware that we may ask to verify all social media posts prior to posting, in order to limit photos or information that may be misinterpreted by the general public.

EMERGENCY SITUATIONS
Ship-to-shore communication is available via cellular or satellite phone. You should coordinate with the Chief Scientist if you need to contact someone outside of email while at sea. Important messages may be forwarded.
through Woods Hole during business hours via Peter Chase, ESB Branch Chief (508) 495-2348 or the Port Office (508) 495-2236. Other methods of contacting the ship in an emergency can be established with either the Bottom Trawl or Shellfish program lead prior to sailing.

REGULATIONS ABOARD ALL VESSELS
Individual ship’s rules vary; they are usually addressed during a brief meeting once the vessel is underway or posted in a prominent location.
All ships owned or charted by the government prohibit gambling, alcohol, use of illegal drugs, and sexual liaison. Open-toed shoes are prohibited outside of state rooms; you must wear sturdy footwear. All vessels, except the Pursuit, conduct emergency drills once a week. You must report to your lifeboat or fire station (the location is posted on billets in the passageways or on your stateroom door) wearing a hat, long-sleeved shirt, your life jacket, and carrying your survival suit. All cruise participants will be provided a life jacket and survival suit, and are expected to try them on during a drill.

The Chief Scientist will communicate any sailing delays or schedule changes to you as soon as possible.

WORK SCHEDULE
The scientific work schedule consists of two 12-hour shifts or "watches" conducted around the clock seven days a week. The "day" watch works from noon to midnight; the "night" watch is on duty from midnight to noon. Sleeping scientists are issued wake-up calls one hour before you are required to be on deck ready to begin work. It is expected and appreciated that you show up on deck 10-15 minutes prior to your official starting time of either noon or midnight. The only exception is the Northern Shrimp survey, where all scientists work from sunrise to sunset.

WORK ON DECK
The work on deck will vary depending on the mission of your particular cruise. The work routine will be outlined at the pre-cruise meeting or by your Chief Scientist or Watch Chief. When appropriate, familiarity demonstrations of our data collection software, known as FSCS, may be held once underway.

It may take a while for newcomers to gain familiarity with fish identifications or other assignments. This is expected by the experienced staff, so you should not be overly concerned. Don’t be afraid to ask questions of your Watch Chief or the other watch members regarding procedures or fish identification.

The motion of the ship during rough weather can make work on deck hazardous – work carefully. Ensure you wear a life jacket and hard hat whenever you are on deck.
and gear is being deployed. You will be provided all necessary personal protective equipment (gloves, foul weather gear, life vests, hard hats).

With little exception on all cruises, most of the 12-hour watch is spent working on your feet. Past volunteers have commented that the work can be fairly intense and strenuous. There will be some "steaming" time between stations, and a chance for the scientists to grab a coffee and a few minutes off their feet.

Occasionally, weather delays or long steams will allow for more downtime.

In the event of extreme weather (high winds, large seas, hurricane), the ship will either come into the nearest port or jog (ride bow into the seas) until the seas calm down. In order to ensure the safety of both personnel and the ship, the Captain and Chief Scientist will coordinate this decision based on conditions, expected duration of the event, and proximity to land.

**OFF-WATCH ACTIVITIES**

Off-watch time is your own to relax and enjoy your time at sea and your fellow shipmates. People read, play cards/board games, write, exercise, knit, sleep, draw, watch TV/movies, or do their laundry.

The Bigelow has a separate workout room, complete with an elliptical, weights, stationary bike, a head, and shower. The Sharp has a small stationary bike. All vessels have satellite TV and a varying selection of movies available. If you're lucky, these movies may include brand new releases.

**ON THE STEAM HOME**

On the steam back to port, all lab areas used by the scientific crew must be thoroughly cleaned. Expect to be involved with some intensive cleaning of two weeks’ worth of fish gunk. Please note: Participants on the last leg of a survey on the Bigelow can expect at least six hours of cleaning. Foul weather gear is also usually washed at this time. Staterooms and heads must be cleaned and will be inspected by the Chief Scientist and a ship's officer. Upon docking, scientists are dismissed after all the necessary scientific samples and survey equipment have been offloaded and stored.

**SEASICKNESS**

Seasickness can happen to anyone, even to those who regularly go to sea. If you are prone to motion sickness, you may be more susceptible. Fortunately, there are preventive measures you can take and ways to ease the symptoms. Regardless of your experience at sea, we ask that ALL participants bring some type of preventative medication. If you think that you are more susceptible, we encourage you to take medicine about an hour before the vessel leaves the dock. For additional information about seasickness, please visit this site from [NOAA’s National Ocean Service](https://www.noaa.gov).

![20 A VIEW FROM THE WHEELHOUSE AS THE SHIP MAKES ITS WAY THROUGH HEAVY SEAS, CAUSING A LARGE AMOUNT OF SPRAY FROM THE BOW.](image)

**STRESS AT SEA**

Getting a good night's sleep is important to alleviating stress at sea. These tips will help:

- Use ear plugs or eye shades to eliminate ship's noise and daytime light levels as sleep-robbing stimuli. In rough seas, use your survival suit to "wedge" yourself against your bunk rail and avoid being tossed around.

- Exercise to dissipate tension and relax muscles, but not immediately before retiring.

- Pay attention to your diet; proteins (meats, fish, eggs, etc.) are harder to digest and should not be eaten prior to sleep. Carbohydrates (spaghetti, pancakes, oatmeal, etc.) can be more easily digested while sleeping, and make a better pre-sleep meal.
Although the benefits of a well-balanced, nutritive diet and exercise are well known, it is suggested that people refrain from initiating weight-loss diets or exercise programs at sea (maintenance of established programs is encouraged).

Bring treats from home (e.g. soda, candy, or gum) along to minimize the sense of deprivation of creature comforts that may occur.

Often stress at sea centers around human relations. Two or three weeks at sea while working intensely with a small group of people under difficult conditions can often lead to conflict and tension. Communication is often the solution; the Chief Scientist and Watch Chiefs are there to assist and referee. Talk things out rather than letting them fester inside.

A final consideration regarding stress at sea: as with seasickness, stressful situations are temporary and are a part of life at sea. Many people find that dealing with and overcoming stress is a stimulating and rewarding part of their sea-going experience.

**WHAT TO BRING**

Foul weather gear or rain gear (jacket, bib-overalls, and boots) are provided, as are gloves and glove liners. When providing your size, keep in mind that you will have to fit heavy clothing or two pairs of socks under your foul weather gear for warmth during cold weather. The boot sizing varies according to manufacturer; it's always better to go with a size larger if uncertain.

As far as personal clothing is concerned, old or used work clothes should be worn - the work can get messy. The amount of clothing worn will depend upon the season, but temperatures over the open water are usually much cooler than on land, and nights are cooler still. No matter what the season, it is best to wear layers. That way, you are prepared for a wide range of temperatures. In addition, the wind is always blowing - anything from a light breeze to a real blow. Sweatshirts, fleece jackets, down vests, wool hats or beanies, baseball caps in summer, thermal underwear, and warm socks are common dress items.

Summer cruises tend to be cooler than days on land, but there can also be very hot days depending on the wind and latitude of your cruise. Bear in mind that you will be working in the sun for hours in the summer, so bring sun block, a hat, and sunglasses.

A lot of time is spent climbing in and out of your boots. Slip-on (versus tie) shoes will save you time and energy. For safety reasons, open-toed shoes are not to be worn aboard the vessel except in your stateroom. This footwear includes clogs, Crocs, flip-flops or any other variation of open toed shoe.

Hats (wool or baseball) and a long-sleeved shirt must be worn during ship emergency drills.

Each vessel has laundry facilities and detergent. Being able to do laundry may help you decide how much clothing to pack.

For stowing purposes, duffel bags are preferred over bulky suitcases. Salt water, sun, and wind combine to create a harsh and drying environment for human skin and hair. Your skin - hands in particular - can become drier than you would expect. Skin lotion, lip balm with SPF, and hair conditioner are recommended for those who are sensitive to the elements. On the southern cruises during warm weather, insect repellent is something handy to have.

If you are taking any sort of medication or have any medical condition, you should inform the medical officer upon sailing. Be sure to bring along an adequate supply of your medication and/or pain reliever. Don’t forget your toothbrush.

**SUGGESTED PACKING LIST**

- Seasickness preventive medication
- Wool cap and/or baseball cap
- T-shirts, socks, underwear: enough for 4 to 6 days on a bottom trawl/clam survey (heavier socks in cooler months), enough for 5-7 days on a scallop survey
- Hooded sweatshirt
- Sweatshirts: 2 or 3
- Fleece, down vest or similar jacket
- Thermal underwear for cooler months
- Long pants: 2 to 3
- Shorts in warm weather: 2 to 3 (3 to 4 on scallop)
- Backpack or small bag
- Sunglasses
- Sun block
- Insect repellent for summer
- Lip balm with SPF
Pain reliever
Medication (adequate supply)
Cold remedy (cough syrup, drops)
Closed-toed shoes or sneakers (slip-on types are popular and convenient)
Two toothbrushes, toothpaste, body wash (a good scrubbing kind is nice), shampoo, conditioner, deodorant
Brush/comb
Shaving/personal cosmetics
Nail clippers/tweezers
Headlamp or small flashlight
Extra set of eyeglasses or contacts
The following items are optional:
Cell phone and charger
Body lotion
Treats and comfort food
Coffee mug with a lid
Reusable water bottle
Flip flops for shower
Books, DVDs, board games, magazines, iPod and charger
Vitamins
Insoles for boots
Camera
Binoculars
Ear plugs and eye shades can be helpful for sleeping
Pillow
Workout clothes
PJs
Hair dryer

**CRUISE COMMENTS FROM PREVIOUS VOLUNTEERS**

"It is a great experience for sailors with a scientific interest in fisheries."
- Spring bottom trawl volunteer

"Personally, I don't think I am a fisheries person. I am not the best at cutting and throwing the fish around. I understand that's the gist of what you are doing and studying, it's just a personal thing."
- Spring bottom trawl volunteer

"It takes a while to desensitize yourself to the welfare of the study organisms as killing the animals is inevitable for the survey."
- Spring bottom trawl volunteer

"I had a wonderful experience even if I had to dig through 200 piles of ocean muck to find scallops, skates, goosefish and sea stars."
- Scallop volunteer

"...I would describe how arduous the work is. I was not fully prepared for how exhausted I would be."
- Scallop volunteer

"I learned the hard way that I should have taken seasickness tablets before leaving the dock, even though I had been on plenty of boats before the ride of your ships is different."
- Fall bottom trawl volunteer

"Suggest finding a way to suspend the body mid-air during rough weather."
- Spring bottom trawl volunteer

"The cruise was delayed multiple times, even though these were unavoidable due to weather, these were boring."
- Spring bottom trawl volunteer

"Bring lots of layered clothing. Participate in off-shift activities. Eat your veggies."
- Fall bottom trawl volunteer

"Seasickness is never fun, but a part of ocean life. There again the website helped me prepare for that one. One of the scientists got me some crackers and water until it
passed. There is nothing more to do than take seasickness pills before leaving the dock and hope for the best."

Fall bottom trawl volunteer

"I had worries that as volunteers, we will get small, maybe unnecessary jobs ... but that was not the case at all. We were actually doing the work. Awesome!"

Fall bottom trawl volunteer

PHOTOGRAPHY AT SEA

There are so many beautiful things to see: sharks, dolphins, whales, sunsets, etc. You might want bring binoculars and your camera. If you wish to donate any photos to our collection, we would be glad to accept them.

Please email your photos to: jakub.kircun@noaa.gov

WE HOPE THAT THIS HAS HELPED YOU PREPARE LOGISTICALLY AND MENTALLY FOR YOUR ADVENTURE AT SEA. WE HOPE THAT YOUR EXPERIENCE WILL BE A POSITIVE AND EDUCATIONAL ONE. SAFE SAILING.