Commencement Ceremony Volunteer Information - 2016

Contacts & Communication
Prior to Commencement Weekend:
1. Kerry Hughes, Academic Affairs, 475-6159; kahcst@rit.edu; 746-8695 (cell)
2. Dawn Murray, Academic Affairs, 475-5334; dlwdfp@rit.edu, 729-3814 (cell)
3. Sue Provenzano, Academic Affairs, 475-5572; stp1031@rit.edu, 747-8495 (cell)

During Commencement Weekend, we all have radios: use Channel 1

May 20-21
<table>
<thead>
<tr>
<th>Facility</th>
<th>Facility Captain(s)</th>
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</table>
| Gordon Field House & Activities Center (GOR) | Dan Rosica (Fri & Sat)  
All Ceremonies | Trent White (Fri)  
Nathan Felton (Sat) |
| Gene Polisseni Center (POL) | Robin Amico & Gary Mendola (Fri)  
Convo Overflow Seating |
| Gene Polisseni Center | Gary Mendola (Fri & Sat)  
Ada Rodriguez-Elliott (Fri & Sat) |

<table>
<thead>
<tr>
<th>FMS SPECIAL EVENTS</th>
<th>Cell Phone</th>
<th>Friday</th>
<th>Saturday</th>
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<tbody>
<tr>
<td>Kathleen Rydelek</td>
<td>455-4474</td>
<td>11:00am - 9:30pm</td>
<td>6:00am - 11:00am</td>
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<tr>
<td>Paula LaFave</td>
<td>208-7677</td>
<td>8:00am-5:00pm</td>
<td>11:00am - 5:30pm</td>
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<tr>
<td>John Killings</td>
<td>259-2231</td>
<td>9:00am-7:30pm</td>
<td>8:00am-6:00pm</td>
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<tr>
<th>FMS POLISSENNI</th>
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<tr>
<td>Brooks Langkans</td>
<td>259-0373</td>
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<tr>
<td>Marvin Keller</td>
<td>478-4013</td>
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<tr>
<td>Chuck VanMaldeghem</td>
<td>208-7661</td>
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<tr>
<th>FMS FIELD HOUSE</th>
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<tr>
<td>Nancy Moore</td>
<td>331-1505</td>
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<tr>
<td>Melvin Linthicum</td>
<td>208-7695</td>
</tr>
<tr>
<td>David Woodhams</td>
<td>478-4016</td>
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Radio Communication
* Use **Channel 1 for General Commencement Communication.**
* **People Movers are using Channel 4.** If you need to request a People Mover for a guest, you must **change the channel to 4.** Remember to change back to channel 1 when done.
* You must hold the button down while speaking. Release it when done or you will not hear the response.

Roles and Responsibilities
1. Welcome and assist guests.
2. Traffic control – maintain safe environment.
3. Provide guidance in case of an emergency.
4. Represent RIT.
General Information

- Please arrive on time (2 hrs. prior for Convocation and 90 minutes prior to college ceremony start time) and be ready to go. **Guests arrive very early.**
- **Gordon Field House (GFH) Volunteer Check-in table**: lower level NW entrance (near D Lot).
- **Gene Polisseni Center Volunteer Check-in table**: lower level lobby, east hallway, across from Concessions.
- Please note that communications to our graduates/guests stated that GFH open at 9:00 a.m. on Friday. Staff can enter prior to 9:00 a.m., but must use north side entrances (facing D Lot). The Student Life Center doors will be locked.
- You will receive your specific volunteer assignment upon check-in.
- **Convocation volunteers** may be assigned to the Gordon Field House, Gene Polisseni Center (overflow seating), or outside between the two venues to assist our guests.
- **RIT Non-exempt (Hourly) Staff**: please remember to **clock in/out** and so you are paid appropriately.

Things to Know to Answer Guest Questions

- The Commencement website [rit.edu/commencement](http://rit.edu/commencement) is your comprehensive resource. All Volunteer Materials are here. Bookmark it, get the RIT Mobile App for Apple and Android devices, or go to m.rit.edu.
- General layout of the building – location of restrooms, water fountains, first aid stations, exits, fire alarms, and Field House elevator (code: “11111” written on wall next to button)
- Seating of the graduates
- List of Graduates
- Location of student line-up areas
- Ceremony & College Reception Info
- Where to **pick up caps and gowns** (Barnes & Noble @ RIT; Mon.-Sat.-9am-9 pm)
- Where to **return rented faculty regalia**: Field House: 1320 Student Life Ctr; Polisseni: Regalia Bins east hallway
- Special guest seating (see below)
- **Where to buy food**
- Wi-Fi access - People without an RIT username can connect to the “rit_guest” wireless network.
  - Guests must have a phone number capable of receiving text messages in order to register.
  - RIT guest access prohibits access to some internal RIT network resources.
  - Students and staff of other universities may be eligible to access the internet via eduroam. Please visit the eduroam site for information.
  - Direct questions about guest wireless to the ITS Service Desk at servicedesk@rit.edu or 585-475-4357.

Guest Services

- Be prepared to answer questions and provide directions.
- Be patient, flexible and SMILE.
- Engage our families. “Congratulations...what’s your graduate’s major? I can show you the seating layout, where the students will be seated and enter, etc....”
- Use good judgment and common sense when dealing with issues, including beach balls, blow-up dolls, etc. Contact your Facility Captain if you need help dealing with a situation. In addition to the Facility Captains, there are reps from FMS, Public Safety, RIT Ambulance and the Commencement Planning Committee available at both locations.
- Graduates will cross the stage from right to left at all ceremonies.
- You may enjoy the ceremony, but remain alert at your post while it’s in progress. Keep aisles in each facility clear at all times, especially during processional and recessional. Your job doesn’t end until guests have left the facility.
- Hand out **program books one per family**. One extra per family is fine. If a family asks for more, have them check back at the end of the day. Programs will be in boxes under tables. For more programs, contact your Facility Captain.
**Seating**

- Refer to the ceremony seating diagram to help families identify where their graduate will sit during the ceremony.
- Mobility-impaired guests should be escorted from lower level entrances to seats on the floor.
- There is no designated area for wheelchairs/strollers. These guests may sit wherever they wish in general guest seating. You can un-clip (leave clip on chair) and remove the floor chairs to accommodate the wheelchair/stroller and seat the family together.
- There is special seating for college delegates’, PhDs’, and trustees’ family members. Facility Captains will coordinate seating in these areas.

**Traffic Control**

It can become confusing between ceremonies. Keep in mind the following:

- Direct early-arriving guests for the next ceremony away from the main entrances so as not to disturb the ceremony in progress.
- As the ceremony is ending, be sure to clear the aisles and exits so the graduates and the platform party can exit the building. As they exit, direct graduates and guests away from the building.
- Especially in Polisseni, you may need to politely encourage guests to leave the building to accommodate the next ceremony’s guests.
- Station yourself at the exits to assist guests leaving and stay until facility is cleared.
  - Field House ceremonies exit routes: CAST & CIAS – east doors (residence hall side); KGCOE & GCCIS – west doors
  - Polisseni ceremonies exit routes: doors on both sides of the lobby (north /SAU side of bldg.)

**Photographs**

- Cameras and hand-held video cameras are permitted; however, aisles must be kept clear and other guests’ view must not be obstructed.
- Guests are permitted to approach the stage to take photos; however, they should go up to the stage just before the graduate crosses and should return to their seats immediately after taking the photos.
- Remind guests that professional photographers will take two shots of each graduate – one when the graduate receives the diploma cover and one when the graduate exits the stage. Families will be contacted directly with ordering information or see [Commencement website](#).

**Maintain Decorum**

Candidates and guests may not carry into any RIT facility champagne, sparklers, firecrackers, air horns, or any objects that might present danger or disrupt the ceremony. Balloons are prohibited in both facilities as they interfere with the smoke detection system. Smoking is not permitted in RIT facilities. Cell phones and other electronic devices should be turned off or set to vibrate. Animals other than certified assistance animals are not permitted in any RIT facility. We ask you to help make Commencement at RIT a proud and memorable moment for everyone.

**Emergency Procedures**

- **Public Safety Emergency Phone**: (585) 475-3333  **Public Safety TEXT**: (585) 205-8333
- An emergency procedure statement will be made at the start of each ceremony. Please note facility exits.
- Know the locations of fire alarm pull boxes in your facility and use them if you see smoke or fire. **Don’t attempt to fight a fire.**
- Notification of an emergency will come from the podium or by fire alarm.
- Remain calm and direct people to the nearest exit. Assist those who need it.
- Open exit doors and move people as far away as possible from the building and try to keep the roadway clear for emergency vehicles.
- If you have a radio, **monitor channel 1** for updates.
Real-time Commencement Updates

- All Commencement Volunteers are asked to subscribe to RIT’s new real-time alert system for events.
  - Text RITGRAD to 888777
  - Your subscription is anonymous.
  - You will automatically be unsubscribed when commencement ends on Saturday.
  - You can unsubscribe at any time by replying STOP.

First Aid Locations

- **Field House**: Room on lower level, near northwest entrance (D Lot side)
- **Gene Polisseni Center**: lower level, east hallway, south of the concession stand
- Ambulance on call during all ceremonies

Flower & T-shirt Sales

- **Field House**: sidewalk, right side of the Grand Staircase (D Lot side)
- **Gene Polisseni Center**: inside main lobby

DVD Sales

A table with Commencement DVD order forms will be set-up in the Gordon Field House and Activities Center and the Gene Polisseni Center. [Online] ordering available.

Lost and Found

- **Gordon Field House and Activities Center**: Ticket Booth, upper level main lobby.
- **Gene Polisseni Center**: Guest Services, table next to the B&N Team Store, lower level lobby.
  - For items dropped behind the bleachers, contact FMS representatives.
  - All items will be taken to Public Safety at the end of the day on Friday and Saturday.

Shuttle Bus Information

When boarding the bus, guests will receive a card with their Lot and Bus Stop info.

There are two Bus Routes:

- **North Loop**: Circles between these lots - T, J, E/F, G/H - on the north side (Jefferson Rd) of campus and drops guests off at D Lot.
- **Polisseni – S Lot**: Circles between S Lot and Gene Polisseni Center ONLY.
  - **EXCEPTION**: After Convocation only, the Polisseni – S Lot Shuttle will also go to the North Loop lots.

People Movers

Golf cart service for guests with mobility disabilities: for safety reasons, golf carts will not take on passengers until crowds have cleared the entrances after ceremonies. Please ask guests to wait.

What to wear

You represent RIT, so please dress appropriately. Business casual is fine, however no jeans or flip-flops. Do wear comfortable shoes. If you have an RIT logo shirt, feel free to wear it. All volunteers will be identified by a yellow ribbon attached to a name tag we will provide. If you have an RIT name tag for your job, you may use that with the ribbon.

Volunteer Hospitality Room

You may visit the Volunteer Hospitality Room (Field House Reception Room, 2nd floor overlooking the pool) on **Friday, May 20**: 4:30 – 8:30pm (hot dinner) and **Saturday, May 21**: 6:30am – 4:30pm. (light breakfast ‘til 11am, lunch, snacks, sandwiches). Coffee, tea, cocoa, soda and water available at all times.

Thank you for donating your time and talents to make this a memorable event for our graduates and their families.