Info Booth Training

Arrival Time and Where to Check-in:

- **Gordon Field House**: Volunteer Check-in Table at D Lot lower level entrance. You will get your specific booth assignment at check-in.
- **Please plan to arrive on campus 30 minutes before your shift begins** to enable you to get to your assignment on time. The Info Booth/Bus Assistant Captain has a golf cart and will bring you to your booth if needed.
- **RIT Non-exempt (Hourly) Staff**: please remember to **clock in/out** and so you are paid appropriately.

Answering Guest Questions

The **Commencement website** [rit.edu/commencement](http://rit.edu/commencement) is your comprehensive resource.

- All Guest Information and Volunteer Materials are here.
- Bookmark it, get the RIT Mobile App for Apple and Android devices, or go to m.rit.edu. Encourage guests to do the same. Below are links to key information. Some of these documents are also in a folder kept in the booth. Also, check out the new mobile Commencement Wayfinding Map at [maps.rit.edu/m](http://maps.rit.edu/m).
- **Ceremony Schedule with Line-up & Regalia Return Info**
- **College Ceremony & Receptions Time & Location**
- **List of Graduates** - Important resource – guests are not always sure of their graduate’s college. Help them get to the right ceremony by looking them up here.
- **Where food is available**
- Where is the **designated smoking area** near the ceremonies
- Where students **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
- Engage guests as they pass your booth – “Hi! Welcome to Commencement. Can I help you?”

Shuttle Bus Information

When boarding the bus, guests will receive a card with their Parking Lot. Buses circulate through lots J, E/F, G/H, and S and will bring guests to the Polisseni Center or Lot D for the Gordon Field House.

**If you are assigned to Info Booths in S Lot or near Carlson Bldg., YOU will be handing out the Parking Lot Cards.**

Golf Carts for Guests Needing Mobility Assistance

- A limited number of golf carts operated by staff will be available to help elderly guests or those with special needs. Guest have been told to request carts at the Info Booths.
- **You must use Radio Channel 1 to call for a Golf Cart.** If you don’t get a response, try again. (Keep your radio on Channel 4 at all other times however.)
- Be prepared to describe the location of the guests needing the golf cart.
- Please note and share with guests that for safety reasons after ceremonies, golf carts will not take on passengers until crowds have cleared the building entrances and the road is cleared of pedestrians. Particularly prior to and after Academic Convocation and college ceremonies, when demand it at its highest, guest may have to wait.
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.

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 is on call during all ceremonies. **Call Public Safety at 585-475-3333 in case of emergency.**

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

Ceremony 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 Locations
- **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.
- All items will be taken to Public Safety in Grace Watson Hall at the end of the day on Friday and Saturday.
- Guests may call (585) 475-2853 to report a lost item. The Public Safety Dispatcher will take their information and contact them if the item is found.

Radio Communication
- So you are aware of emergency situations, **keep the radio on Channel 4** which is used for general commencement communication.
- **Change to Channel 1 to call for a Golf Cart.**
- Hold down the button to speak.
- Release it when done speaking.

If you are the last volunteer in the Booth at the end of the day, do NOT leave the radio in the booth. If it has not been picked up by the Info Booth/Bus Assistant Captain, please call for a pick up or bring it to the Gordon Field House Ticket Booth.
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.

Can’t answer a question?
Use the radio or call one of the contacts below – but please make sure you have thoroughly checked the folder and the website for the answer first. Use Radio Channel 4 (except for Golf Carts).

1. Kerry Hughes, Academic Affairs, 585-746-8695 (cell)
2. Dawn Murray, Academic Affairs, 585-729-3814 (cell)
3. Chuck Lamb, Golf Cart Captain, 585-303-0679 (cell) (Radio Channel 1)
4. Sue Provenzano, Academic Affairs, 585-747-8495 (cell)

What to Wear
You represent RIT, so please dress appropriately. Business casual is fine, however no jeans or flip-flops. Do wear comfortable shoes (you’ll be standing) and dress for the weather (sunscreen, rain gear, gloves, etc.). 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 which we will provide. If you have an RIT name tag for your job, you may use that with the ribbon.

Volunteer Hospitality Room
Visit the Volunteer Hospitality Room (Field House Reception Room, 2nd floor overlooking the pool) on Friday, May 19: 4:30 – 8:30pm (hot dinner) and Saturday, May 20: 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.