

# Ceremony Volunteer Training 2022 – REVISED May 1, 2022

## Contacts & Communication

Prior to Commencement Weekend:

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## May 6-7 - Need Assistance? Ask Your Facility Captain.

Facility Captains	Facility	Ceremony
Lynn Mazadoorian	Gordon Field House	Friday & Saturday
Brenda Thornton	Gordon Field House	Friday
Emily Redman	Gordon Field House	Saturday
Robin Amico	Polisseni Center	Convocation Only
Gary Mendola	Polisseni Center	Friday & Saturday
Ada Rodriguez-Elliott	Polisseni Center	Friday & Saturday

## Roles and Responsibilities

1. Welcome and assist guests.
2. Traffic control – maintain safe environment – before, during, **and as the ceremony ends**.
3. Provide guidance in case of an emergency.
4. Represent RIT.

## Covid Health & Safety Requirements <https://www.rit.edu/commencement/health-and-safety>

All volunteers need to provide proof of vaccination OR a negative COVID test result (PCR or antigen) taken with 72 hours of commencement ceremonies held in the Gordon Field House or the Gene Polisseni Center. Boosters are NOT required. Self-administered (home tests) will NOT be accepted. Acceptable proof of vaccination are vaccine card, [RIT Spirit Pass](#) (for current RIT faculty, staff and students), NYS Excelsior or other state issued pass along with proof of identification. All volunteers will receive an orange bracelet once vaccination or negative test status is verified. You will NOT be able to enter the ceremony facilities without a bracelet. Although you may be screened at tents outside the Field House or Polisseni Center just prior to your volunteer shift, please consider taking advantage of opportunities **earlier in the week** to get your bracelet on May 4<sup>th</sup> or May 5<sup>th</sup>.

Opportunity to Show Vaccine or Covid Test Documents and Get Bracelet to Enter Ceremony Locations		
Date	Time	Location
Wed. 5/4	8am-1pm	Polisseni -Table in Lobby
Thu. 5/5	8am-2pm	Field House
Thu. 5/5	8am-5pm	Campus Center Breezeway
Fri. 5/6	6am-6:30pm	Tent at Gordon Field House
Fri. 5/6	7am-7pm	Tent at Polisseni Center
Sat. 5/7	7am-4:30pm	Tent at Gordon Field House
Sat. 5/7	7am-3:30pm	Tent at Polisseni Center

Please note that **masks are required** at all commencement ceremonies that take place in the Gordon Field House, Gene Polisseni Center, Ingle Auditorium, and Clark Gymnasium.

## Safety and Security

To ensure the highest level of safety and security, ALL persons entering the ceremony locations will be subject to security screening including metal detection gates and inspection of all bags. To expedite the screening process, be aware that all objects made of metal must be removed from pockets (though not bags) and placed in a bin for inspection. If possible, avoid bringing metal objects and bags to ceremonies. **Please consider the time for both security and vaccination screening when calculating travel time to ceremonies.**

## General Information

- Please arrive on time and be ready to go. **Guests arrive very early.** They're excited!

- **Gordon Field House Volunteer Check-in Location:** lower level NW entrance (near D Lot). Look for the Volunteer Check-in table.
- **Gene Polisseni Center Volunteer Check-in Location:** Enter Gate 2, look for Volunteer Check-in table across from Concessions.
- You will receive your specific volunteer assignment within the facility at check-in.
- **RIT Non-exempt (Hourly) Staff:** please remember to **clock in/out** and so you are paid correctly.

### Guest Services

- Be prepared to answer questions and provide directions. Be patient, flexible and SMILE. 😊
- Engage our families. “Welcome to the \_\_\_\_ Ceremony” (because they may be at the wrong one!) “Congratulations, what’s your graduate’s major? I can show you the seating layout, etc.”
- Graduates will cross the stage from right to left at all ceremonies.
- Use good judgment and common sense when dealing with issues, including beach balls, noisemakers, 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.
- 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.**

### Things to Know to Answer Guest Questions

- The Commencement website [rit.edu/commencement](https://rit.edu/commencement) is your comprehensive resource. Download the RIT Mobile App. [Online Searchable List of Graduates](#) – use this to make sure families are at the right ceremony. You can also check the Program Book, but it’s much easier to locate the grad’s name online. Searching by just last name seems most effective.
- **Seating of the graduates** at ceremonies – families like to know where their grad is sitting. Posters are available for each ceremony and you can pick up a copy at volunteer check-in. All students cross the stage from right to left.
- Graduate line-up locations for college ceremonies - ALL Field House Ceremonies=SLC Basketball Courts | ALL Polisseni Ceremonies = Graduates enter at Gate 4
- Notice the general layout of the building – location of restrooms, water fountains, first aid station, exits, fire alarms. Field House elevator is in the Student Life Center. The code: “1111” written on wall outside the elevator.
- [Ceremony & College Reception Schedule](#)
- **Last minute pick up of undergrad/graduate candidate regalia** is available at Field House, Polisseni, & all line-ups. **Ph.D. candidates, & faculty pick up** at B&N @ RIT ONLY.
- Where to return rented **Ph.D. candidate, & faculty regalia:** Field House: 1320 Student Life Ctr | Polisseni: B&N SpiRIT store | Barnes & Noble @ RIT: Online Order Pickup Window on the 2<sup>nd</sup> floor.
- Dining Services locations & hours <https://www.rit.edu/fa/diningservices/> Concessions in Polisseni & Field House are also open.
- Designated smoking area closest to ceremony locations is between rear of Schmitt Interfaith & Student Health Centers
- **Commencement Program Books.** Due to paper shortage, we had to reduce the number of copies and are asking families to take **just one**.
- 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](#).

### Seating

- There is **reserved seating for family members of college delegates and trustees near the stage.** These guests will have passes. Direct them towards the stage and Facility Captains (or at Convocation special ushers) will seat them. Refer to the [ceremony seating diagram](#) to help other families identify where their graduate will sit during the ceremony. Posters of the diagram are available at each location and you will get a copy at Volunteer Check-in.
- **Strollers and mobility-impaired guests.** The first row of the bleachers is reserved for guests who cannot manage the stairs. If a family group is large, encourage some to sit in the 2<sup>nd</sup> row. Guests may also sit wherever they wish in general guest seating. You can un-clip and remove a floor chair to accommodate the wheelchair/stroller and seat the family together. Wheelchairs and strollers **cannot** be in the aisle – safety hazard. Have guests bring these items (and others like helium balloons) to be tagged and held during the ceremony - at Field House: lower level program table | at Polisseni: Volunteer Check-in table.

### Traffic Control

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

- Direct early-arriving guests for the next ceremony away from the interior arena doors 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.
- 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 - graduate exit routes: CONVOCATION: ALL doors | CAD – east doors (behind the stage); | GCCIS – east doors | KGCOE – all doors
  - Polisseni ceremonies exit routes: doors on both sides of the lobby – Gates 1 and 2

### 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 3 shots of each graduate – one as the graduate enters the stage, one as 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 and may necessitate building evacuation. We will hold balloons at Volunteer Check-in (POL) or Program table (GOR lower level). 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 service dogs** are not permitted in any RIT facility. Per RIT policy, owners of service dogs must keep their animal leashed and under their control at all times and they are responsible for cleaning any messes.

### 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.
- You may of course leave if you are not comfortable assisting should an emergency occur.

### First Aid Locations (Ambulance on call during all ceremonies) **Public Safety Emergency 475-3333**

- **Field House:** Room on lower level, near northwest entrance and Volunteer Check-in (D Lot side)
- **Gene Polisseni Center:** lower level, east hallway, south of the concession stand

### Real-time Commencement Updates

- **All Commencement Volunteers are asked to subscribe to RIT's real-time alert system for events.**
- **Text RITGRAD to 888777**
- Your subscription is anonymous and you'll automatically be unsubscribed when commencement ends.
- You can unsubscribe at any time by replying STOP.

### **Flower & T-shirt Sales**

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

### **Ceremony Digital Download Sales**

Staff will be available at both the Field House and Polisseni to accept orders for Digital Downloads of the ceremonies. [Online](#) ordering is also available on the commencement website.

### **Lost and Found**

- **Gordon Field House and Activities Center:** Ticket Booth, upper level main lobby.
- **Gene Polisseni Center:** Guest Services, table next to the Barnes & Noble Team Store, lower level lobby.
- For items dropped behind the bleachers, contact Facility Captain, they will alert Facility Management Service.
- All items will be taken to Public Safety 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.

### **Shuttle Bus Information**

Buses circulate continuously through lots, E, F, G/H, J and S with stops at the Polisseni Center and in Lot-D for the Gordon Field House. **Hours: Friday, 7 a.m.-10 p.m. | Saturday: 6:30a.m.-8:00p.m.**

### **Mobility Assistance - Golf Carts**

Golf cart service for guests with mobility issues: for safety reasons, golf carts will **not** take on passengers until crowds have cleared the entrances after ceremonies. When seating these guests at the ceremony, *advise them to remain in their seats until the facility clears and they can get to the carts.*

### **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. We do not have a secure location for your personal belongings, **so please limit what you bring to what you can keep on your person.**

### **Volunteer Hospitality Room – Visit the Volunteer Hospitality Room | Field House Reception Room, 2<sup>nd</sup> floor overlooking the pool**

- **Friday: 12:30pm- 7:30pm** | Lunch | Hot dinner
- **Saturday, 6:30am-5:00pm** | Continental breakfast | Lunch Sandwich buffet
- Hot and cold beverages will be available at all times

**See next page for late arriving graduate procedure...**

**What to do with graduates who arrive late?**

- Contact the college's Late Arrival Coordinator listed below



Area Code 585 unless otherwise indicated

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