

## Commencement Volunteer Roles

*Enter at the South Recreation entrance and check in at the Fieldhouse Concourse, 2<sup>nd</sup> floor*

All volunteers are considered crowd management. Everyone should note what to do in case of different emergencies or interruptions.

- Always keep your cell phone with you.
- Please add SVSU Safe App to your phone and use the “Report a Tip” button to report any concerns. All reports will be received in real time by Campus Police.
- The finger scan access to the building will not be available on Saturday.

### Tornado Warning

- we will get in place to evacuate, wait for the announcement, then quickly move all graduates and guests to the interior hallways, restrooms, and locker rooms of the first floor of the Ryder Center.
- The arena will be evacuated starting at the bottom of the bleachers and moving to the hallways.

### Medical Emergency

- In a medical emergency, we will have first responders on site, accessible by radio, to assist with any participant or guest needing assistance. If you do not have a radio, call the number on your emergency contact sheet.
- Call first responder, give specific directions on where the individual is located; if you take an AED, close the box to stop the alarm.

### Fire

- Evacuate all to the parking lots and back to the vehicles if possible; or can cross the road to Science East building.

### Ceremony Interruptions

- If anyone uses their right to free speech beyond 30 seconds, **SVSU staff** will approach them with these messages:
  1. Please stop disrupting the ceremony for others.
  2. If you continue to behave in a disruptive manner, you will be asked to leave.
  3. Due to your continued disruptive behavior, you are being asked to leave.
  4. If they do not leave, public safety will help in a trespass situation.
- If there is a need to shift the livestream to another camera angle or pause, UComm will manage.
- If there is a need to increase the volume of music or turn off microphones, TCC will manage.

Job Title	Responsibilities
Ticket Scanner	<ul style="list-style-type: none"> <li>• Welcome everyone and congratulate the graduates.</li> <li>• Scan guest tickets.</li> <li>• All Graduates need to check in with ID or student number at the Fieldhouse Entrance (or the South Desk or Customer Service on 2nd Floor Ramp Entrance.)</li> <li>• All guests needs to go through bag check prior to scanning a ticket. This is handled by security</li> <li>• If you are placed outside the doors, encourage guests to have their phone out to have their tickets scanned. Tickets are from Etix.</li> <li>• As guests enter the complex, listen for the happy chirp of the scanner. If there is a “bad beep” have them re-scan. If there is still no access, direct them to the customer service desk for assistance either at the South Entrance of North Desk.</li> <li>• The Customer Service Desk is at the North Desk at the entrance and across from the Fitness Desk at the South Entrance.</li> <li>• Give directions as needed: All Graduates to Registration at East Arena, then to procession line up once they have their name card. All Guests go to Arena to be seated.</li> <li>• Restrooms are located at North (Ramp) end and South end of the Concourse on 2nd level; in the West hallway (Red-brick hallway) across from the main Arena doors on the 1st floor, and in the Fieldhouse hallway.</li> </ul>
Graduate ID Check	<ul style="list-style-type: none"> <li>• You will be stationed at the Fieldhouse entrance on the first floor. This is the graduate entrance.</li> <li>• Welcome and congratulate all graduates.</li> <li>• All graduates need to show their Student ID when they enter.</li> <li>• If a graduate does not have their Student ID, they can show their driver’s license, and there will be a Ryder Center staff to look them up in the system to ensure that they are graduating.</li> <li>• Direct all graduates to check-in and get their announcer cards behind the stage.</li> <li>• All guests needs to go through bag check prior to scanning a ticket. If a graduate has a bag, have them enter through the 2<sup>nd</sup> floor ramp so that security can check their bag.</li> </ul>

<p>Accessibility Seating</p>	<ul style="list-style-type: none"> <li>• Welcome everyone and congratulate the graduates.</li> <li>• Check in guests on the Accessibility Seating list. Do this by asking for the students' names, mark guests off on the checklist</li> <li>• Tell guests where the accessibility seating section is located: the reserved section on the floor behind the graduates or in the front row of bleachers around the arena's perimeter in the inset sections.</li> <li>• If guests need assistants to get to their seat or are using an Amigo or wheelchair that the university is providing, send a runner volunteer with them.</li> </ul>
<p>Accessibility Runners/Wheelchairs</p>	<ul style="list-style-type: none"> <li>• Welcome everyone and congratulate the graduates.</li> <li>• Once a guest has checked in with accessibility seating, take them to their seat if they need assistance or are using an Amigo or wheelchair provided by the university.</li> <li>• All guests using an SVSU Wheelchair must transfer to a chair or seat in the bleachers so the wheelchairs can continue to be used by other guests.</li> </ul>
<p>Graduate Registration</p>	<ul style="list-style-type: none"> <li>• Welcome everyone and congratulate the graduates.</li> <li>• Check in the graduates by giving them the index card with their name on it.</li> <li>• Graduates get their card at the table that corresponds to their college. There will be 1-2 volunteers per table.</li> <li>• Look up graduate's name card; have them make any phonetic markings for correct pronunciation.</li> <li>• Assist with fixing the hoods for those with graduate degrees (A cheat sheet will be available at the table if needed).</li> <li>• Give directions to the restrooms as needed.</li> <li>• After the graduates have registered, direct them to the processional line up in East Arena.</li> </ul>
<p>Volunteer Check In</p>	<ul style="list-style-type: none"> <li>• Check in volunteers as they arrive to the fieldhouse</li> <li>• Give volunteers their nametags and confirm their assignments</li> <li>• Give volunteers their SVSU shirt for the day if they do not already have one</li> <li>• Answer questions as needed</li> <li>• Stay in the fieldhouse the entire time in case any volunteers need anything</li> <li>• No guests or graduates are allowed in the fieldhouse</li> </ul>

Greeters	<ul style="list-style-type: none"><li>• Welcome everyone and congratulate the graduates.</li><li>• Helping guests find their way to their seats in the Ryder Center arena bleachers.</li><li>• Stay in the same location throughout the ceremony</li><li>• You will be assigned an area with other volunteers.</li><li>• 2 individuals should stay at each entrance, 1 at customer service, 2 at registration for any late arrivals and the rest need to move to the arena to be present if there is a medical need or the need to evacuate arises.</li><li>• If located in area with program books, offer a program book to guests as you see them.</li><li>• Direct graduates to Registration area in the East Arena, far wall; or confirm they have their name card already. (Without a name card, their name will not be called when they cross the stage).</li><li>• If they have their name card, direct them to the processional line up in the East Arena. Direct them to look for the flag with their college name.</li><li>• Graduates are seated by college of study. Review signs in upper hallways and on the Arena floor to direct guests appropriately. Follow the flags; ONLY graduates and Faculty/Staff are allowed in the east arena.</li><li>• Restrooms are at the North (Ramp) end and the South end of the concourse on 2nd level and in the West hallway across from the Arena (Red brick hallway) on the 1st floor.</li><li>• For questions on Tassels / Hoods, direct to the bookstore table near the south wall of the East Arena.</li></ul>
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