

Convocation Event Assistant Handbook

May 2023

Table of Contents

| | |
|--|----|
| Lead Points of Contact & Locations | 2 |
| Tips & Important Details | 3 |
| Student & Faculty Processional Map | 4 |
| Northern Sport Centre Lower Level Legend | 5 |
| Ceremony Legend and Security Locations | 6 |
| NSC Locations of Note | 7 |
| Ceremony Program | 8 |
| FAQ | 9 |
| Emergency Reporting Structure | 10 |
| Courtyard Event | 11 |
| What to do in an emergency | 12 |
| Photo Opportunities | 13 |
| Event Assistant Positions | 14 |

Lead Points of Contact & Locations

Northern Sport Centre (NSC)

| | | |
|--------------------|---------------------------------------|-----------------|
| Violet Johnson | Registration Lead | Bentley Centre |
| Zarrah Holvick | Regalia Rental Lead | Bentley Centre |
| Nicole Neufeld | Gowning Lead | Bentley Centre |
| Ariel Gilbert | Campus Lead | Campus |
| Tammy Klassen-Ross | Faculty Marshal Lead | Campus & NSC |
| Dennis Stark | Student Marshal Lead | Campus & NSC |
| Bethany Haffner | Events Coordinator – Convocation | NSC - Gymnasium |
| Wendee Copeland | Information Assistant (NSC Info Desk) | NSC - Lobby |
| Julia Babicz | Booking & Events Coordinator (NSC) | NSC |
| Candice Secrist | Food Services | 250-262-8111 |

Emergency Security 3333 (Internal Phone Only)

Manager OH&S Scott Mcmillan 250-617-6871

Non-Emergency Security 250-960-7058

Manager Security & Parking Marlene Cannon 250-613-6488

Tips & Important Details

- Wear comfortable shoes. You will be standing for long periods of time.
In case of rain, bring an umbrella.
- Col Juicery will be open 9:00am – 3:30pm.
- Dining Hall will be open until 3:00pm with a limited menu.
- Degrees in Teaching and Learning Building will be open 8:30am – 2:30pm.
Thirsty Moose will be open 11:00am – 2:30pm.
- Please set cell phones on vibrate during each Ceremony.
(emergency phone numbers are listed on the back of your name tag)
- Parking at the NSC and on campus is free for everyone on May 26th.
Event Assistants, please park in parking lots A, B or C.
- There is reserved parking at the NSC for members of the Platform Party, the VIP Party, and for those with specific Accessibility parking passes.
- Guests not in these categories will park in other NSC/campus parking areas.
- Reserved/Accessibility parking passes have been issued by the Convocation Office and should be displayed in the front window of vehicles.
- A complimentary lunch is provided to all Event Assistants as well as the Platform Party, VIP guests and Faculty who are in both ceremonies.
McCaffray Hall 11:00am - 2:00pm. (vegetarian option will be available)
- Cupcakes and refreshments will be available in the Agora Courtyard from 10:00am – 2:00pm.
(weather permitting)

**Return gowns and/or t-shirts with name tags on May 30 + 31
Outside Registrar's Office. Do not return to the Bookstore.**

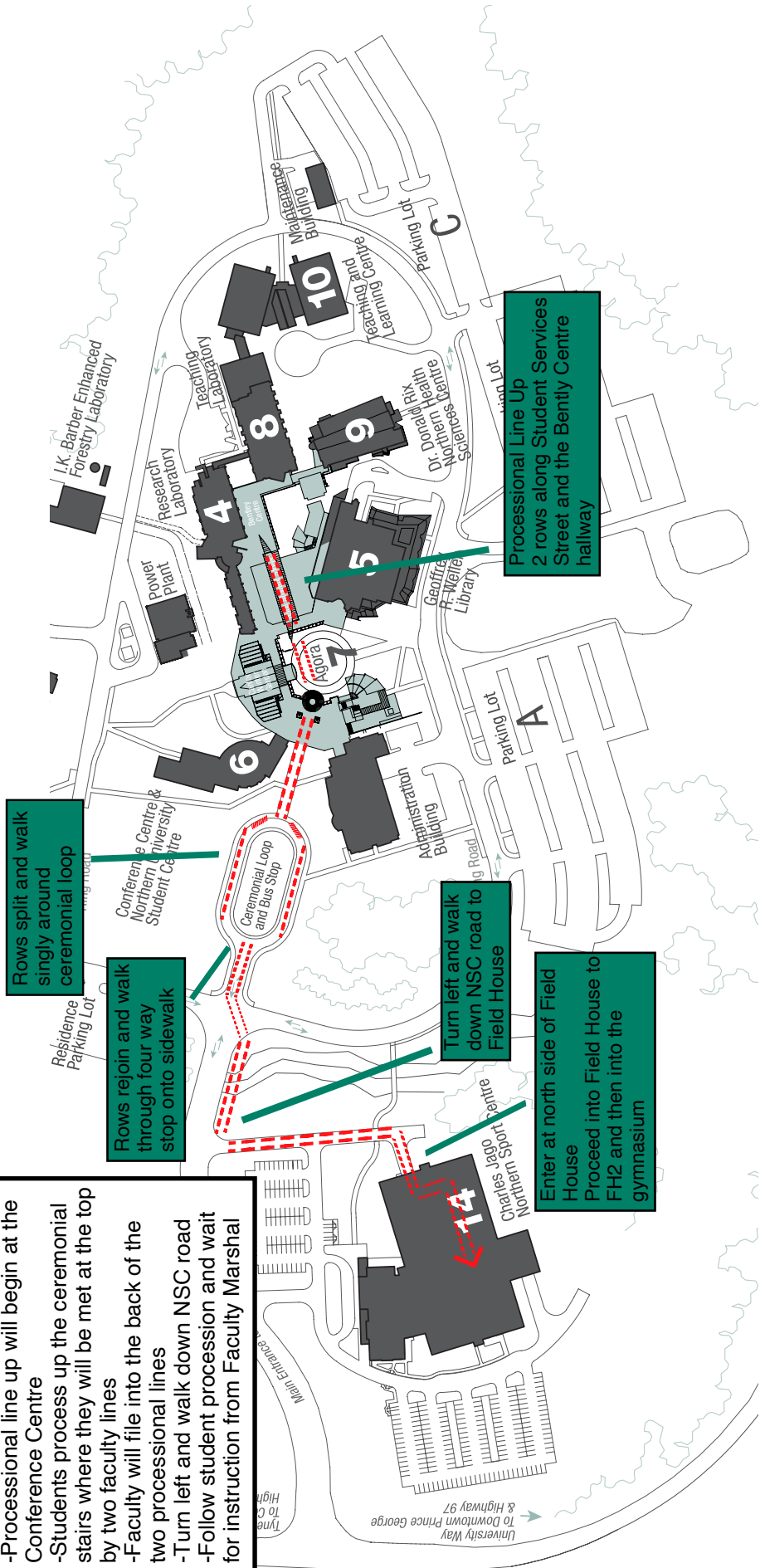
Student & Faculty Processional

Students:

- Processional line up along Student Services Street
- Students process across courtyard, up ceremonial stairs, and split around ceremonial loop on the roadway
- Rows rejoin and walk through four way stop
- Turn left and walk down NSC road
- Enter at north side of NSC Field House and walk to FH2 remaining in line up
- Student Marshals will lead students into gymnasium

Faculty:

- Processional line up will begin at the Conference Centre
- Students process up the ceremonial stairs where they will be met at the top by two faculty lines
- Faculty will file into the back of the two processional lines
- Turn left and walk down NSC road
- Follow student procession and wait for instruction from Faculty Marshal



Rows split and walk singly around ceremonial loop

Rows rejoin and walk through four way stop onto sidewalk

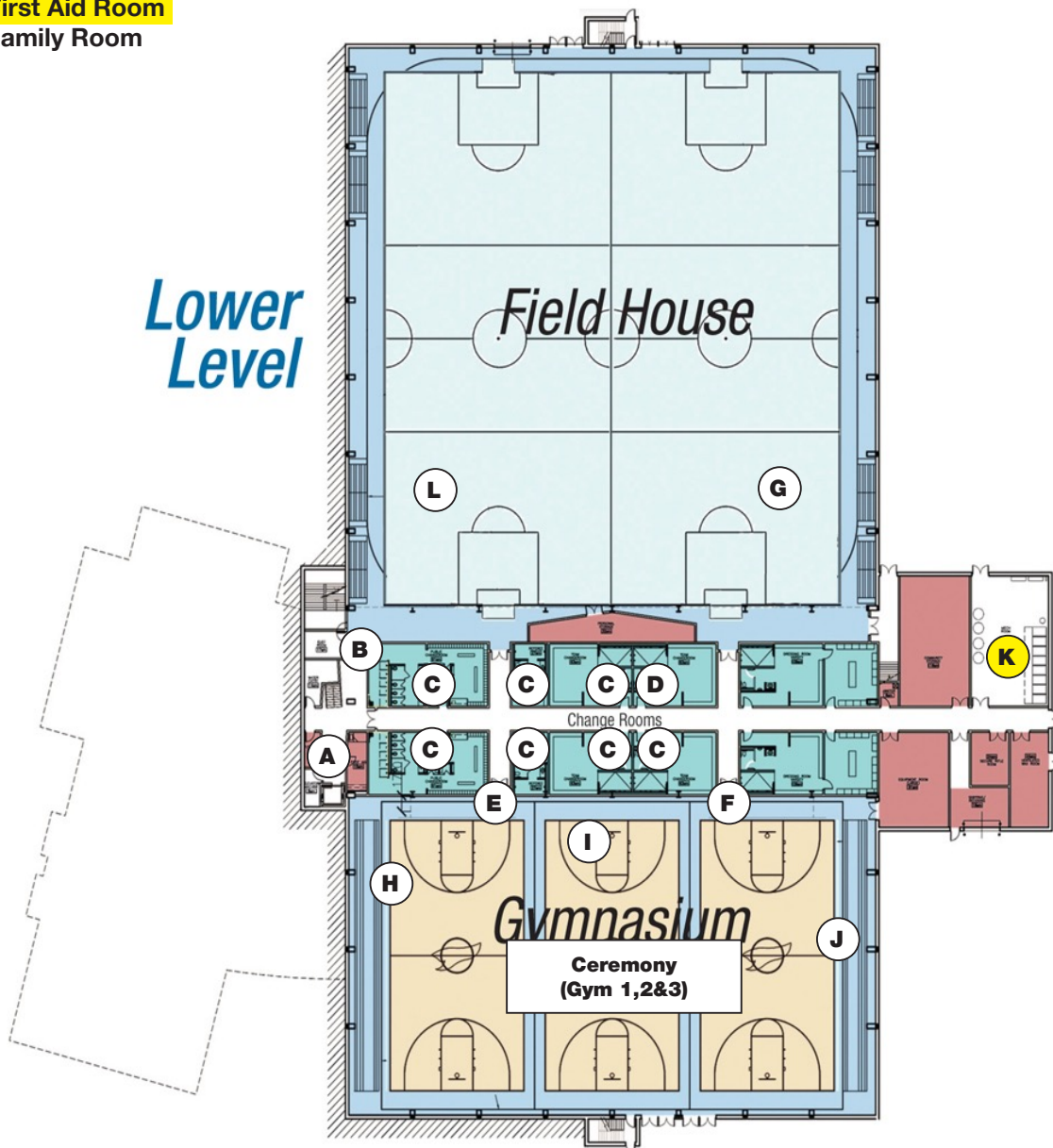
Turn left and walk down NSC road to Field House

Enter at north side of Field House
Proceed into Field House to FH2 and then into the gymnasium

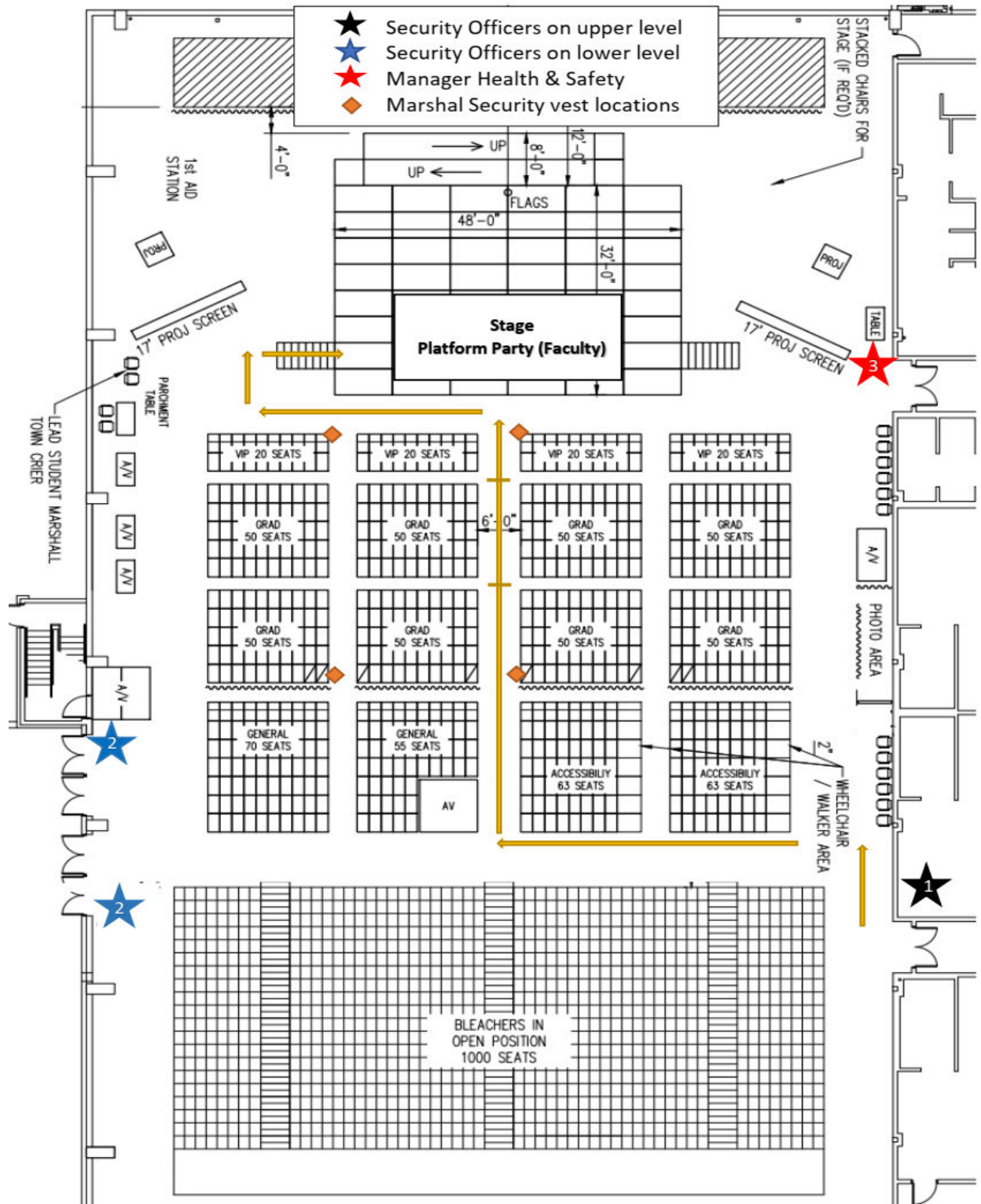
Processional Line Up
2 rows along Student Services Street and the Bently Centre hallway

Northern Sport Centre Lower Level Legend

- A – Elevator
- B – Stairs to Upper Level
- C – Washrooms
- D – Faculty & Event Assistant Room
- E – VIP & Accessible Floor Seating Entrance
- F – Ceremony Participant (Faculty, etc...) & Floor Seat Entrance
- G – Processional Line-up (Faculty)
- H – Stage
- I – Photographer Area
- J – Bleachers
- K - First Aid Room**
- L – Family Room



Ceremony Legend and Security Locations



NSC Locations of Note

Upper Level

Media Area
Track

Main Level

Platform Party Room (Wolf Den)
Left of main entrance

VIP Room (Studio 1)
Right of main entrance

Information Desk
Lobby

Flower Sales
Lobby

Bookstore Sales
End of the left side hallway

Lower Level

First Aid Room
Faculty & Event Assistant Room

Field House

Student line-up
Faculty line-up
Family Room

Ceremony 1

7:30am – 8:30am

Canfor Wintergarden
Regalia pick up

7:30am – 8:30am

Bentley Centre
Graduand registration, Gowning

8:30am – 9:25am

NSC
Guests arrive
VIP's, Platform Party,
& Faculty arrive

8:30am – 9:00am

Student Services Street
Graduand processional line up

9:00am – 9:25am

Graduand procession to the NSC Field
House (rain or shine)

9:00am – 9:25am

NSC Field House 2
Faculty line-up

9:25am – 11:30am

NSC Gymnasium
Processional & Ceremony 1

11:45am

Agora Courtyard Staircase
Class photo

Ceremony 2

10:00am – 1:00pm

Canfor Wintergarden
Regalia pick up

10:00am – 1:00pm

Bentley Centre
Graduand registration, Gowning

1:10pm

Agora Courtyard Staircase
Class photo

1:30pm – 2:25pm

NSC
Guests arrive
VIP's, Platform Party,
& Faculty arrive

1:30pm – 2:00pm

Student Services Street
Graduand processional line up

2:00pm – 2:25pm

Graduand procession to the NSC Field
House (rain or shine)

2:00pm – 2:25pm

NSC Field House 2
Faculty line-up

2:25pm – 4:30pm

NSC Gymnasium
Processional & Ceremony 2

**Grads must return their regalia by 6:00pm on Convocation Day.
Regalia returns are at the Canfor Wintergarden.**

FAQ

Where are Regalia pick up and returns?

The Canfor Wintergarden.

Where is Student Registration and Gowning?

The Bentley Centre.

What if the Student did not order Regalia?

Direct the student to the Canfor Wintergarden.

Can someone else register for the student?

No. Graduates can only register in person with appropriate photo identification (e.g., UNBC Student Card, Driver's License).

Where do guests go for the Ceremony?

Guests go to the NSC. They can arrive up to one (1) hour before the Ceremony begins.

Do guests require tickets?

Yes. Graduates had the opportunity to register tickets for their guests. These tickets are scanned at the Gymnasium entrance. Tickets are required for entry into the gymnasium.

Where is overflow seating and live streaming of the ceremony?

In the main hallway at the NSC or the Canfor Theatre (6-213).

What if guests don't have tickets?

Guests without tickets may watch the Ceremony via live feed on the internet or on campus in the Canfor Theatre. The live feed link is located on the convocation web page.

What if I see a guest who should use the elevator?

The guest can be directed to the NSC elevator across from the stairwell. The Elevator Assistant will help them to the lower level.

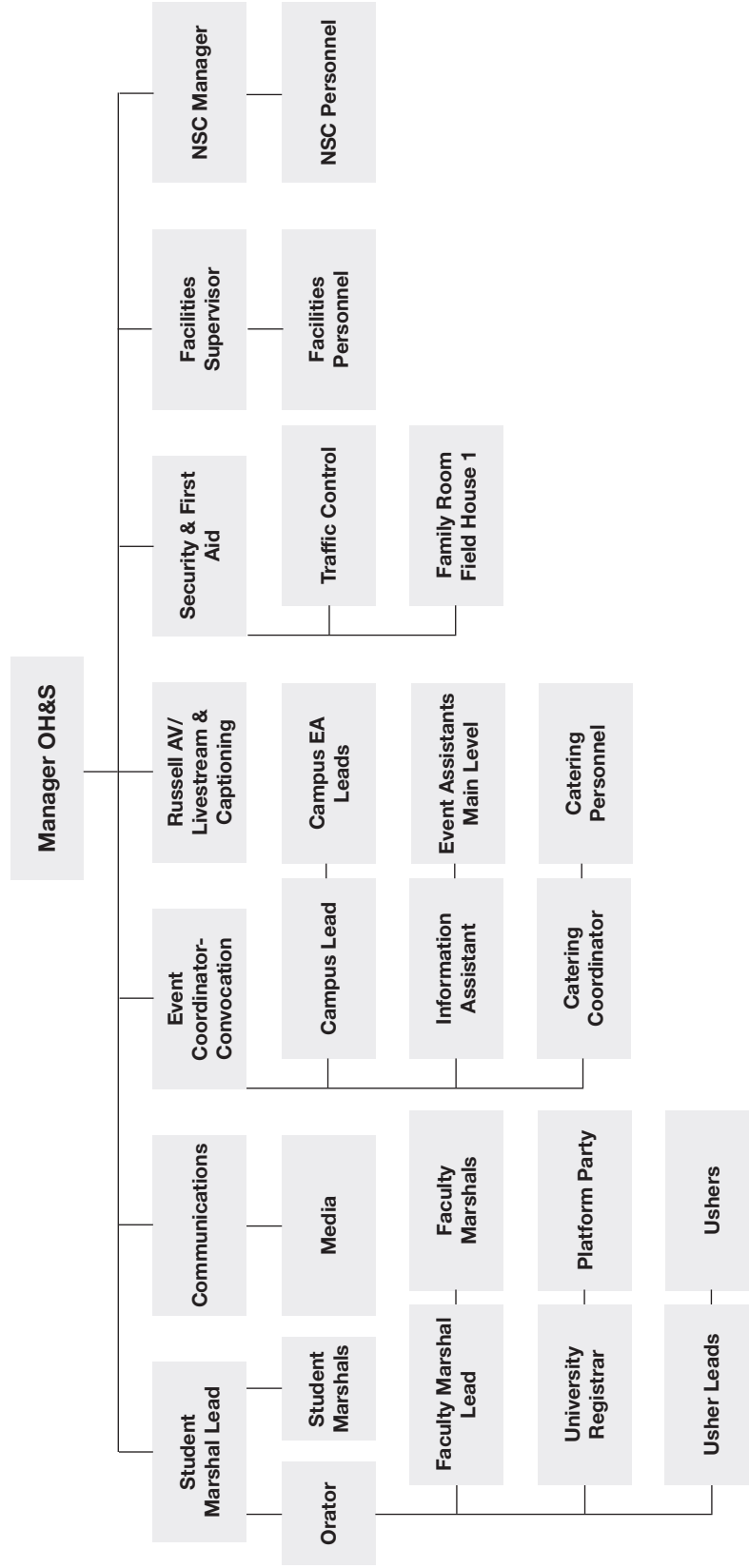
Where do Faculty go prior to the Ceremonies?

Faculty will gown in the NUSC Event space and then process over to the NSC with the grads. If they are in the Platform Party, they will go to Studio 1 (main level) if not, they will line up in Field House.

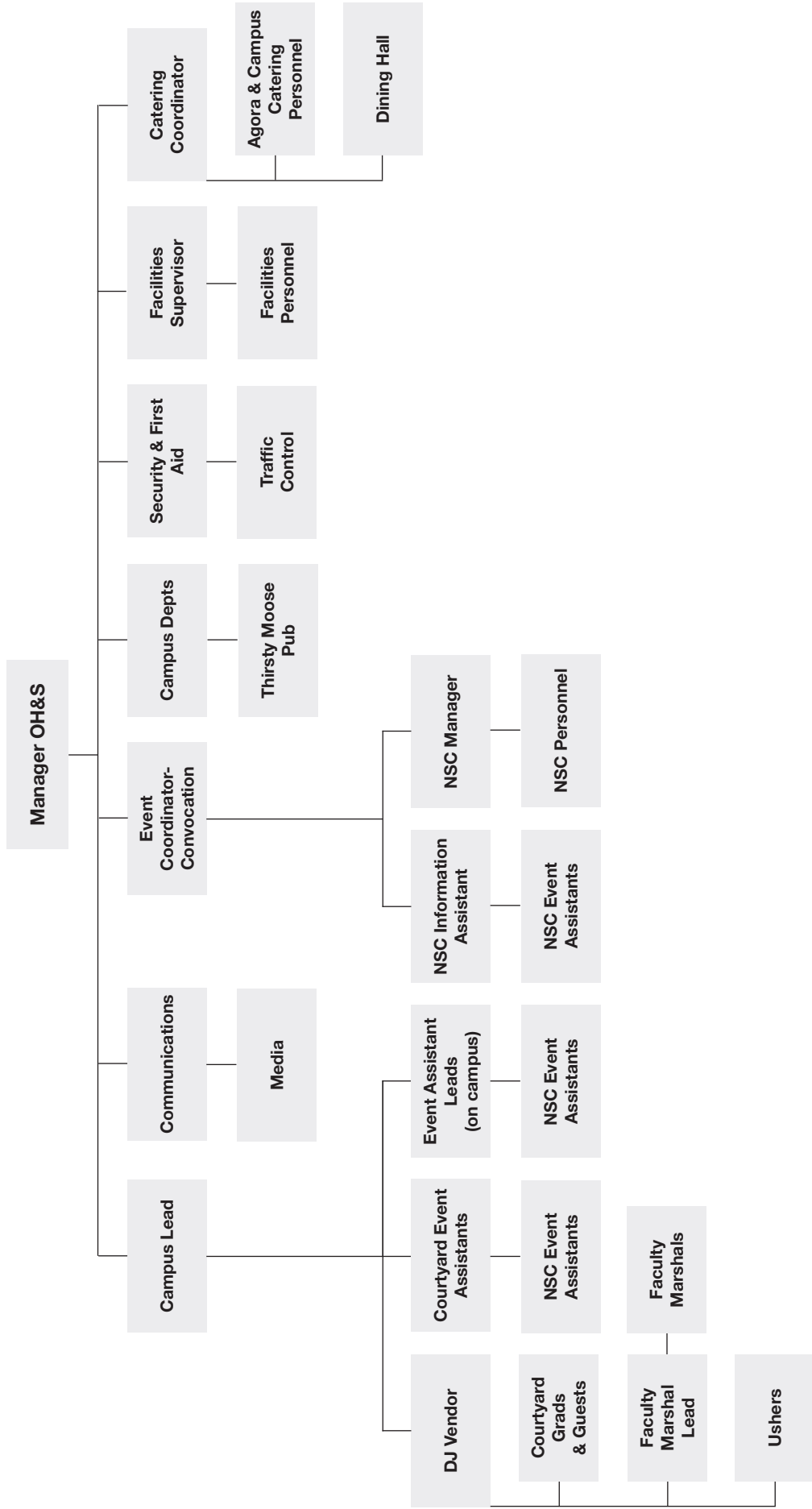
Can Event Assistants cheer on the grads during the procession to the NSC?

Absolutely! The more cheering and smiles the better! If you are assigned on campus and can leave your station, please come to the courtyard and hoot and holler.

Emergency Reporting Structure Convocation Ceremonies



Courtyard Event



What to do in an emergency at the Northern Sport Centre?

1. Stay Calm. Do not panic.
2. If you are near the person in distress, alert UNBC First Aid Personnel, and/or report incident to your Lead, (do NOT call 911) and aid if required.
3. Ask those around you to remain seated and calm, while waiting for the First Aid Personnel and Orator to provide further instruction.
4. Most situations will require only UNBC First Aid Personnel (UNBC Security) to respond, while audience members remain seated.
5. If more is needed – such as an evacuation, the Orator will advise Student Marshals (Lead Student Marshal and other assigned Student Marshals) and other Emergency Personnel (Ushers/University Registrar) to don reflective vests. The Manager of Occupational Health & Safety will advise other areas/levels at NSC (i.e. Lobby & Field House areas) of need for evacuation.
6. Marshals and Other Emergency Personnel will lead respective groups to Muster Stations outside via nearest safe exit.
7. Remember to remain calm and assist others if extra help is needed for safe evacuation.
8. Remain at the Muster Station until you have further instructions from UNBC Security or Facilities Personnel.

NSC Muster Stations

1. **Main Location: South-side Parking Lot**
2. **Areas away from main NSC Building/NSC traffic entrances.**

What to do in an Emergency at the Agora Courtyard/PG Campus:

1. Stay Calm. Do not panic.
2. If near person in distress, alert UNBC First Aid Personnel, and/or report incident to your Lead, (do NOT call 911) and aid if required.
3. Ask those around you to remain calm and distance themselves from where the emergency is occurring so First Aid Personnel have room/privacy to assist individual.
4. Wait for the First Aid Personnel (and Campus Lead/DJ Provider via sound system) to provide further instruction.
5. Most situations will require only UNBC First Aid Personnel (UNBC Security) to respond, while attendees remain calm and at a distance from where the emergency is occurring.
6. If more is needed – such as an evacuation, the Campus Lead/DJ Provider will advise UNBC Security, Event Assistant Leads and other Emergency Personnel to don reflective vests. UNBC Security will evacuate other areas on the main campus (if necessary).
7. UNBC Security, Event Assistants and Other Emergency Personnel will lead respective groups to Muster stations outside via nearest safe exit.
8. Remember to remain calm and assist others if extra help is needed for safe evacuation.

Main Campus Muster Stations

1. **Parking Lot A (1st parking lot area)**
2. **Field area across from UNBC flagpole area (opposite McCaffray Hall Building / side of NUGSS Student Building/Conference Centre)**
3. **Parking Lot C, near Teaching & Learning Building**
4. **Areas away from Prince George Campus/trafficways.**

Photo Opportunities

Class Photo

Agora Courtyard Staircase

- 11:30am for Ceremony 1
 - 1:10pm for Ceremony 2
-

During Ceremony

Professional photographers will be at each Convocation ceremony to take photos of graduates as they cross the stage and to take an individual photo afterwards. Guests are encouraged to remain seated during the Ceremony.

Photography

The entire UNBC campus is a beautiful backdrop for any Convocation photos.

Places to take note of:

- *Waterfall Staircase in the Agora Courtyard*
- *David Douglas Botanical Gardens*
- *Ceremonial Fire Circle*

Event Assistant Positions

Event Assistants: Please check in/out with your Lead

Campus

Campus Lead

Duties: Check Event Assistant Leads and your team in and out. Ensure the campus is set up. Answer questions from Event Assistants and guests. Welcome guests and grads to campus, direct grads to regalia & registration area before ceremonies, direct guests & grads to areas on campus for pictures, help with crowd control around dining hall in between ceremonies. Facilitate Event Assistant training and answer questions. Communicate with Coordinator and Information Assistant when necessary.

Stationed: Agora Courtyard

Report To: Event Coordinator – Convocation

Campus Greeter

Duties: Welcome guests and grads to campus, direct grads to regalia & registration area before ceremonies, direct guests & grads to areas on campus for pictures, help with crowd control around dining hall in between ceremonies. Answer any questions.

Stationed: Agora Courtyard

Report To: Campus Lead

Usher – Canfor Theatre

Duties: Assist with guest seating and inquiries during Ceremony. Answer any questions. Ensure water station is full and organized. Ensure ceremony handouts are available.

Stationed: Canfor Theatre (Rm 6-213) Entrance

Report To: Campus Lead

Parchment Framing Table Assistant

Duties: Welcome guests and grads to campus. Grads or their families will bring their parchment and their purchased frame to you. Insert parchment in frame and secure with tape. Help with crowd control if necessary. Answer any questions.

Stationed: Agora Courtyard

Report To: Campus Lead

Mascot Assistant

Duties: Assists the Mascot throughout the day. Always have the schedule handy and a bag to hold items. Have water ready for Mascot. Be enthusiastic with guests. Suggest pictures with Mascot. Answer any questions.

Stationed: Campus

Report To: Campus Lead

Mascot

Duties: Entertain grads and guests. Have fun. Be enthusiastic with guests. Pose for photos with grads and guests. Let your assistant know when you need something.

Stationed: Campus

Report To: Campus Lead

Regalia Pickup/Return Lead & Assistant

Duties: Lead will give proper direction/instructions to the assistants. Follow proper instructions for the transaction and hand regalia to grad. Direct grad to the Registration area in the Bentley Centre after they have their regalia.

Stationed: Canfor Wintergarden

Report To: Regalia Lead → Campus Lead

Registration Greeter

Duties: Welcome grads and direct them to the appropriate table and ask them to have their I.D. ready. Upon departure direct grads to the gowning area. Answer any questions. Be welcoming and enthusiastic.

Stationed: Bentley Centre Rm 7-172

Report To: Registration Lead

Registration Lead & Assistant

Duties: Register grads for their Ceremony. Check for proper ID. Once grads are registered direct them to the gowning area. Answer any questions. Lead will facilitate Event Assistant training and answer questions.

Stationed: Bentley Centre Rm 7-172

Report To: Registration Lead → Campus Lead

Gowning Greeter

Duties: Welcome grads and direct them to the Gowning Area to put on their regalia. Upon departure direct grads to the mandatory Phonetics Area. Answer any questions. Be welcoming and enthusiastic.

Stationed: Bentley Centre – Alumni Lounge

Report To: Gowning Lead

Gowning Lead & Assistant

Duties: Assist grads with their regalia then direct them to the mandatory Phonetics Area. Answer any questions. Lead will facilitate Event Assistant training and answer questions.

Stationed: Bentley Centre – Alumni Lounge

Report To: Gowning Lead → Campus Lead

Phonetics Lead & Assistant

Duties: Assist grads with their procession card by attaching it to the larger card and writing their name phonetically. Advise grads to not lose their card. Lead will facilitate Event Assistants training and answer questions.

Stationed: Bentley Centre – Alumni Lounge

Report To: Gowning Lead → Campus Lead

Northern Sport Centre

Information Assistant (NSC)

Duties: Check in/out Event Assistants. Assist graduates and guests. Assist with ticket issues and print tickets if required. Be a “go to” person for Event Assistants. Answer any questions. Assist Event Assistants with training and questions.

Stationed: Information Desk NSC

Report To: Event Coordinator—Convocation

Elevator/Media Attendant

Duties: Allow ONLY ceremony guests to lower level. Assist with elevator usage for guests needing accommodation due to accessibility issues only. Direct media to upper level. Answer any questions.

Stationed: NSC Main Level Near Elevator

Report To: Information Assistant (NSC)

Greeter Lead & Assistant

Duties: Welcome guests to the ceremony, direct guests to appropriate areas (e.g., VIP, Wolf Den, Gymnasium, flower table...), NSC parking lot crowd control, distribute handouts to guests, prop open main exit doors after the Ceremony and control flow of guests out of the building. Answer any questions.

Stationed: NSC Front Doors, Upper Hallway, Lower Hallway

Report To: Greeter Lead → Information Assistant (NSC)

Flower Table/Stroller Assistant

Duties: Direct people to appropriate areas (e.g., VIP, Wolf Den, Gymnasium...). Label flowers with guest name before Ceremony and keep flower table organized. Give flowers back to guest after Ceremony. Answer any questions.

Stationed: NSC Hallway By Elevator

Report To: Information Assistant (NSC)

Parking Assistant

Duties: Assist with VIP, Accessibility and Physio parking in the NSC parking lot. Assist with traffic control within the NSC parking lot. Assist with parking in lots B and C. Answer any questions. **Required to wear Safety Vest from Parking Lead**

Stationed: NSC Parking Lot, Parking Lots B And C

Report To: Parking Lead & Information Assistant (NSC)

Ticket Scanner Lead & Assistant

Duties: Greet guests and scan tickets at the door of the Ceremony. Guests without a ticket are directed to the Main Hallway of the NSC or to the NSC Information desk. Live fee viewing room is Canfor Theator. Answer any questions. Lead will assist Event Assistants with training and questions.

Stationed: NSC Ceremony Entrance

(Two @ Main Entrance, Two @ Gym Lower Level Entrance)

Report To: Ticket Scanner Lead → Information Assistant (NSC)

Runner – NSC/Campus

Duties: Communicate information between Information Desk, Field House, and Ceremony area. Run parcels or documents from NSC to Campus. Answer any questions.

Stationed: NSC Field House 2

Report To: Event Coordinator – Convocation

Platform Party Host & Assistant

Duties: Welcome Platform Party guests and check them in. Assist with gowning & pin hoods in place (if necessary). Keep room tidy and organized. Have food/beverage items restocked when necessary. Answer any questions.

Stationed: NSC Wolf Den

Report To: Information Assistant (NSC)

VIP Host & Assistant

Duties: Welcome VIP guests and check them in. Ensure VIP guests are escorted to their seats prior to the Ceremony. Assist with gowning if required. Keep room tidy and organized. Have food/beverage items restocked when necessary. Answer any questions.

Stationed: NSC Studio 1

Report To: Information Assistant (NSC)

Ceremony

Student Marshal Lead & Assistants

Duties: Assist Student Marshal Lead in arranging graduands in Processional line up. Provide assistance to graduands when necessary. Answer any questions. Assist in emergency procedures. Lead will assist Event Assistants with training and questions.

Stationed: Student Services Street & NSC

Report To: Student Marshal Lead → Events Coordinator – Convocation

Faculty Marshal Lead & Assistant

Duties: Assist Faculty Marshal Lead with faculty line up. Relay faculty numbers to Facilities for stage placement. Answer any questions. Lead will assist Event Assistants with training and questions.

Stationed: NSC Field 2

Report To: Faculty Marshal Lead → Events Coordinator – Convocation

Faculty Gowning Assistant

Duties: Assist Faculty with their regalia and answer any questions. Assist Faculty Marshals with the procession line at the bus loop area to cheer on graduates.

Stationed: NUSC Meeting Room

Report To: Faculty Marshal Lead

Stage Assistant

Duties: Prep stage area before ceremonies to ensure proper layout & seats designated with appropriate name cards, ensure all items on stage tables that will be handed out during the ceremony by the University Registrar. Assist with facilitating platform party seating on stage. Ensure water bottles are in appropriate areas on stage.

Stationed: NSC Stage

Report To: Event Coordinator - Convocation

Parchment Distributor Lead & Assistant

Duties: Keep parchments secure. During ceremony hand correct parchments to graduands. Keep the line moving. Lead will assist Event Assistants with training and questions.

Stationed: NSC Gymnasium Off Stage

Report To: Event Coordinator - Convocation

Usher Lead & Usher - Floor

Duties: Assist with guest seating and inquiries during Ceremony. Prevent guests from going into graduate seating section and accessibility seating section. Assist the Usher—Accessibility as needed. Lead will assist Event Assistants with training and questions. Answer any questions.

Stationed: NSC Floor - General Seating And Accessibility Section. During The Ceremony Sit In Available Chairs Or Stand Off To The Side.

Report To: Lead Usher → Events Coordinator – Convocation

Usher - Accessibility

Duties: Guide guests to the Accessibility seating section. Answer any questions.

Stationed: NSC Lower Level First Entrance

Report To: Lead Usher

Usher - Bleachers

Duties: Assist with guest seating and inquiries during Ceremony. Try to ensure there are no bottlenecks and crowding. Answer any questions.

Stationed: One Usher At The Entrance And The Others On The Bleachers.

Report To: Lead Usher

Usher - Photo Area

Duties: Direct graduates to photo area and assist with getting the graduate ready for their photo. Keep line moving. Answer any questions.

Stationed: NSC Photo Pit

Report To: Lead Usher

Field House Usher

Duties: Welcome graduands, assist where necessary, help Student Marshal Lead if needed, watch items left in Field House during ceremony. Answer any questions.

Stationed: Field House

Report To: Lead Usher → Information Assistant

Timekeeper / Usher

Duties: Time the entire Ceremony to keep Ceremony on time. Keep detailed notes for protocol purposes and update if schedule runs over. Before Ceremony, direct guests to available seating as instructed by Lead Usher, making sure there are no bottlenecks. Answer any questions.

Stationed: NSC Gymnasium Stage

Report To: Lead Usher → Events Coordinator – Convocation

Proclaimer

Duties: Announce instructions to students. Lead processional line to the NSC. Help in Field House with student line ups and procession into gymnasium. Guides recession back to campus. Answer any questions.

Stationed: Campus/NSC

Report To: Events Coordinator – Convocation

**You helped to make this day
wonderful. The convocation
office thanks you for
understanding the importance
of convocation, for lending a
hand, for being enthusiastic,
and for being you!**