

Convocation Event Assistant Handbook

May 2024

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Lead Points of Contact & Locations

Jen Heard	Campus Lead
Marlene Cannon	Parking Lead
Jo-Anne Woods and Cindy McMullen	Registration Leads
Joyce Henley	Phonetics Lead
Stacey Linton	Gowning Lead
Tamara Sweet & Dakota Den Duyf	Student Marshall Leads
Shari Terhaar & Leslie Burke	Lead Ushers
Tammy Klassen Ross	Faculty Marshall Lead
Selina Ross and Kathy Shaw	NSC Greeter Leads
Katherine Fedyk	Ticket Scanner Lead
Katherine Yakemchuk and Katie Bracey	Parchment Distributor Leads
Lesley Haines	NSC – Gymnasium Lead
Wendee Copeland	NSC - Information Assistant Lead
Julia Babicz	Booking & Events Coordinator (NSC)
Candice Secrist	Food Services

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

Event Lead, Lesley Haines 778-349-5570

Tips & Important Details

- Wear comfortable shoes. You will be standing for long periods of time.
- In case of rain, bring an umbrella.
- If you are seeking or directing guests to food options please indicate the following:
 1. Col Juicery at the NSC will be open 8:30am – 3:30pm.
 2. The Agora Dining Hall will be open until 3:00pm with a limited menu.
 3. Degrees in the Teaching and Learning Building will be open 8:00am – 3:00pm.
 4. Degrees in the Northern Undergraduate Success Centre will be open 8:30am - 2:30pm.
 5. The Thirsty Moose will be open 11:00am – 3:00pm.
- Please set cell phones on vibrate during each Ceremony.
(emergency phone numbers are listed on the back of your name tag)
- Parking in parking lots A, B, and C are free on Convocation Day. The NSC parking is reserved for members of the Platform Party, VIPs, and for those with specific Accessibility parking passes. All other guests must park in lots A, B, or C.
- A complimentary lunch is provided to all Event Assistants as well as the Platform Party, VIPs and Faculty who are in both ceremonies.
- 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 June 3 or 4 to the
Office of the Registrar via the Enrolment Services Desk.
Do not return to the Bookstore.**

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
Lobby

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

Student regalia pick up
Canfor Winter Garden

7:30am – 8:30am

Graduand registration & gowning
Bentley Centre

8:30am – 9:00am

Processional line-up
Student Services Street

9:00am – 9:30am

Graduand procession to the NSC
(rain or shine)

9:30am – 11:30am

Convocation Ceremony
NSC Gymnasium

11:45am

Class photo
Agora Courtyard steps

Ceremony 2

10:00am – 1:00pm

Student regalia pick up
Canfor Winter Garden

10:00am – 1:00pm

Graduand registration & gowning
Bentley Centre

1:10pm

Class Photo
Agora Courtyard steps

1:30pm – 2:00pm

Processional line-up
Student Services Street

2:00pm – 2:30pm

Graduand procession to the NSC
(rain or shine)

2:30pm – 4:30pm

Convocation Ceremony
NSC Gymnasium

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

FAQ

Where are Regalia pick up and returns?

The Canfor Winter Garden.

Where is Student Registration and Gowning?

The Bentley Centre.

What if the Student did not order Regalia?

Direct the student to the Canfor Winter Garden.

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 Northern Sport Centre (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?

For those guests who cannot get a guest ticket for the NSC Gymnasium, there will be a live stream/ audience overflow area at the main campus in the Canfor Theatre (Room 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 (Room 6-213).

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 (6-250 and 6-252) and then process over to the NSC with the graduates, lining up in Field House 2. If they are in the Platform Party, they will go to the Wolf Den. If they are a VIP they will go to Studio 1.

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 Agora courtyard and hoot and holler.

Event Assistant Emergency Protocol

1. If you are near the person in distress, alert UNBC Security, and/or report the incident to your Lead, (do NOT call 911) and aid if required.
2. Ask those around you to remain seated and calm, while waiting for UNBC Security and/or the Orator/DJ to provide further instruction.
3. Most situations will require only UNBC Security to respond.
4. If more is needed – such as an evacuation, the Orator/DJ will advise Student Marshals/Campus Leads to don reflective vests. The Manager of Occupational Health & Safety will advise other areas/ levels at the NSC/on Campus of the need to evacuate.
5. Marshals and Leads will lead respective groups to Muster Stations outside via the nearest safe exit. Remember to remain calm and assist others if extra help is needed for safe evacuation.
6. 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.**

Main Campus Muster Stations

1. **Parking Lot A (first 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.**

Event Assistant Positions

Event Assistants: Please check in/out with your Lead

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

Campus Greeter

Duties: Direct people to appropriate areas (e.g., registration, Agora, 7-212...)

Stationed: Agora Courtyard

Usher – Canfor Theatre

Duties: Assists with guest seating and inquiries during the live feed of the ceremonies.

Stationed: Canfor Theatre: 6-213

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: Winter Garden Hallway - across from Bookstore

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

Alpha

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

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

Parking Lead

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 A, B, and C. Answer any questions.

Stationed: NSC Parking Lot & Parking Lots A, B & C

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 A, B, and C. Answer any questions. **Required to wear Safety Vest from Parking Lead

Stationed: NSC Parking Lot & Parking Lots A, B & C

Registration Leads

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: 7-172

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: 7-172

Registration Assistant

Duties: Register grads for their Ceremony. Check for proper ID. Once grads are registered direct them to the gowning area. Answer any questions.

Stationed: Bentley Centre: 7-172

Phonetics Lead

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: 7-170

Phonetics 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.

Stationed: Bentley Centre: 7-170

Gowning Lead

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

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

Gowning Assistant

Duties: Assist grads with their regalia then direct them to the mandatory Phonetics Area. Answer any questions.

Stationed: Bentley Centre: Alumni Lounge

Student Marshall Leads

Duties: Arrange 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

Student Marshall Assistants

Duties: Assist Student Marshall Leads in arranging graduands in Processional line up. Provide assistance to graduands when necessary. Answer any questions. Assist in emergency procedures.

Stationed: Student Services Street & NSC

Lead Ushers

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.

Stationed: NSC Floor - General Seating & Accessibility Section

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.

Stationed: NSC Floor - General Seating & Accessibility Section. During the Ceremony Sit in Available Chairs or Stand Off to the Side.

Usher - Accessibility

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

Stationed: NSC Lower Level First Entrance

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 other on the bleachers.

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

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 Floor

Faculty Marshall Lead

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

Stationed: NUSC Event Space and NSC Field 2

Faculty Marshall Assistant

Duties: Assist Faculty Marshal Lead with faculty line up. Relay faculty numbers to Facilities for stage placement. Answer any questions.

Stationed: NUSC Event Space and NSC Field 2

NSC Greeter

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

Greeter 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

Ticket Scanner Lead

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 feed viewing room is Canfor Theator. Answer any questions. Lead will assist Event Assistants with training and questions.

Stationed: NSC Ceremony Entrance & Gym Lower Level Entrance

Ticket Scanner 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 feed viewing room is Canfor Theator. Answer any questions.

Stationed: NSC Ceremony Main Entrance & Gym Lower Level Entrance

Parchment Distributor Leads

Duties: Keep parchments secure. During Ceremony hand correct parchments to graduands. Keep the line moving.

NSC Gymnasium Floor

NSC Gymnasium Lead

Duties: Oversee Ceremony and assist Leads as needed

NSC Gymnasium Floor

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

NSC Information Lead

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

Information Assistant

Duties: Assist graduates and guests. Assist with ticket issues and print tickets if required. Answer any questions.

Stationed: Information Desk NSC

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

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

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

Platform Party Host

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. Line-up and lead Platform Party for procession. Answer any questions.

Stationed: NSC Wolf Den

Platform Party Assistant

Duties: Assist Platform Party Host to: 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. Line-up and lead Platform Party for procession. Answer any questions.

Stationed: NSC Wolf Den

VIP Host

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

VIP Assistant

Duties: Assist VIP Host to: 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

Family Room Lead**Family Room Assistant**

Duties: Monitor and assist families and children in the family room. Parents are expected to supervise their children.

Stationed: Fieldhouse 1

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

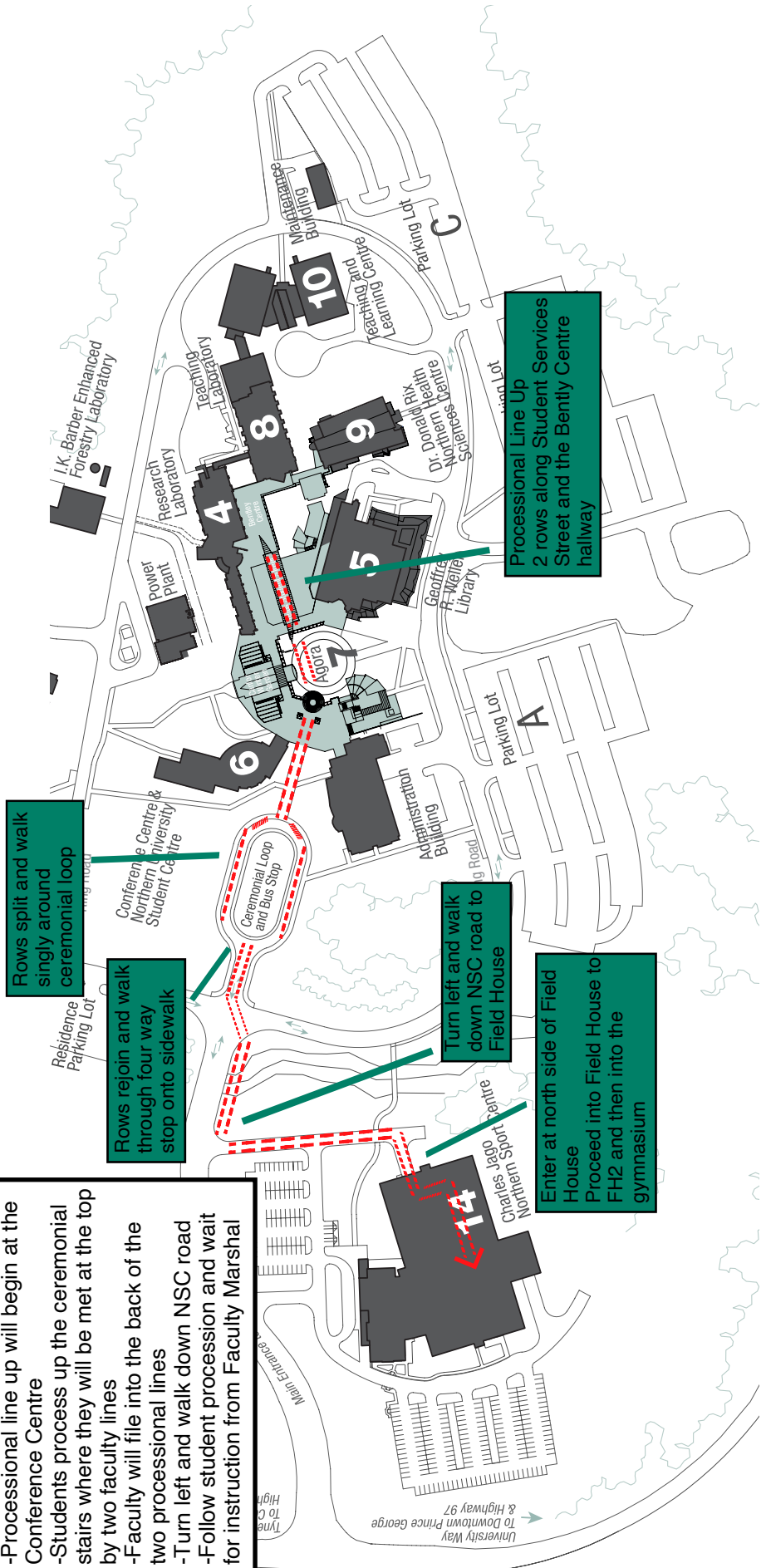
Student & Faculty Processional

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

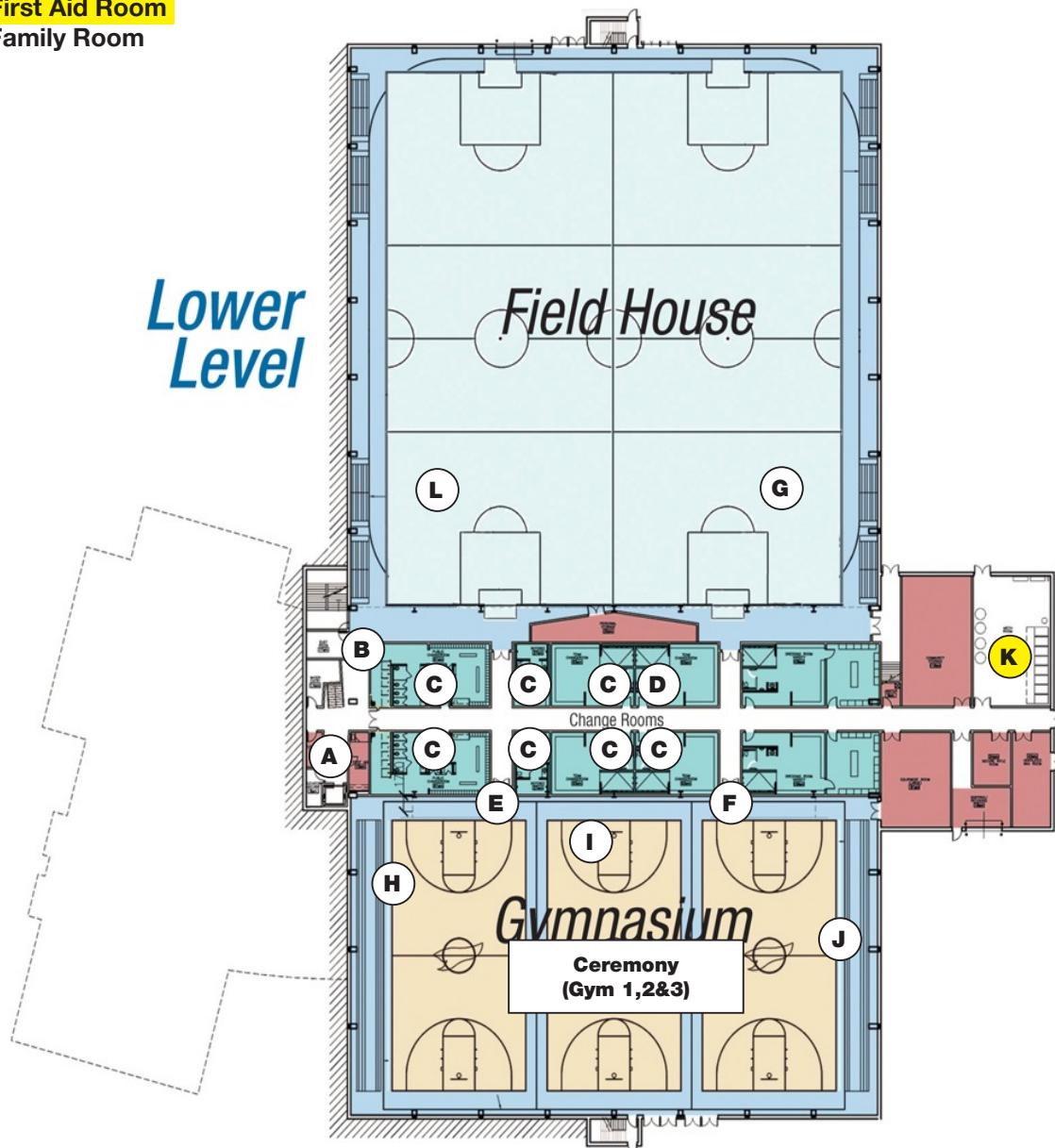
Turn left and walk down NSC road to Field House

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

