**USHER JOB DESCRIPTIONS**

**Usher 1 thru 10 – Entrance Doors**

- Report to Keystone Hall, Room 108 to check-in
- Report to Door Usher Coordinator
- Collect tickets at the entrance doors
- Distribute programs at entrance doors
- Answer general questions/give directions
- Assist with stanchion placement before graduates enter and exit the Fieldhouse
- Assist crowd control as graduates enter and exit the Fieldhouse
- Put empty program boxes outside the Fieldhouse door for removal by Facilities at the end of the commencement ceremony
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 11 – Exit Door**

- Report to Keystone Hall, Room 108 to check-in
- Report to Door Usher Coordinator
- Monitor the designated exit door for guests that need to exit the Fieldhouse after they already entered (This mainly occurs when guests need to use the restrooms.)
- Distribute a ticket to each guest as they exit so they can re-enter
- Answer general questions/give directions
- Assist with stanchion placement before graduates enter and exit the Fieldhouse
- Assist crowd control as graduates enter and exit the Fieldhouse
- Assist Door Usher Coordinator with moving stanchions to Standing Room Only area after the ceremony (afternoon only at spring commencement)
- In case of an emergency, assist with removing stanchions so guests can safely exit the fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 12 – Triple Doors**

- Report to Keystone Hall, Room 108 to check-in
- Report to Door Usher Coordinator
- Responsible for keeping guests from using stairs to Keystone Hall as graduates enter and exit the Fieldhouse
- Answer general questions/give directions
- Assist Door Usher Coordinator with moving stanchions to Standing Room Only area (afternoon only at spring commencement)
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 13 – Platform Guests**

- Report to Keystone Hall, Room 108 to check-in
- Report to Floor Usher Coordinator
- Assist with seating platform guests on check list
- Answer general questions/give directions
- Assist Floor Usher Coordinator with moving stanchions to Standing Room Only area at the end of the commencement ceremony (afternoon only at spring commencement)
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 14 thru 16 – Accessible Seating**

- Report to Keystone Hall, Room 108 to check-in
- Report to Floor Usher Coordinator
- Assist with seating guests on check list who need special accommodations
- Answer general questions/give directions
- Assist Floor Usher Coordinator with the removal of all signage and ribbons from the Accessible Seating area at the end of the commencement ceremony (afternoon only at spring commencement)
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 17 – Accessible Seating Runner**

- Report to Keystone Hall, Room 108 to check-in
- Report to Floor Usher Coordinator
- Assist with seating guests who need special accommodations by greeting them at the entrance door and assisting them with locating the accessible seating area
- Answer general questions/give directions
- Assist Floor Usher Coordinator with the removal of all signage and ribbons from the Accessible Seating area at the end of the commencement ceremony (afternoon only at spring commencement)
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 18 thru 21 – Aisle**

- Report to Keystone Hall, Room 108 to check-in
- Report to Floor Usher Coordinator
- Assist with general seating
- Responsible for keeping guests out of the graduate seating area
- Responsible for maintaining clear aisles throughout the commencement ceremony
- Answer general questions/give directions
- Responsible for crowd control as graduates enter and exit the Fieldhouse
- In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 22 thru 24 – Arena Hallway**

- Report to Keystone Hall, Room 108 to check-in
- Assist with stanchion set-up in the hallways
- Prevent parents and guests from using stairs to Fieldhouse as well as access to hallways designated for faculty and platform guest robing
- Answer general questions/give directions
- Assist with moving hallway and arena stanchions to the Fieldhouse at the end of the ceremony (afternoon only at spring commencement)
- Return name tag to Keystone Hall, Room 108

**Usher 25 thru 27 – Arena Lobby**

- Report to Keystone Hall, Room 108 to check-in
• Report to commencement staff leaders
• Assist with stanchion set-up in hallways
• Answer general questions/give directions
• Assist with moving arena stanchions to the Fieldhouse office at the end of the ceremony (afternoon only at spring commencement)
• Report to the Floor Usher Coordinator in Fieldhouse for reassignment (Usher 25)
• Return name tag to Keystone Hall, Room 108

**Usher 28 thru 33 – Student Robing**

• Report to Keystone Hall, Room 108 to check-in
• Report to Student Robing Coordinator
• Assist College Deans with handing out index cards to students
• Report to the Floor Usher Coordinator in Fieldhouse for reassignment when graduates line up to process
• Return name tag to Keystone Hall, Room 108

**Usher 34 – Elevator**

• Report to Keystone Hall, Room 108 to check-in
• Report to commencement staff leaders
• Assist guests in using elevator
• Return name tag to Keystone Hall, Room 108

**Usher 35 thru 38 – Shuttle Ambassador**

• Report directly to the shuttle bus in the Beekey parking lot (A-2)
• Ride the shuttle to provide information from 7 a.m. until 9:15 a.m. for the morning shift and from 12 noon until 2:15 p.m. for the afternoon shift.
• Assist guests using the shuttle by answering questions and emphasizing the following important commencement information:
  o Restroom trailers are available in the Fieldhouse parking lot and guests are encouraged to use them before entering the Fieldhouse
  o The ceremony will start promptly at the designated time
  o Guests who are not in their seats by 10 minutes before the hour will have to wait to be seated until the students and commencement participants have processed
Light refreshments are available for purchase at Fresh Market Smoothies but must be consumed prior to entering the Fieldhouse

- Return name tag to Keystone Hall, Room 108 OR to AD 119 on the Monday after commencement

**Usher 39 thru 40 – Curbside Greeter**

- Report to Keystone Hall, Room 108 to check-in
- Assist guests exiting the shuttle by answering questions and emphasizing the following important commencement information:
  - Restroom trailers are available in the Fieldhouse parking lot and guests are encouraged to use them before entering the Fieldhouse
  - The ceremony will start promptly at the designated time
  - Guests who are not in their seats by 10 minutes before the hour will have to wait to be seated until the students and commencement participants have processed
  - Light refreshments are available for purchase at Fresh Market Smoothies but must be consumed prior to entering the Fieldhouse
- Return name tag to Keystone Hall, Room 108

**Usher 41 – Overflow Viewing**

- Report to Keystone Hall, Room 108 to check-in
- Report to commencement staff leaders
- Assist guests in the Overflow Viewing area located in the Rec Center
- Distribute programs, answer questions and direct quests as needed
- Return name tag to Keystone Hall, Room 108

**Door Usher Coordinator**

- Report to Keystone Hall, Room 108 to check-in
- Responsible for Ushers 1 through 11 at the entrance and exit doors
- Distribute and collect assisted listening devices for guests who are hearing impaired
- Ensure that the door near the flower table becomes the only entrance during the processional into the Fieldhouse
- Close all other entrance and exit doors until after graduates are at their seats
• Responsible for keeping guests from the processional aisle as the graduates enter and exit the Fieldhouse
• Ensure that guests who wish to stand are in the Standing Only area
• Monitor the Video Section area
• Put the empty program boxes outside the Fieldhouse door for removal by Facilities at the end of the commencement ceremony
• In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
• Return name tag to Keystone Hall, Room 108

Faculty Coordinator

• Report to Keystone Hall, Room 108 to check-in
• Assist Faculty to robe, assemble and process into the Fieldhouse
• Return name tag to Keystone Hall, Room 108

Floor Usher Coordinator

• Report to Keystone Hall, Room 108 to check-in
• Responsible for Ushers 12 through 18 in the interior of the Fieldhouse
• Responsible for keeping all the main aisles of the seating areas clear throughout the commencement ceremony
• Monitor the Platform Guest and Accessible Seating areas
• Ensure that guests who wish to stand are in the Standing Only area
• Move ushers to the back aisle to keep guests from interfering with graduates as they enter and exit the Fieldhouse
• Remove posthumous degree signs after the ceremony, if applicable
• Collect rubber bands, blank index cards, unopened water bottles, and extra programs from stage and deliver to Keystone Hall, Room 108
• In case of an emergency, assist with removing stanchions so guests can safely exit the Fieldhouse
• Return name tag to Keystone Hall, Room 108

Graduate Student Coordinator

• Report to Keystone Hall, Room 108 to check-in
• Work with graduate students to assemble and understand the hooding portion of the ceremony
• Return name tag to Keystone Hall, Room 108

**Platform Guest Usher Coordinator**

• Report to Keystone Hall, Room 108 to check-in
• Answer questions and provide directions to platform guests
• Line up the platform guests for procession into the Fieldhouse
• Assist with lining up faculty along the back stanchions in the Fieldhouse before the graduates enter and exit the Fieldhouse
• Return name tag to Keystone Hall, Room 108

**Student Usher Coordinator**

• Report to Keystone Hall, Room 108 to check-in
• Responsible for Ushers 25 through 31 in the Keystone Arena
• Place programs on tables for distribution to graduates
• Make appropriate announcements, including ones about being hydrated and seeking out an usher if not feeling well
• Coordinate the lineup of graduates for the processional into the Fieldhouse
• After the graduates process into the Fieldhouse, clear off the tables and return cards and pens to Keystone Hall, Room 108 (afternoon only at spring commencement)
• Ensure Ushers 25 through 31 are sent to the Floor Usher Coordinator in Fieldhouse for reassignment prior to the commencement ceremony.
• (Winter commencement) Return college banners to Fieldhouse office after the graduates process
• (Spring commencement) Return morning banners to Fieldhouse office; retrieve afternoon banners and set up by noon; return afternoon banners to Fieldhouse office after the graduates process
• Return name tag to Keystone Hall, Room 108