

Roles and Responsibilities of Convocation Volunteers

Click on a role below to navigate to its description.

- [Accessibility Assistant](#)
- [Assistant Marshal](#)
- [Call Card Pick-Up](#)
- [Card Scanner](#)
- [Flower Check](#)
- [Guest Greeter](#)
- [Navigation Assistant](#)
- [Orator](#)
- [Student Line-Up Space](#)
- [Student Greeter](#)
- [Support Staff Entrance](#)
- [Usher](#)

Helpful Information for all Volunteers

Timing: Ceremonies begin at 10:00AM and 3:00PM. All volunteer roles begin before the ceremony start time; each role is unique – please see the volunteer role description for a specific start time. Ceremonies last about 1.5 hours.

Entrance Point: All volunteers are asked to enter Alumni Hall through the South Loading Dock door. Please view the [Entrance Map](#) for clarification.

Attire: All volunteers should wear comfortable clothing and shoes. Please see your volunteer role description for specific information about attire – you may be provided with regalia or a purple volunteer t-shirt.

Call Card Definition: A Call Card is a white card with a graduate's full legal name, their pronunciation, a barcode, a line-up number, and various other information.

Navigating Dynamics: Your role at Convocation is incredibly important, and we truly value your contribution. Depending on various factors, like the number of volunteers, the number of graduates, and even the weather, the level of activity in your role may vary. If we find that other areas need more support or if there are an abundance of volunteers in your role, you may be reassigned to another volunteer role on the day of your shift.

Key Locations:

- Alumni Hall
 - Room 110: Volunteer hub – where Volunteers pick up regalia or t-shirts, supplies, leave personal belongings, and grab a snack; quiet space for nursing, prayer, etc.
 - Room 101: Usher meeting point; green room for photographers
 - Room 15 (in basement): Graduate line-up space
 - Auditorium: Location of ceremony (the large gym/hall)
 - Lobby: Guest entrance point
- Mustang Lounge: Graduates pick up their regalia and their Call Card before the ceremony, and drop off regalia and pick up their degree after the ceremony
- Cronyn Observatory: Flower Check; guests can also check large bags, strollers, etc.
- Parking Lots: Huron Flats Lot, South Valley Lot

Maps:

- [Alumni Hall Entrance Map](#) – shows the entrance locations for volunteers, graduates, guests
- [Convocation Locations Map](#) – shows the key Convocation locations on campus



Usher	
Role Description and Responsibilities	<p>The role of Usher is broken down into various roles supporting guests and graduates. These sub-roles are assigned by the Chief Usher either by email two days prior to the ceremony, or in person before your shift.</p> <p>Ushers will be assigned to the following responsibilities:</p> <ul style="list-style-type: none"> • Greet guests at the guest entrance and direct them to the Alumni Hall Auditorium, washrooms, elevators, etc. • Support the ticket-checking process, and help ensure flowers are checked at the Cronyn Observatory • Hand out program cards to guests • Provide re-admit tickets to guests wishing to exit Alumni Hall and return later; collect re-admit tickets upon re-entry • Support guests with accessibility needs to their seats, and any support required • Support the VIP section of guests, ensuring all guests are finding appropriate seats • Maintain order during the ceremony, and explain where guests may or may not walk, stand or take pictures during the ceremony • Support the Assistant Marshals in getting graduates to the stage during the ceremony
Attire	This role will be provided with purple usher regalia; please provide your height and highest degree designation. (Usher regalia does not have a zipper, only a small clasp at the neck; please keep this in mind when choosing your attire.)
Attendance	Morning ceremony: 8am-12pm Afternoon ceremony: 1pm-5pm
Meeting Location	Pick up your regalia in Alumni Hall Room 110. Meet Chief Usher in Alumni Hall Room 101. Ushers can leave their personal belongings in either room.
Key Contact on the Day of the Ceremony	Chief Usher
Training/Notes	An email will be provided from the Chief Usher prior to your ceremony shift with staging and location information. Upon arrival, the Chief Usher will provide training information to all Ushers regarding their individual roles.
Eligibility	Ushers may be either faculty, staff, students, or emeriti professors.



Assistant Marshal	
Role Description and Responsibilities	<p>Each ceremony will have two Assistant Marshals – an Assistant Floor Marshal and an Assistant Stage Marshal. These roles are assigned by the Marshal upon arrival.</p> <ul style="list-style-type: none"> • The Marshal and the two Assistant Marshals will lead the graduates from the Graduate Assembly Room (Alumni Hall Room 15) to the Auditorium and will see that they are seated correctly. • Assist late graduates and attempt to feed them into their correct positions in the procession. • Assistant Stage Marshal will help graduates cross the stage and provide assistance to the Chief Public Orator in collecting graduate Call Cards. • Assistant Floor Marshal will assist graduates to leave their seats and get to the stage quietly and in order; they will be assisted by the Ushers. • Prompt the graduates out after the ceremony as part of the Academic Procession; support in ushering guests out of the Auditorium.
Attire	This role will be provided with Western regalia unless you have your own; please provide your height and highest degree designation.
Attendance	Morning ceremony: 8:15am-12pm Afternoon ceremony: 1:15pm-5pm
Meeting Location	Pick up regalia in Alumni Hall 110. Meet Marshal in Alumni Hall 110.
Key Contact on the Day of the Ceremony	Marshal
Training/Notes	The Marshal will provide instructional information to the Assistant Marshals upon arrival.
Eligibility	Assistant Marshals may be full-time or part-time faculty members or members of staff within the faculty.



Orator	
Role Description and Responsibilities	<p>Each ceremony will have at least two orators who will read the names of graduates as they cross the stage. The Chief Public Orator will take Graduate Call Cards from the Assistant Stage Marshal and hand them at the appropriate time to the Orator in sets of two. The Orator will then read the names on the cards. The list of phonetic pronunciations of all graduates for your assigned ceremony will be provided via email at least 48 hours before the ceremony. You will be introduced to the other orators supporting your ceremony and encouraged to split the list of names evenly among the orators and practice the names in advance.</p> <p>Orators also:</p> <ul style="list-style-type: none"> • Review, study and practice the phonetic list before the ceremony, noting all the names that require a graduate's input or confirmation; then, prior to the ceremony, meet with graduates in Alumni Hall 15 and confirm pronunciation of names. • Manage the oral components of ceremony including reading the names of graduates as they cross the stage, announcing gold medal winners as indicated on their Call Card, and announcing new degree types as indicated on Degree Cards. • Join the Academic Procession before it enters the Auditorium (ten minutes before start of ceremony); seating will be provided on stage.
Attire	This role will be provided with Western regalia unless you have your own; please provide your height and highest degree designation.
Attendance	Morning ceremony: 9:15am-12pm Afternoon ceremony: 2:15pm-5pm
Meeting Location	Pick up regalia in Alumni Hall 110. Meet Chief Public Orator in Alumni Hall 110.
Key Contact on the Day of the Ceremony	Chief Public Orator
Training/Notes	The Chief Public Orator will provide information for stage activities, cues, seating, and more before the ceremony.
Eligibility	Orators may be full-time or part-time faculty members. An Orator should have a clear, strong, confident speaking voice that will be understood by members of the audience.



Card Scanner	
Role Description and Responsibilities	<p>Each ceremony will have at least one card scanner. The role is as follows:</p> <ul style="list-style-type: none"> • The President will call upon the Public Orators to call the names of the graduates. Marshals will lead the graduates to the stage. • The Card Scanner will move towards the stage, and at the bottom of the steps on stage-left they will retrieve the scanner. • As graduates come up the stairs to cross, the Card Scanner will take each graduate's Call Card, scan their barcode, and return the Call Card back to the graduate. This will ensure the graduate's name is displayed on the screen when they cross the stage. • Seating for the Card Scanner will be provided in the VIP Section.
Attire	This role will be provided with Western regalia unless you have your own; please provide your height and highest degree designation.
Attendance	Morning ceremony: 8:45am-12pm Afternoon ceremony: 1:45pm-5pm
Meeting Location	Pick up regalia in Alumni Hall 110. Meet Convocation Coordinator in Alumni Hall 110.
Key Contact on the Day of the Ceremony	Convocation Coordinator
Training/Notes	Before the ceremony, the Convocation Coordinator will show the Card Scanner how to use the scanner, where to sit, and where to stand.
Eligibility	Card scanners may be either faculty, staff, students, or emeriti professors.



Flower Check	
Role Description and Responsibilities	<p>These volunteers will manage the Flower Check. This is a team of at least two volunteers.</p> <p>All guests bringing flowers for graduates must check their flowers before entering Alumni Hall for the following reasons:</p> <ul style="list-style-type: none"> • Scent sensitivity • Wetness on cloth seats • Space availability • Sound of plastic rustling <p>The Flower Check volunteers will:</p> <ul style="list-style-type: none"> • Greet guests who bring flowers to convocation. • Label the flowers with a ticket stub and tape, and provide the other two ticket stubs to the guest. • Arrange the flowers on a table for easy pick-up post-ceremony. • Ensure the safekeeping of all items kept in the flower check space. • Wait until after the ceremony to assist guests in finding their flowers using the ticket stub numbers. <p>Other items that can be checked:</p> <ul style="list-style-type: none"> • Bags larger than 12x12x6 inches (medical/diaper bags allowed in ceremony) • Other gifts that are not flowers • Strollers, walkers, etc.
Attire	This role will be provided with a volunteer T-shirt (to keep); a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it.
Attendance	Morning ceremony: 8:15am-12pm Afternoon ceremony: 1:15pm-5pm
Meeting Location	Pick up volunteer t-shirt in Alumni Hall 110. Meet Convocation Coordinator in Alumni Hall 110 for further instructions.
Key Contact on the Day of the Ceremony	Convocation Coordinator
Training/Notes	Instructions will be provided to volunteers before the ceremony.
Eligibility	Flower Table representatives may be either faculty, staff, students, or emeriti professors.



Student Line-Up Space	
Role Description and Responsibilities	<p>Graduates arrive in Alumni Hall Room 15 with their regalia and their Call Card. In this space, graduates put on their regalia, and are provided with instructions on how to line-up for the ceremony.</p> <p>Volunteers in this space:</p> <ul style="list-style-type: none"> • Proactively greet graduates, and collect the lanyard that the Call Card came in. • Assist graduates with adding phonetic pronunciation to their Call Cards. • Answer graduate questions. • Be available to help hood graduates and show doctoral graduates how to hold their hoods. • Direct any unique situations (no Call Card, lost Call Card, etc.) to the room lead. • Help graduates find supplies they may need: tape, safety pins, band-aids, etc. • Support the line-up process so graduates are in the proper order to be marshalled into the Auditorium.
Attire	<p>This role will be provided with a volunteer T-shirt (to keep); a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it.</p>
Attendance	<p>Morning Ceremony: 8am-10:30am Afternoon Ceremony: 1pm-3:30pm</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. Meet Convocation Coordinator in Alumni Hall 15 for further instructions.</p>
Key Contact on the Day of the Ceremony	<p>Convocation Coordinator</p>
Training/Notes	<p>It is recommended that you watch the video demonstration of hooding in advance that can be found on the Volunteer OWL Site>Volunteer Resources>Training; the Convocation Coordinator will also provide a demonstration before your shift. Further instructions for this role will be provided upon arrival for your shift.</p>
Eligibility	<p>Student Line Up Space volunteers may be either faculty, staff, students, or emeriti professors.</p>



Call Cards	
Role Description and Responsibilities	<p>When picking up their regalia, graduates will also pick up their Call Card. These cards are organized alphabetically and placed into a lanyard before being provided to the graduate. Volunteers will:</p> <ul style="list-style-type: none"> • Proactively greet graduates. Ask to see photo identification: <ul style="list-style-type: none"> • Western One Card • Government issued photo ID • Can be digital • Provide the graduate's Call Card in a plastic lanyard and instruct them to keep it safe. This is their "ticket" into Alumni Hall and is used to read their name in the ceremony. • Direct graduates to pick up their regalia and proceed to Alumni Hall Room 15 to line-up.
Attire	<p>This role will be provided with a volunteer T-shirt (to keep); a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it.</p>
Attendance	<p>Shift One: 7:30am-10:15am (4 volunteers needed) Shift Two: 10:15am-12:45pm (2 volunteers needed) Shift Three: 12:45p-3:30pm (4 volunteers needed)</p>
Meeting Location	<p>Mustang Lounge, UCC (volunteer T-shirts for this role will also be provided in this location)</p>
Key Contact on the Day of the Ceremony	<p>Call Card Lead</p>
Training/Notes	<p>Further information will be provided when you arrive for your shift.</p>
Eligibility	<p>Call Card volunteers may be either faculty, staff, students, or emeriti professors.</p>



Student Greeter	
Role Description and Responsibilities	<p>Graduates come from Mustang Lounge to Alumni Hall after picking up their regalia and Call Card. Student Greeters ensure graduates know they have reached Alumni Hall and enter through the correct door. These volunteers will:</p> <ul style="list-style-type: none"> • Provide a welcoming atmosphere and help direct graduates to the Graduate Entrance. • Let graduates know to have their Call Card close at hand for review before entry. • Remind graduates to leave belongings with a guest if possible, and to ensure their guests have their tickets. • Direct guests towards the Guest Entrance. • Wait a half hour after the ceremony starts to greet any late graduates. • This role will be required to be outside of Alumni Hall and walking around.
Attire	<p>This role will be provided with a volunteer t-shirt; a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it. This role will require you to be outdoors – please dress appropriately for weather (rain gear, sunscreen, hat, etc.). Bucket hats will be available for use.</p>
Attendance	<p>Morning ceremony: 8:00am-10:30am Afternoon ceremony: 1:00pm-3:30pm</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. Proceed to north side doors of Alumni Hall (Graduate Entrance).</p>
Key Contact on the Day of the Ceremony	<p>Graduate Entrance Lead</p>
Training/Notes	<p>Further information will be provided when you arrive for your shift.</p>
Eligibility	<p>Student Greeters may be either faculty, staff, students, or emeriti professors.</p>



Guest Greeter	
Role Description and Responsibilities	<p>Guest Greeters will:</p> <ul style="list-style-type: none"> • Provide a welcoming atmosphere and help direct guests to the Guest Entrance. • Direct graduates to the Graduate Entrance. • If guests have flowers or gifts for their graduate, direct them to the Flower Check in Cronyn Observatory and provide reasons: <ul style="list-style-type: none"> • Scent sensitivity • Wetness on cloth seats • Space availability • Sound of plastic rustling • Help guests line up in the queue and remind them to have their tickets ready. Provide information for door opening: 1hr30min before ceremony begins. • Direct guests to a seat if they cannot stand for longer periods. • In the case of inclement weather, work with Guest Entrance Lead to move guests to cover. • After the ceremony, direct guests and graduates out of the main lobby doors and encourage them to leave the traffic circle and find photo locations, pick up flowers, pick up graduate's degree. • This role will be required to be outside of Alumni Hall and walking around.
Attire	<p>This role will be provided with a volunteer t-shirt; a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it. This role will require you to be outdoors – please dress appropriately for weather (rain gear, sunscreen, hat, etc.). Bucket hats will be available for use.</p>
Attendance	<p>Morning ceremony: 8am-12pm Afternoon ceremony: 1pm-5pm</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. Proceed to the outdoor area of the front lobby of Alumni Hall (Guest Entrance).</p>
Key Contact on the Day of the Ceremony	<p>Guest Entrance Lead</p>
Training/Notes	<p>Further information will be provided when you arrive for your shift.</p>
Eligibility	<p>Guest Greeters may be either faculty, staff, students, or emeriti professors.</p>



Navigation Assistant	
Responsibilities	<p>Navigation Assistants are positioned in high traffic areas between key Convocation locations on campus. Graduates and guests travel between:</p> <ul style="list-style-type: none"> • the parking lots (primarily Huron Flats and South Valley Lots) • Mustang Lounge in the University Community Centre (for regalia and Call Card pick-up before the ceremony, and regalia return and degree pick-up after the ceremony) • Alumni Hall for the Ceremony itself • The Observatory for flower check <p>Navigation Assistants:</p> <ul style="list-style-type: none"> • provide a welcoming face for graduates and guests. • are available to answer questions. • be a visible marker (purple shirt); by speaking with graduates and guests, you will help guide them around campus. • ensure those with accessibility needs are aware that support will be provided <p>This role will be required to be outside of Alumni Hall and stationed around campus.</p>
Attire	<p>This role will be provided with a volunteer t-shirt; a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it. This role will require you to be outdoors – please dress appropriately for weather (rain gear, sunscreen, hat, etc.). Bucket hats will be available for use.</p>
Attendance	<p>Morning ceremony: 7:30am-10:15pm Afternoon ceremony: 12:30pm-3:15pm</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. Speak with Convocation Coordinator in Alumni Hall 110.</p>
Key Contact on the Day of the Ceremony	<p>Convocation Coordinator</p>
Training/Notes	<p>Further information will be provided when you arrive for your shift.</p>
Eligibility	<p>Navigation Assistants may be either faculty, staff, students, or emeriti professors.</p>



Support Staff Entrance	
Responsibilities	<p>Only three entrances of Alumni Hall are in use during Convocation: a guest entrance, a graduate entrance, and an entrance for support staff (volunteers, staff, vendors, etc.).</p> <p>The volunteer at the Support Staff Entrance will</p> <ul style="list-style-type: none"> • Corroborate names of volunteers, vendors and staff with a provided list of those eligible to enter Alumni Hall during Convocation. • Provide a coloured wristband to each person entering Alumni Hall through that entrance. • Refer to a map of Alumni Hall to direct support staff where they need to go.
Attire	<p>This role will be provided with a volunteer T-shirt (to keep); a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you are encouraged to wear it.</p>
Attendance	<p>Morning ceremony: 7:30am-10:30am Afternoon ceremony: 12:45pm-3:30pm</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. Meet the Convocation Coordinator for further instructions before proceeding to the South Loading dock door stairwell.</p>
Key Contact on the Day of the Ceremony	<p>Convocation Coordinator</p>
Training/Notes	<p>Further information will be provided when you arrive for your shift.</p>
Eligibility	<p>Support Staff Entrance volunteers may be either faculty, staff, students, or emeriti professors.</p>



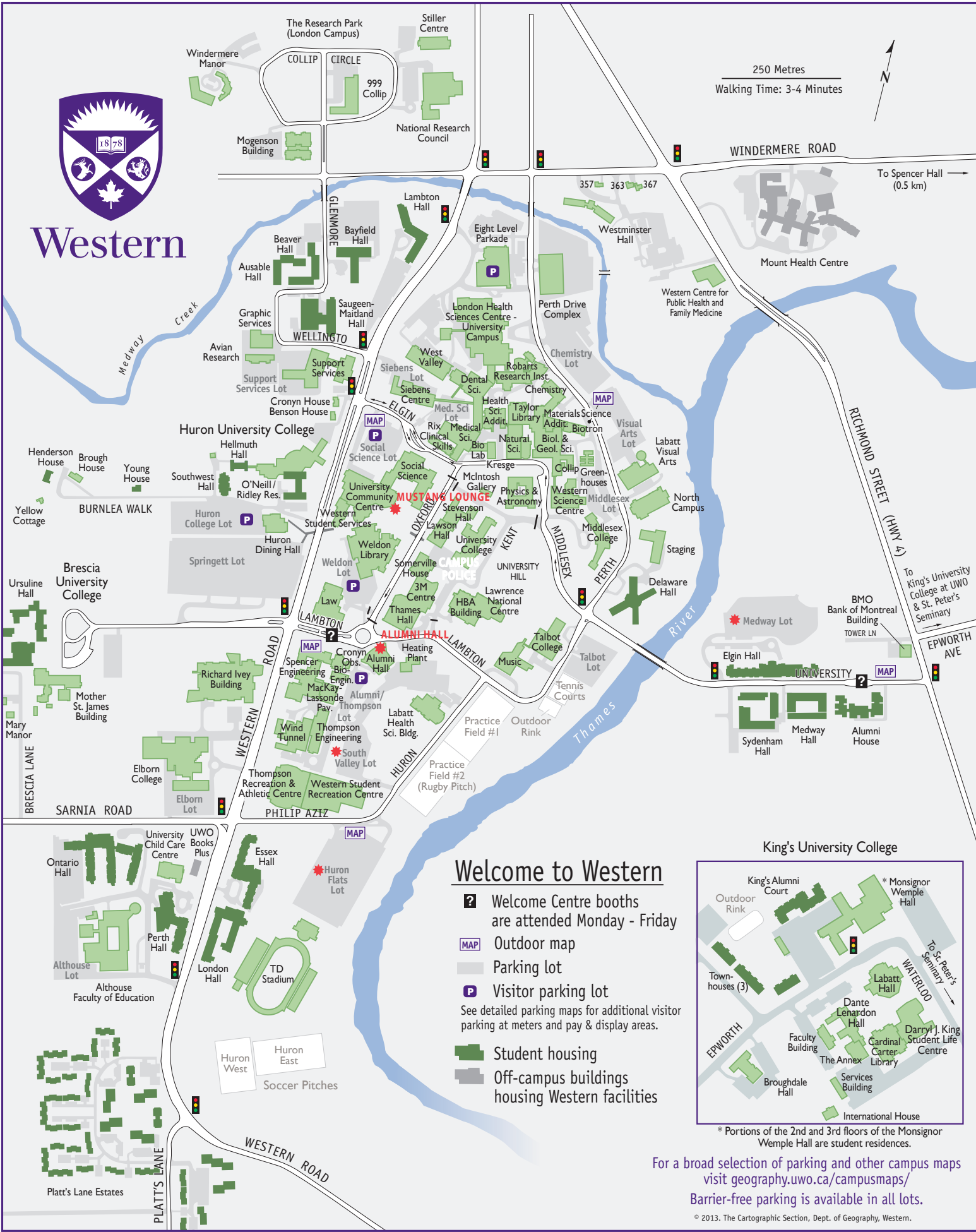
Accessibility Assistant	
Role Description and Responsibilities	<p>Accessibility Assistants:</p> <ul style="list-style-type: none"> • Provide a welcoming atmosphere • Meet guest/graduate requiring assistance and support them during convocation activities • Answer questions the graduates/guests might have about the day <p>Notes:</p> <ul style="list-style-type: none"> • Graduates and guests can register their need for accessible accommodations in advance of Convocation; not all graduates/guests register this need in advance. • For graduates/guests who register an accommodation request in advance and require one-on-one support, the University Secretariat will connect them directly with an accessibility assistant, who will then communicate directly with the graduate/guest, determine what their specific needs are, and make plans for the ceremony. • Accessibility assistants who are not paired up with a specific graduate/guest will be asked to join our Guest Greeter team or another supporting volunteer role, specifically looking out for guests who may require ambulation support to the venue, seating while waiting, etc. • Should a graduate/guest identify a need for one-on-one support upon arrival, the accessibility assistant will provide that support.
Attire	<p>This role will be provided with a volunteer t-shirt; a range of sizes will be available. If you have your own purple Western shirt or a previous Convocation volunteer shirt, you may wear it. This role may require you to be outdoors – please dress appropriately for weather (rain gear, sunscreen, hat, etc.). Bucket hats will be available for use. *If you are paired with a graduate who requires you to support them across the stage, you will need to wear academic regalia.</p>
Attendance	<p>Morning ceremony: 8am-12pm Afternoon ceremony: 1pm-5pm *If the Accessibility Assistant is not paired directly with a graduate or guest, they can end their shift when the ceremony begins.</p>
Meeting Location	<p>Pick up volunteer t-shirt in Alumni Hall 110. If you have not been paired with a graduate/guest, proceed to the outdoor area of the front lobby of Alumni Hall. If you have been paired with a graduate/guest, proceed to your pre-determined meeting point.</p>
Key Contact on the Day of the Ceremony	<p>Convocation Coordinator</p>



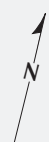
Training/Notes	For graduates/guests requiring one-on-one <i>mobility</i> support, a guide will be provided with details about the day and how an accessibility assistant can provide support.
Eligibility	This role is typically filled by members of staff.



Western

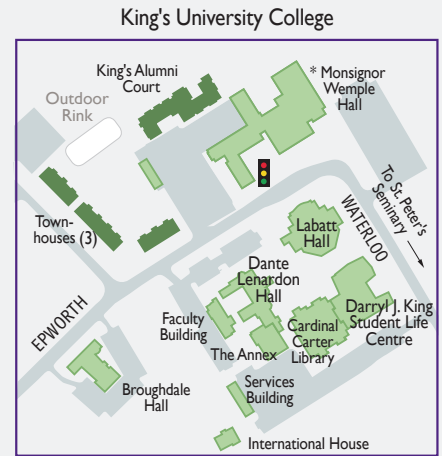


250 Metres
Walking Time: 3-4 Minutes



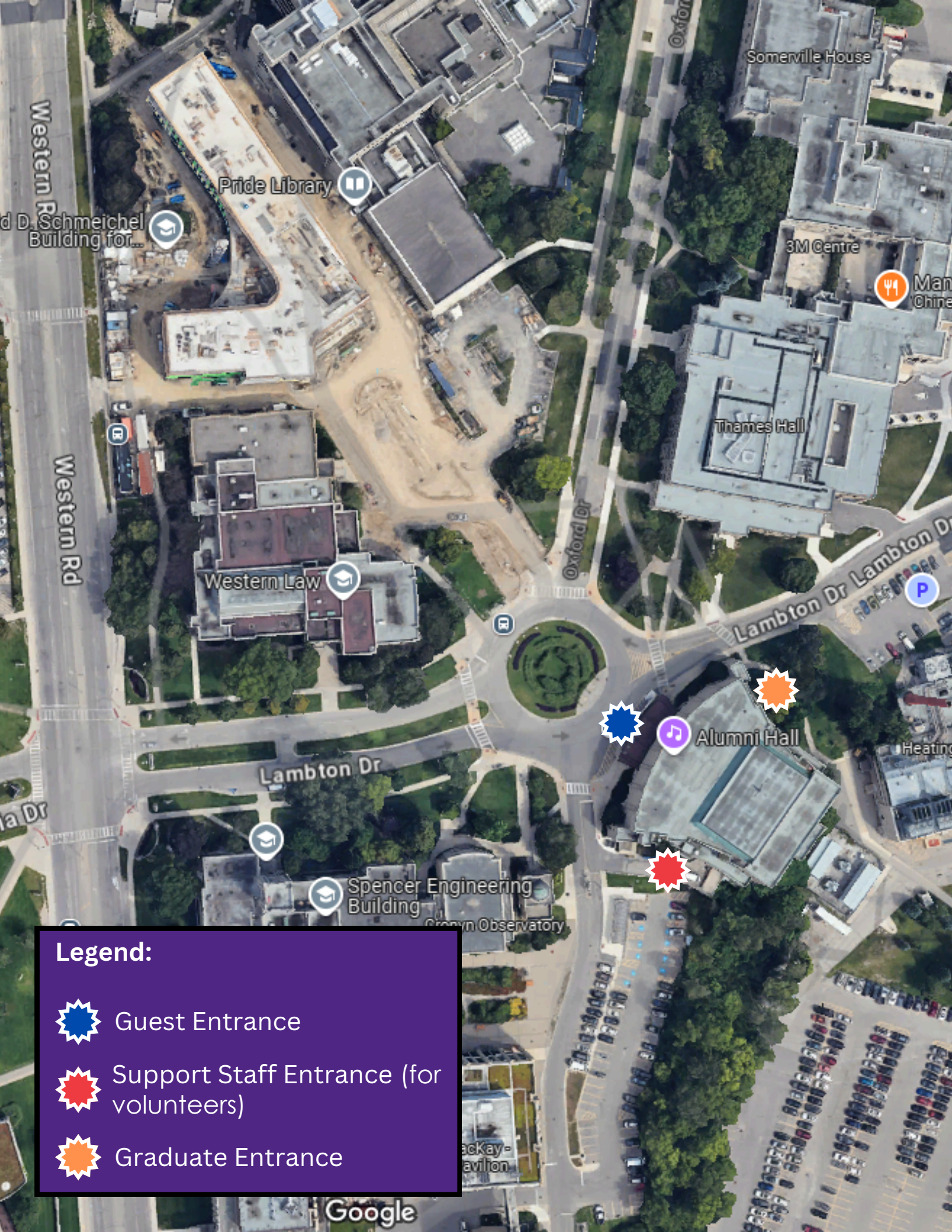
Welcome to Western

- Welcome Centre booths are attended Monday - Friday
 - Outdoor map
 - Parking lot
 - Visitor parking lot
- See detailed parking maps for additional visitor parking at meters and pay & display areas.
- Student housing
 - Off-campus buildings housing Western facilities



* Portions of the 2nd and 3rd floors of the Monsignor Wemple Hall are student residences.

For a broad selection of parking and other campus maps visit geography.uwo.ca/campusmaps/
Barrier-free parking is available in all lots.



Legend:

-  Guest Entrance
-  Support Staff Entrance (for volunteers)
-  Graduate Entrance