

WSMA SOLO & ENSEMBLE FESTIVAL
UW OSHKOSH

VOLUNTEER MEMO: OFFICE & HEADQUARTERS

Name:

Assignment: OFFICE HQ

Shift: AM PM ALL-DAY

Thank you for volunteering to work at this year's Solo & Ensemble Festival. Your presence and generosity enable us to host this exciting statewide event.

Please note the following directions:

Check in at the Festival Headquarters (Art Student Lounge, S205) before 7:30 a.m. (morning volunteers) or 12:30 p.m. (afternoon volunteers). Verify your work assignment since last minute changes may be made. You will receive brief instructions and a festival t-shirt which you should wear during the day. Please also wear a nametag, which will be provided. If you are volunteering all day your name tag entitles you to lunch food items near the headquarters.

All **HEADQUARTERS STAFF** please meet at 7:00 a.m. (morning shift) or 12:00 p.m. (afternoon shift) in the Art Student Lounge (S205) to go over procedures.

➔ Your work will vary at different times of the day. You will help organize room managers and runners as they check in. You may need to fill in for "no-shows" in other jobs until staffing shifts can be made. You may assist with organizational tasks, meals, and adjudicator needs. You may give breaks to people in other jobs. During the day, comment sheets will be delivered in batches by the office staff. You will help alphabetize and sort the sheets by school, place them in school envelopes, and track any missing sheets. **Directors may see results from their school if they request them but they may only view them in the Festival Headquarters.** When all result sheets from a school have been received, that director may then take the entire envelope. No one but Headquarters Staff may release ratings results before they are posted. **Do not give the results out to anyone else, including parents and students—the director will do this.**

HQ, OFFICE STAFF, AND RUNNERS ARE ALLOWED IN THE FESTIVAL HEADQUARTERS AT ANY TIME. DIRECTORS, JUDGES, VOLUNTEERS ARE ALSO PERMITTED WHEN NECESSARY.

All **OFFICE STAFF** please meet with Julie Nelson and Ashley Elmer at 7:40 a.m. (morning shift) or 12:40 p.m. (afternoon shift) in the Music Dept Office (N210) to go over checking and posting procedures.

➔ Your job is to receive comment/results sheets from the ratings runners at the back office window. Check that the results match the criteria you'll be given. Any discrepancies go to the Festival Headquarters for resolution and/or back to the adjudicator. All results, **once checked** will be given to Julie and Ashley to be entered into the database for posting. After that, result sheets will be delivered to the Festival Headquarters to be placed in the school envelopes and returned to the schools. No one but Headquarters Staff may release ratings results before they are posted. **Do not give the results out to anyone.**

Ratings will only be posted online, at wsmamusic.org/festivals/state/oshkosh/ Ratings typically take 90 minutes to be posted, after comment sheets are collected, processed, and entered. You will have a QR Code Sign to post near the office window.

NO ONE BUT HQ, OFFICE STAFF, AND RUNNERS ARE ALLOWED IN THE MUSIC OFFICE (N210) AT ANY TIME.

Volunteers working in the morning or all day are welcome to have lunch food near the Festival Headquarters.

Some General Information

T-shirts, programs, food service, and instrument repair will be available in the lobby of Music Hall. A designated student will have the key to the freight elevator in A/C Building and may be located through the Festival Office or A/C Info Desk. All first aid concerns should be brought to the Festival Headquarters or to a staff member with a two-way radio so that it may be dealt with appropriately.

Your attention and friendliness throughout the day will mean so much to the student performers, parents, directors and judges. We want to make this festival a positive experience for everyone. Please be professional and courteous. If you have any questions, please see Dr. Liske.

Again, thank you for your invaluable assistance.

Dr. Liske
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