

Carlisle Public Schools Graduation Ticketing Subcommittee Guide

Prepared by Fred Lennox in May, 2019
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Adapted from instructions prepared for 2017 graduation

If all goes right, graduation will be held outdoors on the Plaza. The Plaza must be cleaned and mulch needs to be spread among the bushes and plantings close to where the ceremony will be held near the kindergarten exit door and the Castle.

Remember to keep all of your receipts and be sure to have the PTO Tax Exempt ID form with you when you make purchases. This will mean you will not pay Massachusetts retail tax on your purchases. The class treasurer will reimburse you, but not for any tax. Ask the co-chairs for the Tax ID form.

Budget: The Graduation Co-Chairs will have this number for you.

Timeline: May through graduation day

Overview: In summary, issuing tickets is required only for indoor graduation in the event of rain, however to be prepared for this outcome, we recommend you have parents of graduates reserve tickets. The ticketing process is managed via an Eventbrite and Gmail account that the ticketing chair shall manage. The credentials for these accounts and example email communications to the parents of graduates are provided below.

Timeline

5 Weeks Before Graduation

- Attend kickoff meeting (to be coordinated by graduation chair(s))
- Coordinate with volunteers on your ticketing committee. Volunteers should be available to check in tickets in the event of rain.
- Establish access to Eventbrite account
 - ID: carlislegraduation@gmail.com / PW: Carlisle01741
- Establish access to graduation Gmail account
 - ID: carlislegraduation@gmail.com / PW: Gleason1966*
 - Note: You may connect this to your own email account for ease of use.
 - Edit event in Eventbrite
 - Select last year's graduation event - this will now be closed
 - Make a copy of the event and change the name for the current graduation year
 - Update event with ticketing window and event date and time
 - Adapt event description for this year
 - Save your changes
- Confirm chairs are ordered for outside graduation with CPS Facilities Director
- Confirm with Facilities Director available seating available for indoor ceremony
 - In 2019, we offered 300 tickets available with 40 in reserve within Eventbrite

Carlisle Public Schools Graduation

Ticketing Subcommittee Guide

- There were also 20 seats earmarked for honored guests
 - Confirm with Middle School Principle how many seats need to be held for this cohort. Here is a sample list of honored guests to accommodate
 - 14 teachers and retiring teachers
 - 4 Eighth Grade Teachers
 - Middle school principal
 - Superintendent
 - 2 school committee members and their guests (NOTE: these folks ordered tickets, but needed special placement in the front row)
- This was based on the 2017 settings and was in accordance with capacity of Corey Auditorium
 - NOTE: seated capacity of Corry is 387
 - NOTE: To confirm with Middle School Principal. Graduates sit on the stage and the choir sits in the music room (behind the folding wall at the back of the auditorium with folding chairs.
- Request graduate list from graduation chair(s) so you can reconcile tickets requested with graduation list.
 - NOTE: Confirm with graduation chair(s) if there are out of district / Homeschooled students that should be added to the graduation list.
 - NOTE: For 2019 graduation, 4 seats were gifted at the CEF gala. This was learned via email from the owner of this gift. ACTION: Recommend that ticket chair reach out to CEF chair to confirm if gifts are active for graduation.

Four Weeks Before Graduation

- Activate your event in Eventbrite
- Send introductory email. See language used in 2019 below
 - NOTE: email is sent via class rep due to data and privacy regulations
- Monitor Eventbrite and Gmail accounts
 - Look for duplicate registrations in Eventbrite (e.g. Mom and Dad both register for same student)
 - Answer questions received via email
- Send status report to graduation chair(s)
 - Including number of orders, number of tickets, any questions received and your answers

Week -3

- Monitor Eventbrite and Gmail accounts.
 - Look for duplicate registrations in Eventbrite (e.g. mom and dad both register for same student)
 - Answer questions received via email
- Build interim ticket report using the graduation list and the native Eventbrite attendee summary report
 - Send report to graduation chair(s)

Carlisle Public Schools Graduation

Ticketing Subcommittee Guide

- Identify families who have not yet reserved tickets
- Send friendly reminder email to families who have not yet registered via graduation chair.
 - Email language is below for your reference

2 Weeks Before Graduation

- Monitor Eventbrite and Gmail accounts.
 - Look for duplicate registrations in Eventbrite (e.g. mom and dad both register for same student).
 - Answer questions received via email
- Send status report to graduation chair(s)

Week Before Graduation

- Monitor Eventbrite and Gmail accounts.
 - Look for duplicate registrations in Eventbrite (e.g. mom and dad both register for same student).
 - Answer questions received via email
- Monitor weather forecast and liaise with MS Principle and facilities coordinator.
 - NOTE: Principle has decision rights for deciding on indoor graduation.
 - NOTE: Facilities is on point for graduation day logistics.
- Send ticket registration closed email.
 - Email language is below for your reference
- In the event of indoor graduation
 - Observe indoor graduation practice
 - In 2019, the practice session was held the day before graduation
 - Grant tickets on waitlist on a case by case basis at your discretion.
 - Send email confirming the granting of waitlist tickets
 - Email language is below for your reference
 - Mediate disputes if any
 - Print ticket list from Eventbrite
- Send final status report to graduation chair(s)

Graduation Day

- Ticket Check-in
 - Set up check-in table(s) at the entry of auditorium
 - In 2019 we did have indoor graduation. We set up the check-in table like what you see at town meeting or voting; one table, 2 volunteers splitting the check in alphabetically.
 - Staff check-in table(s) approximately one hour before graduation
 - In 2019, Graduate drop off was set for 5:15, so we decided to open check-in at this time also.
 - Check-in ticket holders
 - Remember to have fun and smile :-)

After Graduation

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- Clean up lobby

Day After Graduation

- Send email to thank volunteers
- Update this outline and email to Graduation Co-Chairs
- Submit any receipts to the Class Treasurer for reimbursement

Observations from running indoor graduation in 2019

	Planned	Actual Check In
Total tickets reserved	286	
Total wait-list requests	60	
Total tickets requested	346	277
Honored Guests	20	20
Grand Total	366	297
Total seats available in auditorium	387	
Total seats remaining	21	
Count of grads with tickets	75	68

What worked well

- Starting ticket check in at 5:15
- Dividing the list alphabetically between two check in folks
- Not having physical tickets
- Tracking who checked in and how many tickets they really needed

What needs work

- Having the flowers and ticket check in in the same location created a graduate traffic jam
- Not all grads checked in: 68 actual check ins vs 75 expected
- Families asked for more tickets than they really needed
- Some families were confused if physical tickets were to be issued.

Sample Email Communications

**** Begin: Introductory Graduation Ticketing Email ****

Carlisle Public Schools Graduation

Ticketing Subcommittee Guide

Email to CPS Facilities Manager

Hi Rob,

I am overseeing tickets for graduation in the event of inclement weather. I wanted to follow up on this mail now that we are getting closer to graduation. Specifically surrounding a few logistical questions.

In the event of an indoor graduation

- Please advise who would be responsible for auditorium cleaning and prep, riser setup, and cleanup.
- We would use the auditorium for the graduation and the slide show. How you would recommend that we transition to slide show (lowering the screen, moving the risers on the stage if necessary, lights)?
- Also if there is rain, I understand we will be refunded the rental fee for the chairs. Can you reserve the chairs such that we will be able to cancel the day before in order to avoid having to pay for chairs we do not use?

And in the event of outdoor graduation

- Can you please advise who will be responsible to set-up the chairs and risers outside?

I am happy to speak about these items if that would be more efficient than email.

Thanks,

Correspondence with Parents/Guardians

NOTE: Event date, Event registration date and Eventbrite email link will need to be updated below. Eventbrite will also need to be updated with this information. Changes needed are highlighted in Yellow

Dear Parents and Guardians of Eighth-Grade Graduates,

Congratulations on reaching this milestone!

The administration of the Carlisle Public School plans to hold the graduation ceremony on Thursday, June 13 at 6:30 PM on the outdoor plaza which has unlimited seating.

IN THE CASE OF POOR WEATHER, the ceremony will be moved to Corey Auditorium. Since the auditorium has limited seating, we ask everyone to register for tickets in advance. Families are allowed up to 4 seats per graduate. Families may also register to be on the waitlist for up to 2 additional seats.

You may register for tickets on Eventbrite by selecting the following link:

Carlisle Public Schools Graduation Ticketing Subcommittee Guide

<https://www.eventbrite.com/e/class-of-2019-eighth-grade-graduation-ceremony-for-carlisle-public-school-tickets-61046127611>

The deadline for registration is **Friday, May 31**.

After the registration deadline, we will open up seating to a wait list of those needing up to 2 additional seats.

Thanks and Regards,

The Carlisle Graduation Team

Frequently Asked Questions

Do I need a seat for my graduate?

No.

Do I need a seat for a sibling who is an usher or performing member of the band or chorus?

No.

May I reserve the maximum of all 4 seats even though I am not sure I need them all?

We would be most grateful if you would figure out your exact count before the deadline and register only for the tickets you need. If you have questions, please contact us at carlislegraduation@gmail.com.

How do I register? What if I need help?

Please click on the "Register" button on this page. Instructions will follow. If you need help, please contact us at carlislegraduation@gmail.com.

How many guests may attend if the ceremony is outside?

There is no limit.

How will I know if the ceremony is inside?

The administration should provide at least one-days notice whether graduation is inside or outside.

How do I register for more than 4 seats?

Carlisle Public Schools Graduation

Ticketing Subcommittee Guide

When you register for your tickets, you will be prompted to be placed on the wait list for a maximum of 2 additional seats. If seats are still available after the registration deadline, requests for additional seats will be filled on a first come, first serve basis.

If I registered and now need to make a change, what should I do?

Please contact us at carlislegraduation@gmail.com.

If I am getting an error message, what should I do?

Please contact us at carlislegraduation@gmail.com.

If I have multiple siblings in the graduating class--for example, twins--may I order more than 4 tickets?

Yes. The established policy is 4 tickets per graduate. The registration process enables you to reserve up to 4 seats for one graduate, and then you may register a second time with the name of the second graduate.

If the parents are divorced, does each parent get 4 tickets?

No. Tickets are limited to 4 per graduate. You may register to be put on a waitlist for a maximum of 2 additional seats.

Is there assigned seating in the auditorium?

No.

How do you enforce the seating policy?

We will have checklists at the door.

Are there tickets?

No. In past years, people have forgotten tickets so now we utilize a checklist at the door.

**** End: Introductory Graduation Ticketing Email ****

**** Begin: Friendly Reminder Email ****

NOTE: Event date, Event registration date and Eventbrite email link will need to be updated below. Eventbrite will also need to be updated with this information. Changes needed are highlighted in **Yellow**

Hi,

You have been identified as a parent of a 2019 Carlisle Graduate who has yet to reserve tickets for the graduation. Tickets are going fast. This email is a friendly reminder to reserve your tickets before the deadline.

Carlisle Public Schools Graduation Ticketing Subcommittee Guide

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Thanks and Regards,

The Carlisle Graduation Team

**** End: Friendly Reminder Email ****

**** Begin: Ticketing is Closed Email ****

NOTE: Event date will need to be updated below. Changes needed are highlighted in **Yellow**

Dear Parents and Guardians of Eighth-Grade Graduates,

Thank you all for reserving your tickets to the Carlisle Eighth Grade Graduation. At this point we have closed the reservation process.

We will now review the wait list request to see how many requests we can accommodate. We will be in touch via email in the coming days about these requests.

Please note that tickets are only required IN THE CASE OF POOR WEATHER. The administration of the Carlisle Public School plans to hold the graduation ceremony on **Thursday, June 13 at 6:30 PM** on the outdoor plaza which has unlimited seating.

Carlisle Public Schools Graduation

Ticketing Subcommittee Guide

IN THE CASE OF POOR WEATHER, the ceremony will be moved to Corey Auditorium. Physical tickets will not be issued for the event. Rather, we will have check-in tables available at the entry of the auditorium to redeem tickets.

Thanks and Regards,

The Carlisle Graduation Team

**** End: Ticketing is Closed Email ****

**** Begin: Waitlist Notification Email ****

NOTE: Event date will need to be updated below. Changes needed are highlighted in **Yellow**

Dear Parents and Guardians of Eighth-Grade Graduates,

Thank you all for submitting ticket and waitlist requests indoor graduation tickets. We are happy to report that we can accommodate ALL WAITLIST REQUESTS received up to this point.

At this time, the ticketing process is CLOSED. If you would like to modify your ticket request, please email carlislegraduation@gmail.com and we will do our best to accommodate your needs. Please note that we will not be able to accommodate any requests received after 9:00 PM tonight. This is so that we can prepare for graduation tomorrow.

As a reminder, physical tickets will not be issued for the event. Rather, we will have check-in tables available at the entry of the auditorium to redeem tickets.

Thanks and Regards,

The Carlisle Graduation Team

**** End: Waitlist Notification Email ****