



2024



2024 NCAA Women's Final Four Volunteer Handbook

April 5-7 - Cleveland Ohio





2024

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Community Ambassadors,

We are excited that you will be joining us to host the 2024 NCAA Women's Final Four in Cleveland! Whether visitors are witnessing basketball action inside Rocket Mortgage FieldHouse or attending multiple events off the hardwood, we are grateful for your efforts to provide student-athletes and fans the best experience from the second they step in bounds of our favorite city to the final buzzer.

This handbook has been designed to be a resource for you during the 2024 NCAA Women's Final Four. Please take some time to review this document as it contains key information to know prior to your shift(s). **Being familiar with the details of this document will prepare you for your volunteer duties.**

If you have questions during the 2024 NCAA Women's Final Four, we encourage you to call **(216)505-4248** or email volunteer@clevelandsports.org. This number and email address is a direct line to the Volunteer Command Center during championship week located at the Huntington Convention Center of Cleveland.

Thank You for joining the team to help the Mid-American Conference, Rocket Mortgage FieldHouse, and Greater Cleveland Sports Commission host this premier women's sporting event. None of this would be possible without you!

We Got Next!

Monica Gustin, Executive Director
2024 NCAA Women's Final Four

Reilly Haas, Volunteer Coordinator
2024 NCAA Women's Final Four





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2024 NCAA Women's Final Four Facts & Figures

Dates:

- Friday April 5th, DI National Semi-finals, 7:00 PM & 9:30 PM EST on ESPN
- Sunday April 7th, National Championship, 3:00 PM EST on ABC

Site: Rocket Mortgage FieldHouse, Cleveland, Ohio

Host Institution: Mid-American Conference (MAC)

Website: Go to [NCAA.com/womensfinalfour](https://ncaa.com/womensfinalfour) and clevelandncaawff.com for the latest news and information.

Social Media: Fans of the NCAA Division I Women's Basketball Championship are invited to follow sites below!

- X: @WFinalFour and @MarchMadnessWBB
- Facebook: NCAA Women's Final Four
- Instagram: @WFinalFour and @MarchMadnessWBB
- Hashtags: #WFinalFour

By the Numbers:

2: The number of times the city of Cleveland has hosted the DI NCAA Women's Basketball Championship (counting 2024) at Rocket Mortgage FieldHouse.

25M: The predicted economic impact that this championship will generate in dollars spent in the Northeast Ohio community.

9.9M: The number of viewers who watched the 2023 DI Women's Championship, making it the most-watched women's title game. **We plan to beat it in CLE!**





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Hosts

Mid- American Conference

The Mid-American Conference has progressively grown and developed into one of the most aggressive Division I conferences since its inception in 1946. MAC membership currently consists of 12 universities across five states. The conference sponsors 23 total sport championships including men's and women's basketball at Rocket Mortgage FieldHouse. In 2014, the MAC and ESPN announced a historic 13-year extension which has expanded national television and digital distribution for the conference. Commissioner Jon A. Steinbrecher and the staff have been in pursuit of various NCAA championship events while creating unforgettable experiences for student athletes.

Rocket Mortgage FieldHouse

Northeast Ohio's premier sports and entertainment destination, Rocket Mortgage FieldHouse (RMFH), is in the heart of downtown Cleveland. Home to the NBA Cleveland Cavaliers and AHL Cleveland Monsters, RMFH displays unique versatility in hosting sporting events, world-class concerts, and family shows. This venue welcomes close to two million guests to 200 plus events each year.

Greater Cleveland Sports Commission

Since 2000, Greater Cleveland Sports Commission (GCSC) has been responsible for attracting over 222 sporting events which provide more than \$917 million in economic activity to Northeast Ohio. GCSC has a constant goal of producing events that are more successful when held in Cleveland than other cities.





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Volunteer Information

CODE OF CONDUCT

This code of conduct is designed to provide all volunteers with a set of principles and expectations for appropriate behavior. As an NCAA Women's Final Four volunteer, you are a representative of the NCAA and for the city of Cleveland.

Please follow the guidelines outlined below:

- Volunteers will be respectful of all individuals regardless of gender, sexual orientation, race, color, national origin, religion, marital status, citizenship, disability, and other characteristics.
- Volunteers will display a high level of customer service and professionalism.
- Volunteers will do their best to accommodate our guests.

For situations that cannot be resolved without management level leadership, you should locate your on-site supervisor or contact the Volunteer Command Center at **(216)505-4248**.

NCAA INCLUSION STATEMENT

As a core value, the NCAA believes in and is committed to diversity, inclusion and gender equity among its student-athletes, coaches, and administrators. We seek to establish and maintain an inclusive culture that fosters equitable participation for student-athletes and career opportunities for coaches and administrators from diverse backgrounds. Diversity and inclusion improve the learning environment for all student-athletes and enhance excellence within the Association.

The NCAA will provide or enable programming and education, which sustains foundations of a diverse and inclusive culture across dimensions of diversity including, but not limited to age, race, sex, class, creed, educational background, religion, gender identity, disability, gender expression, geographical location, income, marital status, parental status, sexual orientation, and work experiences. Programming and education also will strive to support equitable laws and practices, increase opportunities for individuals from historically underrepresented groups to participate in intercollegiate athletics at all levels, and enhance hiring practices for all athletics personnel to facilitate more inclusive leadership in intercollegiate athletics.





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VOLUNTEER UNIFORMS

Upon completion of the volunteer training, each volunteer will receive their uniform kit. This kit includes a short sleeve polo and bucket hat. Volunteers assisting with 2 or more shifts will receive a zip up jacket as well.

Shirts are to be worn with a self-supplied and well-maintained pair of tan/khaki, black, or blue bottoms. Bottoms can be pants, shorts, skirts, or shorts. Please be sure to wear comfortable, closed toe shoes. The official uniform is to be worn during all shifts, unless otherwise specified for select positions. You must change out of the volunteer uniform if you plan to attend any NCAA Women's Final Four events as a guest.

Each volunteer will also be provided with a nametag to wear during their shift(s). No other clothing or material with advertisements, logos, or commercial messages are permitted.





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VOLUNTEER UNIFORM PICK UP

We strongly encourage all volunteers to pick up the official volunteer uniform prior to their first scheduled shift.

The Cleveland LOC will have volunteer uniform pickup hours starting on March 25th through Friday March 29th at Destination Cleveland Visitor's Center (334 Euclid Ave. Cleveland, OH, 44114). The bullet points below outline hours on each day:

Uniform Pickup Hours:

- Monday March 25: 12:00 PM – 6:00 PM
- Tuesday March 26: 8:00 AM – 6:00 PM
- Wednesday March 27: 8:00 AM – 6:00 PM
- Thursday March 28: 8:00 AM – 6:00 PM

Volunteers will enter the doors above the Cleveland script sign shown in the photo below. A reserved parking sign will be stationed outside the Visitors Center so volunteers can park briefly and collect their items.





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If you are unable to pick up your uniform prior to your first shift, you will need to stop by the Huntington Convention Center Room 8 to pick up your items. Please reference the volunteer command center hours April 1st through April 3rd.

- Monday April 1: 9:00 AM – 2:00 PM
- Tuesday March 2: 9:00 AM – 5:00 PM
- Wednesday April 3: 8:00 AM – 8:00 PM

Make sure to allocate time prior to your scheduled shift time to collect items and change.

PERSONAL BELONGING STATEMENT

The NCAA and Cleveland LOC are not responsible for any personal items you bring during your volunteer shift(s). There is NO secure location to store volunteer personal items during the championship.

Volunteers are permitted to carry a fanny pack or small bag during their shift(s) to store personal items. Do not bring anything of value that you are not able to carry with you.

EATING & DRINKING POLICY

Meals will NOT be provided to volunteers, unless otherwise specified for select positions. Please make sure to eat prior to your shift.

Volunteers are permitted to drink bottled beverages during their shift(s). We encourage volunteers to bring a reusable water bottle and utilize fill stations located at Huntington Convention Center. At no time are alcoholic beverages to be consumed by any volunteer wearing the uniform before, during, or after a shift.

Snacks to grab will be provided for volunteers at the volunteer lounge located at Huntington Convention Center Room 7. If you would like a snack, please stop by this room prior to the start of your shift.

GUEST POLICY

Do not bring friends, family members, or other individuals to your shift(s), unless they are officially registered to volunteer for the championship.





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SCHEDULE CHANGES

The success of this championship is directly related to the support of our volunteer team. We appreciate the time you will donate to make this event a success.

Please arrive 15 minutes prior to your shift, fully dressed in the volunteer uniform, to check in and receive last-minute reminders before starting volunteer duties.

If you cannot make your shift, let us know at your earliest convenience by contacting the Volunteer Command Center at (216) 505-4248 or emailing volunteer@clevelandsports.org.

IMPORTANT PHONE NUMBERS

Volunteer Command Center (216) 505-4248

VOLUNTEER COMMAND CENTER INFORMATION

The Cleveland Local Organizing Committee (LOC) volunteer headquarters will be located at Huntington Convention Center of Cleveland Room 8. The volunteer lounge & Tourney Town room will be located at Huntington Convention Center Room 7.

The headquarters will be the central location for all things volunteer related over the course of the week. The Women's Final Four volunteer coordinator and key staff will be working out of this room.

You can contact the volunteer command center at (216) 505-4248 or via email at volunteer@clevelandsports.org.

Room Distribution

Volunteer Headquarters – Huntington Convention Center of Cleveland Room 8

Tourney Town – Huntington Convention Center of Cleveland Room 7

Volunteer Lounge – Huntington Convention Center of Cleveland Room 7





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VOLUNTEER PARKING

Monday April 1st through Wednesday April 3rd

Complimentary parking will be provided for volunteers at **Willard Park Garage at 601 Lakeside Ave E, Cleveland, OH 44114 Monday April 1st through Wednesday April 3rd.**

Willard Park Garage is located behind City Hall at 601 Lakeside Avenue East. Volunteers **MUST** pull a ticket to gain entry into the garage. (SAVE YOUR TICKET).

Upon check-in at the Volunteer Headquarters for your shift, you will receive a "Chaser" Parking Ticket. When you are exiting the garage, insert your original parking ticket into the machine.

When asked for payment, insert your "Chaser" ticket as your form of payment. This will allow you to exit the parking garage at no charge.





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VOLUNTEER PARKING

Thursday April 4th through Sunday April 7th

Complimentary parking will be provided for volunteers at **Lakefront Municipal Parking Lot at 1500 S Marginal Rd, Cleveland, OH 44114**. Volunteers will be asked to turn in their parking pass to the parking attendant prior to parking their vehicle.

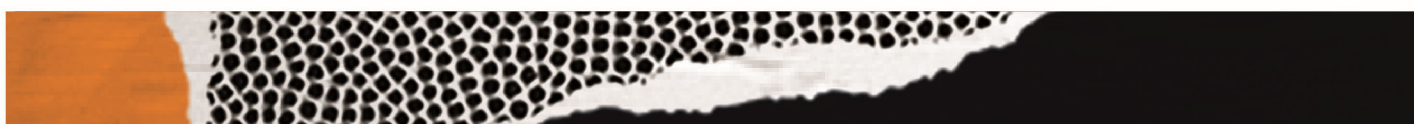
The Women's Final Four parking pass is in the appendix of the volunteer handbook. We encourage volunteers to print out this pass & mark the day they are parking.

If you choose to NOT utilize free parking at the Municipal Parking Lot, you will be responsible for covering any parking costs. The Cleveland LOC will NOT reimburse volunteers for any parking costs.

A shuttle will transport volunteers from the Municipal Lot to the Huntington Convention Center (Lakeside entrance) Hours of the free shuttle are provided below:

- Thursday April 4th
 - 7:00 AM – 11:30 PM
- Friday April 5th
 - 6:00 AM – 11:30 PM
- Saturday 6th
 - 6:00 AM – 11:00 PM
- Sunday April 7th
 - 7:00 AM – 9:00 PM

Parking lot security presence will be in the Lakefront Municipal Parking Lot Thursday April 4th through Sunday April 7th.





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Cleveland Regional Transit Authority – RTA

We also encourage all volunteers to check out the affordable options that Cleveland Regional Transit Authority (RTA) provides.

- **Red Line** – Service from Tower City to CLE Hopkins International Airport
- **Blue Line** – Service between Tower City and the Warrensville-Van Aken Rapid Station
- **Green Line** – Service between Tower City and the Green Road Rapid Station

For more information, schedules, and other route options, visit www.riderta.com/.

You can also download the Transit App to plan your trip, track your ride, and pay your fare.





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VOLUNTEER CHECK-IN LOCATIONS

Tourney Town Assistants

- Huntington Convention Center (300 Lakeside Ave E, Cleveland, OH 44113) Room 7

Community Wayfinders

- Huntington Convention Center (300 Lakeside Ave E, Cleveland, OH 44113) Room 8

Hotel Welcome Desks

- Check in at your assigned hotel property, Huntington Convention Center of Cleveland (300 Lakeside Ave E, Cleveland, OH 44113) Room 8, or Destination Cleveland Visitor's Center. Hotel properties include Hyatt at Arcade, Westin, Renaissance, InterContinental, Marriot Key Tower, Crown Plaza Playhouse, Kimpton, Hampton Inn

Kay Yow – Party on the Plaza

- Gateway Sports & Entertainment Complex (Cleveland, OH 44115) by security checkpoint on East 6th Street

Party on the Plaza

- Gateway Sports & Entertainment Complex (Cleveland, OH 44115) by security checkpoint on East 6th Street

Super Saturday Concert

- Cleveland Public Auditorium (500 Lakeside Ave E Cleveland, OH) by doors on Lakeside entrance

Bounce Assistants

- Cleveland Public Square (200 Public Square, Cleveland, OH, 44114) by the stage

Read the Final Four

- Huntington Convention Center (300 Lakeside Ave E, Cleveland, OH 44113) Room 8

Legacy Restoration Program

- Boys Hope Girls Hope of Northeast Ohio (9619 Garfield Blvd, Cleveland, OH, 44125)

Legends & Legacy Program Support

- Nuevo Modern Mexican Tequilla Bar (1000 E 9th St, Cleveland, OH 44114)





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Volunteer Headquarters Assistants

- Huntington Convention Center (300 Lakeside Ave E, Cleveland, OH 44113) Room 8

Welcome Desk at Huntington Convention Center of Cleveland

- Huntington Convention Center (300 Lakeside Ave E, Cleveland, OH 44113) Room 8

WBCA Convention

- WBCA Information booth at Huntington Convention Center (Center (300 Lakeside Ave E, Cleveland, OH 44113) Grand Ballroom Pre-Function space

The Salute

- Rock & Roll Hall of Fame (1100 E 9th St, Cleveland, OH 44114) by main entrance on top of Rock Hall Plaza

Courtesy Car Drivers

- Marriott Downtown at Key Tower (1360 W Mall Dr, Cleveland, OH 44114)

On-Location Rocket Mortgage Fieldhouse

- Rocket Mortgage Fieldhouse (1 Center Court, Cleveland, OH 44115) at Bridges Club meet by Sherwin Williams entrance at intersection of Huron & Ontario

On-Location Progressive Field

- Progressive Field (2401 Ontario St, Cleveland, OH 44115) at Discount Drug Mart Den; look for Discount Drug Mart club off Carnegie Ave to enter Progressive Field.

Green Team by Coca Cola

- Gateway Sports & Entertainment Complex (Cleveland, OH 44115) by security checkpoint on East 6th Street





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KEY VENUES

Huntington Convention Center of Cleveland

Address - 300 Lakeside Ave E, Cleveland, OH 44113

Phone - (216) 928-1600

Rocket Mortgage FieldHouse

Address - 1 Center Court, Cleveland, OH 44115

Phone - (216) 420-2200

Destination Cleveland Visitor's Center

Address - 334 Euclid Ave. Cleveland, OH, 44114

Phone – (216) 875 - 6680

COMMUNICATION METHODS

Volunteers will be communicated via email or text message with any critical information regarding their duties.

All volunteers will be sent an email the week of March 25 from their volunteer site supervisor with final reminders prior to their shift.

Included below are site supervisors for NCAA Women's Final Four:

Mary Kate Pleggenkuhle – Tourney Town, Super Saturday Concert, Salute, Party on the Plaza, Kay Yow – Party on Plaza

Reilly Haas – Volunteer Headquarters, Community Wayfinders, Welcome Desk (Convention Center), Bounce Assistants

Dylan Hammon – Hotel Welcome Desks

Victor Hill – Read to the Final Four, Legacy Restoration Program

Niya Blair Hackworth – Legends & Legacy Program Support

Demetria Woodward – Coco-Cola Green Team, WBCA Convention

Sam Freed and Jenny Kim - On Location Experiences (Progressive Field & Rocket Mortgage Fieldhouse)

OFFICIAL EVENT MAP

Visit NCAA.com/WomensFinalFour
or Download the [Women's Final Four App](#)

presented by AT&T



#WFinalFour



- Merchandise
- Rideshare Drop Off/Pick Up
- Info Center
- ADA Drop Off/Pick Up
- Event Entry

Bus Routes

- B-Line
- HealthLine
- Cleveland State Line 55



Hotels

- 1 - Hyatt Regency Cleveland at the Arcade
- 2 - Westin Cleveland Downtown
- 3 - Renaissance Cleveland Hotel
- 4 - Cleveland Marriott Downtown at Key Tower
- 5 - Crowne Plaza at Playhouse Square
- 6 - Kimpton Schofield Hotel
- 7 - Hampton Inn Cleveland-Downtown
- 8 - Hilton Cleveland Downtown



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VOLUNTEER POSITION DESCRIPTIONS

Tourney Town Assistants - Volunteer at the official fan fest of the Women's Final Four! Tourney Town assistants will guide attendees through the fan fest, ensure individuals are checked in, properly, run skill drills and mascot U areas, and lend a hand to center court. Various ancillary events and community programs will take place in Tourney Town over the weekend as well!

Volunteer Headquarter Assistants - Be a part of the NCAA Women's Final Four by volunteering as a Volunteer Headquarters assistant. These individuals will help with a variety of tasks including room setup, refreshment stocking, uniform distribution, and more. This position is great for people who are flexible and open to a variety of tasks!

Welcome Desk at Huntington Convention Center - Play an integral role in the NCAA Women's Final Four by volunteering for a welcome desk shift. Fans, friends, families, spectators, athletes, and staff will travel to Cleveland for the premier women's basketball event of the year. Information will be provided for volunteers to inform visitors about places to eat, things to do, and sights to see!

Hotel Welcome Desks - Play an integral role in the NCAA Women's Final Four by volunteering for a Welcome Desk shift at one of our luxury hotel properties. Fans, friends, families, spectators, athletes and staff will travel to Cleveland for the premier women's basketball event of the year. Information will be provided for volunteers to inform visitors about places to eat, things to do, and sights to see!

Community Wayfinders - Volunteer as a community wayfinder at the Women's Final Four. These volunteers will be placed around key access points within the city to assist visitors with variety of items. These individuals will provide information on ancillary events, and give directions to visitors when needed and provide recommendations for the best things to do in the 216!

WBCA Convention - The [Women's Basketball Coaches Association](#) will host its convention in Cleveland Ohio. Volunteers will be asked to assist in a variety of roles over the course of the weekend.

Kay Yow – Party on the Plaza - volunteer to support the Kay Yow cancer fund activations taking place at the Party on the Plaza. Specific tasks will be assigned on site.





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Party on the Plaza - Party on the Plaza, presented by Buick, will take place at Gateway Sports & Entertainment Complex just outside of Rocket Mortgage FieldHouse. Volunteers will help welcome guests and direct them through the tailgate. This event will feature food and beverages, sponsor activations, music and more. Specific tasks will be assigned on site.

Super Saturday Concert - Super Saturday Concert, presented by AT&T, will need volunteers to assist with an assortment of tasks. Volunteers will escort guests into the concert venue and listen to the show as they work!

Bounce Assistants - The Bounce presented by Buick will feature thousands of basketball fans dribbling their way through downtown Cleveland. Fans will start at Public Square and dribble their way into Tourney Town. Volunteers will assist with registration, basketball distribution, and ushering participants along the route.

Read the Final Four - Read to the Final Four is a literacy program that 3rd grade students across Northeast Ohio partook in. Volunteers will assist with the final celebration taking place at Tourney Town. These individuals will assist in the management of roughly 300 3rd graders, teachers, and chaperons during the final celebration program.

Legacy Restoration Program - Legacy Restoration volunteers will aid in this unique community program. Individuals will assist with setup, greet guests upon arrival, and serve as VIP escorts for program attendees and children.

Legends & Legacy Program Support - Assist with the execution of Legends & Legacy program at Nuevo. These volunteers will assist in several projects while welcoming and checking in individuals as they arrive for the program. Volunteers are **REQUIRED** to dress business casual at this program!

The Salute - Assist at the NCAA Salute, the official welcome party for student athletes at staff. Volunteers will be responsible for helping with event setup and finalizing various details prior to the team's arrival.

Courtesy Car Drivers - Volunteer as an official courtesy car driver for the Women's Final Four. These individuals will be responsible for transporting key NCAA staff and stakeholders around downtown Cleveland.



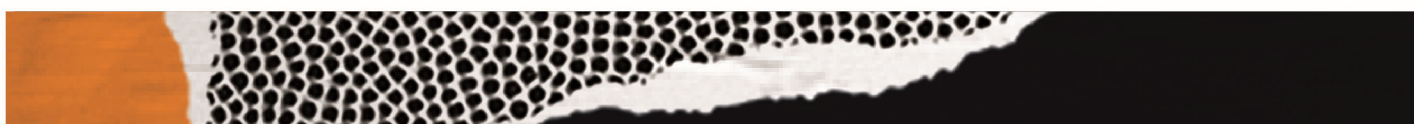


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On-Location Rocket Mortgage FieldHouse – Assist with the operations and wayfinding for On-Location's premier hospitality package experiences at the NCAA Women's Final Four.

On-Location Progressive Field - Assist with the operations and wayfinding for On-Location's premier hospitality package experiences at the NCAA Women's Final Four.

Green Team by Coca Cola - Coca-Cola green team volunteers will be responsible for managing the recycling program at Rocket Mortgage Fieldhouse during the semi-final and national championship games. All training will be provided on-site.





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HELPFUL RESOURCES

POLICE

Cleveland Police Department
Emergency **911**
Non-Emergency **(216) 621-1234**

FIRE

Cleveland Fire Department
Non-Emergency **(216) 621-1212**

POISON CONTROL CENTER

(216) 231-4455

HUMAN TRAFFICKING FIRST CALL FOR HELP

(216) 436-2000

DESTINATION CLEVELAND VISITORS CENTER

CLE Concierge Services – **(216) 875-6680**
Hours 10am – 5pm Tuesday through Saturday





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AIRPORT INFORMATION

Cleveland Hopkins International Airport – **(216) 265-6000**
5300 Riverside Dr, Cleveland, OH 44135

Cleveland Burke Lakefront Airport – **(216) 664-4530**
1501 N. Marginal Rd, Cleveland, OH 44114

HOSPITALS & URGENT CARES

Downtown Express Care Clinic – **(216) 442-6700**
315 Euclid Ave, Cleveland OH 44114

Cleveland Clinic – Lutheran Hospital – **(216) 696-4300**
1730 W. 25th St, Cleveland, OH 44113

Cleveland Clinic – Main Campus **(216) 444-2200**
9500 Euclid Ave, Cleveland, OH 44195





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FINAL REMINDERS

Thank you for registering to volunteer at the 2024 NCAA Women's Final Four. Please check out these final reminders below:

- 1) Please arrive 15 minutes before your scheduled shift start time. The check-in location for specific shifts can be found in this packet.
- 2) We encourage volunteers to pick up their volunteer uniform prior to their first shift starting. Reference the handbook for uniform pickup process.

If you cannot make your shift, let us know at your earliest convenience by contacting the Volunteer Command Center at (216) 505-4248 OR emailing volunteer@clevelandssports.org with the date & position you will be cancelling in the subject line.

We got Next!





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2024 NCAA Women's Final Four Parking Pass

*Valid Thursday April 4th – Sunday April 7th
1500 S Marginal Rd, Cleveland, OH 44114*

April 4th

April 5th

April 6th

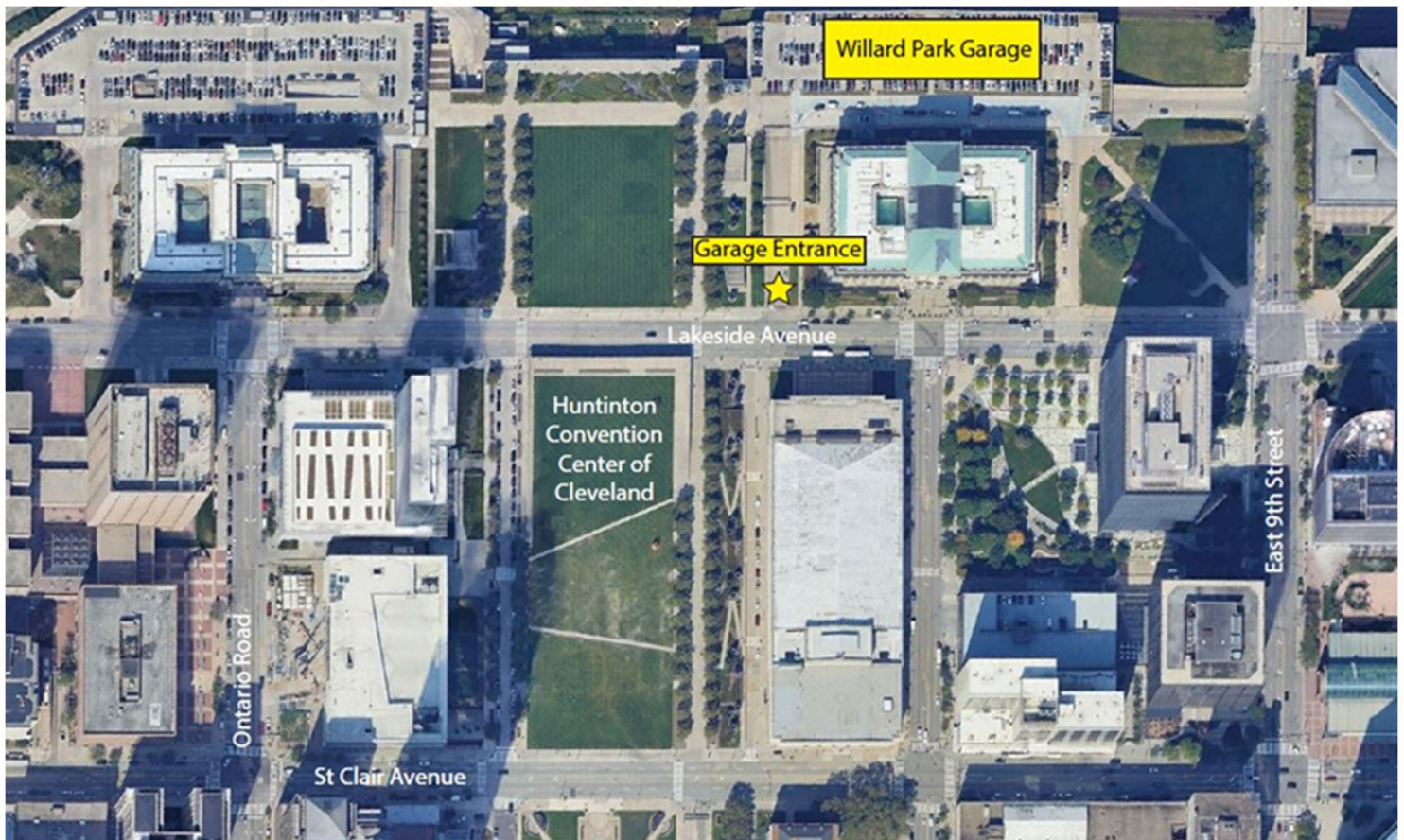
April 7th





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PARKING – Mon, April 1 – Wed, April 3





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PARKING – Thu, April 4 – Sun, April 7





WOMEN'S FINAL FOUR



THURSDAY, APRIL 4 — SUNDAY, APRIL 7 HUNTINGTON CONVENTION CENTER OF CLEVELAND

FREE fan festival includes sport activities, games, pep rallies, appearances by the participating team bands, cheer squads and mascots, merchandise and more.



THURSDAY, APRIL 4 — SUNDAY, APRIL 7 HUNTINGTON CONVENTION CENTER OF CLEVELAND WITHIN TOURNEY TOWN

Beyond the Baseline includes talks, panels and guest speakers designed to empower and equip women in sport and business with tools for personal and professional success.



FRIDAY, APRIL 5 — SUNDAY, APRIL 7 GATEWAY PLAZA || ROCKET MORTGAGE FIELDHOUSE

Celebrate the Women's Final Four teams while enjoying this FREE outdoor pre-game event that features food & beverages, merchandise sales, music, games, photo opportunities and more.



SATURDAY, APRIL 6 ROCKET MORTGAGE FIELDHOUSE

FREE event, open to the public, featuring the two teams playing in Sunday's National Championship game. Plenty of activities and promotions, for fans of all ages, brought to you by NCAA Corporate Partners.



SATURDAY, APRIL 6 CLEVELAND PUBLIC HALL

Come listen to great music at this FREE concert presented by AT&T with food and drinks for purchase, an opening act and headliner.



SUNDAY, APRIL 7 CLEVELAND PUBLIC SQUARE

Youth ages 18 and under are invited to participate in this unique parade and FREE Women's Final Four event, joining thousands of fans bouncing their way along the streets of Cleveland and into Tourney Town presented by Capital One.