



2024-2025 Crew Member Handbook

Mission

Our common mission is to ensure that our every action contributes to our viewers and fan enjoyment. It is our job to accurately story tell and cover a broadcast in addition to enhancing the sports venue experience through an entertaining, first class presentation.

Philosophy

Seminole Productions is one of the elite college sports video production programs in the nation. Seminole Productions is an important partner with the School of Communication, athletics department, and ESPN. As a Seminole Productions member, you are a part of this partnership. Our goal is to produce high-end live event productions and provide our fans and viewers a superior quality product that is knowledgeable, informative, memorable, and entertaining.

What we do

Florida State University is an important partner of ESPN and the ACC Network. Seminole Productions produces 80+ digital and 35+ linear live TV broadcasts per year from the school control rooms. In addition, Seminole Productions produces 135+ Sports Venue Entertainment live productions per year. A digital broadcast is a broadcast that is available on a web-streaming based carrier. ACC Network Extra or ACCNX is an example of a digital network. A linear broadcast is a broadcast that is available on a television network or cable carrier. ESPN or ACC Network is an example of a linear network. As a member of our Seminole Productions team, you will have an opportunity to contribute to live sports television broadcasts. You will learn from professionals and will develop skills that can propel you to great heights in your personal careers. The viewers who watch the programming you will help create are global. As a Seminole Productions student, you have an opportunity to start working in the “major leagues” of sports broadcasting while attending college. How cool is that?

In addition to sports broadcasts, you will have an opportunity to work on sport venue entertainment productions. Ever wonder who is behind the dance cam or the really cool hype video before a team comes out to play? Our sports venue entertainment productions provide the video and audio presentation that fans experience when attending a Florida State University sporting event. At our sporting events, our top priority is to exceed the expectations of our viewers and fans. It is not just how good the team is, how comfortable their seats are, how digestible the hot dog is, how convenient the parking is, how attractive the souvenirs are, or how clean the restrooms are. Those are *tangible* things. We must deliver an *intangible*, which is the experience our guests take home with them. Once our fans walk through our gates, they’ve bought the right to expect to be entertained and informed in every way. Thus, our overall sports entertainment venue productions must directly involve our fans in the fun, action, and excitement of a Seminoles athletic event.

Your primary responsibility will be to assist the Seminole Productions staff in producing a broadcast or venue production. However, you are not just “pushing buttons” or “pulling cable”. The contributions you make with your creativity, energy, talent, sense of humor, and professional experience are essential, and we highly encourage your input. Equally crucial...we want you to have fun doing it!

We will accomplish our mission by working as a team: professionally, dependably, and with integrity. In the end, our production should be as much fun to experience as it is to produce and perform.

Have you noticed that the word “fun” has been used in each of the last four paragraphs? It’s no accident.

Attendance & Crew Status

We expect you to report on time and realize that in certain instances you may be unavoidably late. Should you be running late or suddenly can’t make the game, please notify Kirby Kander or the event producer as soon as possible. The Control Room phone number is 850-644-2801.

Jurisdiction, Work Schedules, & Job Descriptions

Under the direction of the Seminole Productions staff, Seminole Production crew shall operate the video and audio equipment located in D2243 of University Center Building D. This is on the second floor. Schedules may be subject to change from time to time, and the Seminole Productions staff will make every effort to give you as much prior notice as possible.

Call Times / Reporting to Work

Call times will be on the schedule that is provided via email. Make sure you check all schedules to verify if you are scheduled or not. Please also note the crew call time. If you are scheduled and realize you have a conflict and cannot work please notify Kirby Kander as soon as possible.

ALL MAIN CAMERA POSITIONS MUST BE ON CAMERA WITH HEADSETS AT A TIME SET BY THE DIRECTOR OF THAT EVENT.

It is imperative that you report at your required crew call time. For all crew calls we meet in the lobby of Control Room A. This is in room D2243 located on the second floor of Building D of the Moore Athletic Center. DO NOT meet at the venue for a crew call.

Meals and Breaks

For most sporting events meals are provided to staff. Mealtime will be provided by the supervising staff member on site.

Coordinate restroom breaks with co-workers to ensure job coverage. Crewmembers are prohibited from taking any break without notifying the Producer or Director. Please do not leave your post without bringing this information to our attention.

For safety and health reasons, food and open beverages are not permitted in the Control Rooms. Water bottles are permitted but must include a lid. This will be strictly enforced.

Identification

You will receive an access credential during the pre-show meeting for most events. These credentials are checked out and returned the same day as the event. For football games, you will be notified of a credential pick up window that will occur the day before a game. Never post or share photos of your game credential on public websites or social media. For attire, you will be provided a Seminole Productions and/or ACC Network shirt that should be worn when working at the venues. Your pass and shirt are required for entry into, and around the athletic venues. If anyone requests to see your pass, you must comply. Failure to do so will result in disciplinary action. Do not give your pass or shirt to anyone for any reason.

Conduct and Guest Relations

Aside from your technical performance, your conduct is also an important part of your job. Your relationship with your fellow crewmembers, and all FSU staff, should always be respectful and professional.

Additionally, many of us will experience close contact with our fans. Once you enter the building, you are a visible team representative. A fan does not know what you do or who you work for. All they'll see is your pass or official looking shirt and that's a green light for them to ask you to assist them with a problem, question, or emergency. In every instance, no matter how confused, rude or brash the fan may appear, you should make eye contact, smile, be courteous, be patient, and most importantly, *listen*. Allowing a fan to vent is a smart strategy when diffusing a situation. If you can help them, please do so immediately. If you cannot provide direction, please **do not** ignore them, direct them to an employee who can help, i.e. an usher, gate supervisor, or police officer.

This simple, proactive, fan-friendly behavior is an extension of our Seminole Productions mission. Inappropriate behavior or discourtesy to a fan, fellow crewmember or University employee, may be cause for warning, suspension or termination. Also, obey any commands or directives given by any law enforcement officer.

Uniforms & Appearance

Regular crewmembers will be distributed Seminole Productions or ACC Network shirts which should be worn while working at the venues. The care of these shirts is your responsibility, including loss or damage. All crewmembers are expected to adhere to a simple standard of personal grooming and cleanliness, which includes, but is not limited to:

- 1) No dangling earrings or excessive jewelry.
- 2) Shorts are permitted, but no cutoffs or gym shorts.
- 3) Jeans will be permitted if they DO NOT have holes.
- 4) All attire should be in presentable, clean condition.
- 5) Flip Flops are NOT permitted on the fields or on the courts. Wear closed toed shoes for safety.

Smoking

Smoking is not permitted in the control room and most areas of the University.

Drugs/Alcohol

No crewmember shall use, possess, or control illegal drugs while on University property or report to work under the influence of alcohol or illegal drugs. Crewmembers who are suspected of violating this policy will be removed immediately from their crew position and any future position.

Parking:

Parking spaces are not provided at the Moore Athletic Center. Parking passes for events at the Tucker Center will be provided to a select number of drivers. These passes must be checked out and returned at the conclusion of the event.

Illness or Injuries

If you will not be able to work due to illness or injury, please contact Kirby Kander or your event producer with as much notice as possible so a replacement can be arranged. If you become ill or injured during the event, notify the producer or director.

For camera crews working in the sun, particularly during hot days, please take plenty of water with you, wear a hat and use sunscreen.

Cell Phones/Control Room Phone

Cell phone usage is prohibited during an event. If you need to make or answer a phone call be sure to ask the director or producer if this is ok. It is not a professional look if our workers are texting or making phone calls during an event. There will be plenty of time before and after an event to catch up with phone correspondence. When answering control room phones, a simple greeting such as, "Seminole Productions...this is (first name) ...how can I help you?" will be fine.

Media

Seminole Productions crewmembers are, always, *strictly* prohibited from issuing comments or statements of any type on any aspect of our operation to any member of the media. Violation of this policy will result in immediate disciplinary action. In the event you are solicited by a member of the media for a comment, statement, photo, or video request, notify the director or producer as soon as possible.

Ethics

Crew members are prohibited from taking part in any circumstances or transactions that benefits or appears to result in the personal enrichment of self, family, relative, friend, business associate, or fellow crewmember. This includes using your Seminole Productions association for personal gain from a business deal, gift, favor, or any such consideration. You should always be above suspicion of unethical behavior at all times and avoid the appearance of impropriety. All staff and employees are prohibited from exchanging contact information with student athletes for personal gain. Employees are to disclose any actual or potential such conflicts of interest to Kirby Kander. Violation of this policy will result in disciplinary action, up to and including termination.

Equal Opportunity Employment Statement

To insure equal employment opportunities for all employees and applicants, any decisions relating to personnel will be made without regard to race, religion, creed, age, sex, national origin, veteran status, or disability. Florida State Athletics is committed to a policy of nondiscrimination in all areas of employment and comply with all applicable federal and state statutes pertaining to employment.

Contact Information

Kirby Kander, Director of Seminole Productions

Email: kkander@fsu.edu Office Phone: (850) 644-8036 Mobile Phone: (832) 723-6428

Office: D2226, 2nd Floor of Building D Moore Athletic Center

Control Room A Phone: (850) 644-2801

I have read and understand the Seminole Productions 2024-2025 Crew Member Handbook.

Signed Name _____ Date _____

Printed Name _____