

MCCRORY  GARDENS



# Volunteer Manual



# **VOLUNTEER MANUAL**

The purpose of the training manual is to orient new volunteers with McCrory Gardens and the variety of volunteer positions at McCrory Gardens. It is a great resource that provides answers to the most frequently asked questions about different positions and to help accommodate guests and clients of McCrory Gardens.

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## **1. Welcome**

Dear Volunteer,

Thank you very much for choosing to volunteer with McCrory Gardens. We are pleased to welcome you to our team of volunteers. We believe volunteers are a vital part of achieving our goals for the community and our volunteers play key roles in a number of our positions. We hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us to be a rewarding one. The enclosed packet will give you additional information about our organization and will include details about the roles and responsibilities of our volunteers. Should you have any questions, please feel free to contact us at 605-688-6707.

Again, welcome and thank you!

Sincerely,

The McCrory Gardens Operations Team

[SDSU.McCroryGardens@sdstate.edu](mailto:SDSU.McCroryGardens@sdstate.edu)

605-688-6707

## **2. McCrory Gardens Information**

### **2.1 Mission Statement**

Connecting people and plants through education, discovery, research, and enjoyment of the natural and built landscape.

### **2.2 Volunteer Mission Statement**

To support the mission of McCrory Gardens and, at the same time, to provide a rewarding volunteer experience.

### **2.3 History**

McCrory Gardens is named to honor Professor Samuel .A. McCrory who headed the South Dakota State University Horticulture Department from 1947 to 1964. McCrory Gardens started in 1965 with the planting of the first two major garden malls and several large blocks of shrub evaluations. From the beginning, McCrory Gardens was designed to be a display, evaluation and research center. Today, McCrory Gardens continues to grow and has evolved into 25 acres of formal display and evaluation gardens as well as 45 acres of arboretum and woody plant evaluation plots. The McCrory Gardens Education and Visitor Center was dedicated in 2012 and provides a wonderful, welcoming experience for year-round visitors. Educational programs for all ages, wedding and receptions, anniversary parties, business meetings and other special events take place in the facility and surrounding gardens.

### **2.4 McCrory Gardens Staff**

#### **Full-Time Employees**

*To reach all staff call 605-688-6707 (primary contact for volunteer questions, schedules, etc.).*

*To reach the Shop directly call 605-688-5921.*

#### **1) Lisa Marotz: Interim Director of Operations**

[Lisa.Marotz@sdstate.edu](mailto:Lisa.Marotz@sdstate.edu)

#### **2) Cindy Pfennig: Special Events Coordinator**

[Cindy.Pfennig@sdstate.edu](mailto:Cindy.Pfennig@sdstate.edu)

#### **3) Chris Schlenker: Head Gardener/Horticulturist**

[Christopher.Schlenker@sdstate.edu](mailto:Christopher.Schlenker@sdstate.edu)

#### **4) Christina Lind: Assistant Gardener/Education Coordinator**

[Chrstina.Lind-Thielke@sdstate.edu](mailto:Chrstina.Lind-Thielke@sdstate.edu)

#### **Part-Time Employees**

- 1) Operations Intern:** contact with questions about front desk.
- 2) Special Events Intern:** contact with questions about events.
- 3) Student Garden Staff:** contact with questions about the gardens.

## **2.5 Hours of Operation, Holiday Hours**

*Seasonal hours apply and are subject to change based on weather and ongoing garden events. These hours are regularly updated on our website. Typical seasonal hours are:*

### McCrory Gardens summer hours (May 1-Sept 30):

- Monday-Saturday: 9:00am-8:00pm
- Sunday: 12:00-6:00pm

### McCrory Gardens “shoulder season” hours (generally Oct 1 – Nov 1 & April 1 – May 1)

- Monday-Friday: 9:00am-5:00pm
- Saturday: 12:00-6:00pm

### McCrory Gardens winter hours (Nov 1 -April 30):

- Monday-Friday: 9:00-5:00

### McCrory Gardens is open on the following holidays from 12:00-6:00pm:

- Memorial Day
- Independence Day
- Labor Day

## **2.6 McCrory Gardens Map (see on page 4)**

### **2.6.1 Gate numbers listed (see on page 4)**

### **2.6.2 Garden names listed (see on page 5)**

*It would be beneficial to your volunteer experience to attend a tour of McCrory Gardens. Please contact your supervisor for more information!*











### **3. Safety**

#### **3.1 Workplace Safety**

Depending on the jobs performed, safety equipment such as gloves, sturdy shoes, hearing protection, sun hats, or sunscreen may be appropriate. Volunteers should ask their staff supervisors what items are needed in order to work safely. Some safety equipment may be provided to you. Make sure to talk to your supervisor about what is available.

In the event of an accident, regardless of how minor, volunteers must notify a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported.

Volunteers should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

#### **3.1 First Aid**

##### First Aid Kit

If you, or anyone else needs access to a first aid kit, please find them in the:

- Education & Visitor Center – Gift Shop, drawer labeled “First Aid Kit,”
- Straw Bale House: Drawer labeled “First Aid Kit,” □ Maintenance Shop – Bathroom Shelf.

If you are unable to find one, please ask a staff member to assist you. Please ask a staff member to administer any first aid, if you are unable.

##### CPR

The Good Samaritan laws offer legal protection to people who give reasonable assistance to those who are, or who they believe to be, injured, ill, in peril, or otherwise incapacitated. *If you begin CPR you must continue alternating compressions and breathing until the casualty's condition changes or qualified help comes and you are asked to stop.*

#### **3.3 Workplace Security**

Volunteers must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Immediately report any suspicious activity to a supervisor.

#### **3.3 Emergency Procedures**

In the event of an emergency, call the University Police Department (UPD) by dialing **111** from campus phone or **605-688-5117** (if you have a cell phone, you may want to program this number into it) from any other phone immediately.

##### Safety Concerns

If you feel uncomfortable at all in any situation, notify a supervisor as soon as possible and do not hesitate to call the UPD.

If you are approached by someone suspicious in the Education & Visitor Center (EVC), enter the office area and shut the door (this door remains locked at all times in case of these situations). Then, from the office, call UPD and wait for help.

If you are approached by a suspicious person in the gardens, make your way to the Visitor Center safely, then call UPD. You may call UPD immediately if you are carrying a cell phone. At any time, you may also call on your two-way radio to a staff member for assistance.

South Dakota State University (SDSU) owns McCrory Gardens and all associated facilities, therefore, all persons requested to leave the premises must do so according to the law. If a person refuse to leave, contact UPD who will assist in removing the individual(s). If a nuisance, the University can send a ban notification through a written notice that they can no longer visit McCrory Gardens. In the event the individual(s) continue to violate the issued banishment, contact UPD (**111 from a campus phone or 605-688-5117**) who may arrest said individual(s) for trespassing.

In all interactions, becoming a good witness is vital. Take note of unique identifiable qualities such as hair color and style, tattoos, jewelry, and clothing as well as vehicle type, color, and license plate number. Even a simple “hello” with eye-contact can help deter would-be criminals from committing criminal acts.

#### Fire Alarm

If you hear a fire alarm or other emergency alert system, while in the EVC, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to re-enter. Call UPD.

#### Weather Emergency

In the event of a Tornado or other severe weather, all visitors, staff, and other guests must move indoors to hallways, bathrooms, or storage rooms for protection away from glass.

- If there is a tornado *watch*: tornadoes are possible in and near the watch area. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching.
- If there is a tornado *warning*: a tornado has been sighted or indicated by weather radar. There is imminent danger to life and property.

\*All volunteers working outdoors must be alert to hazardous weather conditions at all times. Volunteers may not go into the gardens or take visitors on tours if a thunderstorm or other adverse weather is in the area. Staff will notify volunteers and garden guests if grounds activities will be temporarily suspended.

## 4. Volunteer Auxiliary

McCrory Gardens depends on our volunteers who donate their time and many talents to our beautiful gardens. Make new friends, develop creative talents, participate in planning events, and benefit the gardens.

Please take some time to read through our volunteer opportunities:

### **4.1 Collections Volunteer: Recording our plant material is an important part of our garden data collection.**

*As a volunteer, you will assist with the collection and recording of data on plant material in the gardens, as well as installing labels, collecting seeds, and photo-logging of plant material.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** May-October, 2-3 hours per week

**Dress:** Comfortable work clothes and closed-toe shoes. Volunteer badge required. **Supervisor:** Assistant Gardener/Education Coordinator

### **4.2 Education Volunteer: Education is an important focus of McCrory Gardens' mission.**

*As a volunteer you will help us maintain a strong education program for both adults and children. Adult education classes are offered year-round. Children's education programming takes place in the spring and summer and includes all age-level groups. Assist presenters of educational lectures, workshops, conferences, and symposiums, as well as help with registration. Individual may also assist with educational programs, read books to children, and do crafts.*

**Training:** Orientation required. Additional training to be arranged.

**Work hours:** Work hours vary with season.

**Dress:** Business casual. Volunteer badge required.

**Supervisor:** Assistant Gardener/Education Coordinator

### **4.3 Fundraising Volunteer: McCrory Gardens relies on the generosity of others to provide financial support. As a volunteer, you can help create projects and events that will help fundraise for McCrory Gardens and gain an increase in memberships.**

*You can assist in the planning of fundraisers that benefit McCrory Gardens financially.*

*Volunteers can express their creativity by attending sessions that create unique gift items, including textiles, ornaments, potpourri sachets, pressed flowers, etc.*

*During major events at the gardens, volunteers assist staff members in selling or renewing garden memberships. On an as-needed basis, volunteers assist with membership tables, mailings, data entry and other clerical duties.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** Work hours vary. You will be notified when volunteer help is needed. ½ day and full day shifts may be requested

**Dress:** Volunteer badge required. Business Casual.

**Supervisor:** Operations Manager



**4.4 Garden Guide Volunteer:** As a volunteer, you can play an important role in the guest experience by providing information and details about McCrory Gardens or specific gardens.

*Garden Guides may be positioned in a specific garden to welcome visitors and provide additional information about the garden. You will gain insights about the history, symbolism, plantings, and elements in a particular garden. Volunteers may also give guided outdoor tours of the entire gardens during designated times.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** Hours may be weekly or will vary depending on requests.

**Dress:** Business Casual. Volunteer badge required.

**Supervisor:** Assistant Gardener/Education Coordinator

**4.3 Horticulture Volunteer:** Our work is never done in the gardens and you can be a part of the gardening crew.

*Tasks include: planting, dividing, deadheading, mulching, and general work on garden maintenance. You may work throughout the gardens, or in a specific garden area.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** Daily April – October.

**Dress:** Comfortable work clothes, closed-toe shoes. Volunteer badge required. **Supervisor:** Assistant Gardener/Education Coordinator

**4.8 Information Greeter Volunteer:** Be a part of the team that welcomes our guests.

*Volunteers are positioned indoors and outdoors to welcome guests by providing maps, tips for enjoying the gardens, and information about the day's public activities. We also help newcomers that need a Brookings map and/or a Brookings Community Guide.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** Daily help needed; volunteers may sign up when available.

**Dress:** Business casual. Volunteer badge required.

**Supervisor:** Special Events Coordinator

**4.8 Special Events Volunteer:** McCrory Gardens hosts, on average, 300 events per year. It is important that we serve our clients and that we have proper assistance for the events the McCrory Gardens provides to the public.

*McCrory Gardens sponsors large events that require volunteer support to set up, assist visitors, staff activities, and provide programs and maps. All volunteers are encouraged to sign up for specific dates. Special event volunteers choose dates, often on evening or weekends. More information can be given to you regarding future events and dates at McCrory Gardens.*

**Training:** Orientation required. Specialized training to be arranged.

**Work hours:** Work hours will vary. Talk to Volunteer Coordinator about future events.

**Dress:** Business casual. Volunteer badge required.

**Supervisors:** Special Events Coordinator

**4.9 Photography Volunteer: To help promote the gardens and the Education and Visitor Center, it is essential that pictures be taken at McCrory Gardens.**

*Photography Volunteers are provided access to the Garden during hours of operation to capture the beauty of the Garden on a daily, seasonal and annual basis. Volunteer Photography may be asked to cover special events and/or special request images for Garden staff.*

**Training:** Orientation required. Meeting with supervisor to be arranged.

**Work hours:** Work hours will vary with season.

**Dress:** Volunteer badge required

**Supervisor:** Assistant Gardener/Education Coordinator

**4.10 Front Desk Volunteer: A front desk position is critical to the operations of McCrory Gardens, as all guests and clients pass by or check in here.**

*This position will be stationed at the front desk in the Education and Visitor Center and be in charge of: gift shop sales, giving out information to garden visitors, directing clients to the correct employee, and answering the phone. It is crucial that the volunteer is comfortable utilizing computer applications, including Microsoft Excel.*

**Training:** Special training to be arranged. PCI Compliance Training required. A background check is required for this position

**Work hours:** Work hours will vary. This volunteer position is vital to McCrory Gardens operations; please contact your supervisor as soon as possible if you are unable to make it to your shift.

**Dress:** Volunteer badge required. Business casual preferred.

**Supervisor:** Operations Manager

**4.11 Orientation and Training**

Before you begin your volunteer experience, you are required to attend a general orientation as well as any specialized training session for each volunteer role you decide to participate in. All positions will have different training to fit their focus. Some volunteers will learn on the job while others will require more intensive training. All volunteers will have access to continuing education to further their knowledge in all areas of the garden operations.

Your picture will be taken for a wall in the Volunteer Area at orientation or training.

## 5. Volunteer Incentive Program

McCrory Gardens values the contribution each and every volunteer makes and would like to give recognition to these individuals for their hard work. Please see the list below for rewards you have the opportunity to earn.

You will be contacted via email when you have reached incentive milestones.

<b>REWARDS</b>	<b>HOW DO I EARN THIS REWARD?</b>
<b>Annual Volunteer Appreciation Event</b>	Every McCrory Gardens Volunteer will be invited to this annual appreciation event!
<b>Earn a 1-time Guest Pass</b>	Every 20 hours, earn a 1-time Guest Pass to McCrory Gardens so you can bring a friend with you to enjoy the gardens!
<b>Permanent McCrory Gardens name tag</b>	Complete 30 hours of volunteer work at McCrory Gardens
<b>Individual McCrory Gardens Membership (can be gifted)</b>	Complete 40 hours of volunteer work at McCrory Gardens
<b>McCrory Gardens shirt or hat</b>	Complete 50 hours of volunteer work at McCrory Gardens
<b>Family McCrory Gardens Membership (can be gifted)</b>	Complete 100 hours of volunteer work at McCrory Gardens
<b>"Volunteer of the Year" featured in our e-newsletter!</b>	Earn this title along with a section featuring you in our newsletter, a certificate, and a plant from the gardens! This will be awarded to one volunteer at the annual appreciation event.
<b>Service Name Tags</b>	Complete the hours listed below to earn a new name tag listing the service hours you've reached, cumulatively. 100 Hours of Service! 250 Hours of Service! 500 Hours of Service!

\*Your recorded hours will reset beginning January 1<sup>st</sup> of the next year (except for service name tags)

## 6. Policies and Procedures

**Scheduling:** Once assigned to a program area, volunteers are responsible for working during the times and dates scheduled.

**Absences:** Volunteers who cannot report for their job assignments should notify their supervisor as soon as possible. A substitution will be important if you are one of the following volunteers: Front Desk, Garden Guide, Special Events, Education, or Garden Advocate. Volunteers should inform appropriate/assigned staff at least 1 month in advance or as soon as possible, of vacations and other plans that will cause them to be absent.

**Americans with Disabilities Act (ADA):** Volunteers who identify un-met needs of visitors, volunteers, or members who are disabled are encouraged to bring those needs to the attention of the Volunteer Coordinator or Operations Manager. The Education & Visitor Center complies with ADA guidelines and will make appropriate accommodations whenever possible.

**Volunteer Area:** A volunteer space is located in the Education & Visitor Center. This area has a dry erase board for daily messages, volunteer files and documents, and personal storage cabinets. (See Section 7.1 for information about files and documents).

**Parking:** Designated volunteer parking may be available during large events.

**Guest Relations:** When dealing with the public, remember that as a volunteer you represent McCrory Gardens and have an important role to play in enhancing the visitor's experience of the Gardens. Volunteers should always be friendly and helpful. If a visitor's question cannot be answered, the visitor should be directed to an appropriate staff member for an answer. If a volunteer observes inappropriate behavior from a visitor, they should report the problem to the nearest staff member.

**Plant Collection:** No plants or seeds may be removed from the Gardens unless authorized by the Head Gardener or Assistant Gardener.

**Cell Phone Use:** Please refrain from using your cell phone during your volunteer shift. You may carry your cell phone for emergencies and use it during designated break times.

**Tobacco Use:** The McCrory Gardens is a tobacco free facility. Smoking & chewing tobacco is not permitted in any of the buildings, the Formal Gardens, or within 25 feet of those facilities.

**Drug Free Workplace:** The garden has a vital interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs, being under the influence of alcohol, or being in an impaired condition poses safety and health risks, and is prohibited. Violation of this policy will result in the termination of one's status as a volunteer.

**Confidentiality:** Volunteers may learn information that has not been released to the public, or that is not intended for the public. Volunteers are expected to maintain the confidentiality of that information.



**Grievance Procedures:** A volunteer who has a concern about a work-related issue should discuss the issue with their staff supervisor or the Volunteer Coordinator. Every attempt will be made to resolve a problem informally through the discussion process. However, if a matter remains unresolved, it will be referred to the Operations Manager, whose decision will be final.

**Sexual Harassment:** No volunteer should experience unwelcome sexual overtures from any employee or volunteer. Any incidents of this nature should be reported immediately to the staff supervisor, Volunteer Coordinator, or Operations Manager for investigation.

Visit <http://www.sdstate.edu/policies/> for SDSU's policies

## **7. Volunteer Records**

### **7.1 Record of Volunteer Time**

While you are volunteering, McCrory Gardens requests that you keep a record of your work time:

- If you stop in the EVC before and after your shift, you should record your hours by finding your individual file containing your sign-in sheet, found in the Volunteer Area. Record your “Time In” and “Time Out” each time you volunteer at McCrory Gardens.
- If you stop in at the shop before and after your shift, you should record your hours on the provided Volunteer Sign-In Sheet, for all volunteers.

EVC Staff will track your volunteer hours each month in a database and you will be notified when you’ve reached incentive milestones, via email.

Travel time to and from McCrory Gardens is not included as work hours (\*see the Volunteer Incentive Program, Section 5.A, to learn how to earn rewards for the amount of hours you have served at McCrory Gardens as a volunteer).

\*if you fail to record your volunteer work time in the Sign in Sheet and Monthly Timesheet, your hours will not be counted towards the Volunteer Incentive Program.

### **7.2 Volunteer Information Confidentiality**

The Volunteer Coordinator maintains a record of all volunteers’ names, contact information, emergency contacts, start dates, hours of service, special skills, interests, training, recognition, and work experiences. You should be diligent in providing an accurate and timely submission of any relevant changes of your contact information to the Volunteer Coordinator.

All of the information, stated above, will be kept confidential, unless needed in case of an emergency.

### **7.3 Work Agreement Form (see page 16)**

You will be given a Work Agreement Form from the Volunteer Coordinator to fill out before you begin your first shift as a volunteer at McCrory Gardens.

## 8. Summary of Key Information

Volunteers should be dependable and arrive on time to their scheduled positions.

Volunteers are responsible for the accurate and timely submission of hours worked, excluding travel time to/from McCrory Gardens.

If a volunteer has any questions or concerns, or would like to switch/add another volunteer opportunity position at McCrory Gardens they should contact the Volunteer Coordinator.

Volunteers must familiarize themselves with McCrory Gardens policies and procedures. In case of an emergency:

- Do not administer first aid
- Contact the nearest staff member
- Notify the University Police Department at **605-688-5117 or 111 (from a campus phone)**

Volunteers should wear a volunteer or name badges while performing their duties.

Volunteers are highly encouraged to participate in and bring guests to training and educational programs offered throughout the year.

Volunteers should monitor McCrory Gardens website, [www.McCroryGardens.com](http://www.McCroryGardens.com), to keep apprised of upcoming events.

Volunteers are encouraged to interact with staff, other volunteers, and the Volunteer Coordinator to learn about McCrory Gardens and to create new opportunities.

# South Dakota State University

## Volunteer Work Agreement

This form is to be used in conjunction with University Policy 4:8 Volunteers.

Submit completed form to the Human Resources Office

Admin 100, Box 2201, SDSU, Brookings, SD 57007

Or by Fax to (605) 688-5822

Department: \_\_\_\_\_ Reports to: \_\_\_\_\_  
Building/Room Number (if applicable): \_\_\_\_\_ Office Phone: \_\_\_\_\_  
Description of services provided by volunteer or Adjunct faculty member (Reason for appointment): \_\_\_\_\_  
\_\_\_\_\_  
Dates of service: Start: \_\_\_\_\_ End: \_\_\_\_\_

I, \_\_\_\_\_, agree to perform the duties and responsibilities of the volunteer position mutually agreed to by myself and the department stated above.

I understand that my services are voluntary and that I will not be compensated. I further understand that volunteer workers are provided worker's compensation coverage, and that I will be covered by the same terms and conditions applicable to state employees according to the liability coverage program for public entities while performing volunteer activities.

I understand that I am subject to all University and South Dakota Board of Regents policies, including University Policy 4:8 Volunteers, and those regarding safety and security, non-discrimination, sexual harassment, drug and alcohol use, etc. I understand it is my responsibility to familiarize myself with the University policies, which can be found at <http://www.sdstate.edu/policies/>, as well as any policies applicable to the department through which I am volunteering, such as policies regarding confidentiality of records, intellectual property, etc.

I agree to assign, and I do hereby assign, to the South Dakota Board of Regents all my right, title, and interest, whether present or expectant, in intellectual property that I may create, author, invent, or reduce to practice pursuant to my services as a volunteer. I understand that South Dakota Board of Regents Policy 4:34 not only establishes the obligations to assign and to disclose intellectual properties, but also reserves certain rights to creators of intellectual property and defines conditions under which the Board of Regent's rights of ownership may be waived in whole or in part.

**I understand this coverage is only provided upon completion and submission of this document to the Human Resources Office.** I also understand, depending on the duties for which I will be volunteering, that I may be subject to a background check.

I understand that I am under no obligation to provide any services to the University and am free to discontinue my volunteer activities at any time. I further understand that the University may terminate any volunteer relationship at any time without cause or prior notice and at its sole discretion.

I have read this agreement, understand it, and I agree to serve as a volunteer under the terms and conditions outlined herein.

Name: \_\_\_\_\_ Email: \_\_\_\_\_  
Exactly as it appears on your Social Security Card

Permanent/Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Social Security Number: \_\_\_\_\_ Birth Date: \_\_\_\_\_ Gender: ☐ Male ☐ Female

Please check one of the following:

☐ U.S. Citizen – US ☐ Resident Alien/Perm Resident – RA ☐ Alien Substantial Pres – SP ☐ Non-Resident Alien – NR

If not a U.S. Citizen, Passport Number: \_\_\_\_\_ Visa Type: \_\_\_\_\_

Nation of Citizenship: \_\_\_\_\_ Nation of Birth: \_\_\_\_\_