



Volunteer Questions and Answers

If arriving separate from the school group:

Q. What time should I arrive at WCNY?

A. If arriving independently from the busses please arrive on time for the start of the program to WCNY at: 415 W. Fayette St., Syracuse, NY 13204. For arrival times and so that WCNY staff is prepared to receive you, please contact the Enterprise America Manager at 315-385-7338.

Q. Where should I park?

A. On-street parking is available on Wyoming and Marcellus Streets. Be aware of the odd-even parking rules of the city. Plan to possibly walk a block or two to reach WCNY. Please do NOT drive up to the employee parking gate or park in the bus zone.

Q. Where do I enter the building?

A. For those not arriving with the school group, please wait for someone to greet you at the Education Center entrance marked with a tall green sign attached to the building. A staff member will admit you and direct you to the Education Center on the 3rd floor. Elevator access is available.

Q. What do I need to do when I get there?

A. Upon entering the Education Center (3rd floor) WCNY staff will get you signed in and show you what business you'll be in for the day. You'll have a few moments to get acquainted before the school group arrives.

Q. What should I bring with me?

A. Please come prepared with a bagged lunch and something to drink. Bring anything else you think you may need for a 4.5 hour day. Keep in mind there is no microwave, refrigerator or vending machine available.

Q. Is there anything I shouldn't bring with me?

A. You should not bring anything that would distract your attention from monitoring the students and activities within the Enterprise America business that you are assigned to.

Q. How should I dress?

A. It is always a good idea to dress in layers and wear comfortable shoes. You may be standing for a good portion of the day or walking around. We ask the students to dress in a way as to reflect business attire and professionalism – we ask that you set a good example.

Q. What will I be doing in the Enterprise America City?

A. In the Enterprise America City you will be assigned to monitor the student team and activities of one business in the city. You will guide and answer any questions and ensure the safety of all students throughout the day. Refer to the Volunteer Overview.

Q. How will I know which business I am to work in?

A. You will be given your business assignment when you arrive during the volunteer training session.

Q. Do I need to know anything in advance about the business?

A. You do not need to know anything in advance about the business. Your role is to guide, refocus, encourage and help students with their job tasks, understanding the instructions and time management throughout the day.

Q. Will there be any other training?

A. There is training built into the day. If there are any questions or concerns prior to your scheduled day, call WCNY at (315) 453-2424 and ask for the Enterprise America Manager.

Q. How long will I be at WCNY for the Enterprise America city experience?

A. You can expect to be at WCNY for about 4.5 hours. Typically schools arrive at 9am, but please confirm arrival times with the Enterprise America Manager.

Q. When is lunch?

A. During the city operation, you'll have an opportunity to take a lunch break. Once the student lunches begin, you can coordinate with your neighboring volunteer to cover the supervision of your business. As the "city" is still in operation we ask that you take the time you need but resume your volunteer role in a timely manner.

Q. Will I get any other breaks?

A. Breaks for the adults are not structured but you are welcome to coordinate with your neighboring volunteer to cover the supervision of your business if you need to step away for any reason.

Q. How do I check out at the end of the day?

A. WCNY staff will collect your name badge and check your name off the volunteer list for the day. We value your feedback as well, so we may ask you to fill out a brief survey about your volunteer experience.