

# **Student Center Policies, Procedures and Services**

## **Mission Statement**

The Chamberlain Student Center serves as a safe and welcoming environment with unlimited opportunities for personal development and enhanced learning experiences. Through quality programs, services and facilities, the Student Center is “more than just a building”.

## **Operating Values**

The Student Center is proud to foster an environment that honors and respects all members of the University community, and creates a friendly, inviting destination for students, faculty, staff, alumni and guests. With service at the heart of what we do, we will make every effort to accommodate the needs of our customers with kindness and courtesy.

We are proud to be the gathering place for the campus community offering social, educational, recreational, and cultural activities that stimulate discussion and debate. We will provide developmental opportunities for students to both complement their classroom experience and enhance their personal growth.

We believe in the mutual respect that develops through positive, collaborative relationships among individuals. Because people are our most unique and dynamic resource, we will nurture and support them through focusing on the following core values: service, community building, integrity, student development, and responsibility.

## **Facilities, Offices and Services**

Located on the ground level of the Center are the Market Basket convenience store, the Food Court, Mailroom and campus mailboxes, laundry room, vending/lounge area, back patio and Prof’s Place. Located on the first floor are the Marketplace Residence Dining Facility, Owl’s Nest Dining Facility, meeting and conference rooms, Pit Lounge Programming space, Jazzman’s Cafe, the Information Desk, change machine and ATM machine. The ballroom is located on the second floor, along with additional meeting spaces and offices.

Offices located in the Student Center include Dining and Catering Services, Service Learning and Volunteerism, Student Activities, Student Transitions and Leadership Programs, Conference and Event Services, and the Student Center Administration Office. Student Government Association, Student University Programmers (SUP) and all student publication offices are also located in the facility.

## **Information Desk Services**

The Information Desk provides general information, including the date, time and location of university events, travel directions to, from and around the campus, general information about the surrounding community, and information regarding events held within the Student Center. The staff also disburses campus maps and bus/shuttle schedules, sells tickets to student organization events, schedules table reservations for the ground floor, maintains items lost or found throughout the building and campus, offers limited copy services and sells stamps and envelopes. Hours vary throughout the school year and summer. Ticket Sales at Information Desk must also meet SGA guidelines for Fundraising.

The university identification card (Rowan Card) processing center is also located in this area. Students are charged/billed \$10 for their first card and \$25 for replacement cards. (see Terms and Conditions for more information)

## **Student Center Hours of Operation**

Monday – Friday	7am – 1am
Saturday	8am – 1am
Sunday	9am - 1am

During semester breaks, holidays, and the summer, the Student Center operates on a reduced schedule. This schedule will be posted approximately one week before any change in building hours.

## **General Facility Use Policies**

1. Illegal use of alcohol, drugs, firearms and gambling devices are not permitted within the building at any time.
2. Common space in the Center is meant to be enjoyed by all. Because of our commitment to make this space in the Center available to all members of the University population, activities which inhibit the use of space by the public at large are prohibited.
3. Solicitation, commercial activity or requests for donations are allowed only in designated areas of the facility.
4. The use of all tobacco products is prohibited in the Student Center. This includes offices, leased spaces, doorways, meeting rooms, restrooms and dining areas.
5. Animals are not permitted in the Student Center with the exception of guide dogs, dogs used in law enforcement, and/or special occasions as approved by the Director of the Student Center.
6. Due to the proximity of food service, shoes and shirts must be worn at all times in the building.
7. In the interest of safety, all persons should evacuate the building calmly and immediately in the event of a fire alarm.
8. The use of roller skates/blades, skateboards, scooters and bicycles are prohibited in the facility. Bicycles must be stored in the racks outside the building, not blocking walkways or entrances.
9. Chalking is not allowed on either the front or back patios of the Student Center.
10. No changes are to be made in the arrangement of Student Center furniture, equipment, or other Student Center property unless prior approval has been granted.
11. The Student Center assumes no responsibility for lost articles. Articles that are discovered can be turned in to the Information Desk. If an owner can be identified, the Information Desk staff will attempt to notify them. Items of extreme value will be placed in a locked area immediately upon receipt.
12. All individuals using the facilities are expected to take reasonable steps to ensure proper care of the building and equipment. Intentional misuse, vandalism, defacing and/or destruction in any manner is strictly prohibited and will result in disciplinary action.

13. Any behavior exhibited in the Student Center that violates the law will not be tolerated and may result in prosecution.

### **Policies on the Use of Reservable and/or Public Spaces**

1. Usage of the Student Center space (with the exception of the Ballroom) is free of charge to all SGA Chartered Organizations and Academic & Administrative Departments for meetings/programs that fall within the scope and mission of the institution.
2. Academic classes may not be held in the Student Center. Exceptions may be made by the Student Center Director or his/her designee.
3. The Student Center is not responsible for materials, equipment, etc. that may be left in reserved or public spaces unattended. If sponsors choose to leave materials before and after meetings/events, the sponsor accepts complete responsibility for security of the items.
4. The sponsoring group is responsible for any and all damages and cleaning beyond the normal wear and tear. Any organization or department that shows disregard for the facilities and equipment may be charged additional fees, be denied further use of the Student Center, and/or be referred to the appropriate authority for disciplinary action. The sponsoring organization assumes the responsibility for any damage done to the facility or equipment by their guests. The Student Center will not assume responsibility for the damage to, or loss of, any merchandise or personal property.
5. For large-scale or late night ballroom events, an inspection report must be completed prior to and after the event. The person listed on the reservation form must be present at both inspections. Any exceptions must be made by the Student Center Director's Office.
6. The burning of candles and incense are strictly prohibited within the Student Center. Failure to comply with this policy will result in damage fees and suspension of reservation privileges.
7. Windows may not be covered in accordance with Fire Code Regulations.
8. Property of the Student Center (i.e. furniture, displays, equipment etc.) may not be moved or removed from the rooms without the approval of the Student Center Director or his/her designee.
9. Parking arrangements for special meetings or conferences need to be arranged by the event sponsor directly with Rowan University Public Safety Office/Parking Services. Any vehicle requiring the use of the loading/unloading dock must request it in advance.
10. Any group scheduling space in the Student Center is expected to leave the facility in the same condition as it was found. This is to include responsibility for surface cleaning after the event, removal of balloons, decorations, signs, and advertisements. Equipment should be returned to its original location and the space should be free and clear of all trash and debris. If the Student Center Staff has to remove decorations and provide additional cleaning, a maintenance charge of minimum \$25 will be billed to the department or organization.
11. Organizations utilizing the Student Center are responsible for monitoring their own events and ensuring that all aspects of the event are in complete accordance with federal and local statutes, as well as University regulations. This includes fire and safety regulations and those concerning capacity and access.

12. Any group activity larger than six people should be held in a scheduled meeting room. The Pit lounge and other public areas, as such, should not be used for meetings, skits, rehearsals, etc.
13. If your event requires the use of directional or informational signs, arrangements must be made through the Student Center Office. Affixing signs to walls, columns, doors, windows, rails, ceilings, floors or furniture is prohibited.
14. Discuss with Administrative Staff decorations best suited for use within the Student Center. Decorations and displays that require flame, smoke, sand or water cannot be used in the facility. No tape, staples, tacks, nails, pins or hooks may be used on any surface other than approved bulletin boards and tack strips. Confetti and decorative tinsel may not be used on tables. Materials may not be attached to walls, windows, ceilings, woodwork, columns, doors, sprinkler heads or any other fire equipment. Only free-standing decorations may be used in the ballroom. Doorways, hallways, corridors, staircases and fire exits cannot be blocked or obstructed in any way. Decorative lighting (ie. Holiday lights) and backdrops must be approved by the Public Safety Office in accordance with fire safety laws. All decorations must be removed by the sponsoring organization immediately following the event; failure to do so will result in additional charges.
15. The Student Center is unable to accept requests for storage of materials and equipment. The Director or designee must approve exceptions to this policy. In these instances, a signed waiver will be required releasing the Student Center of any responsibility.
16. A portion of the Student Center meeting rooms will be reserved for students to study in during finals week each semester. Notification of specific areas to be reserved will be posted one week before finals.

### **Food, Beverage and Catering Regulations**

1. All catered food in the Student Center must be provided through Sodexo Catering Services, located on the ground floor of the Student Center.
2. Items for personal consumption may be present in all areas except the Ballroom. These items include brown bag lunch items (potluck, hot or covered dishes are NOT acceptable). If personal food items are to be present during a reservation, a completed Food Waiver Form must be submitted for approval. Additional clean up charges may be required if food items and trash remain in the space.
3. Student organizations that would like to bring any food item into a reserved space must submit a Food Waiver Request to Sodexo Catering Office Staff for review and approval. Food that qualifies for a food waiver includes foods not subject to temperature such as cookies, chips, donuts and nuts. Beverages such as soda and water are also acceptable, however beverages containing red dye are strictly prohibited. Food Waiver forms are available in the Catering Office or the main Administrative Office of the Student Center and must be submitted 10 business days in advance.
4. Individual food items are not permitted in the Ballroom. All food must be purchased by Catering for this space.

### **Student Center Scheduling and Reservations**

Reservations are required for all space within the Student Center including outdoor Patios. The Student Center Office Staff is trained to familiarize patrons with the facilities and services as well as provide assistance with event planning. All requests for use of any Student Center facility are made and confirmed by the Student Center Main Administrative office. In an effort to meet the needs of our diverse clientele,

the staff makes every effort to maximize facility usage. The staff will work with you to deliver the highest quality facilities, equipment and services. The office hours are Monday through Friday 8:00am-4:00pm (summer hours are Monday through Thursday 7:30am-5:00pm).

Room reservations for all chartered student clubs, university department/offices, University Foundation, Board of Trustees, Alumni, University Senate and all unions begins January 25 for the following school year through August (exceptions to this date include all University wide annual events).

## **General Reservation Procedures**

1. To reserve rooms/space in the Student Center go to the Student Center website ([www.rowan.edu/studentcenter](http://www.rowan.edu/studentcenter)) and click on the "Reserve a Room" Quick Link. At the bottom of the page, click on "enter on-line reservation system". All users must have a valid email address to request space. Before you log in, you must create an account by entering your valid address and a password. You are automatically logged onto the reservation system once you create an account. If you are having problems, please contact the Student Center Office and someone can assist you with the process. You will receive a confirmation/cancellation of the reservation by email.
2. All building users are encouraged to anticipate room needs well in advance of their event. The Student Center administrative office needs two business days to complete a reservation. Requests for reservations which are made less than two (2) business days in advance may not be accommodated depending on time, space and set-up requirements. Phone inquiries do not guarantee a reserved space. A service fee of \$25 will be charged for requests made less than 2 business days in advance.
3. Reservations made for recognized student organizations must be in the spirit of the purpose or mission of that organization.
4. Petitioning student organizations may request rooms/space as long as the SGA will sponsor them.
5. Set-up requests and equipment needs should be detailed on the reservation request. The Staff will be able to assist you in determining the most effective set-up arrangement for your function. Please consult with them well in advance of your event. Final diagrams and equipment requests must be received 2 business days prior to the event. The staff will make every effort to accommodate late requests; however, this will not always be possible (due to limited resources). A service fee of \$25 will be charged for requests made less than 2 business days in advance and a \$10 fee (per item) for equipment requests made less than 2 business days in advance.
6. Student Center Administrative Staff will work diligently to meet your space requests; however, submitting the request does not guarantee a reserved space or your specified preference.
7. Student Center Administrative Staff will assign each reservation to the most appropriate space(s) available based on the event description on the request. The demands on the facility and the nature and size of the event will be considered in determining space assignments. Requests for specific rooms or space will be honored when possible. The staff reserves the right to re-assign space when necessary and to identify suitable alternative space for the original reservation.
8. SGA Chartered Organizations may reserve regular weekly meeting space for no longer than 3 hours at a time. Requests for additional time may be made in writing to the Student Center Office.
9. Student Center Administrative Staff reserves the right to deny space usage for a group or event if it is programmatically or operationally impossible to accommodate or if the group or event is in

conflict with University regulations. In addition, services may be denied to any individual or organization which has prior history of violating policy.

10. The person making the reservation is the guarantor that the costs associated with the event are paid in full. Organizations, departments and all other user groups that have delinquent accounts will not be permitted to reserve space until the account is paid in full.
11. Space assignments are confirmed on a first come, first serve basis within the priority categories (see Ballroom Policies). A confirmation will be emailed to the individual identified on the request. The email should be carefully reviewed for confirmation or denial of space or equipment, particularly with requests for multiple dates.
12. Complex reservations and/or special events may require a meeting with a member of the Student Center Administrative Staff to review planning and arrangements. Complex reservations are defined as programs or events that will occupy more than one reservable space, and/or that occurs over two or more consecutive dates. The University has adopted a set of procedural guidelines for organizations to follow when planning events for large groups, late night events or events that might pose a security concern. These guidelines are outlined in the section titled Special Events.
13. Cancellations must be made 24 hours in advance of the program or event (exceptions – see Ballroom policy). To cancel a reservation please email [lau@rowan.edu](mailto:lau@rowan.edu) or call Doral Lau at 856-256-4602 and include the date, time, and room you wish to cancel. Departments or non-student groups who fail to cancel within this time frame will be assessed a \$30.00 “no-show” fee after the first incident. “No show” is defined as a reserved/set-up space that is not used by the organization for any reason. Student organizations that have three (3) “no shows” will have room privileges suspended for one semester. Written notification of each “no show” will be sent to the individual listed on the reservation form. Appeals may be made in writing to the Student Center Director.
14. Events may/may not be scheduled back to back with a buffer in between for set-up or break down. Student Center Administrative Staff will determine the time allotment needed for each event. No meetings or events may begin prior to 8:30am Monday through Saturday, or 9:00am Sunday; and no events may be scheduled beyond 12:30 am on any night. Exceptions to this policy may be made by written request to the Student Center Office and may require a meeting as well as additional fees for building supervision/maintenance. This includes conferences, special events, dance parties and other late night programming.
15. No event may be publicized until you receive your confirmation of the reservation.
16. If a group plans to co-sponsor an event in a reserved facility, they should indicate this to the Student Center Office and provide names of all co-sponsoring groups. The sponsoring group should be aware that the organization making the reservation is responsible for payment and for maintaining the proper condition of the facility.
17. University departments or student organizations may not act as sponsors for off-campus vendors or organizations in order to avoid charges. Users who misrepresent an event or affiliation in this manner will be charged accordingly and may have reservation privileges suspended.

### **Payment of Services**

1. All payments should be made out to Rowan University and sent to the Student Center Administrative office, Room 117A. On campus departments and organizations may use

Departmental Charge Authorization forms. The event may be canceled if fees are not paid in accordance with the above policies.

2. Fees are listed on the emailed confirmation of the reservation request. All fees are based on normal wear and tear and proper use only. Any cost incurred for late requests, excessive clean up or damage beyond normal wear and tear will be billed to the sponsoring organization/department.
3. All accounts must be paid within 30 days of receiving an invoice. Organizations or individuals with accounts past due may be denied further use of the Student Center facilities until balances are cleared. Accounts over 90 days past due will be turned over to collections.

### **Pit Programming Policy**

Bands, DJ's, music and events requiring sound are allowed in the Pit and surrounding meeting areas Monday through Thursday beginning at 8pm; allowing meetings to have priority before those times. This sound restriction does not include an event that requires podium and microphone for a presenter. Friday through Sunday, bands and DJ's have priority all hours the building is open. Exceptions occur for the following: Welcome Weekend, Homecoming, and any other time a special event takes precedent over meeting spaces. Other requests for exceptions may be made in writing to the Office of the Student Center Director.

### **Early Access/After Hours Access**

Student Center Reservations are scheduled Monday – Saturday beginning at 8:30 am and Sundays beginning at 9:00am through 1am daily. Reservations which require access to the reserved space prior to or after these times will be charged a maintenance/overtime/building manager fee (depending on the service provided). This fee will be determined based on time, supervision and set-up/break-down requirements for each reservation.

### **After Hours Access for Office Use**

This policy is in effect for those student organizations that maintain offices in the Student Center. After hours are defined as “any time the Student Center is not open for regularly scheduled hours or events”. The following procedure is to be followed:

1. The request must be made in writing to the Student Center Director and signed by the Advisor.
2. A complete list of individuals, specific dates and times requested must be included in the letter.
3. The Student Center Director (or designee) and Public Safety will have final approval authority.
4. If approved, Public Safety will be notified.
5. Individuals may be required to produce proper identification upon request.

### **Equipment Requests/Usage**

1. Requests for audio/visual equipment should be included at the time reservation is made. Requests made less than 2 business days in advance are not guaranteed and are subject to a \$10.00 late fee per item.
2. If the event concludes before the scheduled time, the reserving group is responsible for making sure the equipment is secure. At the conclusion of the program, the group is to notify the Student Center Staff. After business hours, the Building Manager should be notified so the equipment can be

retrieved and safely stored. If the equipment is lost, destroyed, stolen, removed from its original location, broken, or displays damage beyond normal use, the organization will be charged a repair or replacement fee.

3. All AV equipment presently owned by the Student Center may only be used by organizations/individuals within the confines of the Student Center Building. Any exceptions must be made by the Student Center Director's Office.
4. The use of amplification/audio-visual equipment in any of the reservable facilities within the Student Center requires advance approval from the Student Center Office. The use of this equipment cannot interfere with any event, public area, office, or other University function. Requests for reduction in volume must be complied with immediately.

### **Special Event and Late Night Programming Policy**

Rowan University endeavors to provide for the safety of students and guests attending campus events. These guidelines apply to late night and special events and are intended to complement the University's regular reservation policies and procedures regarding campus space. For purposes of this policy, "late night events" shall mean events expected to end at 11pm or later; and "special events" shall mean events with anticipated attendance of over 200 students/guests or events that may pose a security concern for some other reason, as determined by Public Safety and/or University Personnel. Student Organizations chartered by SGA are permitted to reserve space in the Student Center and throughout the campus for extracurricular activities such as shows, dance parties, concerts, semi-formal activities, performances or other special events. Space will be assigned based on availability, type of activity, number of participants, and location of other events within the facility. Special event/late night venues include the following: Student Center Pit, Student Center Ballroom, Student Center Patio, Rec Center, Esby Gym, Intramural Field, Varsity Fields, Academic Building Atriums (Science Hall, Education Hall, Rowan Hall), Pfleeger Hall, Boyd Recital Hall, and Tohill Auditorium, as well as any parking lot area.

Chartered student organizations must be in good standing with the University and SGA in order to sponsor an event on campus. Student organizations that are on probation or that have outstanding financial obligations to the University or Dining Services may not hold events on campus. Chartered clubs may not co-sponsor a special event or late night event with an off-campus organization or with any commercial enterprise. Appeals to this policy must be in writing to the Assistant Vice President for Campus Recreation, Student Center and Conference Service, and may require a contract and insurance from the external organization.

### **Procedures for Sponsoring a Special Event or Late Night Program**

1. Completion of a Room Reservation Request by the organization at least 4 weeks in advance. This reservation will remain tentative until all requirements are met (see below). Reservations or requests for space should be made directly to the office or building in which the event will be located. The Student Center staff, located in Room 117A, can assist in providing contact information for buildings throughout campus.
2. Completion of Special Event/Late Night Registration Form at least 4 weeks in advance (form available in Student Center Main Office 117A). This form will be used to evaluate the event for potential risk as well as to determine public safety/staffing needs. It is imperative that this form has detailed information about the event so that University personnel can review program logistics fairly and

accurately. It may be necessary to follow up with the event sponsor in person to further clarify any areas that appear unclear or non-specific.

3. If it is determined by University Personnel that a special events meeting is required (based on the final risk analysis), then it must be held at least two weeks in advance of the program date. Representatives from the organization, along with their advisor, Public Safety representatives and appropriate Student Center/Student Activities staff will be in attendance to thoroughly review event logistics. It is strongly recommended that a program proposal be prepared for distribution at this meeting. Revisions and changes to the event may be requested at this meeting.
4. Completion of necessary paperwork (SGA check requests forms, catering requests, equipment/AV requests, room diagrams) should be completed ten (10) business days prior to event to ensure that all requests are met within a timely manner.

### **Public Safety Requirements**

It is the responsibility of Public Safety and University Personnel to evaluate each event for its unique circumstances and potential risk factors. These factors include, but are not limited to: student vs non-student attendance, number of expected attendees, event venue, ticket sales/cash protection, off campus advertisement, nature/type of event, prior problems or history of event, advance notice of problem, requests for personal protection for performers, timing of event, and other factors that may be associated with conducting an event.

By reviewing all known factors about a given event, and combining that information with knowledge of the campus, Public Safety will determine security and staffing needs for the event, as well as determine any capacity limitations for each event venue (based on safety issues). The event will be assigned a category according to the guidelines below. All questions can be directed to the Assistant Director of the Student Center, who is available to assist all student organizations with respect to policy adherence and event logistics.

### **Special Event Categories**

A. There are four main categories of student events:

1. Student Fundraisers/events with external guests participating
  - Events in this category require security and must be funded directly by the sponsoring club/organization at the following rates: \$18-\$23 per hour (avg.\$20 per hour)
  - Events/Dance parties for 300 students will require 4 officers
  - Events for 400 students will require 5 officers
  - Events for 500 students will require 6 officers
  - Events between 100-300 and over 500 will be assessed individually by Public Safety to determine security needs.

**Note: Beginning Fall of 2009, the maximum # of participants for a dance party is 300.**

2. Student events (non-fundraisers) with external guests
  - We have determined that approximately 10 of these events occur within a calendar year; and that the Office of the VP of Student Affairs will provide \$5,000 per year to cover the security needs for these events.

3. Student fundraiser/events for Rowan students only
  - Security needs will be evaluated on a case by case basis and costs will be absorbed within Public Safety budget
4. Student events (non-fundraisers) for Rowan students only
  - Security needs will be evaluated on a case by case basis and costs will be absorbed within Public Safety budget

### **Guidelines For Special Event/Late Night Program**

1. Major event meetings must be held at least two weeks prior to the event date or the event will be cancelled.
2. Changes in projected number of students attending must be provided to Public Safety/Tyrone Taylor at least 7 days before the event. These final projected numbers must directly be reflected in the number of tickets available for sale.
3. Club/Organization advisors are not required to attend dance parties but must attend major event meetings; Ms. Jeanine Dowd (Assistant Director of the Student Center) or another professional staff in the Student Center will assume this role. This will be evaluated as needed.
4. The group or organization agrees to abide by all rules and regulations of Rowan University. The sponsoring organization is responsible for all guests in attendance.
5. Possession or use of contraband and/or controlled substances will be brought to the attention of the on-site event supervisor or advisor and may result in disciplinary action and/or arrest.
6. If the organization and/or advisors anticipate or encounter any particular security needs or problems, they will immediately be brought to the attention of the on-site Public Safety personnel.
7. When, in the judgement of Public Safety personnel, a significant danger to the safety of the University community and guests is determined to exist, Public Safety reserves the right to notify the event supervisor or advisor in advance of closing the event, and will cancel the event.
8. Any costs that occur as a result of incidences requiring additional Public Safety or local police support will be charged/billed directly to the student organization.
9. For all dance parties that require paid admission and/or have non-Rowan students in attendance, there will be no re-entry once students have entered the facility; doors will close at 12 midnight.
10. When required, all attendees must present a valid college or university ID card for admittance. Anyone not cooperating with procedures will be asked to leave the premises. Typically, events that have at least 25% non-Rowan students in attendance will require ID's.
11. University representatives in supervisory roles will be responsible for advising the sponsoring group when the event is nearing completion. This will occur 15 minutes prior to the scheduled end time, which will be no later than 2am (when approved in advance). The sponsoring group must insure that the music stops at the scheduled ending time of the event.
12. The sponsoring group must usher event attendees out of the building at the end of the event through the main entrance of the room.

13. The sponsoring organization is responsible for returning the facility to its original conditions; including trash pick-up and general cleaning of areas used.

### **Responsibilities of Public Safety Officers**

1. At events where Public Safety officers are required, one (1) officer shall be stationed at the main entrance and conduct periodic checks of the immediate surrounding areas of the event and shall insure that the stated admission policy is enforced.
2. Remaining officers shall be responsible for roving inside the facility and will make periodic checks around the outside perimeter of the area.
3. Public Safety officers must be scheduled a half hour before event begins and remain until the event is over and the doors are secured.
4. There will be a meeting for all event staff, sponsoring organization members and the organization's advisors (when required) with Public Safety ½ hour before the start of the event. At this meeting, event details will be provided by Public Safety.
5. Student organizations may request through the Department of Public Safety, officer(s) from the Glassboro Police Department to assist Public Safety Officers. The requesting organization will incur all expense of Glassboro Police Department officers.

### **Ballroom Policies**

#### **Approved uses for the Ballroom include:**

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|-------------------------------------|-------------------|
| * Formal/Semi formal dinner dances  | * Career Fairs    |
| * Annual Employee Holiday Reception | * Formal Pageants |
| * Banquets/Ceremonies               | * Concerts/Shows  |
| * Major Speakers                    | * Films           |
| * Conferences                       |                   |

#### **Scheduling Priority:**

- Group I – To be scheduled prior to January 20<sup>th</sup> for the following school year through August. This group includes all University wide scheduled annual events: Homecoming, Commencement, Orientation, President's Holiday Party and Faculty/Staff Dinner Dance, MLK Breakfast, Medallion Awards Banquet.
- Group II – To be scheduled beginning January 25<sup>th</sup> for the following school year through August. This group will include University related events for Chartered Student Organizations, Administrative/Academic Departments, University Foundation, Board of Trustees, Alumni, Senate and the Unions.
- Group III – To be scheduled beginning February 15<sup>th</sup> for the following school year through August. This group will include University Institutes, individual employees, Civic/Government groups, school systems, local community groups, individual students, alumni and non-profit organizations, and all other external groups/individuals with no affiliation to the University.

- Group IV – To be scheduled beginning March 1<sup>st</sup> for the following school year through August. This group includes off campus groups and individuals with no affiliation with the University.

### Scheduling Criteria

- Student Center scheduling staff will use current policies, knowledge of historic use of facilities and judgement in assigning space for events.
- Scheduling decisions will be made matching available space with the event in order to achieve maximum use of the area with minimum costs to the facility, support personnel and the University.
- Anticipated audience size, target audience, formality of event and catering requirements are factors that may be considered in determining usage.

### Misrepresentation (Fronting)

University departments/student organizations may not act as sponsors/agents for off-campus vendors or organizations in order to avoid fees/charges for the space. Departments/organizations who reserve space for the purpose of allowing off-campus vendors or organizations to utilize space, advertise or sell items will be held responsible for misrepresenting themselves and their organizations and will be charged Group III rental rates, and may have reservation privileges suspended.

### Ballroom Fees:

<b>GROUP I &amp; II</b>	<b>0 to 4 hours</b>	<b>4 to 8 hours</b>	<b>8 to 12 hours</b>
<b>Chartered Student Organiz.</b>			
Ballroom A or B (1/2)	n/c *	\$20.00	\$30.00
Entire Ballroom w/reception area	n/c *	\$40.00	\$60.00
<b>All others in Group I &amp; II</b>			
Ballroom A or B (1/2)	n/c *	\$50.00	\$75.00
Entire Ballroom w/reception area	n/c *	\$100.00	\$150.00
<b>GROUP III</b>			
Ballroom A or B (1/2)	\$210.00	\$350.00	\$490.00
Entire Ballroom w/reception area	\$420.00	\$700.00	\$980.00
<b>GROUP IV</b>			
Ballroom A or B (1/2)	\$300.00	\$500.00	\$700.00
Entire Ballroom w/reception area	\$600.00	\$1,000.00	\$1,400.00

\* Group I & II will be required to provide a \$100.00 reservation/damage deposit for every event to be paid when the reservation is made

\* Group III & IV will be required to provide a \$200.00 reservation/damage deposit for every event to be paid when the reservation is made

- Fees above include one basic set: tables, chairs (set up time of one hour included in room-use block)

- Additional fee for stage and/or dance floor required @ \$100.00 each or \$150.00 for both
- Events requiring set-up/breakdown of tables and chairs only will be assessed one additional hour.
- Full set-up/breakdown will be assessed two additional hours. Full set-up includes stage and/or dance floor in addition to tables and chairs.
- Re-set of room during event – additional \$50.00 fee
- Events scheduled on Saturday and Sunday – additional \$100.00 fee
- AV Tech fee to be determined when scheduled
- For Group I, II and III 100% of rental fee is due 2 weeks prior to date of event
- For Group IV 100% of the rental fee is due 30 days prior to date of event

### **Cancellation Policies**

- Reservation/damage fee for Group I and II will be refunded if canceled more than 7 days ahead.
- Reservation/damage fee for Group III and IV is forfeited if canceled at any time.
- Rental fee for Group I, II, III will be refunded if reservation is canceled 2 weeks prior to event. Less than 2 weeks it will be forfeited.
- Rental fee for Group IV will be refunded if canceled 30 days prior to the event. Less than 30 days it will be forfeited.

### **Payment of Fees**

Fees are listed on the bottom of the reservation form. If additional costs are incurred, a bill will be issued. Payments should be made to Rowan University and sent to the Student Center Director's Office (room 117A) with a copy of the reservation. On campus departments and organizations may use Departmental Charge Authorization forms. The event may be canceled if fees are not paid in accordance with the above policies.

### **Student Center Table Reservations**

Tables available for distributing information and/or merchandise sales in the Student Center are reserved through the Information Desk (ext. 4607) on a first come first served basis and are located on the ground floor. Tables for career opportunities only are located on the main floor in front of the Marketplace and are also scheduled through the Information Desk at ext. 4607.

Tables will be in designated areas only and the table you selected at the time of your reservation will be the table you are assigned. Failure to comply with the rules and regulations will result in loss of Student Center privileges. Hours of operation are 8:30am to 4:30pm, Monday thru Friday. The following guidelines apply:

1. One (1) table and two(2) chairs will be provided. The maximum number of people permitted at a table is four (4).
2. Signage may be hung from the tables with masking tape only. Nothing may be affixed to brick, vinyl, glass or painted walls with tape, nails or thumbtacks. A maximum of two signs may be used.
3. Groups wishing to use any type of electronic equipment must have approval prior to its use. In the event that extension cords are needed, groups are responsible for providing their own, subject to approval.
4. The Student Center has no facilities to store displays, equipment/materials or merchandise.
5. The Student Center reserves the right to schedule sales of similar or like items on the same day.
6. The sponsoring organization is responsible for all loading and unloading of products to be sold. The Student Center cannot provide assistance. Carts/dollies are not available.

7. Certain types of promotional activities/merchandise are not allowed in the Student Center. They include, but are not limited to:
  - a. Food sales except as approved by Dining Services
  - b. Sale of “knock off” or imitation merchandise
  - c. Sale of items already being provided by the University Bookstore
8. Groups may not solicit credit card applications.
9. Any deviation from the above policies must be approved by the Student Center Director.
10. The Student Center and/or Rowan University are not responsible for lost, stolen or damaged personal property or merchandise. In consideration for the use of the Student Center facilities, the group waives any claim for damages or injury which may arise.
11. No sound is permitted except in conjunction with film or videocassette. Volume must be confined to the area immediately around the table. The Student Center staff reserves the right to control volume.
12. The maximum number of tables in the vending area is 6.
13. Chartered student organizations and individual students reserving tables for fund raising are limited to two consecutive free periods (Mondays 11am-12:30pm). This does not apply to tables reserved for charitable contributions.
14. No more than 2 tables may be scheduled by any one vendor/organization in a day.
15. Vendors/Student Organizations that have three (3) “no shows” will have table reservation privileges suspended for one semester. Written notification of each “no show” will be sent to the individual listed on the reservation form. Appeals may be made in writing to the Student Center Director.

### **Group Classifications**

There are four classifications of table usage: 1) outside groups, 2) individual students, 3) chartered student organizations, and 4) free literature group (including but not limited to handouts, recruiting, or equipment demonstrations involving no cash transactions).

1. Outside groups - These groups include those individuals not affiliated with Rowan University who wish to sell wares for personal profit or gain. There is a two (2) vendor limit per day. Outside groups must comply with the following:
  - a) File a Table Authorization Form at the Information Desk and select a table location.
  - b) Pay a fee of seventy five dollars (\$75.00) per day for one table and two chairs. Fee must be paid prior to setting up merchandise.
  - c) Post the receipt form, indicating payment, on the table.
  - d) If a display of any kind is used, it must be located behind your table only.
2. Individual students - This group includes students that are currently registered at Rowan University who wish to sell wares for personal profit or gain. Students must comply with the following:
  - a) File a Table Authorization Form at the Information Desk and select a table location.
  - b) Pay a fee of five dollars (\$5.00) per day for one table and two chairs. Fee must be paid prior to setting up merchandise.
  - c) May only use the vending area a maximum of three days per week or two consecutive free periods (Mondays 11am-12:30pm).
  - d) The individual student must be with the table at all times. Any other person at the table will be considered an outside vendor and the \$75.00 fee will apply.
3. Chartered Student Organizations - This group includes all student organizations that

are currently chartered and in good standing with SGA and SFCB. Organizations must comply with the following:

- a) File a Table Authorization Form at the Information Desk and select a table location.
  - b) Deposit all proceeds from the event in their SGA account.
  - c) Organization member must be with the table at all times.
  - d) No more than 4 organization members at the table at one time.
  - e) May only use the vending area a maximum of two consecutive free periods (Mondays 11am-12:30pm).
  - f) Must meet SGA Fundraising Standards
4. Free Literature Groups - Those persons distributing "free" materials, providing free demonstrations, or affiliated with the University Bookstore may use a table free of charge. You may pass out literature, recruit and/or demonstrate from behind your table only. There may be no exchange of money. In all cases the form for authorization of table usage must be displayed. This group must comply with the following:
- a) File a Table Authorization Form at the Information Desk and select a table location.

## **General Posting Policy**

The purpose of this policy is to establish a balance between efficiently disseminating information and maintaining the aesthetic appearance of the university environment. The posting of University-related printed literature, posters, placards and banners on campus (except in the residence areas) must be approved by the Office of the Director of the Student Center. The posting of non-University related materials is limited to designated areas. Posting in residence areas must be approved by the Office of Residential Learning and University Housing. Department and office boards are maintained by the respective department/organization and are not available for general use, unless prior approval is granted.

The University encourages sensitivity to all members of our diverse community in postings and strongly discourages profanity or prejudicial content in advertising. It is expected that individuals respect the goals of building and maintaining a dynamic university community. Postings that contain subject matter demonstrating lack of thought, common sense or good judgment contradict the values and goals of that community. Individuals should consider the impact of their words. While individuals may have a right to post something, they also have a responsibility as members of the Rowan community to review the impact before submission for posting.

## **Pre-Approval**

1. All materials advertising on-campus events must include the name of the sponsoring organization, group or department, event start and end time.
2. For all student organizations, pre-approval must be obtained from the Office of Residential Learning and University Housing or Student Center (approval/date stamp on flyer, poster or banner). The original must be approved and stamped **PRIOR TO PRINTING**. Residence life staff will post materials within two business days in the approved areas within the residence halls. Student Center staff will post within one business day. Materials may be posted for a maximum of two weeks.
3. Flier size for bulletin boards is limited to 8 1/2 by 11" or 8 1/2 by 14" for all postings. Exceptions: university sponsored or external events that have pre-printed posters size 11 by 17".

4. No posting will be rejected due to content or pictures, as long as all information presented is true and not libelous

### **Posting Procedures**

- Materials may be posted on campus bulletin boards only (excluding special purpose bulletin boards specifically designated by campus departments or groups).
- Posting on designated bulletin boards is limited to 1 flier per event per board and only one single layer of fliers allowed (no overlapping). Postings may go up no more than 2 weeks prior to the event and must be removed by the next business day following the completion of the event.
- Posted materials must be fastened using staples or tacks only (no tape or other adhesives).
- Posting of fliers/posters/banners is not permitted on windows, window treatments, painted surfaces, walls, furniture, brick, concrete, wood surfaces, buildings, light poles, trees or campus signage.
- Posting by external groups (outside of the campus community), vendors and miscellaneous individual postings (i.e. "books for sale", "roommate needed") are permitted in the Student Center only, on designated bulletin boards.
- Outside posting is only permitted on the existing sign posts surrounding the Student Center patio.
- Directional signs must be staked and removed by the next business day after completion of the event.
- Academic offices may post on their own department office doors at their own discretion.
- Resident students may post on their own room doors in the Residence Halls/Apartments.
- Student Recreation Center's policy on posting is the following: "Only Recreation Center sponsored activities and athletic events will be posted in the facility. Major university sponsored events will be posted if space is available."
- Outside banners are only permitted in the area behind Student Center (wooden fence between Student Center building and wooden bridge) and fence around basketball courts. Only one banner per event/election per organization. Banners may be posted up to two weeks prior to an event/election but must be removed by the next business day after completion of that event/election.

**Stipulations** In the event of "Flier overload" (more fliers or posters than the bulletin board space available), the following set of posting priorities may be applied in date order:

- 1 Rowan University student clubs/organizations and/or academic and administrative departments
- 2 Individuals affiliated with Rowan University
- 3 All others

**Appeals for the denial of general postings.** Any questions, complaints or appeals should be directed to The Director of the Student Center (or designee). All appeals must be made in writing.

**Appeals for the denial of Residence Life postings.** Any questions, complaints or appeals should be directed to the Associate Vice President for Student Affairs/Dean of Students. All appeals must be made in writing.

## **Student Center Posting Policies and Locations**

### **Bulletin Boards on Ground Floor**

1. New encased bulletin boards are located on the ground floor; each board has a specific user group designation label at the top of the board.
2. Due to limited space, postings will be available on a first-come, first serve basis.
3. Only one flier per group per event can be posted.
4. Fliers can only be posted for a maximum of fourteen (14) days.
5. Flier size for bulletin boards is limited to 8 1/2 by 11" or 8 1/2 by 14" for all postings. Exceptions: university or department sponsored events that have pre-printed posters size 11" by 17".

### **Bulletin Board Posting and Approval Procedures**

1. Complete a "Posting Request Form" along with a copy of the flier and submit both of them to the Student Center Information Desk or Administrative Office.
2. The flier will be reviewed for approval by the next business day. Fliers for encased bulletin boards can only be approved by the Student Center staff.
3. The Student Center staff will post all materials according to the information provided on the request form.

### **Tack Strips on Main and Second Floor**

1. Tack strips are located along the corridor on the main floor and 2<sup>nd</sup> floor.
2. Student organizations may post one flier per event on each floor. Multiple postings will be removed if space is limited.
3. External groups (outside of the campus community, i.e. vendors) and individual advertisements (i.e. "roommate needed") can only be posted on the second floor of the Student Center.
4. Posted materials must be fastened using staples or thumbtacks only.

### **Tack Strips Approval Process**

1. For all chartered internal and external organizations, pre-approval must be obtained by the Student Center administrative staff prior to posting (in the form of a date/dept stamp).
2. Fliers can only be posted for a maximum of fourteen (14) days.

### **Digital Signage on Main Floor**

1. Only registered student organizations, and campus departments/offices, are permitted to display content on the Digital Signage system. Use of the digital signage system is at no cost.
2. The creation of content for display on the Digital Signage system is the responsibility of the group presenting the information to the campus community.
3. Content must be submitted electronically a minimum of five (5) business days prior to the first date the content is to be displayed on the Digital Signage system.
4. Announcements will run for a maximum of 14 day
5. Each organization may post ONE advertisement per event on the Digital Signage display.

6. The Student Center reserves the right to reject any material that includes references to the sale or consumption of alcohol or other drugs, that promotes or condones behavior that violates University policies, or local, state or federal law.
7. Advertisement of commercial products or services on the Digital Signage system is prohibited
8. Content that infringes on the copyrighted or trademarked works of others will not be approved for display. Copyrighted and trademarked material may include, but are not limited to, logos, digital images, photographs, paintings, movies, videos, and written works.
9. To optimize the management of Digital Signage content, The Student Center reserves the right to determine what content is displayed at which Digital Signage location(s) and determine the duration, dates, and times content is displayed

### **Banners/Posters in Pit Lounge Area**

1. Student Organizations chartered by SGA may hang a banner in the Pit Area. The banner cannot exceed a length of 6 feet by 4.5 feet in width, with a minimum size of 2.5 feet by 2 feet.
2. Each organization may only hang ONE banner, per event, at any given time. The banner may not be hung for more than fourteen days.
3. Space is on a first come, first serve basis. Banners may only be moved by the sponsoring group or Student Center staff.
4. Banners may only be for specific events and special announcements subject to review by the Student Center Administration.
5. Banners may not advertise general meetings for organizations.
6. Banners must state the sponsoring organization of the event. SGA must sponsor any non-chartered group that wants to post information in the Pit.
7. Fliers, table tents or sheets may not be posted in the Pit.
8. Banners must be removed by sponsoring group when the event is over. The Student Center staff reserves the right to remove banners if guidelines are not followed.
9. The Student Center reserves the right to remove banners temporarily for university wide events such as Homecoming.
10. Posters or banners must be hung with string or yarn, no tape is permitted. Posters or banners will be removed if not posted correctly.

### **General Guidelines**

1. Posting may occur on designated bulletin boards and tack strips only, not on walls, doors or columns on the interior or exterior of the building. Posted materials must be fastened using staples or thumbtacks only.
2. All outdoor posting is prohibited. Specifically, posting is prohibited on trees, light posts, sidewalks, trash receptacles, benches, etc. Exception: banner posting is limited to one banner per event per organization. The defined area for banner posting is behind the Student Center (wooden fence between Student Center building and wooden bridge) and the fence around the outdoor basketball courts.
3. Chalking on the patios or walkways of the Student Center is prohibited.
4. Exceptions to any posting policy listed above must be proposed in writing and approved by the administrative staff of the Student Center.
5. Violations of any of the above policies may result in sanctions.

### **Other Student Center Services**

#### **Laptop Check-Out**

Current Rowan University students may check-out laptops free of charge for 2 hours at a time. Laptops are available at the Information Desk and Prof's Place. Equipment must only be used within the student Center. Students must show RowanCard. Late return of laptop will result in a \$5 fee for every ½ hour the laptop is late.

### **Billiards**

Billiards table are available for reservation in Prof's Place. Current Students may reserve a billiards table for \$2 per hour or purchase a semester pass for \$40.

## **General Student Center Information**

### **Conduct**

The Student Center is a unique facility on our campus. The Center provides numerous opportunities for interaction between diverse populations that comprise the University community. In this regard it provides the ideal climate for learning to respect the dignity and worth of each individual. Please join the staff in promoting an environment that demonstrates these qualities. The staff is trained to treat all users fairly and with respect. We in turn request the same of our users. It is possible to register a difference of opinion or complaint in a civil manner. The use of abusive or profane language will not be tolerated. Harassment of any form to our patrons or employees will be resolved through all available legal channels.

### **Facility Maintenance**

Please help keep the facility neat and appealing to all users by properly disposing of litter. Recycling bins are located on every level. Make every attempt to report spills or unclean areas to the staff promptly. Show your pride in the facility by helping us keep it clean.

### **Participant Input**

Users are encouraged provide feedback to the Student Center in order for us to improve our service. Please feel free to discuss concerns or feedback with a Student Center Professional Staff Member or complete a comment card at the Information Desk or Prof's Place.

### **Student Building Managers**

The Student Center has trained student managers on duty during evening and weekend hours. While on duty, the Building Manager serves as a representative of the Student Center Administration and has the authority and responsibility to make decisions and enforce policy. Their duties include: supervising programs, facilities, and information desk staff; providing assistance and service to all patrons, and maintaining a safe and clean environment.

### **Disciplinary Action**

All users are expected to adhere to the rules and regulations of Rowan University and of the Student Center. In the event that infractions occur, the Administration of the Student Center may impose any or all of the following sanctions for holding groups accountable: letter of warning, probation, financial restitution, fines, or suspension of privileges. Severe incidences, or incidences which cannot be resolved internally, will be forwarded to the Dean of Students Office of Judicial Affairs. If needed, written statements and/or meetings with the Director may occur so that all facts can be obtained.

### **Resource Directory**

Student Center Information Desk	256-4606	SGA Main Office	256-4540
Student Center Admin. Office	256-4602	Mailroom	256-4613
Student Center Bldg. Mgrs.	256-4605	Venue	256-4536

Student University Programmers	256-4875/4187	Whit	256-4888
Student Transitions/Leadership	256-4453/4041	Sodexo Catering	256-4610
Service Learning/Volunteerism	256-4595	Sodexo Admin Office	256-4635
Office of Student Activities	256-4696	Conference/Event Services	256-5446