



BROWN
STUDENT AGENCIES

CCIS Training Manual

Table of Contents

Brown Student Agencies History	3
General Information	4
Product and Services	5
Staff Organizational Structure	8
Important Contact Information	10
Employee Expectations and Policies	11
Procedures Instructions	13
CCIS Responsibilities & General Information	14

Brown Student Agencies History

Brown Student Agencies was incorporated on January 29, 1969 as a Rhode Island non-business corporation. The first president was Eric J. Natwig. According to the Articles of Incorporation, the purpose was to:

“Advance the education of the students at Brown University by affording opportunities for training and experience in administrative management, ... [provide] students with additional opportunities to defray the expenses of their education and ... inculcate in such students habits of work, thrift and self-reliance. “

In 1995, Ludwig Schulze '96.5 and the BSA advisory board approved a plan to bring BSA into the University itself as part of the Brown Bookstore. In 2006-2007, after a proposal drafted by BSA members, BSA moved from the Bookstore to the Student Activities Office. BSA currently pays the SAO an annual fee for oversight, advising, and bookkeeping assistance.

The proposal that shifted BSA to the SAO outlined a revised mission for the twenty-first century:

“The Brown Student Agencies board could *become a student resource for campus entrepreneurship efforts* that could offer resources and services to support such efforts and advise and evaluate various programs ... [and] also become a venue for identifying services for students on campus and engaging student leadership in the development and management of contracts.”

BSA is a specially-chartered student group that works in close collaboration with the Student Activities Office. As such, BSA offers a unique space in which student enterprise can occur without violating university policies or Brown's nonprofit status

(http://www.brown.edu/Student_Services/Office_of_Student_Life/judicial_affairs/randr/policy/student_enterprise.html).

Summarizing the spirit of these mission statements, Brown Student Agencies' goals are:

- To provide students training and real-world experience in administrative management
- To identify and provide useful services for students on campus and,
- To become a resource and support system for student entrepreneurial efforts

General Information

What is BSA?

Brown Student Agencies is a student-run organization within Brown that brings services and products to Brown students.

Where are you located?

The BSA laundry room is located at Faunce 035. Customer service questions should be directed to the Campus Center information desk.

Do you have a website?

Yes, our website address is <http://bsa.brown.edu>

What is your phone number?

We can be reached by phone at (401) 863-2226

Can I reach you by email?

Yes, inquiries can be sent to bsa@brown.edu

What are your hours?

The Campus Center information desk is open from 8:30 AM to 5:00 PM and from 6:30 PM to 9:00 PM on weekdays and 10:00 AM to 4:00 PM on weekends. Currently, the Laundry room is self-service and may be accessed with a Brown ID (associated with a student registered for laundry service) during the hours of 7:30 AM to 11:00 PM on weekdays and 8:30 AM to 11:00 PM on weekends.

I'm interested in starting my own business, how can BSA help me?

We have the infrastructure, prime retail space, and financing to support great ideas! Please note that in keeping with Brown's status as a nonprofit institution, it is important that Brown students do not use Brown facilities and resources for their own profit -- BSA can help you implement your idea with appropriate compensation. For more information, please review the [University Policy Concerning Student Enterprise \(Student-Run Businesses\)](#).

Interested students should write up a business proposal and submit it to bsa@brown.edu

Products and Services

BSA offers a number of services and products to the Brown community. This section contains an extensive review of each program and should cover most questions that may arise.

Laundry Service

Brown Student Agencies works with E & R Cleaners, a company based in Manchester, NH, to provide a campus laundry service for students.

Students can sign up for two basic plans: Just the Basics, which does not include dry-cleaning, and Look Sharp, which does. Students on the second plan have unlimited dry-cleaning for everything excluding blankets and comforters, which require a separate Comforter plan. Dry-cleaning is delivered on hangers, which should be sorted alphabetically and hung on racks.

1. Operational Tasks

BSA Laundry operates out of the Laundry room in Faunce 035. BSA no longer staffs this room. Currently, the Laundry room is self-service and may be accessed with a Brown ID (associated with a student registered for laundry service) during the hours of 7:30 AM to 11:00 PM on weekdays and 8:30 AM to 11:00 PM on weekends.

When clean laundry is delivered, the laundry bags must be placed onto the shelves in alphabetical order and the dry cleaning must also be hung onto the racks in alphabetical order.

From time to time, E&R will return items lost in customer's pockets. These are to be placed either inside the students' bags or on their laundry hangers. These must be returned to the customers.

E&R sends trucks to Brown University every Monday, Wednesday, and Friday. E&R picks up dirty laundry every time they come but only brings back clean laundry on Wednesday and Friday. Thus, students who drop off laundry on Wednesday after the E&R truck leaves, at any time on Friday, or on Monday before the E&R truck leaves will all receive their cleaned laundry on Wednesday at the earliest.

2. Customer Service Issues

One of the major customer service questions you will receive regarding our laundry service is when a student on the "Just the Basics" plan – which does not include dry-cleaning – submits clothing that E&R deems requires dry cleaning. Sweaters are one of the most common items that have this issue because E&R has a policy of dry-cleaning all sweaters since its driers are too hot for most sweaters. If you receive any questions regarding this, please give them the contact information of the customer service representative (Sarah Robinson). We are not responsible for any of these issues.

Customers may also sign a Hold Harmless form and place it in their bag. Those that sign this form will have nothing dry cleaned unless specified – however, they release E&R from any damages done to clothing as a result of ignoring clothing label cleaning instructions.

If an item has been damaged, have the student fill out a complaint form and give them a copy. Then put the form and the item inside the orange laundry bag. An E&R employee will take this on the next drop-off day. Record the student's name and complaint.

If an item is missing, it is possible that it simply hasn't arrived yet. Remind the student that laundry dropped off on Friday is not returned until the following Wednesday, and encourage him or her to check back on the next laundry day. If the student has already tried this, record their contact information and call E&R.

Microfridge

BSA works with Microfridge, a company based in Massachusetts, to provide rental refrigerators to students. At this time, we offer two models, a refrigerator-only model and a refrigerator and microwave combination.

Microfridge installs refrigerators at the beginning of the school year and removes them directly from students' rooms at the end of the year. We send out multiple notifications to customers prior to removing them. Customers must keep their refrigerator in good condition and clean it out; otherwise, they will be billed. This service is also available during the summer.

Microfridge relies on BSA's assistance primarily to access the University master keys to students' dorms. The Director of HR will schedule BSA staff to obtain master keys and escort the company into students' rooms. Speak to Barbara Ross or any other employee of Res Life (South Wayland) to sign out Master Keys. It is essential that **BSA staff is the only ones handling the keys**. Outside vendors are NOT allowed to handle master keys. Moreover, BSA's access to these keys is a **privilege**. Failure to adhere to these rules is cause for immediate termination.

Care Packages (OCM)

BSA works with OCM to provide care packages. Parents can order a variety of care packages for their children, which will be mailed directly to students. BSA is responsible for approving mailers sent out by OCM, but is not responsible for any of the actual operations of the business. Sometimes, students and parents will send questions to BSA via email or phone asking why their care package hasn't arrived. Typically, packages are waiting for the student in the mail room and they simply haven't gone to pick it up. If the caller insists that the student has checked the mail room, forward the email to Director of Customer Relations and they will follow up with OCM to determine this.

Linens (OCM)

BSA provides linens through OCM and Residential Hall Linens (RHL). Students can purchase bed sheets, towels, and other supplies in a discounted package, which is then available for pickup from a BSA office at the beginning of fall semester. BSA is responsible for approving mailers sent out by OCM for linens sales. In addition, BSA distributes the linens packages a week before orientation and throughout orientation. This service is also available as a rental (not purchase) service during the summer through E&R.

Student Backup (OCM)

Student Backup is also provided through OCM. Student Backup is software designed to help protect a customer's computer information from crashes. Every night, it backs up files automatically; no work involved from the student. Please note that Brown itself offers a *manual* backup service to the Brown server.

Student Advantage

The Student Advantage Card is a great discount card. Students can either purchase a four-year or one-year membership. The best option is the four-year card – at \$45 total this is \$11.25 per year. Customers can obtain discounts at many national retailers listed on the Student Advantage website. The most popular discount is the 15% discount off of any Amtrak ride. Note: OCM markets the card in some of their care packages.

Summer Storage

BSA works with Storage Center Providence to provide storage needs for students. They are available through out the year. BSA is primarily responsible for the marketing of the service. SCP is responsible for all of the operational tasks, including hiring temporary staff. Students can schedule for delivery and pick up at their convenience. The BSA storage website (especially important starting in March) has a schedule of pricing as well as other important information for storage: <http://bsa.brown.edu/services/storage.html>

Over the past few years, Res Life has offered vouchers to reduce the cost of storage, which are distributed to students through a lottery system.

BSA Billboards

BSA Billboards Advertising is an excellent advertising space to market products and/or services to the Brown University community. BSA's LCD screens have been on the Brown University campus since 2004, attracting an audience of students, faculty, staff and visitors. Our 4 screens are located in the Ratty, JWW, Campus Center, Scili, and IPTV Channel 1. The BSA Billboards operate on a weekly schedule from Monday through Sunday. The screens operated by BSA Billboards will be functional not only during the academic calendar, but also during summer and winter breaks.

BSA offers this service free to student groups, departments, and BSA's vendors. We also charge outside businesses to advertise on the screens.

The Vault

The Vault is a student-run thrift store operating under BSA with the twofold goal of providing a space for students to find affordable, gently used goods and encouraging artistic and environmental endeavors on campus. The Vault accepts donations of clothing, books, and small household goods in exchange for store credit which can be redeemed on sale days throughout the year. The Vault also hosts workshops geared toward upcycling, maintenance, and repurposing.

Student Planners

BSA works with University Directories, a company from North Carolina, to produce the Brown University Student Planner. Our agreement involves a required rapid distribution of the 4,000 planners. It is free to any member of the Brown community. BSA is responsible for the design of the planner's front page as well as the first 16 pages of the planner. This process begins in April and is completed by June. In addition, BSA distributes the planners in the beginning of fall.

Brown Marketplace

Brown Marketplace is our online e-commerce website. The website and servers are maintained by TouchNet. Through this venue BSA sells just about anything – tickets, CD's, services, and more. Those who wish to list a product on the Brown Marketplace should visit our website at: <http://bsa.brown.edu/store/> and fill out the Product Request Form. Those who would like to purchase a product should be directed to the same page – there is a link at the bottom that directs them to the website. BSA's biggest customer is Brown Concert Agencies which sells the Spring Weekend concert tickets.

Fan Rentals (Summer only)

Fan Rentals is a program BSA only provides during the summer sessions. BSA owns 490 Lasko 20" Box Fans that are stored in the basement of Buxton. BSA rents these out throughout the summer sessions for \$15-\$20. BSA also requires a \$15 security deposit. If the fan is broken or the fan is not returned to the BSA office, then the customer loses their deposit. BSA works with the Summer Studies RA's to help move all 490 fans around.

Discontinued Projects from the Recent Past

From 2003-2008, BSA printed, in conjunction with the University and University Directories (and its predecessors), a telephone directory. The official University decision to discontinue the directory came in July of 2009.

Liber, the Yearbook Committee, was also part of BSA until 2004.

Staff Organizational Structure

Brown Student Agencies is divided into the Campus Center Team and four management departments. The Directors of the Management departments and the Executive Director make up the Management Team – the team that is responsible for all major decisions regarding BSA. Each department creates and hires other positions (such as Assistant Director) as needed. The various tasks for each department are described below.

I. Campus Center Information Specialist Team

The CCIS team is the face of Brown Student Agencies. The primary responsibilities of the CCIS team are to staff the Campus Center Information Desk – the primary channel for BSA’s interaction with the community. CCIS serve as a knowledgeable and helpful resource for Brown community members and visitors. While at the desk the CCIS provides general campus, Brown Student Agencies (BSA), and Admissions-related information to Brown community members and visitors. CCISs are also responsible for answering phone lines and responding to emails. In addition, as a secondary responsibility, CCISs carry out BSA-related operational tasks. CCISs work under the primary direction of Lisa Brown, the Information Desk Coordinator, a full-time, College Admissions staff member. While working on BSA-related tasks, the CCIS reports to the Director of Customer Relations and the Director of Human Resources.

II. Department of Customer Relations

The primary responsibility of the Customer Relations department is to respond to all BSA-related customer service inquiries. The CR team, lead by the Director of Customer Relations, is responsible for synthesizing and following-up on issues reported by the CCIS. In addition, the CR team manages BSA’s primary email (bsa@brown.edu) and telephone/voicemail line. The CR team is also responsible for contacting vendor customer service departments to sort out any outstanding client inquiries.

III. Department of Human Resources

The primary responsibility of the Human Resources department is to manage all of BSA’s personnel. The HR team, lead by the Director of Human Resources, must manage all staffing logistics for the Campus Center Information Desk and the BSA Laundry Room such as scheduling hours, finding replacement workers, etc. The HR team will also be responsible for all hiring and firing – including for temporary workers, such as Microfridge movers. Moreover, the HR team will be the direct liaison between the SAO Financial Assistant, who manages BSA’s payroll. The HR team will collect pay sheets from BSA employees and submit them to the SAO on a timely basis. Finally, the HR team is responsible for executing each semester’s employment evaluations.

IV. Department of Technology

The Technology department is primarily responsible for managing BSA’s E-Commerce business line, managing the BSA website, and organizing BSA’s electronic documents. The Technology team will work with outside organizations who wish to sell products and services on BSA’s E-Commerce platform to create their product, execute sales, and finalize commissions. Moreover, the Technology team will synthesize information from the other departments and ensure that the BSA website is up-to-date. In addition, the Technology team will be responsible for managing BSA’s electronic documents, forms, contracts, etc and keeping a physical backup.

V. Department of Marketing

The Marketing department will be primarily responsible for all communications with the Brown community. The Marketing team will create and manage all of BSA's proprietary marketing materials. In addition, the Marketing team will oversee all communications BSA's partners wish to send to the Brown community. The Marketing team will be responsible for sending bulk mail, bulk email, and Morning Mail. In addition, the Marketing team will manage the LCD Promotional Screen program. Finally, the Marketing team will police and act against any non-approved marketing materials that do not follow Brown University's outside-vendor marketing rules.

VI. Department of Sales

The Sales team, led by the Director of Sales, oversees the sales of BSA's campus advertising solutions to businesses. Specifically, the Sales team manages relationships with outside businesses and provides them with BSA's two major campus advertising products: BSA Billboards & the Vendor Opportunity Program. The Sales team provides customer service to outside businesses that are advertising on campus through BSA. The Sales team is also responsible for managing BSA's reputation and integrity in the business market.

VII. Other Positions

Executive Director

The Executive Director is the leader of the Management Team – however, the Executive Director has no direct reports. The Executive Director is responsible for facilitating the joint coordination of the different departments, delegating tasks to the appropriate people, and monitoring overall performance. In addition, the Executive Director is the primary contact for vendors and other Brown departments. The Executive Director is also the initial contact for all new business prospects. Furthermore, the Executive Director is responsible for managing and negotiating contracts with outside vendors. Finally, Executive Director will oversee BSA's finances. Once per semester, the Executive Director will report the status of BSA's finances in the semi-annual report to the Management Team and BSA's advisors.

VIII. Summer Management

Co-Managers of Summer Operations

During the summer term, BSA will be run by two Co-Managers. In the spring, the managers must participate in training sessions and meetings with the summer program organizers. During the summer, the managers will be responsible for overseeing all summer programs and ensuring that they run smoothly. Responsibilities include, but are not limited to: distribution of linens and microfridges, managing the student laundry program, administering the distribution of fan rentals and sales, managing the University planners program, and holding office hours. Additional responsibilities may come up throughout the summer and will be designated by the Management Team. The managers will also be responsible for the hiring of temporary staff as needed.

Important Contact Information

The Student Activities Office:

Shelley Adriance	BSA Advisor	<u>Shelley Adriance@brown.edu</u>	3-1185
Diane Chouinard	SAO Finances	<u>Diane Chouinard@brown.edu</u>	3-1168
Donna Hustler	Payroll	<u>Donna Hustler@brown.edu</u>	3-1423
Kisa Takesue	SAO Director	<u>Kisa Takesue@brown.edu</u>	3-2036/3-2341
Connie Livingston	Admissions	<u>Connie Livingston@brown.edu</u>	3-7923
Jeffrey Clark	Printer Problems	<u>Jeffrey Clark@brown.edu</u>	3-7319
Omi Murakami-Locke	Copier Problems	<u>Omi Murakami-Locke@brown.edu</u>	3-1548

Contractors:

OCM

Main line			1-800-220-4237
Jenny Curran	OCM Contact	<u>jcurran@ocm.com</u>	609-359-1333

Microfridge

Main Number			1-800-577-8041
Bob Carberry	Microfridge, main	<u>bcarberry@microfridge.com</u>	1-800-637-7567

E&R

Customer Service Line			1-800-243-7789
Sarah Robinson	Customer Service	<u>srobinson@eandrcleaners.com</u>	603-627-7661 Ext 714

Student Advantage

Angela Reid		<u>asr@cbord.com</u>	617-912-2015
-------------	--	---	--------------

Storage Center

Main Line		<u>www.storagecenter.com</u>	401-421-8881
-----------	--	---	--------------

The Vault

Main Line		<u>thevault@brown.edu</u>	401-863-2226
Tara Noble	Co-Manager	<u>Tara noble@brown.edu</u>	
Hannah Winkler	Co-Manager	<u>Hannah winkler@brown.edu</u>	

Employee Expectations and Policies

Employee Expectations

The following will be expected of every employee:

- Attend required training sessions and workshops
- Participate in **ALL** scheduled staff meetings
- Participate in employment review process
- Meet deadlines
- Maintain communication with supervisors as well as other team members
- Represent BSA with honesty and integrity
- Follow all BSA Best Practices Policies

Best Practices Policies

Customer Service

Although most of BSA's daily interactions will be with other students, we always pride ourselves in providing excellent customer service. It is important to be polite and courteous at all times, especially during difficult interactions or situations. Moreover, it is imperative that all staff members **follow through** with any customer service issues that arise during a shift. The staff member during the shift will be held accountable for any incomplete issues.

Schedule of Shifts

The schedule of individual shifts is located on a shared Google Document. If you do not have access, please contact the Director of Human Resources. If you wish to change your shift permanently, please contact the Director of Human Resources.

Absences & Tardiness

If you want to drop a shift, find a replacement using the Google Doc that outlines shift schedules. You can either make a switch or ask someone to take an extra shift. Once the shift has been made, please e-mail the Director of Human Resources, your replacement, and Lisa Brown. You can switch between yourselves as many times as you wish.

If you cannot find a replacement, you must notify the Director of Human Resources at least 4 days in advance (as in, if your shift is on Friday, let the Director know by Monday). You are allowed two "excused absences" each semester.

Staff & Team Meetings

All BSA staff members are expected to attend all scheduled staff meetings. These meetings are designed to inform everyone about current BSA projects, plan short and long term goals, and work on any impending projects. Meetings will occur usually once per month.

Campus Center Information Desk/BSA Laundry Room

It is very important that Brown Student Agencies maintains a professional and inviting environment. Please ensure that you keep the office workspace clean and free of trash. If you bring food into the office, make sure it is thrown away and that if you make a mess on the desks, please clean it up.

Voluntary Resignation

We understand and respect your decision to move on from BSA. However, because BSA is not a usual student job, and it often requires a level of engagement and responsibility more reflective of a "real world" occupation, we ask that you give us advance notice before stepping down so that a replacement can be hired and trained. We ask for all management positions that 1 month advance notice is given and all other positions that a two week advance notice is given.

Confidentiality

At BSA we often work with confidential information such as student addresses, credit card numbers, employee records, etc. It is never okay to discuss any of this information with anyone outside of BSA. If anyone is found to have violated this policy, they will immediately be released of employment. Investigations and possibly charges may also ensure.

Homework

Completing school work or homework during office hours will only be permitted as long as it does not interfere with your work duties. During your shift, BSA projects and tasks take precedence over school assignments.

Grounds for Immediate Termination

- Payroll fraud
- Theft
- Harassment
- Unreported absence or excessive tardiness to shifts and meetings
- Disclosing confidential information
- Multiple accounts of not following through with customer service inquiries
- Multiple accounts of missing deadlines

Procedure Instructions

Starting your shift

At the start of your shift, always check <http://bsa.brown.edu/info/>. Then check <http://bsa.brown.edu/info/TaskSheet.html> for your time block's tasks.

Outstanding Customer Service Issues

If you receive a call, email, or visit from a customer regarding a customer service issues that you are not able to handle (such as refunds or missing products), please visit your Brown University Google Documents website and find the BSA Customer Service document. Enter the information in the appropriate form and the Director of Customer Relations will follow up on the issue.

If there are any seriously urgent issues, please contact the Director of Customer Relations directly.

Checking Voicemail

To check voicemail: first dial 3-9000 and then the password 2226.

If for some reason the voicemail needs to be changed, dial 3-9000, enter the password, and then type 43121.

Phone Procedure

When answering the BSA phone line please use the following greeting:

Brown Student Agencies, This is (Your Name). How may I help you?

When answering the Campus Center phone line please use the following greeting:

Brown University Campus Center, This is (Your Name). How may I help you?

Checking Email

Email should be checked throughout a shift. To do so, please click the BSA email link at the top-right corner of your Brown Gmail account. The BSA email should open in a new window. Make sure to be courteous and concise in every response, and never send emails to customers from personal accounts.

See: <http://bsa.brown.edu/info/EmailProcedures.html>

CCIS Campus Center Rounds

CCIS are responsible for doing routine checks on the building for facilities issues, equipment, and more. Rounds are to be conducted during your shifts. Please visit <http://bsa.brown.edu/info/CheckSheet.html> to check for tasks.

Accepting Posters for Faunce Arch

We also keep tabs on the poster wall located in Faunce Arch; all posters must be approved by the information desk and have a stamp prior to being posted. Any unapproved poster is removed and given to the SAO they in turn will send the department a warning. Approved posters should have the name of the Brown University department sponsoring the event.

Printed materials are displayed at the campus center and must be organized and restocked daily. Unauthorized materials will be removed from the shelves.

Check the Illegal Ads Google Docs spreadsheet via <http://bsa.brown.edu/info/>, and be sure to record the data of the unstamped, unauthorized poster.

Afterwards, send the individual/organization an email using the template found at <http://bsa.brown.edu/info/IllegalAdEmailTemplate.html> .

If the organization or group has more than one infraction, follow the invoice procedures at: <http://bsa.brown.edu/info/invoiceprocedures.html> and log on the Invoice Spreadsheet in the Illegal Ads Google Doc that an invoice was sent.

Selling T-shirts

Depending on what type of shirt you sell (Gray v-neck/Cream or Brown T-shirt), be sure to open the Google Documents titled "Inventory Spreadsheet" and click on the different sheets at the bottom of the sheet and be sure to update the respective sheet.

For example,

- You make a Gray-V neck T-shirt sale at 5/19/11 at 3:45 PM.
- Go to the Gray V-neck Sales tracker, log your name, date, time, number sold, cash amount, credit amount, and type of customer.
- Afterwards, be sure to update the Money Flows sheet as well as the Inventory Flows Sheet.

Money Flows

- Add your name, the date 5/19/11, your shift time so in this case 3:00 PM to 5:00 PM, Beginning Cash (at the start of your shift), and End Cash.
- Typically we do not accept checks because there is a chance of the checks bouncing. However, it will be up to your judgment to see if the person issuing the check seems legitimate. Deposit checks as soon as they come in. Record the check # on the spreadsheet and mark it off when it has been deposited.
- Please refer to <http://bsa.brown.edu/info/CreditCardTerminal.html> for instructions on how to use the credit card terminal.
- **Be sure to deposit money to Donna if total cash exceeds \$300, and leave at least \$100 in cash box (do not deposit singles).**

Inventory Flows

- In the inventory flows sheet be sure to update all information and be sure to count all the shirts at the beginning of your shift and mark down the color in the Verified section. Since in this example a Gray T-shirt was sold you would deduct 1 from the Beginning Stock.
- To **restock** t-shirts go to the **BSA Room 345**, password 6789 and indicate how many were taken from stock and add to the ending stock.

Time Sheets/Payroll

Please visit https://financialaid.brown.edu/Cmx_Content.aspx?cpld=106 for student time sheets. They will also be available in the CCIS/BSA folders at the Front Desk. These are to be filled out and submitted to the Director of Human Resources before every pay period via CCIS/BSA folder. If deadline is missed, the pay sheet can be submitted for the next pay period. Each pay period is two weeks long.

What do I do if I have a question?

The first thing to do is check the BSA website, the BSA Training Manual, and the staff information channel. Most questions are answered there. The BSA Management Team regularly updates the website and the channel to ensure all staff members are up to date with their information. If the information still cannot be found, please contact the appropriate Department Director for help.

Admissions & General Information

Tour and Info Sessions

A schedule of Tour and Info Sessions will be provided at the desk addition information will be at <http://www.brown.edu/Administration/Admission/visitbrown/toursinfosessions.php>

The one-hour tour originates from the Information and Welcome Center at the Stephen Robert Campus Center.

Information sessions are held in another building, within a five-minute walk of the Campus Center. Visitors should plan to arrive at the Information and Welcome Center 15 minutes before the scheduled start of the session, where the Admission Office representative can direct you to the site.

Admission Office Campus Tours

The Admission office offers tours and information session daily and some select Saturdays in the fall (tours are run by the Bruin Club). The full schedule is posted on the website and a weekly schedule is posted at the campus center desk. No reservations or sign in required (visits are not tracked). We encourage visitors to sign up on the Admission's contact list and we have cards to hand out to visitors at the campus center. During certain times of year we can have very large crowds. Info sessions during the academic year Monday-Friday are usually at Manning Hall upstairs in the chapel. On occasion, the location may be different due to the number of expected visitors. Saturday tours and info sessions are offered on select Saturdays in the fall. Info sessions on Saturday's are at different locations due to the size of groups and the locations are noted at the info desk. Saturday tours and info sessions can draw in very large groups.

Visitors may ask for a confirmation of visit (schools may require this if a student has taken a day out of school) we have a form at the campus center that must be signed by someone for the Admission office (Information desk coordinator, Lisa Brown or an Admission officer on call).

The Admission office has an Admission Officer on call they have an office at the campus center and are available to speak with perspective applicants. They also conduct the info sessions. A schedule of the admission officer on call is posted at the campus center. The office is locked nightly, at this time there is only one key to the office it is kept in the red cabinet behind the info desk. Once more keys are made Lingke, Kisa and Connie Livingston (admission office) will have keys to the office. DPS also uses the office.

Day Visits

Day visits are also offered (coordinated by the Bruin Club) guest will meet at the campus center and picked up by a Brown student, Day visitors must register online for a Day Visit. Day visitors will arrive with forms a policy and permission and medical release. Checking the guest in and providing them with a lunch ticket to eat on campus. A list of the day visitors and meal tickets are provided by Lisa daily and are kept in a draw (remains unlocked) at the end of the info desk. The only **exception** is Monday as the list is emailed to Lisa Sunday night. In the event Lisa is not in, the Monday Day Visit list will be emailed to the student covering the desk Monday morning. Lingke and Kisa have keys to all the cabinets at the campus center. Meal tickets are in one of the draws behind the info desk.

Campus Tour Options

At the start of every tour and information session the Bruin Club has tour guide recruits come to the campus center to speak with perspective students and their families. The recruits are to sign in by swiping their ID cards inside the office.

Classes are also offered for visitors to sit in on a complete list is available on line and copies are also available at the campus center.

The **Brown University Day Hosting Program** is a new option ideal for prospective students who are first-time visitors to Brown. This program aims to provide prospective students with the opportunity to get a sense of what it is like to be a student at Brown University by allowing them structured access to classes and one-on-one, non-evaluative contact with a current student.

Physical Science Tours

Physical Science Tours require online registration.

Physical science tours are at 3:00 pm on all weekdays.

Directing Visitors/Students Around Campus

Directing visitors/students around campus, Providence and the campus center and athletic facilities (the campus center has campus maps, a directory of the campus center and directions to athletic facilities not on campus).

Maintaining the Copy Center

The information desk is responsible for the copy center, making sure the copier and printer have paper and toner and that the area is kept clean. Paper for both machines is located in the drawer marked EEMs. This drawer remains unlocked. The combination for the lock on the printer is 401.

Phone Responsibilities

Answering the campus center phone line (3-6800) and BSA phone line (3-2226).

Transportation

The info desk also has a list of taxi services, directions to the train station, Marston Boat House (crew), Brown Stadium, Wind Swept Farms (equestrian) and Providence Place Mall.

Events

There will be many questions concerning events. Please refer to the **Events Calendar** for general information. Events Calendar link: <http://events.brown.edu/cal/main/showMain.rdo>

Reservable Event Spaces

Petteruti Lounge (Room 201)

Conference (Room 225)

The Memorial Room (Room 229)

Kasper Multipurpose Room (Lower Level)

Rainbow Meeting Room (Room 327)

The Underground (approval from SAO)

Rooms are reserved through scheduling department.

Reserving Event Space

To reserve the following rooms, organizations must review the space availability grid for the [SRCC at Faunce House](#) and then fill and submit the [Space Request Form](#), which will contact the [University Scheduling Office](#).

Bathroom Locations

The bathrooms are located at the basement and the 2nd floor of the Campus Center.

Elevator Locations

The elevator is located near the stairwell entrance and between the desk and the blue room.

CVC Machine Location

The CVC Machine is located in the basement in the hallway leading towards the MultiPurpose Room.

ATM Machine Location

The ATM is located by the basement exit. There are only Bank of America and Sovereign Bank ATMs in the campus center.

Printing Center

Printing for students is available and located at the basement in the Stephen Robert Campus Center. It is the CCIS's responsibility to check the printers for general printing issues (paper, ink, etc). Please notify Lisa if there are any issues and refills needed.

Room Locations

Shelley Adriance Student Activities 226 <small>2 2 6</small>	Curricular Resource Center Student Activities Office 228 <small>2 2 8</small>	Faunce Memorial Room 229 <small>2 2 9</small>	Peggy Chang, <i>Director</i> Curricular Resource Center 231 <small>2 3 1</small>	Student Coordinators CRC and SAO 230 <small>2 3 0</small>
<small>RM_2_206</small>	<small>RM_2_228</small>	<small>RM_2_229</small>	<small>RM_2_231</small>	<small>RM_2_230</small>
Donna Hustler SAO Financial Services 232 <small>2 3 2</small>	Kisa Takesue, <i>Director</i> Student Activities 233 <small>2 3 3</small>	June Drinkwater and Allison Keves, SAO 235 <small>2 3 5</small>	Diane Chouinard SAO Financial Services 234 <small>2 3 4</small>	Graduate and RUE Student Lounge 301 <small>3 0 1</small>
<small>RM_2_232</small>	<small>RM_2_233</small>	<small>RM_2_235</small>	<small>RM_2_234</small>	<small>RM_3_001</small>
Student Publications 302 <small>3 0 2</small>	Student Publications 303 <small>3 0 3</small>	Student Lockers 304 <small>3 0 4</small>	Graduate and RUE Student Office 305 <small>3 0 5</small>	Leung Gallery Mezzanine 311 <small>3 1 1</small>
<small>RM_3_002</small>	<small>RM_3_003</small>	<small>RM_3_004</small>	<small>RM_3_005</small>	<small>RM_3_011</small>

Leung Gallery Mezzanine 311 ** *	LGBTQ Resource Center 321 ** :	LGBTQ Resource Center 323 ** : **	Kelly Garrett, <i>Coordinator</i> LGBTQ Resource Center 325 ** : .	Rainbow Meeting Room 327 ** : .
RM_3.07	RM_3.08	RM_3.09	RM_3.10	RM_3.11
Brown Student Radio 332 ** :	Brown Student Radio 333 ** **	Student Painting/Projects 334 ** **	Brown Student Radio 337 ** **	Storage 336 ** **
RM_3.12	RM_3.13	RM_3.14	RM_3.15	RM_3.17
Meeting Room 339 ** **	Lounge 342 ** :	Student Organizations 341 ** **	Service, Political and Social Justice Organizations 344 ** **	Student Coordinators CRC and SAO 345 ** : .
RM_3.18	RM_3.19	RM_3.20	RM_3.21	RM_3.24