

CHAMBERLAIN STUDENT CENTER



2015 - 2016

POLICIES & PROCEDURES

Table of Contents

Mission Statement.....	1
Operating Values	2
Facilities, Offices and Services	2
Information Desk Services.....	2
Hours of Operation.....	2
General Facility Use Policies	2
Policies on the Use of Reservable and/or Public Spaces.....	3
Food, Beverage and Catering Regulations	5
Student Center Scheduling and Reservations.....	5
General Reservation Procedures.....	6
Misrepresentation (Fronting)	6
Scheduling Criteria.....	7
Scheduling Priority and Categories:.....	7
Eynon Ballroom Categories and Fees.....	7
Payment of Services/Fees	8
Pit Programming Policy	9
Early Access/After Hours Access	9
Equipment Requests/Usage	9
Special Event and Late Night Programming Policy.....	9
Public Safety Requirements.....	10
Special Event Categories.....	10
Guidelines For Special Event/Late Night Program.....	11
Responsibilities of Public Safety Officers.....	12
Fundraising with Boro Bucks at Special Events.....	12
Student Center Table Reservations/Vending Sales	13
Vendor Table Group Classifications.....	13
Bake Sales Guidelines.....	14
Donation Boxes	15
General Posting Policy	18
Student Center Posting Policies and Locations	18
Free Speech and Peaceful Assembly Policy	18
RowanCard/ID Processing Center.....	18
Billiards/Game Room Services	18
Conduct.....	18
Facility Maintenance	19
Lounges, Meeting Rooms and Other Common Areas.....	19
Participant Input	19
Student Building Managers	19
Disciplinary Action	19
Emergencies/First Aid	19
Resource Directory	19



Chamberlain Student Center

Mission Statement

The Chamberlain Student Center serves as a safe, welcoming and inclusive environment for all members of the Rowan community. Through quality services and facilities the Chamberlain Student Center provides limitless student development opportunities and learning experiences.

Vision

Everyone who walks through the doors of the Chamberlain Student Center will experience the best services, programs and staff while developing a lifelong connection to the University.

Core Values

The Student Center is more than just a building. The values listed below are not only what we believe in but also what we hope to create for the students, faculty, staff and community that we serve. We believe that you will see these values instilled within our staff, programs and services.

Community Building- We are dedicated to creating a culture where collaboration, participation, care and respect are modeled.

Student Development- We strive to create an environment that enhances student learning, self-discovery, exploration and leadership development.

Service Excellence- We aim to exceed customer expectations by providing the best possible experience to those we serve.

Integrity- We believe in honesty, accountability and professionalism in all that we do.

Continuous Improvement- We are committed to continuously improving our organization and ourselves by embracing change and innovation while respecting and valuing tradition.

WE ARE MORE THAN JUST A BUILDING!

Facilities, Offices and Services

Located on the ground level of the Center are the Ro-Go convenience store, the Food Court/Game Room, Mailroom and campus mailboxes, laundry room, two vending/dining/study areas, Prof's Place and back patio. Located on the main floor are the following: residential dining facility, The Market Place, Owl's Nest (seated/served dining), meeting and conference rooms, Pit lounge/programming space, Starbucks, the Information Desk, and an ATM machine. The Eynon 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 and Community Engagement, Student Activities (SUP/RAH), Greek Affairs, Conference and Event Services, Community Standards, Card Services, Commuter Services, Student Government Association, student publication offices and the Student Center Administration Office.

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. Ticket sales at Information Desk must also meet SGA guidelines for fundraising.

The University identification card (RowanCard) 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, located at the Information Desk on the Main Floor of Chamberlain Student Center)

Hours of Operation

Student Center Hours of Operation

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

Information Desk Hours

Monday- Thursday	9am-9pm
Friday-	9am-5pm
Saturday/Sunday-	Closed

During semester breaks, holidays, and the summer, the Student Center operates on a reduced schedule. The Student Center and the Information Desk may adjust hours during special events.

The Information Desk serves as a branch of Rowan University's main Lost and Found (operated by Public Safety). Items in the Lost and Found will be maintained for the remainder of an academic semester and then discarded or donated to local charities.

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 Student Center is meant to be enjoyed by all. Because of our commitment to make this space in the Student 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 of fundraising, commercial activity or requests for donations are allowed only in designated areas of the facility. Please see Student Center Table Reservation/Vending Sales or Donation Box request policies for more information.
4. The use of all tobacco products and smoking devices 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 service dogs, dogs used in law enforcement, and/or special occasions as approved by the Director of the Student Center. All service animals must be on a leash at all times.
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 or other evacuation emergency.
8. Wheeled vehicles (with the exception of wheelchairs and motorized accessibility equipment) and bicycles are not permitted inside the Chamberlain Student Center. Skateboards, in-line skates, long boards and other portable wheeled transportation devices may be brought into the Student Center but may not be used or ridden while inside the facility. Bicycles must be stored in the provided racks outside the building, not blocking walkways or entrances. Bicycles not in designated areas will be removed.
9. Chalking is not permitted on either the front or back patios of the Student Center. Exceptions can be made for programs/events by written request to the Director at Studentcenter@rowan.edu
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 and then turned over to Public Safety at the end of each day. Other Items in lost and found will be retained for the remainder of the academic semester. Residence keys will be returned to the Residential Learning and University Housing office in Savitz hall the following business day.
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. The burning of candles and incense are strictly prohibited within the Student Center. Failure to comply with this policy will result in damage fees, suspension of reservation privileges and disciplinary action.
14. 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, Recreation Center recognized sport clubs 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. 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. Windows may not be covered in accordance with Fire Code Regulations.
 6. 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. This includes common area furniture such as pit couches and stationary fixtures such as displays and conference tables.
 7. 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.
 8. 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.
 9. 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.
 10. Any organized group activity larger than six people is required to be held in a scheduled meeting room. The Pit lounge, Prof's Place, Food Court and other public areas, as such, cannot be used for meetings, skits, rehearsals, etc.
 11. 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.
 12. 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, postings, nails, pins or hooks may be used on any surface other than approved bulletin boards and posting strips. Confetti, glitter and decorative tinsel may not be used. 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.
 13. 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 written request should be submitted to the Student Center Director.
 14. A portion of the Student Center meeting rooms will be reserved for students to study in during finals week each semester.
 15. The Main Hall may only be requested as event space if accompanied by a qualifying Pit reservation. Student Center staff reserves the right to deny requests that impede traffic or that severely limit the use of the Main Hall common space.
 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. Reservations made for recognized student organizations and sport clubs must be in the spirit of the purpose or mission of that organization.
 18. Petitioning student organizations and sport clubs may request rooms/space as long as the SGA or Recreation Center will sponsor them.

19. Any University sanctioned emergency closing will result in cancellation of events and activities in the building for the length of the closing. Special events for on-campus students only may be permitted at the request of the University administration.
20. 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 that has prior history of violating policy.
21. 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.
22. 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.
23. Events may or may not be scheduled back to back with a buffer in between for set-up or break down depending on specific event details or logistics. Student Center Administrative Staff will determine the time allotment needed for each event.
24. No event may be publicized until you receive your confirmation of the reservation.
25. Major University events such as Homecoming, Orientation and Commencement require full use of the building and no additional reservation can be granted. A written request for exception to this policy may be sent to the Director of the Student Center.

Food, Beverage and Catering Regulations

1. All catered food in the Student Center must be provided through Gourmet Dining 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 Gourmet Dining Food Waiver Form must be submitted for approval. Additional clean up charges may be required if items remain in the space. For bake sales, please refer to the bake sale guidelines.
3. No catering or food items should be served in the Pit.

Student Center Scheduling and Reservations

25Live is the campus wide web-based scheduling system used for room/space reservations in the Student Center. Reservations are required for all space within the Student Center including outdoor patios. All requests for use of any Student Center facility are made through 25 Live and confirmed by the Student Center Main Administrative office (Susan Chard at chards@rowan.edu or x4602). Reservations, schedule of events and information regarding how to reserve a room can be found at www.rowan.edu/25live or a Student Center staff member can assist with questions.

The Student Center Office Staff is trained to familiarize patrons with the facilities and services as well as provide assistance with event planning and logistics. 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

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 www.rowan.edu/studentcenter and click the “plan an event” button. This page will walk you through the steps for event planning and reserving a space using 25live. Login to 25Live will require your Rowan University username and password. If you are having problems, please contact the Student Center Office and someone can assist you with the process. For more information about 25Live, visit <http://www.rowan.edu/ces/25live/index.cfm>. Please note that phone and email reservations will not be accepted.
2. Space assignments are received and confirmed on a first come, first serve basis within the priority categories (see Scheduling Priority). 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. Please note that your reservation is complete when you receive a confirmation/cancellation of your request by email.
3. The 25Live scheduling systems will not allow online reservations to be made less than 5 days in advance. All requests for space within the five-day window must be done in-person to the Student Center main administration office 117A during weekday business hours. Requests made less than 5 business days in advance will be assessed an administrative service fee of \$25. Due to limited space and resources, users are highly encouraged to plan and anticipate room needs well in advance of event.
4. Set-up requests and equipment needs must be detailed on the reservation request. Final diagrams and must be received at least 5 business days prior to the event or a \$25 late fee will be assessed. It is the sole responsibility of the reserving party to complete and provide this information. Student Center 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 so that these deadlines can be met and charges can be avoided.
5. 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.
6. Cancellations must be made at least 5 business days in advance of the program or event. To cancel a reservation that is more than 5 business days prior to your event please log-on to reservation on 25Live. If you need to cancel less than 5 business days prior to your event, you will receive a warning. Subsequent late cancellations may be charged up \$25. If less than 5 business days prior to your event please email studentcenterevents@rowan.edu or call at 856-256-4602 and include the date, time and room you wish to cancel.
7. A “No show” is defined as a reserved/set-up space that is not used by a department or student club for any reason. Departments and student clubs are permitted one (1) “no show” per academic year and a fee of \$10 will be charged for the 2nd “no show” and \$25 for the 3rd “no show”. Departments, organizations or Student clubs that have three (3) “no shows” may have room privileges suspended for one year.
8. Student Center administrative staff and/or the sponsoring group may request a follow-up meeting to discuss issues or concerns that may have occurred during an event/program.

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 external rental rates, and may have reservation privileges suspended.

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.

Scheduling Priority and Categories:

- Group I (Priority University Offices and Programs) – To be scheduled between January 2nd and January 20th for the following school year through August. This group includes all University wide scheduled annual events: Homecoming, Commencement, Orientation, President’s Holiday Party, Welcome Week, Board of Trustees, MLK Breakfast and Rowan After Hours.
- Group II (University Offices/Departments and SGA Chartered Student Clubs)– To be scheduled beginning January 25th for the following school year through August. This group will include University related events for Chartered Student Organizations, Administrative/Academic Departments, University Foundation, Alumni, Senate and the Unions.
- Group III (External-University Affiliates) – To be scheduled beginning February 15th for the following school year through August. This group will include 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 (External-No Affiliation) – To be scheduled beginning March 1st for the following school year through August. This group includes off campus groups and individuals with no affiliation with the University.

Notes:

- Rowan After Hours (RAH) has priority use of the facility Thursday-Saturday 7pm-1am during the academic year
- Exceptions may be made to calendar for special event requests made directly to the Student Center Director or Conference and Event Services Office.

Eynon Ballroom Categories and Fees

Approved uses for the Ballroom include:

- | | |
|------------------------------------|------------------------|
| * Formal/Semi formal dinner dances | * Career Fairs |
| * Receptions | * Formal Pageants |
| * Banquets/Ceremonies | * Concerts/Shows/Films |
| * Speakers/Presentations | * Conferences |

Ballroom Fees:

Group	< 4 hours	4 hours to < 8 hours	8 hours to < 12 Hours	12 + Hours
Student Clubs/Organizations				
1/2 Ballroom	0/c	0/c	0/c	0/c
Full Ballroom	0/c	0/c	0/c	0/c
University Departments				
1/2 Ballroom	0/c	\$50	\$75	Call for pricing
Full Ballroom	0/c	\$100	\$150	Call for pricing
External Organizations (no university affiliation)				
1/2 Ballroom	\$300	\$500	\$700	Call for pricing
Full Ballroom	\$600	\$1000	\$1400	Call for pricing

Note: Fees/time blocks above include one basic room set-up and break-down inclusive of, tables, chairs, podium and basic tech.

Additional Fees and Charges:

- Stage (Ballroom only): \$100
- Dance Floor (Ballroom only): \$100
- Stage/Dance Floor combo (Ballroom only): \$150
- Piano Tuning (Ballroom only): Current Cost
- Re-set of Ballroom or Pit during event: \$50
- Reset of all other meeting spaces during event: \$25 per space
- Early Access/After Hours/Weekend Event staffing starting at \$25
- Request for full event technician coverage \$15 per hour
- Additional cleaning starting at \$25
- Facility Damage: at cost
- “Day of event” tech equipment request: \$25
- Late request/Late Room Diagram Submission: \$25
- No show for reserved space: 1st Warning / 2nd - \$10 / 3rd- \$25
- Cancellation less than 5 business days before your event: 1st&2nd Warning / 3rd - \$10 / 4th- \$25

Payment of Services/Fees

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. Initial Fees are listed on the event confirmation and information on additional fees and charges will be communicated with the customer prior to the event. 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. Summer hours are by request as needed. 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 – Friday beginning at 7 am and Saturdays and Sundays beginning at 9am through 1am daily. Reservations that 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.

Equipment Requests/Usage

1. Requests for audio/visual/tech equipment must be included at the time a reservation is made. Requests made less than five (5) business days in advance are not guaranteed.
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 not provided by the Chamberlain Student Center 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 that may pose a security concern based on the number of guests, outside guests, outside marketing, live entertainment, fundraising or as determined by Public Safety and/or University Personnel or events that require a significant amount of logistical planning. 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.

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 Services, and may require a contract and insurance from the external organization.

Procedures for Sponsoring a Special Event or Late Night Program

4 Weeks (20 Business Days) Prior to Event:

1. Request Space – rowan.edu/25live

2 Weeks (10 Business Days) Prior to Event:

2. Event Meeting Held with Student Center Event Staff

- The Student Center event staff will discuss event specifics and requirements of the organization. A program proposal must be prepared for distribution at this meeting. Revisions and changes to the event may be requested at this meeting.
- Events that pose a security concern may require a Public Safety officer to be present before, during and after the event. The discounted Public Safety officer rate for student clubs & organizations is \$20/hour per officer.

1 Week (5 Business Days) Prior to Event

3. Room Diagram Submission

- Room diagrams are available in Student Center room 117a at rowan.edu/studentcenter

***Note: these procedures are the minimum requirements listed in order to have an event on campus. It is recommended that you organization meet with your assigned Event Consult early in the planning process in order to accommodate all event needs.

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 three main levels of student events. These classifications are in place to help students plan events and mitigate any risk that an event may create.

Level I: Events that fall under this category generally do not require a meeting with the Chamberlain Student Center Events Staff. These events require, at a minimum, a reservation through 25Live and a room diagram submission.

Examples:

- *General meetings*
- *Vendor table reservations*

Level II: Events that fall under this category will generally require a meeting with the Chamberlain Student Center Events Staff. Security needs for these events will be evaluated on a case-by-case basis. Public Safety costs run \$18-23 per hour per officer.

Examples:

- *Fundraising events*
- *Special facility set-up requests*
- *Food served*

Level III: Events that may include a contract being issued, public safety presence, non-Rowan community attendees, catering, major sound and stage requirements, or events taking place in a location outside of the Student Center. Security needs for these events will be evaluated on a case-by-case basis. Public Safety costs run \$18-23 per hour per officer.

Examples:

- *Ticketed events*
- *Dance parties*
- *Performances*
- *Events held outside of regular hours of operation*
- *Any event that may pose a security concern for any reason*

*All events are subject to additional requirements that may be determined by the University, Public Safety, or the Student Center Special Events Staff, handled on a case-by-case basis. The classifications above are general guidelines and may not correctly categorize every special event. Please email studentcenter@rowan.edu to determine the level of your special event.

Policies 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. For student fundraisers/events with external guests participating the following policies apply:
 - Events in this category require security and must be funded directly by the sponsoring club/organization at the following rates: \$18-\$23 per hour per officer (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.
 - **Important Note: The maximum # of participants for a dance party is 300**
3. Changes in projected number of students attending must be provided to Public Safety at least 7 days before the event. These final projected numbers must directly be reflected in the number of tickets available for sale.
4. Club/Organization advisors are not required to attend dance parties but must attend major event meetings. This will be evaluated as needed.
5. All ticket sales for special events must go through the Student Center Information Desk. Ticket sales must be discussed during your special events meeting and form must be completed at least 5 business days in advance of when you want your tickets to go on sale. Tickets must be handed in to the Student Center Administration Office (SC 117a) at least two (2) business days prior to scheduled sale date.
6. 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.
7. 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.

8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. The sponsoring group must usher event attendees out of the building at the end of the event through the main entrance of the room.
15. The sponsoring organization is responsible for returning the facility to its original conditions; including trash pick-up and general cleaning of areas used.
16. A meeting may be required by Student Center Administration to follow-up after an event to discuss event details if problems or concerns arise. The sponsoring organization may also request a follow-up meeting with Student Center Administration.
17. If an event needs to be cancelled, Public Safety needs to be cancelled within 48 hours in advance of the event or the organization will still have to cover the cost of the officers scheduled. In order to cancel Public Safety, please contact your Student Center event contact or email studentcenter@rowan.edu.

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.

Fundraising with Boro Bucks at Special Events

Student clubs and organizations can request that the Information Desk accept Boro Bucks during their special event. Requests for Boro Bucks donation **must** be made during your special event meeting with the Assistant Director of the Student Center.

1. Boro Bucks can only be accepted during the hours of your actual event, not during any promotional times or before and event. Our Boro Bucks services are only offered during our Information Desk hours of operation. If you would like to continue to accept Boro Bucks during your event after our desk hours, you can request these accommodations in your special event meeting with the Assistant Director.

2. Boro Bucks are the only form of payment accepted at the Information Desk for special events.
3. It is the clubs responsibility to keep track of Boro Bucks donation amounts received during the event.

Student Center Table Reservations/Vending Sales

There are six (6) vending tables available for SGA chartered student organizations, departments/offices and individual students available on the ground floor of the Student Center.

These tables are available for distributing information and/or fundraising efforts. They are reserved on a first come first served basis. One table for career opportunities is also available and is located on the main floor in front of the Marketplace.

Sales and Solicitations: All commercial sales, solicitations, advertising or other commercial activity on University facilities is strictly prohibited without prior authorization from the University.

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. Table hours of operation are 8:30am to 4:30pm, Monday through Friday.

Vendor Table Group Classifications

There are three classifications of table usage: 1) Chartered Student Organizations and University departments 2) Career Opportunities and 3) Individual Students.

1. Chartered Student Organizations/University Departments - This group includes all student organizations that are currently chartered and in good standing with SGA and all University offices/departments.
2. The Career Management Center or Student Center may request a table on behalf of outside employers. Outside employers must only be recruiting for career opportunities for graduating students, not soliciting business or recruiting part-time or seasonal staff. Reservations for this table can be made by speaking with the CMC or by emailing studentcenter@rowan.edu
3. Individual students - This group includes students that are currently registered at Rowan University who wish to sell wares for personal profit or gain. Individual students must pay a fee of fifteen dollars (\$15.00) per day for one table and two chairs at the Information Desk upon arrival. Fee must be paid prior to setting up merchandise.

The following guidelines apply to all groups:

1. All tables must be reserved using 25live at least five (5) business days in advance of the requested date.
2. One (1) table and two (2) chairs will be provided. The maximum number of people permitted at a table is four (4) and at least one person from the reserving group must be present at the table at all times.
3. Signage may be hung from the tables with painter's tape or masking tape only. Nothing may be affixed to brick, vinyl, glass or painted walls with tape, nails or push pins. A maximum of two signs may be used.
4. 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.
5. The Student Center has no facilities to store displays, equipment/materials or merchandise.
6. The Student Center reserves the right to schedule sales of similar or like items on the same day.
7. 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.
8. 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 noted in Bake Sale Guidelines on page 15

- b. Sale of commercial or “knock off”/ imitation merchandise
- c. Sale of items already being provided by the University Bookstore
- 9. Credit card applications and solicitation is strictly prohibited.
- 10. Fronting any commercial or outside vendor is strictly prohibited and will result in loss of vending table privileges.
- 11. No sound amplification is permitted except in conjunction with film or video. Volume must be confined to the area immediately around the table. The Student Center staff reserves the right to control volume.
- 12. No more than one (1) table may be scheduled by any one organization/department in a day, and two (2) tables per week.
- 13. Student Organizations will forfeit their table if not in use within one hour of the beginning time of reservation.
- 14. Cancellation of table is required two (2) business days prior to reservation. Cancellations should be submitted using 25Live or emailing studentcenter@rowan.edu. Failure to cancel a reservation will be considered a “no-show”.
- 15. Student Organizations/Departments that have three (3) “no shows” will have table reservation privileges suspended for four (4) semester weeks. One (1) “no show” after the four (4) week suspension will result in suspension from table reservations for the remainder of the academic year. Written notification of each “no show” will be sent to the individual listed on the reservation in 25live. Appeals may be made in writing to the Student Center Director. Organizations/departments must meet with a Student Center staff member after their academic year suspension period has been lifted in order to regain table reservation privileges.
- 16. Student Organizations/Departments must stay behind their designated vendor table, must not aggressively solicit the organization’s materials and cannot block traffic.
- 17. Distribution by means involving shouting, yelling or physically approaching individuals is prohibited.
- 18. All literature distributed must clearly identify the sponsoring organization or department.
- 19. All individuals or organization distributing literature will be responsible for cleaning up litter resulting from its distribution.
- 20. 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.
- 21. Student organizations must comply with all SGA fundraising policies and all proceeds must be deposited into an SGA account.
- 22. The Student Center Director must approve any deviation from the above policies.

Bake Sales Guidelines

A bake sale is when student groups prepare and sell food as a fundraiser for their organization. Preparation of food is the responsibility of the organization and the amount of food prepared is limited to what can reasonably be sold during the course of your bake sale. The sale of food items, including baked goods, is subject to approval by the Student Center and, if necessary, the Environmental Health and Safety Office.

- 1. All bake sale items must be bundled into individual servings and sealed in either plastic wrap or zip-lock bags.
- 2. Food should be tightly wrapped or sealed before and during transport to protect from dust, dirt and insects.
- 3. Individuals preparing and/or serving the food must wash their hands and use safe food handling precautions.
- 4. Only those food items that can be safely maintained at room temperature may be sold during a bake sale. The following foods may not be sold:
 - a. Foods containing meats, fish, poultry
 - b. Food containing cheese, dairy products or rice
 - c. Food requiring refrigeration or warming

It is important to know that food containing bacteria and viruses that can cause food borne illness does not smell or taste differently, so it is imperative that members who are preparing and serving food for a bake sale follow safety precautions. Please visit www.foodsafety.gov for additional food safety information and resources. All bake sale items should be covered with wax paper, plastic wrap or other suitable covering.

Donation Boxes

Any student club, organization or department who is in good standing may request to host a donation box at the Information Desk based on the following policies:

1. A Donation Box Request Form must be submitted at least 5 business days in advance of the requested display time. Donation request forms can be found at rowan.edu/studentcenter.
2. You must provide your own appropriate box or container that is clearly labeled with your organization/departments information and the name of the charity that the donations are supporting.
3. The student organization must collect donations at least once per day and maintain the appearance of their donation box.
4. The organization must remove their donation box at the end of their reservation.
5. All donation boxes must be turned into the Information Desk and our staff will display them.
6. There will be one donation box per organization per reservation.
7. Only one organization/department may host a donation box at a time. Organizations may request the box be displayed for a maximum of a two-week period and can only make two requests per semester.
8. Donation boxes are chosen on first come, first serve basis.
9. Any organization that sets up a donation box without prior approval will have their donation box discarded.
10. Please note that the Student Center is not responsible for item contents within the donation box or the donation box itself.
11. If a group does not pick up their box within 48 hours of deadline- we reserve the right to donate items to appropriate local charity.
12. Cash donations cannot be collected at the information desk.

University Posting Policy

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.

General Student Center Posting Guidelines

1. Posting may occur on designated bulletin boards and posting 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.

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 Student Center (approval/date stamp on flyer, poster or banner). The original must be approved and stamped **PRIOR TO PRINTING**. Student Center staff will post within one business day.
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. Postings not approved by the appropriate University personnel will be removed immediately.

Posting Procedures

1. Posting on designated bulletin boards is limited to 1 flier per event per board and only one single layer of fliers allowed (no overlapping).
2. Postings may go up no more than 2 weeks prior to the event and will be removed by the next business day following the completion of the event.
3. Posted materials must be fastened using staples or postings only (no tape or other adhesives).
4. 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.
5. Posting by external groups (outside of the campus community), vendors and miscellaneous individual postings (i.e. "books for sale", "roommate needed") are permitted on the 2nd floor of the Student Center.
6. Directional signs must be staked and removed by the next business day after completion of the event.
7. 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:
 - Rowan University student clubs/organizations and/or academic and administrative departments
 - Individuals affiliated with Rowan University
 - 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 by emailing studentcenter@rowan.edu.

Student Center Posting Policies and Locations

Bulletin Boards on Ground Floor

1. Encased bulletin boards are located on the ground floor;
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/Dept. sponsored events that have pre-printed posters 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 SC staff will post all materials according to completed request form.

Posting Strips on Main and Second Floor

1. Posting strips are located along the corridor on the main floor and 2nd 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. Postings are limited to a size of 8^{1/2} by 11" or 8^{1/2} by 14" for all postings.

Posting 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. Email studentcenter@rowan.edu to register for an account.
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 days from the start date.
5. Announcements will run for a maximum of 15 seconds at a time.
6. Each organization may post one (1) advertisement per event on the Digital Signage display.
7. The Student Center reserves the right to reject any material that includes references to the sale or consumption of alcohol or other drugs or that promotes/condones behavior that violates University policies. Any violation of local, state or federal law will also not be approved for display.
8. Advertisement of commercial products or services on the Digital Signage System is prohibited.
9. 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.
10. 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. Any banners or posters placed in the Pit Lounge area must be cleared by the Student Center Director or his/her designee.
2. Banners may only be for specific events and special announcements subject to review by the Student Center Administration.
3. Student Organizations chartered by SGA may hang a banner in the Pit Area. The banner cannot exceed a length of 6 feet by 4^{1/2} feet in width, with a minimum size of 2^{1/2} feet by 2 feet.
4. Each organization may only hang ONE banner, per event, at any given time. The banner may not be hung for more than fourteen days.
5. Space is on a first come, first serve basis. Banners may only be moved by the sponsoring group or Student Center staff.
6. Banners may not advertise general meetings for organizations.

7. Banners must state the sponsoring organization of the event. SGA must sponsor any non-chartered group that wants to post information in the Pit.
8. Fliers, table tents or sheets may not be posted in the Pit.
9. 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.
10. The Student Center reserves the right to remove banners temporarily for university wide events such as Homecoming.
11. Posters or banners must be hung with string or yarn, no tape is permitted. Posters or banners will be removed if not posted correctly.
12. Posters or banners with glitter are not permitted.

Free Speech and Peaceful Assembly Policy

The entire Free Speech and Peaceful Assembly policy can be found in the Rowan Student Handbook and Employee handbook. The full policy and demonstration request form can be found at www.rowan.edu/freespeechpolicy. This policy complies with all applicable federal constitutional and State laws. Please refer to this policy for additional details.

Note: The Chamberlain Student Center staff can assist you with planning a successful demonstration or responsive event. Email studentcenter@rowan.edu to request an event consultation meeting.

Other Student Center Services

RowanCard/ID Processing Center

The Information Desk in the Student Center serves as the Rowan University ID processing center for all students and employees. The RowanCard Services Office is located on the ground floor of the Student Center. Visit <http://www.rowan.edu/rowancard> for more information about the RowanCard. Terms and Conditions of RowanCard can be found at the Information Desk.

Billiards/Game Room Services

Billiards tables are located and available for reservation in Prof's Place. Game Room services are located in the Food Court. Both Billiards and Game Room services are available free of charge for currently enrolled students with a valid Rowan ID. See posted hours of operation.

Laundry Services

Laundry facilities are located on the ground floor of the building. Machines can be operated using coins or RowanCard funds. Last load of laundry must be in by 11pm.

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.

Disciplinary Action

All users are expected to adhere to the rules and regulations of Rowan University and of the Student Center. All users are expected to act responsibly. Individuals that display disruptive, dangerous or inappropriate

behavior may be asked to leave the facility if behavior does not cease when requested. In the event that infractions occur within a meeting or event, 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.

Facility Maintenance

Please help keep the facility neat and appealing to all users by properly disposing of litter. Recycling bins are located throughout the building. Make every attempt to report spills or unclean areas to the staff promptly.

Lounges, Meeting Rooms and Other Common Areas

Lounges, meeting rooms and other common areas are intended for use by the University community and recognized guests. Individuals or groups without authorized approval to use these facilities are prohibited from doing so and will be asked to leave. Individuals who exhibit unacceptable behavior will be asked to leave and may be prohibited from future facility use.

Participant Input

Users are encouraged to 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.

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: providing assistance and service to all patrons, maintaining a safe and clean environment, supervising programs, facilities, and student staff located at the Information Desk, Prof's Place and the Food Court Game Room

Emergencies/First Aid

Immediately contact a Student Center employee in the event of an emergency or call x4911/4911 if calling from a campus phone or 856-256-4911/4922 if from an off-campus phone.

During a fire alarm or bomb threat, please exit quickly and orderly through the nearest exit. All exits are clearly marked and emergency lighting is provided. Move away from the building and surrounding areas. Do not use elevators. Cooperate with University Police and Building Staff

AED/defibrillator is located on the main level by the entrance near the Information Desk

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 Programming Suite	256-4875	Whit	256-4888
Gourmet Dining Catering	256-4610	Greek Life	256-4296
Service Learning/Volunteerism	256-4595	Office of Student Activities	256-4696
Conference/Event Services	256-5446	Gourmet Dining	256-4635
Commuter Services	256-4242	RowanCard Services	256-4531
Community Standards	256-4242		

(Revised July 2015)