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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 is a dining facility, The MarketPlace, Owl’s Nest (seated/served dining), meeting and conference rooms, the Pit lounge/programming space, Starbucks, the Information Desk, a printing kiosk, 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, Community Standards, Volunteerism and Community Services, Student Activities (SUP/RAH), Greek Affairs, Conference and Event Services, RowanCard Services, Student Government Association, and the Student Center Administration Office.

Hours of Operation

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<td>Monday – Friday</td>
<td>Monday - Thursday 9am - 9pm</td>
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<td>Saturday - Sunday</td>
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<td>Saturday-Sunday 10am - 2pm</td>
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<tr>
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<td>Friday - Saturday 9pm - 1am</td>
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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.

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 events/trips, 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 Information Desk also serves as a branch of the University lost and found (operated by Public Safety).
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 Rowan community 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, smoking devices, and vaporizors are 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, shirts, and bottoms 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 accessibility equipment) and bicycles are not permitted inside the Chamberlain Student Center. Skateboards, in-line skates, 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 inside or outside (on the 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 once per week. Other Items in lost and found will be retained for the remainder of the academic semester. For more information see the Lost and Found polices.
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.

15. Individuals not following CSC or University policies/procedures or not complying with administration requests may be reported to Community Standards or Public Safety for disciplinary action. Additionally, building privileges may be revoked as appropriate.

Policies on the Use of Reservable and/or Public Spaces

1. Usage of the Student Center space is free of charge to all SGA Chartered Organizations, Recreation Center recognized sport clubs and Academic & Administrative Departments (with the exception of the Ballroom) for meetings/programs that fall within the scope and mission of the institution. Fees may be assessed for certain equipment usage and additional set-up requests. Please see the Fees and Charges section for more information.

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. The CSC reserves the right to relocate, remove, or discard of abandoned items. 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.

4. The sponsoring group scheduling space in the Student Center is expected to leave the facility in the same condition as it was found and is responsible for any and all damages and cleaning beyond the normal wear and tear. 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. 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 does 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. 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, including collecting all necessary waivers. This includes fire and safety regulations and those concerning capacity and access.

9. Any organized group activity larger than six people is required to be held in a scheduled meeting room/reservable space. The Pit lounge, Prof’s Place, Food Court and other public areas, as such, cannot be used for meetings, skits, rehearsals, etc.

10. 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.

11. 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, lights, 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.

12. Any semi-permanent/permanent structures needing to be built (ex. prayer tents) must be approved by University Facility Service prior to requesting space.

13. A portion of the Student Center meeting rooms will be reserved for students to study in during finals week each semester. Events that will disrupt the study areas may be denied.

14. 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.

15. 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.
16. Reservations made for recognized student organizations and sport clubs must be in the spirit of the purpose or mission of that organization.

17. Petitioning student organizations and sport clubs may request rooms/space as long as the SGA or Recreation Center will sponsor them.

18. 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.

19. 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.

20. 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.

21. 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.

22. Events may or may not be scheduled back to back or 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.

23. No event may be publicized until you receive your confirmation of the reservation. For student groups or special events until you the group has had their special events meeting and received approval to do so.

24. The CSC administration has set appropriate decibel levels for areas of the building. Because of the nature of our space guest must respect other events/activities in and around the building and must comply if asked to turn down sound when it is negatively affecting other areas.

25. Major University events such as Homecoming, Orientation and Commencement require full use 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 non-Gourmet Dining 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. 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. For student groups planning special events and large scale special events reservations must be made at least 20 business days in advance.

4. Set-up requests and equipment needs must be detailed on the reservation request. Final diagrams 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 reassign 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 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. Any Rowan group 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.

University departments may not reserve space or act on behalf of a student organization (or vice-versa) to circumvent reservation policies, fees or procedures. Departments or organizations who do this may be charged the appropriate rental rates and may have their reservation request denied and/or 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 September 1st of the following school year through the following August. This group includes all University wide scheduled annual events: Homecoming, Commencement, Orientation, Admissions Open Houses or Accepted Students’ Receptions, 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 September 1st of the following school year through the following 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) – To be scheduled beginning February 15th for the for September 1st of the following school year through the following 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.

Note:

● 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 Uses, Categories, and Fees

Approved uses for the Ballroom include: formal/semi formal dinner dances (these dances are ticketed, includes food, seated portion of the event, etc.), career fairs, receptions, banquets/ceremonies, seated concerts/shows/films, speakers/presentations, Conferences and other pre approved special events.

Ballroom Fees:

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

Additional Fees and Charges for All Areas

• Stage (Ballroom only): $100/ No charge for student groups
• Dance Floor (Ballroom only): $100/ No charge for student groups
• Stage/Dance Floor combo (Ballroom only): $150/ No charge for student groups
• Reset of Ballroom or Pit during event: $50
• Reset of any other space during event: $25 per space
• Early access/after hours/weekend event staffing: starts at $25
• Request for event technician: $15 per hour
• Additional cleaning: starting at $25
• Facility damage: at cost
• Late/"day of event" tech equipment request: $25
• Late request/Late room diagram submission: $25
• No show for reserved space: 1st - Warning / 2nd - $10 or meeting with event consultant for student groups / 3rd- $25 and/or loss of reservation privileges for the remainder of the academic year.
• Cancellation less than 5 business days before your event: 1st & 2nd Warning / 3rd - $10 or meeting with event consultant for student groups / 4th- $25 and/or loss of reservation privileges for the remainder of the academic year

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 cancelled if fees are not paid in accordance with the above policies.

2. A list of possible initial fees are attached in the event confirmation email. Specific request for a “quote” can be requested by email studentcenterevents@rowan.edu. Any cost incurred for late requests, excessive cleanup 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.

Noise Policy

The Student Center allows meetings to have priority in the building between the Hours of 7am-5pm Monday-Thursday. All programming may not exceed 80db during that time. From 5pm-1am Monday-Thursday & on Fridays, Saturdays, and Sundays during all operational hours, all programming cannot exceed 120db. Measurements of decibels will be conducted from the bridge area of the steps at the top of the Pit area or the doors of the space. If the program exceeds this sound level, the event organizer will be requested to reduce your volume to an acceptable level. Failure to comply with this request may result in suspension of future programming. Any exemptions to this policy (including sound checks) must be made in writing to the director or their designee at least 10 business days prior to the program.

Additionally, any program in the CSC or surrounding areas typically host several programs at one time. Consideration should be made for others and events, programs, or services should not disturb, prohibit, or otherwise negatively affect those around them. Any group negatively affecting another, will be asked to reduce sound levels or make appropriate adjustments to their program.

Pit Programming Policy

The Pit serves as a central lounge, gathering, and informal meeting space for the campus. Programming/reservations in the Pit during the busy daytime hours should be limited to
experiences and programs that will add value to the student experience. Tabling should be limited to the vendor tables in the ground floor hallway.

***Beginning January 17th, 2017, during the academic semesters the Pit will serve as a lounge/study space between the hours of 7am-4pm, Monday - Friday. At 5pm* events can be scheduled. Events scheduled as of summer 2016 for spring 2017 will be permitted.

*Starting at 5pm allows for a room set-up to be completed.

Room 128 “Open Room” Policy

To accommodate requests for quiet study areas, as well as requests for last minute meeting space, room 128 will be opened for use around its scheduled reservations.

Process to request immediate use of room 128

1. Rowan University students must review event reservation sheet outside room 128’s door to determine if the space is open. This can only be done “day of”. Space cannot be reserved for later that day.
2. If space is open, individuals can request usage from the Building Manager (BM) on duty by using the yellow pager button on the door to page the BM. The BM will unlock the space and log the person’s ID/contact information.
3. Students can use the room for up to two hours or whenever the next reservation starts, whichever comes first.

**Note: Room 128 can still be reserved in advance via 25live.

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 or use of facilities that require access to the reserved space prior to or after these times will be charged maintenance/overtime/building manager fee (depending on the service provided). This fee will be determined based on time, building 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 or indicated on the room diagram. Requests made less than five (5) business days in advance are not guaranteed and may incur a fee.
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. Please note: DJs for any event must provide their own sound equipment. The CSC will not “mix” or combine systems.

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. “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 and 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.

Special Event Categories

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 organization’s Event Consultant. 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 organization’s Event Consultant. 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 will always require a meeting the organization’s Event Consultant. 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, the Student Center special events staff, the facility manager, or the organization’s Event Consultant and will be 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.*

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

4 Weeks (20 Business Days) Prior to Event:
- **Request Space** – rowan.edu/25live
2 Weeks (10 Business Days) Prior to Event:

- **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 $18-23/hour per officer.

1 Week (5 Business Days) Prior to Event

- **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.

**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 sold/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. For more information please see the Ticket Sales policies section.

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.

18. Any event that will be inviting minors to campus without guardian supervision is required to hold their special event meeting at least 20 business days in advance of the program to discuss the requirements of Rowan’s new minors on campus policy.

19. Any group holding a meeting/event held on University property without following reservation procedures or gaining permission from the University is subject to potential fees/finances for any additional cleaning or damages as well as loss of reservation privileges for up to a year as well as potential additional sanctions to be determined by facility supervisors, administration, and group advisors.
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.

Responsibilities of Public Safety Officers

- 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.
- Remaining officers shall be responsible for roving inside the facility and will make periodic checks around the outside perimeter of the area.
- Public Safety officers must be scheduled a half-hour before event begins and remain until the event is over and the doors are secured.
- 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.
- 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.

Ticket Sales Policies

All ticket sales for student organization sponsored special events and trips must go through the Student Center Information Desk. The CSC must receive ALL tickets that are being sold for the event. There will be no exceptions. Student Center Administration reserves the right to deny events or trips that do not meet University or Student Center policies or federal and state laws/guidelines.
1. Ticket Sales must be discussed during your special events meeting and either the special events ticket sales form or the off-campus trip ticket sales form must be completed 5 business days in advance of your ticket sale date.

2. All tickets for non-University sponsored events (meaning they are paid for by a student club) must read: "Rowan University is not responsible for any Rowan student club sponsored trips or events. Individuals purchasing tickets accept all responsibility and risk for trip/activities."

3. For University sponsored trips, the organization must provide the name, email, and cell phone contact number of the chaperone(s) attending the trip. Chaperone(s) must be a graduate student employed by the University or a full-time professional staff member. The Student Government Advisor must approve (or otherwise be made aware of) all non-University sponsored trips (student club) sponsored trips.

4. Tickets must be handed in to the Student Center Administration Office (SC 117a) at least (2) business days prior to schedule sale date.

5. All tickets are only permitted to be on sale during our standard Information Desk Hours of Operation. Extended desk hours for your ticket sales are not guaranteed and are determined by the Student Center Administration.

6. Tickets must be printed on cardstock type paper including all event details such as date, time, location, prices, sponsoring organization, event name, and any other important details such as forms of ID accepted. Also, each ticket must be numbered.

7. If an organization or department makes arrangements to pick up their tickets to sell at the door of their event with Public Safety then they are only permitted to pick them up the same day as their event. Arrangements for an organization must be made during their event meeting. Arrangements to pick up tickets for a department must be made by contacting the Student Center Program Assistant at 856-256-4607. Any person picking up tickets must have a confirmation email stating the time of pick up for their tickets and details that they will present to the Information Desk Attendant.

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 your Event Consultant.

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 your Event Consultant, however this service is not guaranteed and based around staff availability.

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

Club Hub Policies

The Chamberlain Student Center has created the Club and Organization resource room for all members of Rowan’s student clubs and organizations to use. This space is a mixed-use space and therefore students must be flexible and respectful in sharing it with other groups.

1. Sign-ins are required.
2. The room is open from at least 9am-4:30pm each day and will remain open later for special programs or services. Additional hours will be communicated via social media or posted in the Club Hub. All projects, pit posters and meetings must be finished by the time the space closes.
3. Clean up after yourself and organization. This space should be kept neat and tidy for all organizations to use.
4. Any painting must be done in the back room where there is no carpet.
   a. Paint brushes/palettes etc. must be washed in the custodian closet sink.
   b. Paint should not be washed in the bathroom sinks as this stains the porcelain.
5. Computers are for club and organization use only.
6. Club meetings should not be held in this space. Please reserve a room on 25live or if space is needed immediately - room 128 can be used it for up to two hours as long as there are no current reservations.
7. Be respectful of this space and those who you share it with. Organizations should be welcoming to other groups who need to share the space and keep conversation, music, or any other distraction appropriate and at a moderate volume.
8. One organization should not “dominate” the space at any given time - there should be no more than five people from any one organization in here at one time.
9. All groups should be welcoming to other organizations and share all resources.
10. There should be no more than 18 people in the suite and back offices combined.
11. Please notify the Student Center Information Desk if supplies are running low such as poster paper, paints etc.
12. Resources such as paint, brushes, electronics etc. should not be removed from this room.
13. Every organization is allowed materials to make one Pit poster per event.

Club Hub Storage Policies

1. Lease of the area is permitted for one academic year. Beginning the day of the signed contract through the last day of Spring Semester finals. The organization’s “lease” will be reviewed on an annual basis every April. Renewal of space is not guaranteed – all leases must reapply for space every April. Renewal will be based upon whether the organization adhered to the policies listed below as well as original determining factors.
(storage needs, SGA standing, SGA charter status, number of meeting/event space
"no-shows", if no other determining factors can differentiate between groups, requests
will be granted on a first come, first served basis). Reviews will be conducted by the
Student Center administration/committee. Mid-year application reviews may be
conducted as needed.

2. All individuals that are active, enrolled students are granted access to the Club Hub
during its designated hours. You can access your area any time the Club Hub is open.
Accessing the area after the Club Hub is closed is not permitted. The CSC is not
responsible for lost, stolen, or damaged items. Lost or stolen items must be reported to
Rowan Public Safety.

3. Each organization will be given one key for their drawer. It is the organization's
responsibility to safeguard the key and the organization will be responsible for the cost of
a replacement (at cost) should it be lost. KEYS MAY NOT BE DUPLICATED. The CSC
reserves the right to re-key or change locks as necessary.

4. You may store only materials that support the mission of your organization. Personal
belongings may not be stored. Examples of appropriate storage items include but are
not limited to: promotional materials, costumes, audio/visual equipment, and office
supplies. Examples of inappropriate storage items include but are not limited to: stage
sets, propane or helium tanks, and food containers that have been opened. Any
perishable items, including food, are not permitted to be stored.

5. The organization occupying a storage area must maintain a clean and orderly space at
all times. Any organization failing to do so will be charged $25.00 for each occurrence.
All spaces must be cleaned by the last day of finals. If any food or perishable items are
left in spaces, they will be thrown away. Further, any organization’s supplies left in the
open area will also be disposed of if they are not properly stored.

6. In order to maintain the lease the organization must be recognized by Student
Government throughout their lease.

7. Student Center staff, including professional, student and custodial staff, may enter any
student organization drawer at any time. The Student Center professional staff may
revoke space privileges of any kind if the aforementioned guidelines are not followed.

8. Failure to sign and return the agreement by the agreed upon date will result in the forfeit
of awarded space.

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 Tables 1 through 4 are marker board tops. This feature allows you to draw directly on the table to promote your organization and achieve your tabling goals. The Chamberlain Student Center Information Desk, located on the first floor, will provide you with markers, erasers, and cleaning supplies. If you book one of these tables, please come to the Information Desk to sign out marker supplies and return them when you are finished tabling.

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. Employers - 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. These businesses must be independently owned and operated as well as founded and created by the student. Businesses should not part of a larger corporation/business. (I.E. Students selling handmade jewelry is approved, students selling makeup from a catalogue is not.) 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
   b. Sale of commercial or “knock off”/imitation merchandise
   c. Sale of items already being provided by the University Bookstore
   d. Multi-level marketing companies.

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.

Guidelines for Marker Top Tables:
1. Only use of dry erase markers are permitted to write on the tables.
2. You are permitted to use your own dry erase markers, however the Information Desk will be more than happy to supply you with all of your marker materials. If you need marker materials before 9am, please visit the Building Manager on duty in room 104. Any time after 9am, the Information Desk will be open for assistance.
3. Upon completion of your reservation time, you are responsible for wiping/erasing the table clean for the next group that uses it.
4. Please remember to return all marker supplies when your reservation is complete.
5. Any material that is deemed inappropriate in nature on these tables such as provocative images, racial slurs, and more will not be tolerated. Also, writing in permanent marker or causing severe damage to the table is strictly prohibited. If those incidents occur, you will immediately lose your Vendor Table privileges for the remainder of the semester or the entire academic year, and you may be reported to the office of Judicial Affairs for further disciplinary actions.

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.

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

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

General Student Center Posting Policies

1. Posting may occur in designated Pit areas, on 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 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. 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.
6. Advertisement of commercial products is prohibited.
7. 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.
8. The Student Center reserves the right to reject any material advertising off-campus or non-University sanctioned parties or events.
9. Violations of any of the above policies may result in disciplinary action, revocation of privileges, removal of postings, or potential sanctions.
Pre-Approval

1. All materials advertising on-campus events must include the name of the sponsoring organization, group or department and the date, time, and location for events.
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. For large format prints, we recommend printing a proof for the CSC administration to approve.
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 flyer per event per board and only one single layer of fliers allowed (no overlapping). CSC staff members will hang up to 4 approved fliers in the building in designated areas.
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 tacks 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. Postings 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 only and must be no bigger than 8.5"x11”.
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 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 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 by Locations

Ground Floor Bulletin Board, 1st floor Posting Strips, and Club Hub Board

1. Due to limited space, postings will be available on a first-come, first serve basis.
2. Four fliers (one for each location specified above) per group per event can be posted.
3. Fliers can only be posted for a maximum of fourteen (14) days.
4. Flier size for bulletin boards is limited to 8.5” by 11” or 8.5” by 14” for all postings.
5. Student clubs are given priority posting in the Club Hub. Non-student club posting will
   a. be removed first if space is unavailable.
6. Exceptions: University/Dept. sponsored events that have pre-printed posters 11” x 17”.

Posting Approval Procedures for Ground Floor Bulletin Board, 1st floor Posting Strips, and Club Hub Board

1. Complete a “Posting Request Form” along with four copies 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. If it is not approved for
   any reason the CSC staff will contact the organization.
3. The CSC staff will post all materials according to completed request form.

Posting Strips on Second Floor

1. Posting strips are located along the corridor of the 2nd floor.
2. 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.
3. Postings are limited to a size of 8.5” x 11” for this space.

Digital Signage

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. 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 4.5 feet by 4.5 feet in width, with a minimum size of 2.5 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.

Special Announcement Pit Posters

Pit Posters for special announcements or regarding issues that may be considered sensitive in nature are allowed at the Chamberlain Student Center, however must still be approved by the Student Center Administration. Contact to the Student Center Director or his or her designee by
visiting room Student Center room 117a or emailing studentcenter@rowan.edu. Banners should follow size restrictions and can remain up for fourteen (14) days.

Potential reasons a banner may be denied approval:
1. Violation of state or federal laws.
2. Violation of University policy.

CSC Club Plaque/Insignia Policies and Procedures

Plaque Policies:

1. In order to hang a plaque in the CSC, the organization must be fully chartered by the SGA for at least one calendar year and not already have a plaque hanging in the CSC pit.
2. All artwork on plaques must be approved by CSC administration (see request form here to submit artwork for approval). Artwork should be appropriate for viewing by audiences (administrators, children, etc.). The CSC reserves the right to deny inappropriate language or artwork.
3. Plaque designs must accommodate mounting hardware specifications as provided by the CSC.
4. Plaques should not be created until the CSC gives approval of design.
5. De-chartered organizations will be notified through their Proflink contacts and will have 30 days to pick up their insignia. Insignias that have not been collected will be disposed after 30 days.
6. If an organization is de-chartered or otherwise disciplined midyear due to a serious campus code of conduct violation or other reason, the plaque may be immediately removed at the discretion of university administration.
7. Approvals will be given on a first come, first serve basis based on the number of spaces available. Those who submit a form and artwork after the initial number of spaces are granted, will be placed on a waitlist for one year. If a space becomes available during the year the first group on the waitlist will be notified via email first, and so forth until a group is ready to submit their plaque.
8. If a group changes the name of their organization but maintains SGA chartered status and similar constitution to the previous group, they will have up to 60 days to provide a new plaque. After 60 days, the group forfeits their spot and the plaque will be removed.

Plaque requirements:

1. The height of the plaque must be no bigger than 3ft.
2. The width of the plaque must be no bigger than 3ft.
3. The weight of the plaque must be less than 15lbs.
4. Plaques must be at least .5 inch thick to accommodate mounting hardware, but no thicker than 2.5 inches.
5. Do not attach brackets to the plaque, it will be mounted by Student Center staff.
6. There may be no loose parts on the plaque - it must be completely secure and fastened.
7. There can be no electrical aspects of the plaque.
8. Materials are open to your discretion - as long as it will not leave any residue, deteriorate, or fall apart in any way.
9. Absolutely no glitter may be used on plaques.
10. Plaque must clearly display the name or acronym of the organization.
11. Failure to meet any of the requirement will be grounds for the plaque to not be approved.

Plaque Procedures:

1. At the end of year academic year, all eligible organizations will receive a message through Proflink. *Eligible organizations are all organizations SGA chartered for at least a year who do not already have a plaque in the CSC.
2. Form must be completed & submitted through Proflink by the given due date to be considered.
3. Sketch of plaque with approximate sizes, materials, depictions, approx. weight, and logos must accompany form.
4. Once the CSC gives approval, students may create their plaque.
5. Drop off plaques to room 117a and receive “plaque submission confirmation form” from CSC administration.
6. Completed plaques must be submitted within 30 days of receiving approval. Otherwise groups will forfeit their spot.
7. Completed/approved plaques will be hung within 10 business days.

Tenant Bulletin Board Policies

The CSC recognizes that several tenants maintain bulletin boards within our building. In order to keep the facility looking neat and have up to date information we are asking that all tenants abide by the following guidelines when creating and maintaining bulletin boards in our building. Please note that these guidelines apply to boards that are outside of individual office spaces, i.e. the halls and corridors of our building.

1. Boards and materials should be neat, presentable and legible. Materials should be aligned properly and hung straight.
2. Boards should be covered with some kind of background or paper if the tac board is not presentable.
3. All material edges should be neatly cut or covered by a border.
4. The Chamberlain Student Center can get very humid. Please staple or tack the corners of all materials so that they don’t curl.
5. Informational materials such as locations, hours, and websites etc. should be up to date at all times.
6. Advertisements referencing a certain event date must be removed within 48 business hours after the event. The CSC administration reserve the right to remove out of date information and advertisements.
7. Materials should be refreshed or changed at least once per semester.
8. All content displayed should follow CSC posting guidelines and University policies.
9. Boards should only be bare for no more than one business day as you are changing out materials.
10. The CSC administration reserves the right to reassign boards that do not follow the above policies.

***Note: All 1st and 2nd floor boards will be demoed over Winter Break 2016. New guidelines will be issued then.

Free Speech and Peaceful Assembly Policy

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.

The full Free Speech and Peaceful Assembly policy and demonstration request form can be found at https://confluence.rowan.edu/display/POLICY/Free+Speech+Policy. This policy complies with all applicable federal constitutional and State laws. Please refer to this policy for additional details.

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 top floor of the Student Center. Students are charged/billed $10 for their first card and $25 for replacement cards. 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.

Lost & Found

The Student Center Information desk houses a branch of the University “Lost & Found.” If we receive items of great monetary value such as wallets, phones, etc. we will do our best to
contact the owner. If the item is not retrieved, Public Safety will pick up remaining valuable items once a week.

We reserve the right to refuse any items or dispose of any items such as water bottles, coffee mugs, gym bags, unclean clothing, or items that could potentially cause health or safety concerns. Items such as these may remain in our temporary lost & found for up to 7 days or may be denied based on health or safety concerns.

**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.

Please note that in all dining areas, with the exception of the Owl's Nest during its regular operational hours, guest must bus their own tables.
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.

Bicycle Policy

The Student Center provides bike racks in the front & rear patio of the building. All bikes (and other wheeled modes of transportation except service vehicles) must be stored and locked on those bike racks. Any bicycles found being stored in any other locations will be notified via tags attached to their bicycle frames. The tags will also indicate a period of time for the owner to remove the bike. If the bike is not removed within that time, it will be removed by Public Safety. Repeat violators will have their bikes immediately removed by Public Safety. The Student Center reserves the right to immediately remove bicycles that are considered a public safety hazard without notice and at their owners’ risk and expense when locked.

All bicycles must be removed from the racks located on the Student Center front and rear patios within 7 days of the last day of final exams each semester. Any bikes left after that time period will be removed by Public Safety.

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 from the facility’s open until its close. 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 if calling from a campus phone or 856-256-4911 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

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Center Information Desk</td>
<td>256-4606</td>
</tr>
<tr>
<td>Student Center Admin. Office</td>
<td>256-4602</td>
</tr>
<tr>
<td>Student Center Bldg. Mgrs.</td>
<td>256-4605</td>
</tr>
<tr>
<td>Club Hub</td>
<td>256-4875</td>
</tr>
<tr>
<td>Gourmet Dining Catering</td>
<td>256-4610</td>
</tr>
<tr>
<td>Service Learning/Volunteerism</td>
<td>256-4595</td>
</tr>
<tr>
<td>Conference/Event Services</td>
<td>256-5446</td>
</tr>
<tr>
<td>Commuter Services</td>
<td>256-4242</td>
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<td>SGA Main Office</td>
<td>256-4540</td>
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<tr>
<td>Mailroom</td>
<td>256-4613</td>
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<tr>
<td>Community Standards</td>
<td>256-4242</td>
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<td>RowanCard Services</td>
<td>256-4531</td>
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<tr>
<td>Greek Life</td>
<td>256-4296</td>
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<tr>
<td>Student Activities</td>
<td>256-4696</td>
</tr>
<tr>
<td>Gourmet Dining</td>
<td>256-4635</td>
</tr>
</tbody>
</table>

Please note that the CSC tried to avoid midyear policy changes at all costs. In the event that a change or addition to the policies are needed, the most up to date list of policies can be found at Rowan.edu/studentcenter

(Revised July 2016)