



## **CONFERENCE SERVICES POLICIES AND PROCEDURES**

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University of Northern Colorado  
Conference Services • Campus Box 35  
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(970) 351-1315

*(revised 5/10/07)*



# CONFERENCE SERVICES POLICIES AND PROCEDURES

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## **CONFERENCE SERVICES**

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### **WELCOME**

On behalf of the administrative staff, we would like to welcome you to the office of Conference Services at the University of Northern Colorado. Conference Services provides organizational assistance in coordinating conferences and camps on the UNC campus. We work closely with many UNC departments to provide the highest quality experience for all individuals who visit.

The staff of Conference Services serves as the liaison between customers and UNC staff to facilitate the coordination of all facets of conference programming. This manual has been developed to provide groups and individuals with information regarding Conference Services operations, policies, and procedures. This manual outlines the policies and procedures of the University of Northern Colorado as they pertain to Conference Services.

Our office is located within the University Center. Any questions or suggestions that you have regarding our operations should be directed to our staff (970) 351-1100.

### **MISSION STATEMENT**

The Conference Services Office contributes to the educational mission of the University of Northern Colorado by providing support and opportunities for participation by on-campus and off-campus patrons in educational, cultural, and recreational experiences. The Conference Services Office supports the University through revenue generation and promotes recruitment through positive experiences for customers while utilizing campus services and resources.

## **CONFERENCE SERVICES STAFF**

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### **ASSISTANT DIRECTOR OF CONFERENCES AND EVENTS**

The Assistant Director of Conferences and Events is responsible for ensuring that all camps and conferences run smoothly, assists in troubleshooting, and determines possible options to meet conference and camp needs.

### **CONFERENCE SERVICES COORDINATOR**

A Conference Services Coordinator will coordinate with the Conference/Camp Director to ensure that all arrangements are made throughout the group's stay on campus. Each conference will be assigned a Conference Coordinator, whose overall purpose is to provide attentive service to the conference and ensure that the conferences/camps stay at the university is a success.

The Conference Coordinator's general duties for each assigned conference are as follows:

- Contact Conference/Camp Director prior to the group's arrival and serve as the main contact person from UNC throughout stay. The Conference/Camp Director should address any and all contract changes or additions directly to the Conference Coordinator, as well as ask questions and express concerns to the Conference Coordinator.
- Provide pricing to camps and conferences for facility rental and equipment. Note: Only the Conference Coordinator or the Assistant Director of Conferences and Events are authorized to provide pricing information for camps and conferences.
- Obtain schedules, brochures, and additional information that may have been provided by the conference to the participants.
- Read and understand the contract so that he/she knows the group's needs.
- Answer questions about: check-in and check-out procedures, special housing needs, facility reservations, audio-visual needs, conference dining reservations, and general UNC and Greeley information.
- Obtain all information from the Conference/Camp Director; including rosters, dining information, and residential and commuter participant totals.
- Act as the single point of contact for all changes and details before and during the conference/camp.
- Assemble information for each conference that will be available at the pre-conference meeting. The information sheet will include the camp name, size, facilities use on campus, and an outline of the conference/camp schedule.
- Verify that all facilities arranged by Conference Services are confirmed for use.
- Be available at check-in to answer conference related questions and to assist guests and Conference/Camp Director, as needed.
- Attend weekly staff meetings with Conference Services and Residence Life to update staff of upcoming conferences.
- Distribute Conference Information to Residence Life for each front desk.
- Be available to housing staff and Conference/Camp Director to answer questions or solve problems throughout the conference.

## **HOUSING AND RESIDENCE LIFE COORDINATORS**

- Participate in pre-conference meetings
- Act as ambassador to conference/camp guests for University and the office of Conference Services
- Assist in developing training/orientation for the conference/camp staffs
- Supervise Residence Hall staff

## **ADMINISTRATIVE ASSISTANTS**

- Assist with updating rosters/lists of participants
- Maintain the room status report on Conference Programmer
- Generate meal cards
- Coordinate keys and meal cards for participants for distribution at check-in
- Assist with on-line registration requests

## **HALL DIRECTORS**

- Manage Residence Hall Reception Desk staff
- Respond to day-to-day needs of conference guests
- Maintain visibility to Conference/Camp Directors throughout stay
- Serve as the main contact for housing and general questions from the Conference/Camp Director for duration of conference/camp
- Assist in training conferences/camp staff
- Facilitate camp check-in and check-out; including distribution of meal cards, keys, etc.
- Supervise the Conference Assistants on a day-to-day basis

## **CONFERENCE ASSISTANTS**

- Provide customer service at Residence Hall reception desks of occupied residence halls 24 hours a day
- Report maintenance requests, assist with lockouts, offer information, give directions, provide wake-up calls, and help participants in any way possible
- Monitor residence halls
- Facilitate camp check-in and check-out; including distribution of meal cards, keys, etc.
- Complete incident reports as necessary.

## **VISITING CONFERENCE/CAMP DIRECTORS**

### Agenda/Schedule

The Conference/Camp Director must submit a finalized schedule of events and list of contacts for each conference to Conference Services at the pre-conference meeting. The document should detail the daily agenda, including meeting places and times, activities, meal times, etc.

### Billing and Deposit

The Conference/Camp Director is responsible for a 10% deposit for all non-UNC conferences at the time of contract. The final invoice for the conference, which includes all charges associated with the conference, will be sent to the Conference/Camp Director following the conference departure. Full payment is due to the University of Northern Colorado within thirty days of the billing date. Conference Services will not individually bill participants for any reason.

## **CONFERENCE PARTICIPANTS**

A complete final roster of all participants must be received by the Office of Conference Services 14 days prior to the conference start date. This roster must be submitted in the proper excel spread sheet that is provided by Conference Services and must be submitted electronically. The University requires that every participant on campus be accounted for while participating at campus held activities.

For conference groups using meal plans, conference cards will be assigned at check-in for all pre-confirmed staff and participants. Additional cards may be requested through the Residence Life Staff Member available at check-in and must be assigned accordingly.

If the card is lost, there is a non-refundable \$10.00 charge and a new card will be issued. Lost cards should be reported immediately to the front desk staff and the Conference Coordinator.

## **CONTACT PERSON**

Throughout the conference, the designated Conference/Camp Director must be available to serve as the primary conference representative and interact with the Conference Service staff. The staff and this person should exchange contact information, so each will know whom to contact with questions and problems. In this way, all aspects of the conference from housing to dining, facilities and more may be controlled professionally and efficiently. The Conference Director assumes responsibility for guests while on campus and must be present at check-in, provide all necessary documents, and be able to address any conference related problems.

## **ESTIMATES AND GUARANTEES**

A guarantee due date for residential and dining participant numbers is specified to be 14 days prior to the camp/conference start date.

- There will be a \$25.00 fee assessed for all late guarantees.

The guarantee indicates the number of participants who have registered for the conference and are expected to attend. It will be used to formulate floor plans and staff schedules and is the minimum billable amount for the conference.

Though we will make efforts to accommodate walk-up registrants, due to space restrictions, we cannot guarantee housing on campus to non-guaranteed participants. The conference will be charged \$15 per person over (or under) the guarantee number in addition to the package rate. The conference will be billed according to the guaranteed or actual number of participants, whichever is greater.

## **CELL PHONE NUMBERS**

Each Conference Service Coordinator is assigned a cell phone. A business card with the cell phone numbers will be given to the Conference/Camp Director and/or designated contact person for emergencies. The numbers are NOT to be given to conference participants or guests. Situations or questions of a non-emergency nature should be directed to the Conference Services Office at 970-351-1100.

## PRE-CONFERENCE MEETING

A Pre-Conference Meeting will be scheduled approximately one month prior to the date of the conference. In attendance will be the Conference Service Staff, Conference/Camp Director from the attending conference, Residence Life Staff, Housing Representative, and when appropriate, a Facility Manager, Dining Staff Member, Recreation Center Representative, and Event Planner. The following items will be discussed and determined at the pre-conference meeting.

- A deadline for a Final Roster of participants, in the provided Excel Worksheet format
- Agenda of planned activities for length of conference
- Conference needs for equipment, facilities, and other accommodations
- Proper communication protocol
- Training/Orientation time for conference/camp staff members
- Check-in/Check-out times and details
- The first and last meal of the conference/camp

## ROSTER INFORMATION

- A final roster is due to Conference Services 14 days prior to the start of the conference, and must include ALL conference participants (including residential and commuter participants, staff, counselors, advisors, etc.)
- The following information should be noted clearly
  - Participant's name
  - Participant's gender
  - Roommate/suitemate requests
  - Participant's classification (i.e. student, advisor, counselor, staff)
  - Emergency contact name, address and phone number
- Conferences/camps may choose to assign room spaces for their participants or the Office of Conference Services can provide this service for them.
- Conference Services will attempt to honor any roommate/suitemate requests, but additional housing requests cannot be guaranteed.

## SHIPPING ADDRESS

The following address should be used for any overnight deliveries **during** the conference.

University of Northern Colorado  
Conference Services, Attn: Roxie Wilson  
University Center, Campus Box 35  
Greeley, CO 80639

Please notify the Conference Services Staff in advance if materials are going to be shipped and provide the expected arrival date.

## SUPERVISION

All participants under the age of 18, must be accompanied by an adult chaperone/advisor from the conference at all times, this includes all "free time." To ensure the personal safety of the participants, the University requires a minimum of one counselor for every twelve (12) youth participants. Supervision is required at the Campus Recreation Center, dining facilities, halls and all other campus locations.

## **FACILITY USAGE AND REGULATIONS**

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The Office of Conference Services coordinates with appropriate facility managers to determine rates and schedule events in all athletic, academic, residential, dining, and meeting facilities.

Use of any facility will incur a daily usage fee, which will be included in the contract from Conference Services. For safety and security purposes, the university requires the presence of the appropriate professional staff in some facilities during conference events. The conference must pay the hourly wage of persons employed during non-business hours of the facility. Fees will be assessed by the facility services department for equipment set-up and/or rental. Any facility reservation that is cancelled within 30 days of the conference start date will incur a charge of one-half of the normal usage fee.

### **DINING SERVICES INFORMATION**

Conference participants will be assigned to have their meals in the new Holmes Dining Hall or the University Center Food Court.

Dining Services requests the following from each of our conference participants.

1. You must present your Summer Meal ID Card to enter the Food Court.
2. The dining rooms incur heavy traffic at 8:00 a.m., 12:00 noon, and 5:00 p.m. To avoid long lines and a crowded seating area, we recommend you plan on arriving 20-30 minutes earlier or later.
3. Please enter the Food Court only one time per meal period.
4. Camp participants must be accompanied by coaches/counselors while in the Dining Centers or Food Court.
5. Water bottles are not allowed in the Dining Halls or Food Court.
6. Backpacks, sports gear, etc., are not allowed in the Dining Halls or Food Court and must be stored in Holmes Cubby Holes or in your room.
7. Dining Services is not responsible for lost or stolen items.
8. Shirt and shoes are required to enter the Dining Halls and Food Court.
9. Refrain from wearing shoes with cleats in the Dining Halls and Food Court.
10. Throw trash away in the trash cans; place tray on top of trash can or at Holmes Dining you are asked to take your tray/dishes to the dish room when done eating.
11. Make sure to walk, not run, in the Dining and Food Court areas.
12. In the University Center Food Court, you are allowed two entrées per person
13. In Holmes Dining Hall you can enjoy "all you care to eat;" however you are asked not to take food out of Holmes Dining Room.
14. Please do not move any tables.

### **HOUSING & RESIDENCE LIFE**

#### **DECORATIONS AND DAMAGES**

Decorations hanging in residence hall rooms or hallways are prohibited. Residence hall room damages will be billed to the final conference invoice and must be paid by the invoice due date. It is the Conference Director's responsibility to seek reimbursement from the persons causing any damages. Conferences are invited to participate in the inspection for damages before and after their events.

## **ALCOHOL POLICY**

In an effort to uphold the law, help residents make healthy and safe decisions, and allow responsible drinking by those of legal age, the department has adopted the following policies.

- Alcohol is prohibited in all public areas, which includes residence hall lobbies and hallways.
- Alcohol is permitted in guests' rooms who are of the legal drinking age (for Colorado, the legal drinking age is 21).
- Guests under the age of 21 caught drinking anywhere on campus will be handled according to Colorado State Law and will be asked to leave the conference/camp.

**Underage Possession and/or consumption** of alcoholic beverages on university property are prohibited for persons under 21 years of age. Persons over 21 may possess alcohol only if they take reasonable precautions to ensure persons under 21 are not in possession. Persons over 21 may consume alcohol only if everyone present is over 21, and in private living quarters. Excessive quantities and common containers are prohibited on university property. Students may not possess excessive amounts of alcohol. Kegs, trashcans, beer bongos or other large vessels that may have or currently contain alcoholic beverages are prohibited on university-owned property. Sale of alcoholic beverages is defined as providing alcohol to others through exchange of money and is prohibited on university-owned property. Distribution of alcoholic beverages is defined as providing alcohol to others who are not of legal age. This is prohibited on university-owned property. Empty containers of alcohol may be considered evidence of prior consumption in the room or suite. Empty alcohol containers are not allowed to be displayed or stacked in university-owned property.

## **APPLIANCES AND ELECTRICAL FIXTURES**

Items such as space heaters, power tools, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Housing & Residence Life is not responsible for damage due to power surges. Cooking equipment such as hot plates, toasters, electric fry-pans, George Foreman grills or anything with an exposed heating element is not allowed in the residence halls. Closed-element appliances, hot air popcorn poppers, blenders, coffee makers, refrigerators of no more than 3.7 cubic feet and microwaves of 700 watts or less may be used.

## **BICYCLES**

Bicycle racks are available outside each residence hall. Bicycles should not be hung from ceilings or attached to walls or furniture. Parking bicycles in non-designated areas (i.e. hallways, hall entrances, trees, railings, and handicapped zones) may result in bicycle impoundment and/or fine. Obtain your roommate's permission before storing your bicycle in your room.

## **DRUGS**

The illegal use, possession, sale, manufacture or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed on university-owned property. Drug violations are enforced by direct notification of university police. Paraphernalia includes but is not limited to all equipment, products, and materials of any kind which are used, intended for use, or designed for use in planting, propagating, cultivating, growing, harvesting, manufacturing, compounding, converting, producing, processing, preparing, testing, analyzing, packaging, repackaging, storing, containing, concealing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance in violation of the laws of the state of Colorado. Possession and/or use of illegal drugs is prohibited on university-owned property. Manufacture, sale and distribution of illegal drugs is prohibited on university-owned property.

## TOBACCO

In support of the health and wellness of all residents at UNC, tobacco use is not allowed in the Residence Halls. This includes but is not limited to cigarettes, chewing tobacco, "snuff", "chew" and "dip". Use of tobacco inside the residence hall rooms, common areas or in an area around the exterior of the building not labeled expressly for the use of tobacco is prohibited. Generally, 50 feet from the building is an acceptable distance for use; however, please check with hall staff for building specific acceptable locations.

## ROOM DAMAGES

- Damages that occur in a residence hall room while a participant is in residence will be charged to the final bill.
- Any damages done to common areas will be charged to the group in that residence hall.
- Furniture should not be moved from the rooms at any time. There is a \$25.00 charge per piece that is moved.

## SAFETY AND SECURITY

**Door propping** is not permitted and is defined as placing any object in the area near or around the exterior doors of the building in an effort to prevent the door from being able to close or lock upon closing.

**Building Surveillance** is utilized in some UNC buildings. The use of cameras can aid in investigation of policy violations and can be used in investigation of criminal activities.

**Key/ID Misuse.** For your own safety, do not lend your room key or university ID to another person. Duplicating, borrowing or loaning room keys or I.D. to guests or friends is prohibited under any circumstances.

**Possession/Use of weapons**, including firearms, BB guns, bows and arrows, martial arts weapons, knives, paint guns and **any item that is a reasonable facsimile** of such a weapon are not allowed in the residence halls.

**Unauthorized entry** into or use of Residence Hall facilities or another student's room, custodial and storage closets, roofs or any part of the buildings outer structure, attics, or on top of elevators or elevator shaft is a felony and is treated very seriously by the University of Northern Colorado.

## LIBRARY FACILITIES

Michener Library is located on west campus and Summer Conference Guests or Participants are invited to use the library facilities during their normal summer operating hours. Conference Directors must make arrangements with Conference Services for participants to check out items from the library prior to the conferences arrival.

## RECREATIONAL FACILITIES

This information serves as a reference for camp and conference organizers who are considering or have made formal arrangements for their summer adult and/or youth programs through the U.N.C. Conference Services Office. Normal contracts for summer camps and conferences include limited drop-in use of the Campus Recreation Center as part of the general contract. If you are unsure of your contract status related to use of the Campus Recreation Center you can contact the Conference Services Office at 351-1100 or 351-2010. Please note that certain restrictions apply to youth groups, and these are detailed in the sections below. If you have questions regarding these restrictions please contact the Campus Recreation Assistant Director of Operations, Scott Schuttenberg, at (970) 351-2067.

**General Information:** The Campus Recreation Center is a 90,000 square foot facility which is located adjacent to the Butler-Hancock gymnasium, and connects directly to the Butler-Hancock swimming pool. The Campus Recreation Center contains the following spaces: a one court auxiliary gymnasium, a two court gymnasium, a three court gymnasium with suspended running track, a weight and cardiovascular training room, three racquetball/wallyball courts, a rock climbing room, two group fitness/multipurpose rooms, locker rooms and administrative offices. Basic information about the Campus Recreation Center programs and operating guidelines may be found in the current Campus Recreation Center brochure or by visiting [www.unco.edu/campusrec](http://www.unco.edu/campusrec) .

**Camps & Conferences for Youth Groups:** These groups have access to the Recreation Center gymnasium spaces, the swimming pool, racquetball courts, track, and locker rooms during normal hours of operation. Use of weights and cardiovascular training equipment is not permitted. Use of other spaces may be arranged in advance through the Facility Rental program, see Facility Rentals & Reservations, below. All youth participants (under 18 years) coming to the Recreation Center must be accompanied by an adult supervisor from the camp/conference staff. The ratio required is twelve children to one supervisor. The adult supervisors will check in their groups at the entry desk of the Recreation Center upon arrival and remain with the group in each activity area. Please note: If the participants and staff in your group are not issued identification badges, a list of participants should be faxed to the Campus Recreation Office, attention: Scott Schuttenberg, 970-351-1076, in advance. The supervisor for the youth group is responsible for the safety of the group at all times. All disciplinary problems should be handled immediately and effectively by the group's supervisor in cooperation with the Recreation Center Staff. For clarification of Campus Recreation Center policies please refer to the Campus Recreation Center Supervisor or Full-time Staff member on duty.

**Adult Camps & Conferences:** To gain admittance to the Recreation Center, each participant will check in at the entry desk and show his/her identification badge. If the participants are not issued ID's by the organizers, they may check in at the Recreation Center entry desk by giving their name and the title of the group to the entry desk staff. In this case the group's organizers will prepare a list of participants that will be mailed or faxed to the Campus Recreation Department (attention: Scott Schuttenberg, 970-351-1076) in advance of the group's arrival to Campus. This list will be kept at the Campus Recreation Center entry desk to assist participants with check in. Adult patrons are permitted in gyms, pool, locker rooms, racquetball courts, weight training and cardiovascular training areas. These activity areas are open on a drop-in, first come, first served, basis by summer camps and conferences adult participants.

**Climbing Wall:** The climbing wall will be available by request only.

**Sport Equipment Check Out:** A variety of sports equipment is available for hourly check out at the Recreation Center entry desk. Currently available equipment includes basketballs; volleyballs; badminton nets and racquets; tennis racquets; and softball bats and balls. Only adults of youth groups may check out equipment and are responsible to see that the equipment is turned back in. Groups will be charged for lost or stolen equipment. Nominal rental fees apply for racquetball racquets and outdoor equipment. Reservations for group equipment are highly recommended. For information regarding available equipment please call the entry desk staff, 351-2062.

**For Youth Groups:** The group's supervisor will sign out the equipment using a driver's license or camp/conference identification badge or campus room number, and campus telephone number. The supervisor is responsible for checking out and returning all equipment.

For Adult Groups: The participants may use their conference badges or driver's licenses to check out equipment.\*

\*Please note: Groups checking out equipment are financially responsible for equipment that is lost, damaged, or stolen.

**Facility Rentals & Reservations:** For groups which possess, or are currently negotiating, Conference Services contracts, all requests for Recreation Center facility rentals will be made to the Conference Services office. All requests are taken on a first come, first served basis, and approval depends upon the general building schedule, general rental policies and staff availability. Final approval of all requested spaces, dates and times rests solely with the Campus Recreation Center Administrative staff. A current schedule of rental fees may be obtained from the Conference Services Office or the Campus Recreation Office. Rental fees include rental of space and routine set up and tear down of event equipment during normal operating hours of the Recreation Center. A surcharge of \$100 will be assessed for early opening and/or late closing of the Recreation Center. Depending on the size and scope of the event, additional charges may be assessed for: equipment rental, supervisory staff; custodial crew for set up tear down and cleaning; and any damages that may occur during the event. For more information, please contact Scott Schuttenberg, (970) 351-2067. Please note: Youth groups wishing to rent the climbing wall must obtain assumption of risk forms from our department and have forms signed by parents/guardians prior to the event, see Conference Services staff for this form or print the form at [www.unco.edu/campusrec/rec\\_center/forms.htm](http://www.unco.edu/campusrec/rec_center/forms.htm).

**Lockers and Towel Service:** Lockers are available for day use only. Participants should bring their own padlocks to secure their belongings. (Note: The Campus Recreation Department is not responsible for lost or stolen items.) A towel service is available for \$1.00 per use, and a driver's license or conference badge must be left at the front desk until the towel is returned. Please note that the organizing group will be billed for lost towels.

Please refer to summer 2007 handout for facility hours of operation.

## UNIVERSITY CENTER

### **AUTOMATIC TELLER MACHINES (ATM)**

Located across from the Bookstore, these ATM machines accept Plus, CIRRUS, Master Card, and Visa and are accessible during building hours.

### **BARNES & NOBLE COLLEGE BOOKSTORE**

In addition to textbook and general reading books, the Bookstore sells a large selection of imprinted clothing, greeting cards, posters, school supplies, and other necessities for students. Other services include year-round book buy-back, special order books, and book information

### **BEAR LOGIC**

Bear Logic provides UNC students, faculty, and staff with computer and software products at academic discounts.

### **COMPUTER COMMONS**

Located on the lower level of the University Center, this state-of-the-art facility contains 73 PCs and 4 Macintosh computers. The lab also houses 4 printers, 2 scanners, and 2 stations equipped with adaptive technology such as Dragon Speech, Jaws, and Zoomtext. Software installed is Windows XP, the Microsoft Office XP Suite for the PCs and Microsoft Office 2001 Suite for the MACs. Other software includes: Internet Explorer 6.0, Omnipage Pro, Adobe Acrobat Reader 5.05, Real One Player, Symantec Antivirus, Zoomtext, Jaws, Quicktime, Pepsi Tuition Funding Sources, and Discover (Career Services software).

### **DVD SOURCE, YOUR**

DVDs are offered for rent or to purchase from a kiosk on the lower level of the University Center across from Barnes & Noble College Bookstore. Kiosk is available during all open building hours.

### **FED EX KINKO'S**

This full service mail and copy center is located on the lower level next to the Barnes & Noble College Bookstore. Services offered include digital photos, color copies, overnight shipping, package shipping, binding, folding, hole punching, shrink wrapping, transparencies, labels, reductions, posters, signs, stamps, envelopes, and custom print jobs.

### **INFORMATION DESK**

Located in the main lobby, the Information Desk staff can answer questions about campus facilities, programs, and activities. Informational brochures regarding academic programs, housing, various programs, and details on community services and events are available at the desk. Desk staff can provide student, department, and faculty addresses and phone numbers.

### **JAMES CAMPUS SALON**

JAMES Campus Salon is UNC's Aveda Concept Salon, providing the latest in hair styling services, manicures, pedicures and Aveda styling products.

### **MAD COW CREAMERY**

Mad Cow Creamery offers ice cream with toppings to mix in daily on the lower level of the University from their kiosk outside of Computer Commons.

### **POST OFFICE MAILBOX**

A mail drop and purchase of first-class postage stamps may be found at the University Center Information Desk.

### **STARBUCKS**

Located on the lower level of the University Center, Starbucks provides all your favorites.

### **STUDENT ACTIVITIES OFFICE**

This area accommodates many of the campus clubs and student organizations including Student Representative Council (SRC), University Programming Council (UPC), and Greek Life.

### **TACO BELL EXPRESS**

Located next to Starbucks, Taco Bell Express offers a variety of Mexican food.

### **TECHNICAL SUPPORT CENTER**

This area offers free technical support for all UNC students, faculty, and staff on internet access, e-mail applications, and various software packages and operating systems. Assistance is also available with mainframe access, password problems, and account generation. Telecommunication services such as voice mail and phone features are also supported from the User Support Unit. Call 351-HELP to access the services of the Technical Support Center.

**TICKET OFFICE**

The UNC Ticket Office has tickets for all major events on campus including Athletics, Performing and Visual Arts, and Student Activities and offers online ticket purchasing for your convenience. The Office is located on the lower level of the University Center, or visit the website at [www.unco.edu/tickets](http://www.unco.edu/tickets).

**UC FOOD COURT**

Diners can have their choice of hot specialty entrees, salad bar, pizza, deli bar, and display cooking station. Located on the south side of the lower level, diners will find a varying selection throughout the week.

**UNIVERSITY CATERING**

Our award winning catering service provides the university and the community with meals and refreshments for informal and formal events. Special menus can be designed for any event, on or off campus. To make arrangements, contact University Scheduling and Events at 351-1315.

**UNIVERSITY SCHEDULING & EVENTS OFFICE**

This office makes all arrangements for campus meetings, events and catered functions, servicing UNC departments, clubs, faculty and staff, as well as outside community groups and individuals. From small business meetings to large catered affairs, the event planners can assist you with all your needs.

**WELLS FARGO CUSTOMER SERVICE CENTER**

Provides information and sets up new accounts. The Service Center does not handle cash transactions.

**CAMPUS SUMMER HOURS**

## University Center – (Summer Hours)

Monday – Friday	7:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Closed

*\* Hours may be extended due to events scheduled in the building.*

## Barnes &amp; Noble

Monday – Thursday	8:00 a.m. – 5:00 p.m.
Friday	8:00 a.m. – 4:00 p.m.
Saturday & Sunday	Closed

## Bear Logic

Monday – Friday	8:00 a.m. – 5:00 p.m.
Saturday & Sunday	Closed

## Fed Ex/Kinkos

Monday – Friday	8:00 a.m. – 5:00 p.m.
Saturday & Sunday	Closed

## James Campus Salon

Monday	Closed
Tuesday – Friday	10:00 a.m. – 7:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Closed

## Holmes Dining Hall

Monday – Sunday	6:30 a.m. – 8:30 a.m. Breakfast
Monday – Sunday	10:30 a.m. – 1:30 a.m. Lunch
Monday – Sunday	4:30 p.m. – 6:00 p.m. Dinner

Mad Cow Creamery	Monday – Friday	Noon – 5:00 p.m.
Starbucks	Monday – Friday Saturday & Sunday	7:30 a.m. – 4:00 p.m. Closed
Taco Bell	Monday – Friday Saturday & Sunday	10:30 a.m. – 1:30 p.m. Closed
UC Food Court	Monday – Friday Monday – Friday	6:30 a.m. – 8:30 a.m. Breakfast 11:00 a.m. – 1:00 p.m. Lunch
Wells Fargo	Monday – Friday Saturday & Sunday	8:00 a.m. – 5:00 p.m. Closed
Campus Recreation Center	<b>May 14-May 31</b> Monday – Friday Saturday & Sunday	6:00 a.m. – 6:00 p.m. Closed
	<b>June 1 – August 10</b> Monday – Thursday Friday Saturday & Sunday	6:00 a.m. – 9:00 p.m. 6:00 a.m. – 6:00 p.m. 1:00 p.m. – 5:00 p.m.
Climbing Wall	Available upon request with 2 weeks notice	
Swimming Pool	<b>May 14-June 1</b> Monday – Friday	Noon – 2:00 p.m.
	<b>June 4-August 9</b> Monday – Friday Friday	Noon – 5:00 p.m. & 6:00 p.m. – 8:00 p.m. Noon – 5:00 p.m.
Michener Library	<b>May 29 – August 10</b> Monday – Thursday Friday Saturday Sunday	7:30 a.m. – 8:00 p.m. 7:30 a.m. – 6:00 p.m. Noon – 6:00 p.m. Noon – 8:00 p.m.
	<b>August 11- August 26</b> Monday – Friday Saturday & Sunday	8:00 a.m. – 5:00 p.m. Closed
Residence Halls Front Desks	Occupied Residence Halls will have full service 24 hours a day.	

## UNIVERSITY POLICIES

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### UNC CAMPUS VIOLENCE REGULATION

Violence, threats, harassment, intimidation and other disruptive behavior by members of the University community or visitors will not be tolerated by the University of Northern Colorado. Such behavior can include verbal or written statements, gestures, or expressions which communicate a direct or indirect threat of physical harm. All reports of incidents will be taken seriously and will be dealt with appropriately by appropriate staff. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both, in accordance with University procedures. The President may adopt procedures for the investigation and response to incidents or threats of campus violence.

### ABUSE AND DISCRIMINATION

Each resident has the right to live in a safe environment free from abusive or discriminatory behaviors.

**Verbal abuse** to a member of the UNC community includes offensive language and derogatory slurs, expressed either verbally or written, and is strictly prohibited.

**Physical Abuse** to a member of the UNC community includes using physical force upon another person or persons. The assessment of the degree of physical abuse is at the discretion of the UNC Staff member.

**Sexual Misconduct**, which for administrative purposes is defined as any sexual contact/intrusion/penetration that is absent of or without consent by all parties. All sexual misconduct violations are investigated by UNC Police Department. All sexual misconduct investigations are forwarded to the Weld County District Attorney.

**Sexual Harassment**, which includes but is not limited to non-consensual verbal or physical conduct related to sex which unreasonably interferes with an individual's work, educational, or social performance or creates an intimidating, hostile or offensive work, education or social environment; or is a violation of an individual's privacy, at the University, on University-owned property or at University-sponsored or supervised activities, or at functions of recognized student organizations.

**Discriminatory** acts including, but not limited to; racism, sexism, homophobia, and ageism are considered a violation of community standards. This includes intentionally, recklessly or negligently causing physical, mental or emotional harm to any person.

**Threatening or intimidating** behavior whether written, verbal or physical is not permitted. This includes conduct that threatens or endangers the health, safety, or welfare of others.

**Harassment** is defined as behaviors that create an environment so intimidating or hostile that it interferes with a student's ability to learn or participate in the campus community.

### Misrepresentation to a University Staff

Providing false information or identification to a university official or providing false, deceptive or distorted information in a conduct meeting.

### SIGNAGE ON CAMPUS

Any signage to be used in buildings on campus and meant to display must be approved by Conference Services in advance of the conference.

## **COMMUNICATION PROTOCOL**

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There are necessary standards of protocol that must be followed by each conference on the campus of the University of Northern Colorado. The Conference Director must instruct his/her staff to abide by the communication protocol. There will be a mandatory training provided for each conference and their staff prior to the start of all conferences on UNC campus.

➔ **It is absolutely necessary to communicate any emergency situation or incident to the UNC staff including the Hall Director and the Conference Coordinator.**

**Examples of when to call the Hall Director on duty immediately at 970-381-1064:**

- Situation involving the intimidation of a participant that violates any university policy
- Significant damage/potential damage to a facility
- Situation is or was currently life threatening
- Situation where outside respondents are called such as ambulance or fire department
- Participant attempts suicide
- Participant death
- Situation is unresolved and are unsure of what to do
- Severe weather announcements
- Participant sexual or physically assaulted on campus/domestic abuse
- Unusual power outages
- Fire in or outside the residence hall
- Situation erupts on a floor/hall that has a potential of becoming more serious
- Breakout in illness (meningitis, chicken pox, hepatitis)
- Crime committed and police were notified

**Situations that meet the above criteria should be shared in the emergency response order listed below.**

**Emergency Personnel – When Necessary  
Residence Life Staff – Hall Director  
Conference Coordinator**

### **EMERGENCY RESPONSE ORDER**

Emergency Personnel – If necessary  
Residence Life Staff in building  
Conference Services – Conference Coordinator  
Conference/Camp Director

**If after normal business hours, please call numbers listed on the emergency contact sheet distributed at the Pre-Conference meeting.**

**Examples of when to leave message for Residence Life Staff and Conference Services so it is received by 8:00 a.m. the next morning:**

- False fire alarm activated repeatedly
- Injury in the hall
- Potential call from a parent
- Unusual amount of drugs
- Strange or bizarre behavior
- Missing resident
- Protective services in facility or called

## **SAFETY AND SECURITY**

The UNC Police Department (UNC PD) is on-duty or patrol 24 hours a day, 7 days a week. UNC PD can be reached by calling (970) 351-2245.

Located throughout campus are 18 Emergency Call Boxes, distinguishable by a blue light on top. The phones located in these boxes are a direct line to UNC PD. A patrol car will be dispatched immediately when UNC PD receives the call.

Please advise conference participants to walk in groups while on campus.

Individual residence hall room doors should remain locked at all times.

Any suspicious persons or actions should be reported to UNC PD immediately.

If requested, a UNC PD officer can be present at opening sessions of conferences to give a brief overview of security procedures for conference guests.

EMERGENCY 911      NON-EMERGENCY (970) 351-2245

## **FIRE EVACUATION/ESCAPE**

1. Don't panic, stay as calm as possible – you will need to think clearly to make the right decisions.
2. Feel the doorknob with the back of your hand, never the palm (if the door is electrically charged the muscles in your hand will react and cause you to grab it).
3. If the door is cool, lean yourself against it, and open it slowly. As you leave the room, make sure all the windows and doors are closed (not locked).
4. If there is smoke in the air, stay low and move quickly in a crouched position or crawl toward the nearest exit (the most breathable air will always be near the floor). If one exit is blocked, try the next closest exit.
5. Alert others by shouting or knocking as you make your way to the stairs.
6. Always escape via stairwells, never use elevators. As you leave, make sure all fire doors are closed.
7. Once you evacuate, stay clear of the building, follow directions of fire and police personnel, and never re-enter a burning building to save personal possessions.
8. For safety of all residents, do not interfere with staff members or emergency personnel while performing their duty.
9. Do not re-enter the building until official university staff have given you permission.

## **CHEMICALS/EXPLOSIVES/FIRE WORKS**

All types of fireworks are prohibited by the City of Greeley (Greeley Municipal Uniform Fire Code 78.102). The Greeley Municipal Fire Code makes it a violation for anyone to possess, store, sell, use or explode any type of fireworks. Violators may be subject to fines and imprisonment. Due to the physical danger to residents and the possibility of fire, any prank or activity involving fireworks, flammable material, liquids, explosives, dangerous chemicals, and noxious or harmful materials/objects WILL NOT be tolerated on university owned property. Activities involving the use of chemicals/explosives/fireworks may result in severe disciplinary sanctions issued by the Department of Housing & Residence Life staff as well as prosecution under applicable criminal codes. All chemicals/ explosives/ fireworks found in any residence hall room are subject to immediate seizure by authorized staff members.

## **FIRE SAFETY**

Most residence hall fires are caused by careless smokers, open flame cooking equipment, candles, or overtaxed electrical systems. Toxic gases in smoke, usually caused by burning plastic, can render a person unconscious in a few seconds. Open flame devices, including candles, cigarettes, and incense may not be used in residence hall rooms.

## **FAILURE TO EVACUATE**

Failure to evacuate during a fire alarm or hindering the evacuation of other occupants during a fire alarm is prohibited. Severe disciplinary action, including possible dismissal from the University of Northern Colorado, may be imposed for violation of these procedures. Additionally, criminal prosecution is possible for pulling fire alarms (Colorado Revised Statutes 1973 18-8-111 (a) as amended) and for damage resulting from the unauthorized use of fire fighting equipment (Colorado Revised Statutes 1973 18-4-506 as amended).

Anyone found in violation of the fire safety policy may be removed from the residence halls for the remainder of the conference.

**Fire safety** is very important in the residence halls. Smoking, open flame cooking equipment, candles or overtaxed electrical systems causes most residence hall fires. Toxic gases in smoke, usually caused by burning plastic, can render a person unconscious in a few seconds. For these reasons Housing & Residence Life has the following policies.

**Use of candles and/or incense** in the residence halls is prohibited. Burned wicks may be evidence of use in the halls. Decorative candles must have an unburned wick or have the wick cut. For the consideration of residents with allergies, possession of incense is prohibited.

**Possession or use of chemicals or explosives of any kind** are prohibited in the residence halls. Possession of an explosive device is a felony.

**Tampering with fire equipment** or disabling any part of the fire alarm system, discharging an extinguisher or registering a false alarm can endanger life and property and is prohibited in the residence halls. This is also a federal offense and will be pursued criminally.

**Failure to evacuate** a building when evacuation procedures are in effect places you in severe danger. Although on occasion, there is a "false alarm", each alarm is to be treated as a real threat to the safety of our residents. Failure to evacuate a building is taken very seriously by the Department of Housing & Residence Life.

**Intentionally or recklessly misusing or damaging fire or life safety equipment**, including, but not limited to, security cameras, telephone lines, safety signs, fire alarms and extinguishers is a prohibited behavior in the residence halls.

**Arson** is defined as purposely setting fire. In the event a student is found responsible for intentionally setting a fire, the student will be responsible through the University conduct system and for local, state or federal law

## **RESIDENCE HALL INFORMATION**

### Bed Space

Allotted amounts of bed space are specified in the contract, as discussed in the proposal letter, and are guaranteed available for the dates of the event. If the actual number of residential participants exceeds this amount, beds may not be available due to space limitations.

### Check-In and Check-Out

- Check-in/check-out times and details will be established at the Pre-Conference Meeting.
- Changes to check-in/check-out time and location must be indicated 30 days in advance.
- The Conference/Camp Director, a Residence Life Staff Member and the Conference Coordinator must be at check-in to handle any issues that arise.
- To ensure that all pre-registered guests are accommodated first, walk-up participants will be assigned to rooms only after those on the guarantee roster have been checked in.
- The Conference/Camp Director, or appropriate staff from the attending conference, is required to stay on campus until each and every participant has checked out and has been picked up.
- Each participant must turn in the corresponding key to the room he/she was assigned or the conference/camp charged a \$50.00 lock change fee. This fee will be assessed on the final invoice and will be charged to the conference/camp and not the individual participant.

### Counselors

- The counselors are those persons provided by the camp or conference to oversee groups.
- The counselor must be an adult over the age of 18.
- Counselor must reside in the residence hall to enforce curfews and ensure good behavior.
- Counselor must be with youth at all times, including "free time".
- Any problems or emergencies should be reported to the appropriate party as explained in the Communication Protocol Outline.
- Practicing and roughhousing are not permitted in the residence halls.
- The counselor is responsible for directing youth to designated practice areas on campus.
- The counselor must have the participants remove all belongings from the rooms and should complete room and floor checks upon check out. Any items that are left in a room by a participant will be held for one week after the group's check out date.

### Curfew for Youth Groups

For safety and security reasons, a curfew is recommended for all youth camps, at which time all youth participants must be in the residence hall and a counselor must be present. This curfew time should be communicated to the front desk staff and hall director.

### Emergency Participant Cancellation Procedures

If a participant is unable to attend a scheduled conference, he/she must notify the Conference/Camp Director before the first day of the conference. If the participant has arrived on campus and has checked into a residence hall, he/she must check out at the Front Desk and notify the Conference/Camp Director that he/she will not be continuing with the conference.

The Conference/Camp Director, not individual registrants, should notify Conference Services of all cancellations and departures from the conference. The information should include the participant's name, conference and dates attending, and a brief reason for cancellation.

## Emergency Telephone Numbers

Emergency telephone numbers to use for residential participants are:

Hansen-Willis Front Desk	970-351-2175
Hansen-Willis front desk serves as the front desk for Belford Hall, Decker Hall, Gordon Hall, Sabin Hall, and Snyder Hall.	
Harrison Hall Front Desk	970-351-2875
Lawrenson Hall Front Desk	970-351-2791
McCowen Hall Front Desk	970-351-2752
Turner Hall Front Desk	970-351-2895
Wiebking Hall Front Desk	970-351-2042
Wilson Hall Front Desk	970-351-2584

Anyone calling these numbers must know the name of the conference the participant is attending.

## Front Desks

Occupied residence halls will be open and staffed 24 hours a day. Hansen-Willis front desk will serve as the front desk for Belford Hall, Decker Hall, Gordon Hall, Sabin Hall, and Snyder Hall. All other residence halls will have their own front desk open.

Hansen-Willis Front Desk	970-351-2175
Harrison Hall Front Desk	970-351-2875
Lawrenson Hall Front Desk	970-351-2791
McCowen Hall Front Desk	970-351-2752
Turner Hall Front Desk	970-351-2895
Wiebking Hall Front Desk	970-351-2042
Wilson Hall Front Desk	970-351-2584

## Housekeeping

The University of Northern Colorado Housing Department provides housekeeping services in all public spaces. If immediate services are required, please notify the front desk staff immediately.

## Internet Computer Access

RESNET is available in each of the Residence Hall rooms for conference participants. There is a one time charge of \$34 for this hook-up and it must be pre-arranged through conference services before the start of a conference. This fee will be charged to the conference/camp, not the individual participants.

## Keys

A room key is issued to each participant at the time of check-in. For security reasons, neither the residence hall name nor the room number is on the key. A fee will be charged to the participant if a key is lost or not returned. To avoid lost key charges, please make sure participants keep their keys with them at all times.

Fees for lost keys: \$50.00 for any keys lost

If a key is not returned during check-out and/or the participant does not have payment, the charge will be billed to the conference on the final master bill.

## Laundry Facilities

Washing machines and dryers are located in each residence hall basement. The cost of each is \$1.00

## Linen

- Linens are provided for each and every participant and conference unless prior arrangements have been made. If a conference does not want linen services, notification must be given to Conference Services **no later** than the pre-conference meeting. Failure to notify may result in charges of linens to a conference.
- Please see list of items and costs below:

Item	Replacement Cost	Notes
Pillow	\$10.50	Fossfill
Pillow Case	\$1.50	
Towel	\$3.50	
Wash Cloth	\$0.50	
Bath Mat	\$2.50	Lawrenson Only
Fitted Sheet	\$4.00	
Flat Sheet	\$4.00	
Blanket	\$18.00	Fleece
Mattress Pad	\$10.00	

Items provided for Summer Conference are 1 towel, 1 wash cloth, 1 pillow, 1 pillow case, 1 fitted sheet, 1 flat sheet, 1 mattress pad, 1 blanket, 1 plastic cup and 1 bar of soap. In Lawrenson, a bath mat is also provided.

## Packages/Messages

Each Conference Staff member and participant can receive mail at the front desks of their residence hall **Hansen-Willis front desk** will serve as the front desk for Belford Hall, Decker Hall, Gordon Hall, all President's Row Halls (Brown, Dickeson, Bond, Lujan), Sabin Hall, and Snyder Hall. The name of the conference and conference participant must be on each package.

Please address mail for conference/camp participants as follows:

Name of Participant  
**Name of Conference/Camp** (mandatory!)  
Hall Name, Room Number  
Greeley, CO 80631

## Telephone Service

Telephone service is provided in each residence hall room. The phones cannot be removed but may be unplugged depending on conferences individual needs. These arrangements must be made through conference services prior to the start of a conference.

Long distance calls may be made from room phones with the use of private calling cards, such as MCI, Sprint, AT&T, or pre-paid phone cards.

- Campus Calls  
*Dial 1 + the last four digits of the phone number*
- Local Calls  
*Dial 8 + the seven-digit phone number*
- Long Distance Calls  
*REQUIRES THE USE OF A PRIVATE CALLING CARD*

### Vending/Change Machines

- Vending machines are located in each residence hall.
- All halls have a soft drink machine and some have a chip/candy machine.
- Change may be made at the Front Desks of the Residence Halls.

## **GENERAL INFORMATION**

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### **AUDIO VISUAL EQUIPMENT**

The Office of Conference Services makes arrangements for the use of audio/visual equipment by conferences and will attach all charges for equipment set-up and usage to the final conference bill. Conference Services requires the Conference Director to confirm all equipment reservations with Conference Services no later than two weeks prior to the event. Typically, audio/visual equipment may not be ordered within 48 hours of the event.

### **DISABLED GUESTS**

Most classroom buildings on campus and the Dining Centers are accessible for those with handicaps. If special housing accommodations are needed for guests with disabilities, arrangements must be made 30 days in advance, as space is limited in the residence halls.

### **FACILITY USE**

The Office of Conference Services coordinates with appropriate facility managers to determine rates and schedule events in various athletic, academic, residential, dining, and meeting facilities.

Use of any facility will incur a daily usage fee, which will be included in the final invoice from Conference Services. For safety and security purposes, the university requires the presence of the appropriate professional staff in some facilities during conference events. The conference must pay the hourly wage of persons employed during non-business hours of the facility. Fees will be assessed by the facility services department for equipment set-up and/or rental.

Any facility reservation that is cancelled within 30 days of the conference start date will incur a charge of one-half of the normal usage fee.

### **GOLF CART USE**

Some Conference/Camps utilize golf carts on campus. Golf carts are prohibited in the tunnel under 11<sup>th</sup> Avenue at all times and are not to be driven or parked on the grass at any time. Only those with valid drivers licenses may operate a golf cart. Golf Carts must be operated in a safe manner or will be impounded by UNC Police. It is highly recommended that golf carts be locked to a secure place when not in use.

### **LOST AND FOUND**

Lost and found items, including keys and guest dining cards, should be turned in to the front desks of the residence halls or the information desk at the University Center. Guests should check for any lost items at these locations. UNC cannot be responsible for lost or stolen articles.

If a found item is requested to be returned, it will be mailed to the Conference Director, who will send the item to its owner. Any shipping charges incurred will be included in the final bill.

## **PARKING**

There is limited free parking available on campus throughout the summer. J lot, Q lot and T lot are all free; any other lot will require a parking permit. These can be purchased at the lot vending machines or through Conference Services. A conference may purchase permits or lots, if done prior to the start of the conference. A campus parking map is available through the Conference Services office or can be found on line at [www.unco.edu/parking/images/parkingmap.gif](http://www.unco.edu/parking/images/parkingmap.gif).

## **PETS**

No pets are permitted in or on UNC's facilities. However, specially trained animals will be allowed on campus only if UNC's department of Conference Services is notified and written approval is provided three days in advance of each event.

## **WEATHER**

Average summer temperatures in Greeley are highs of 89°F and lows of 59°F. Summer rain showers and lightening storms are not uncommon.

Any outside events that require increased physical activity must allow for adequate water/fluid breaks. Participants must be advised to increase fluid intake throughout the activity.

## **LIGHTNING**

Lightning strikes are very common in the Front Range. Designate a responsible person to monitor lightning activity during any outdoor event. Visit [www.unco.edu/safety/lightning.htm](http://www.unco.edu/safety/lightning.htm) for more guidance. During thunder storms avoid:

- High places and open fields, isolated trees, unprotected gazebos, rain or picnic shelters, baseball dugouts, communications towers, flagpoles, light poles, bleachers (metal or wood), metal fences, convertibles, golf carts, water (ocean, lakes, swimming pools, rivers, etc.).
- Using wired telephones, taking a shower, washing your hands, doing dishes, or any contact with conductive surfaces with exposure to the outside such as metal door or window frames, electrical wiring, telephone wiring, cable TV wiring, plumbing, etc.

If the time delay between seeing the flash (lightning) and hearing the bang (thunder) is less than 30 seconds, seek a safe location and avoid the preceding activities.

## **TORNADOS**

If a tornado warning is issued, a tornado has actually been sighted.

- Do not use the general building alarm to signal a tornado alert!
- Do not use the elevators.
- The basement of a building is generally considered the shelter. However, most large buildings can not accommodate all building occupants within the basement (and mechanical rooms in basements are locked, have limited space and equipment hazards). Plan alternative refuge and follow general guidelines:
  - Take refuge on the lowest floor in your building, or to the interior hallway of a middle floor.
  - Avoid gymnasiums (large open spaces) and window areas.
  - Crouch down on the floor and cover your head with your arms.
  - Take a radio to the shelter if you have one (to check weather updates) and cell phone. Bring along water bottles, coats, snacks or any food you have available, and a first aid kit if you have one.
  - Do not leave the campus in your vehicle or on foot during a warning. If you are in your car or outdoors, enter the nearest building. If you cannot make it to a building, find a ditch or depression in the ground to lie in. Cover your head with your arms. Do not remain in your car.