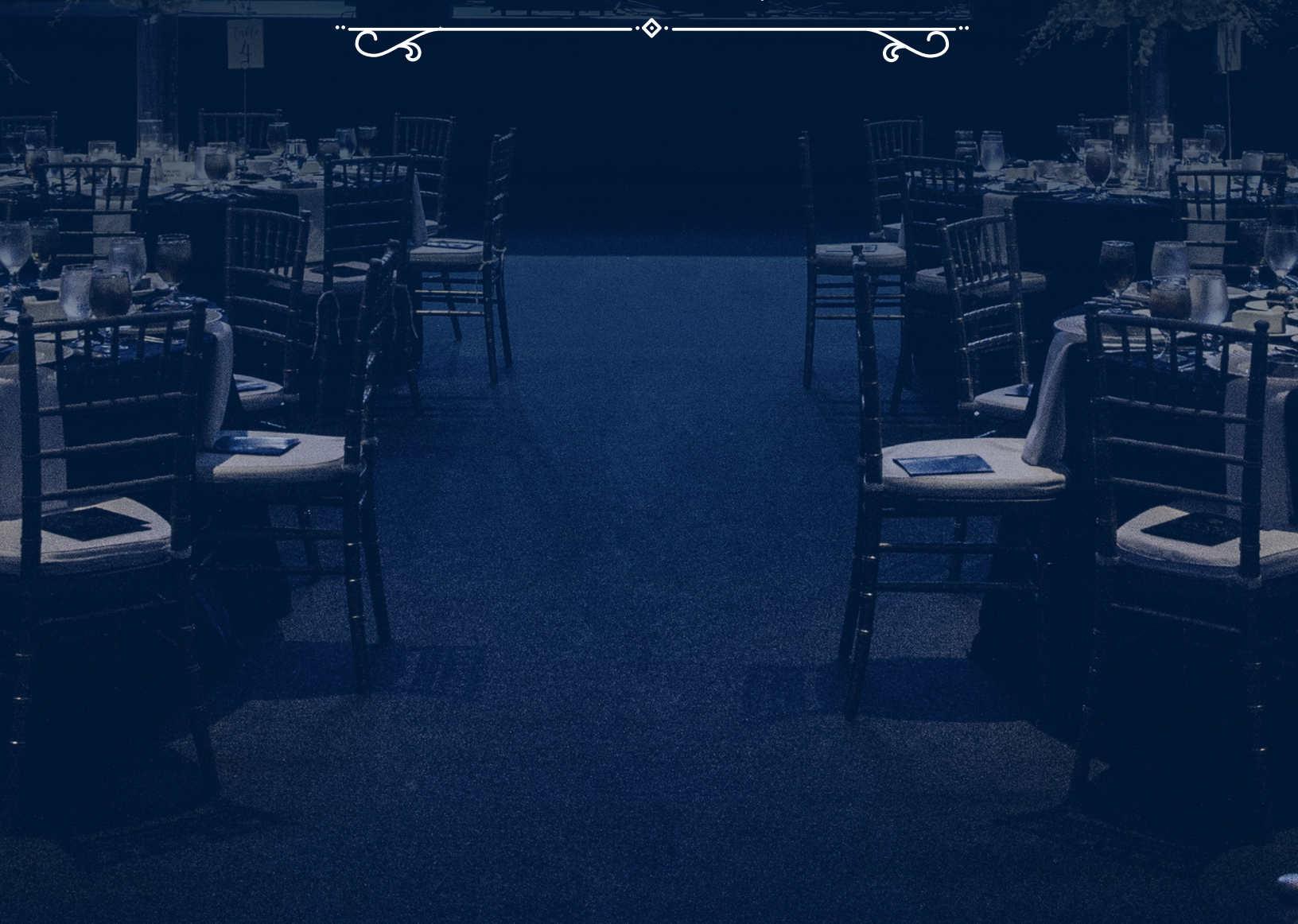




THE DEPARTMENT OF
EVENTS & VISITOR SERVICES

POLICIES & PROCEDURES

INTERNAL ORGANIZATIONS/INDIVIDUALS



The Department of Events and Visitor Services

Policies and Procedures University Departments and Student Organizations

The Department of Events and Visitor Services

Policies and Procedures

University Departments and Student Organizations

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Introduction

Founded in 1877, Jackson State University (JSU) is a historically black, high research activity university located in Jackson, the capital city of the state of Mississippi. The main campus of Jackson State is located in West Jackson which is approximately a quarter of a mile from the central business and downtown area of Jackson, as well as the main municipal, county, state, and federal government offices. Jackson State University also has satellite campuses: the Mississippi e-Center located on Raymond Road; the Jackson Medical Mall on Woodrow Wilson; the 101 Building; and at the Universities Center located on Ridgewood Road. Easy access to the main campus, satellite locations, and the City of Jackson is provided via air, rail, interstate routes, and public transportation.

The university's modern, spacious facilities and state-of-the-art technology make it an ideal location for hosting small and grand scale events, including conferences, seminars, sporting events, luncheons, banquets, sports events, concerts, weddings, receptions, exhibits, and other activities.

Facilities at Jackson State University are available primarily for students, faculty, and staff events consistent with the mission and goals of the University. However, the University recognizes the need for external organizations and individuals to use campus facilities for a variety of events. Therefore, the university has established the following guidelines and policies for internal organizations using facilities on the campus of Jackson State University.

The Department of Events and Visitor Services Overview

The Department of Events and Visitor Services is responsible for the overall management of all campus events and logistics. An "event" is defined as any gathering within a campus facility that is not an academic course offering or interdepartmental meeting held within a department's conference room during regular campus work hours. All events must be entered into the event management system (EMS) for proper tracking and approval by either the Department of Events and Visitor Services or the respective facility manager. The Department of Public Safety will close an event that is held in a university facility without proper approval.

Contact Information

Office: (601) 979-0883

Email: eventsinfo@jsums.edu

Event Training (required)

All Student Organizations, Campus Departments, Deans, and any persons planning or hosting events on campus must attend at least one event training session during each semester calendar to become approved to host events for the upcoming academic year.

Topics covered to include:

- University Event Policies
- Event Calendar Submission

- Cancellation Policy
- Event payment procedures

Event Planning/Logistics

The key to a successful event is planning and attention to detail. From inception to execution, the Events and Visitor Services team collaborates with our campus partners to establish a plan that ensures each phase of the event is properly executed. The first step in implementing a flawless event is conducting a strategic assessment. During the initial consultation, we will discuss the clearly defined goals, branding, and challenges of your event.

Our goal is to help our clients create quality strategies, solutions, and flexible, customized options to achieve your vision. Most importantly, we have the industry knowledge and experience to help efficiently facilitate the process. Additionally, we have streamlined our processes by utilizing past successes to ultimately provide the best practices for event planning services, and the precise delivery of our client's vision and message.

Event Checklist

When planning and carrying out an event, there are various components. The Events Management System (EMS) serves as a checklist which covers the essential information regarding the event, while also listing possible resources that may be needed. The checklist will provide a record of resources used, billing, and the planning of future events.

Event Cancellation Policy

Jackson State University's Department of Events and Visitor Services reserves the right to refuse/cancel reservations. If JSU refuses a reservation, the registrant will be offered a refund.

Reservation Cancellation by University

Events and Visitor Services or the University reserves the right to cancel an event due to inclement weather or other circumstances which would make the event non-viable. If JSU cancels an event, registrants will be offered a full refund. Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date.

In the case of inclement weather, the Department of Events and Visitors Services follows the official Jackson State University school closing schedule. If an event is canceled, it will be posted on the JSU Master Calendar and the University websites.

Should circumstances arise that result in the postponement of an event, EVS has the right to either issue a full refund or transfer registration to the same event at the new, future date.

Reservation Cancellation by Organization/Department

The deadline to receive a refund (less the non-refundable deposit) for your event is 14 business days before the event.

Cancellations received from internal renters after the stated deadline will be assessed a **cancellation fee**.

All refund requests must be made by the primary contact or credit cardholder.

Refund requests must include the name of the event and/or reservation number.

Cancellations will be accepted in writing only via email or fax and must be received by the stated cancellation deadline.

The above policies apply to all approved events unless otherwise noted in the corresponding event materials. Please read individual event information thoroughly.

General Guidelines for Using Campus Facilities

1. All events sponsored by student organizations **must** be attended by the organization's advisor.
2. Sponsoring organizations and individuals are responsible for the behavior and actions of those attending their events and activities. Thus, if excessive cleaning or damages occur to equipment and/or the facility, the sponsoring organization/individual is responsible for all charges associated with cleaning and/or repairing the equipment and/or facility.
3. Campus facilities are primarily for the events and activities sponsored by student organizations and university departments. Therefore, those entities receive priority in reserving campus facilities. When campus facilities are available, external organizations and individuals will be permitted to rent those spaces.
 - a. Student Life Facilities (Student Center, Walter Payton Center, and Reddix Hall) - priority goes to registered student organizations. University departments receive second priority. External organizations and an individual can reserve the facilities after university-affiliated groups have reserved spaces.
 - b. Athletics Facilities- priority goes to athletic-related activities and events. Registered student organizations and university departments receive second priority. External organizations and an individual can reserve the facilities after university-affiliated groups have reserved spaces.
 - c. Academic Facilities- first priority goes to academic departments. Registered student organizations and university departments receive second priority. External organizations and an individual can reserve the facilities after university-affiliated groups have reserved spaces.

- d. During breaks (fall, spring, and summer), the university recognizes the opportunity to rent campus facilities to external organizations/individuals to generate revenue.
 - e. All registered student organizations and university departments should reserve campus facilities at least 60 days in advance. For annual and major events, campus facilities should be reserved at least one year in advance.
4. The university reserves the right to cancel or move an event in the case of an emergency, inclement weather, or act of God.
 5. The university reserves to right to end an event if a fire code is broken or conditions in the facility pose a threat to those in attendance.
 6. Only events and activities that have been scheduled and approved through the campus scheduling software are recognized as being properly booked and have the right to use a campus facility.
 7. Any attempt by a student organization, university department, or university employee to co-sponsor an event/activity with a group for the exclusive purpose of obtaining the facility or services for free or at a discounted rate shall result in the cancellation of the event and the organization being suspended from using university facilities.
 8. Although student organizations and university departments can request to use a specific space, the facility manager of the venue has the right to assign the request to the most appropriate space for the event, meeting, and/or program.

Welcome Center Conference Room Policies and Procedures

Hours of Operation

| | |
|-----------------|------------------------|
| Monday-Thursday | 8:00 a.m. to 7:00 p.m. |
| Friday | 8:00 a.m. to 5:00 p.m. |
| Saturday/Sunday | Closed |

The Welcome Center closes at 5:00 p.m. during the week of Thanksgiving, and the months of December, May, June and July. The Welcome Center is closed on all official University holidays.

Visitor Sign-In

All visitors are requested to sign-in upon each entrance to the Welcome Center. The sign in I-pad is located in the receptionist area for your convenience. Your full name, email address, and phone number are required to sign-in. You do not have to sign out upon departure.

Conference Room

The Conference Room may be used for small meetings hosted by JSU faculty, staff, students, and the community. There is no charge for the use of the room which is equipped with a conference table and ten (10) chairs; a Mondo pad for PowerPoint presentations and

videoconferencing; and a conference phone. **Jackson State University reserves the right to charge any external organization or individual for damages occurred to any campus facility or equipment**

Scheduling Meetings

All meetings should be reserved at least 30 days before the requested date. A Facility Use Agreement must be signed by the requesting group as well as the University's Chief Financial Officer (CFO) before the meeting will be approved. Careful consideration of timing is required for meetings that may precede or follow another meeting. All groups are expected to remain within their scheduled time frame.

Meeting Cancellations

If you or your organization needs to cancel a meeting, please inform the Welcome Center via telephone call or email at least 48 hours before your scheduled meeting. Groups that are no shows for scheduled meetings will forfeit future use of the conference room. The university reserves the right to deny permission for facility usage and to cancel a meeting in the case of an official university meeting or event, an emergency, inclement weather, or act of God.

The university reserves the right to end a meeting if a fire code is being broken or conditions in the facility pose a threat to those in attendance.

Refreshments

Jackson State University has an exclusive contract with SodexoMAGIC to provide all the catering needs for those using campus facilities. The agreement grants the vendor the exclusive right to provide all food service on Jackson State University's campus. If the vendor cannot provide service to a meeting due to scheduling conflicts, the vendor will grant the individual or organization permission to use another caterer from the official University approved list. External food or beverage are not allowed in the facility. For your catering needs, Sodexo may be contacted at USAJSUCatering@sodexomagic.com or 601.979.0452.

Facility Cleanliness

The JSU Welcome Center is the official front door to the Jackson State University campus. Often, our office is the "first impression" of a visitor. Therefore, it is required that the lobby, conference room, kitchen, and restroom are always clean and tidy. All groups using the conference room are requested to ensure the chairs are back in place, and no items are left on the table at the end of your meeting. Additionally, the refrigerator is **not** for public use. It is for the office staff only.

If excessive cleaning or damages occur to equipment and/or the facility, the sponsoring organization/individual is responsible for all charges associated with cleaning and/or repairing the equipment and/or facility. Payments must be made prior to additional scheduling of meetings or events on campus.

Decorations

1. Any form of paint is not allowed in the facility or on campus grounds at any time.
2. Do not nail anything into wall or floors.
3. Glitter and confetti are prohibited in all campus facilities.
4. Blinds and curtains cannot be removed.
5. Fire Exit Signs cannot be covered under any circumstance
6. Exit and entrance doors cannot be blocked under any circumstances
7. All cords and cables must be tapped down.
8. Any tape being used must be approved by the Department of Events.
9. Open flame candles are strictly prohibited in all campus facilities.

Minors

Meeting participants must be 17 years or older. Children under the age of 17 must be accompanied by an adult attending the meeting and must remain with that adult in the meeting.

How to Reserve Campus Facilities

To reserve a room in a facility on campus, registered student organizations and university departments (academic and administrative) should click the link below to the Jackson State University's Event Management System (EMS). You should complete all the required fields. Leaving a space blank could delay your request being processed.

Once your form has been submitted, it will be processed through the Event Management System. You should receive a confirmation notice indicating the reservation has been approved or denied within 7-10 business days.

Here is the link to the university's Event Management System:

<http://jsuem.jsu.edu/VirtualEMS/ClassicRequestForm.aspx?data=ity3Dem%2byxxGFZTQvNr975K4dCU8QwV7>

Accessibility/Disability Services

Jackson State University is committed to providing reasonable accommodations and services to all individuals attending events and activities occurring on the campus. If you have individuals attending your program or event who need such services, contact The Department of Disability Services at 601-979-3704.

Alcohol

Jackson State University is committed to complying with all federal, state, and local laws concerning alcohol. In general, the university's alcohol policy governs the consumption and use of alcohol on campus.

Animals

Only service animals are allowed on campus and in campus facilities.

Catering

Jackson State University has an exclusive contract with an external vendor to provide all the catering needs for those using campus facilities. The agreement grants the vendor the exclusive right to provide all food service on Jackson State University's campus. If the vendor can not provide service to an event because it is unavailable due to scheduling conflicts or unable to provide the requested menu, the vendor can give a student organization or university department permission to use another caterer.

Concerts

Organizations or departments requesting to host a concert, theatrical production or major ticketed event must receive prior approval from the Office of the President and JSU General Counsel. All contracts, riders and legal obligations must be reviewed and approved by JSU General Counsel. All ticketed events once approved, must complete all required paperwork and proof of insurance. A \$1.00 per ticket sold (none JSU hosted events) will be donated to the JSU Development Foundation for scholarship support to the University.

Decorations

Jackson State University recognizes the need for student organizations and university departments to decorate campus facilities for events and activities. The university requires all renters to submit to the venue's facility manager its decorating plans at least two (2) weeks prior to the event for approval. When developing your decoration plan, the following must be adhered to in all campus facilities:

1. No painting or spray painting in the facility or on campus grounds at any time.
2. Do NOT nail anything into wall or floors.
3. Glitter and confetti are prohibited in all campus facilities.
4. Blinds and curtains can NOT be removed.
5. Fire Exit Signs cannot be covered under any circumstance.
6. Exit and Entrance doors can NOT be blocked under any circumstance.
7. All cords and cables must be taped down.
8. No duct or scotch tape is permitted.
9. Open flame candles are strictly prohibited in all campus facilities.

Minors

Meeting participants must be 17 years or older. Children under the age of 17 must be accompanied by an adult attending the meeting and must remain with that adult in the meeting.

Paint is not allowed in the facility or on campus grounds at any time.

1. Do NOT nail anything onto wall or floors.
2. Glitter and confetti are prohibited in all campus facilities.
3. Blinds and curtains cannot be removed.
4. Fire exit signs cannot be covered under any circumstance.
5. Exit and entrance doors cannot be blocked under any circumstance.
6. All cords and cables must be taped down.
7. No duct or scotch tape is permitted.
8. Open flame candles are strictly prohibited in all campus facilities. Lighted candles must be in an enclosed container.

Emergency Procedures

In the event of an emergency during your event, the following steps should be followed:

Step 1-Notify Campus Police immediately at 601-979-2580

Step 2-Notify the Facility Manager on duty

Step 3-Notify your assigned Event Coordinator

The steps are to be taken in the event of severe weather, power outages, life-threatening situations (active shooter, medical emergency) and other safety matters.

Disc Jockey (DJ)

Organizations or departments hosting events with a DJ are required to inform them of the following:

- All DJ's must adhere to the policies set forth by the University and the Department of Public Safety.
- A waiver must be signed and forwarded to the Department of Events and Visitor Services thirty (30) days before your event.

- DJ's must also consult with the University's Technical Director about AV, electrical, or other needs thirty (30) days before your event.

Filming

Filming, videotaping, or any type of media production is prohibited on the JSU campus without prior approval. All requests must be submitted to the Department of Events and Visitor Services for review by JSU General Counsel and the university's Department of Communications.

Films and Movies

Only films and movies secured from a licensed company with the copyright license fee paid may be shown in campus facilities for non-academic purposes.

The following are links to licensed companies:

Swank Motion Pictures: www.swank.com

Criterion Pictures USA: www.criterionpic.com

Memorial Services

Memorial or funeral services held on the University campus are usually those of notable alums or persons with a deep connection to the University. The request for a memorial/funeral service must have approval from the Office of the President and must be received within 7-14 business days in advance of the requested date. JSU reserves the right to approve or deny this request.

Fronting/Co-sponsorship

Fronting is the practice of having a student organization or university department to co-sponsor an event for the sole purpose of securing a campus facility or service for free or a discounted rate. Such a practice in any form is strictly prohibited. Student organizations or university departments who participate in this practice will lose the right and privilege to schedule campus facilities. External customers and organizations that violate this policy will be prohibited from using campus facilities and service for at least one year.

Grilling Policy

Prior approval must be obtained from Sodexo (JSU dining services) to grill for any event. If approval has been granted, JSU grilling guidelines must be followed, and a Grill Approval Form must be completed.

Outdoor Amplification

Amplified sound is permitted on the Gibbs-Green Plaza on Mondays and Fridays between the hours of noon to 1:00 pm. and on Saturdays between the hours of 8:00 a.m. and 10:00 p.m. The Provost may make exceptions for annual events such as homecoming, founder's day, welcome

week, or other special university occasions.

Quiet Times

Quiet hours will take effect during exam periods. Midterm exam week and final exam week will maintain twenty-four-hour quiet time, Monday-Thursday and end at 5:00 pm on Friday. The week before finals will maintain quiet hours from 6:00 pm to 6:00 am, Monday through Thursday and end at 5:00 pm on Friday.

Payments

The full balance associated with an event **must** be made at **least thirty (30) days prior to the date of the event**. Failure to pay the balance in full by the time outlined will result in the event being canceled. Payment must be made by company check, money order, credit/debit, or interdepartmental transfer. Checks and money orders should be made payable to Jackson State University. Payments may be taken to the Department of Events and Visitors Services located at the Welcome Center. To ensure proper crediting of your payment, a copy of your invoice should accompany your payment.

Damage Fee

Jackson State University reserves the right to charge any student organization or university department for damages incurred to any campus facility or equipment. This includes damages caused by members of the sponsoring organizations, individuals attending the event/activity (audience member), or guests of those associated with the sponsoring organizations or audience members.

Late Departure Fee

- Starting and ending times of activities are absolute. Additional time outside of the scope of this agreement will be billed to the Organization/Lessee accordingly at the beginning of each hour. This includes early load-in time, rehearsal time, and other related activities. Any group needing access to a facility before or after the normal operating hours will be charged accordingly at the beginning of each hour.
- This hourly fee will be equal to time and a half for any personnel charges assessed plus 25% of the stated facility charge for each booking within the reservation.
- The Organizations/Lessee's permission to run late depends on the availability of the University Staff /Operating Personnel.

Past Due Accounts

- All Organizations/Lessees that are more than 60 days past due, on any previous bill, will not be allowed to reserve or have any future events until payment is made in full.

All fee structures, policies, and procedures are subject to change without notice due to budgetary or other administrative decisions.

Political Demonstration/Free Speech

Registered student organizations and students have the right to demonstrate and exercise their first amendment rights. The Gibbs-Green Plaza has been identified as the free speech zone. Any demonstration in any other campus location must be approved by the Vice President of Student Life.

Protocol for Inviting the Office of the President

If you would like the President to attend or speak at your event, please contact the Office of the President at (601) 979-2323.

Publicizing Events

Once the event has been approved by the proper university personnel, it will be posted to the university's master on-line calendar, unless the sponsoring organization indicates the event/activity should NOT be publicized. The sponsoring organization should NOT publicize or promote any event until a final confirmation for the event/activity has been received. Once your event has been approved, flyers and posters associated with the event should be stamped in University Communications (2nd floor Administration Tower). University Communications guidelines for promoting University events can be retrieved on their website.

Rates of Campus Facilities, Equipment & Labor

All campus facilities are free of charge to student organizations and university department not charging admission. For student organizations and university departments charging admission, a 70% discount is applied to facility rental fee only. Registered student organizations are not charged a facility rental fee for Reddix Hall for any event, meeting, program, or activity. Registered student organizations and university departments using university equipment (tables, chairs, sound systems, video, etc.) may incur charges for the equipment usage if the items are not a part of the building event inventory. Labor charges associated with public safety and facilities and construction management is the responsibility of the event/program sponsoring organization. **Charges are not incurred for academic sessions, rehearsals/practices, and student or staff meetings.**

Rental of University Equipment

Jackson State University will make a concerted effort to provide the equipment needed for an event. The rental costs associated with this equipment will be provided to the customer and itemized on the invoice.

Rental of Equipment from External Vendors

Routinely, customers may require equipment and props that Jackson State University can NOT provide. It is the customer's responsibility to make their own arrangements to secure this equipment. The Department of Events and Visitor Services staff, along with other Jackson State University personnel, will provide assistance in identifying potential vendors and making suggestions about the appropriate equipment to use. All payments for rental equipment from external vendors shall be the sole responsibility of the customer or organization securing the equipment. All external vendors must receive a purchase order number or payment before delivery. Failure to provide this information will result in the cancellation of your order. Set-up and breakdown times of equipment by external vendors must be coordinated with and approved by the department.

Rehearsals

Jackson State University will make campus facilities available for a rehearsal to organizations that have paid all fees associated with their event, provided that space is available. **Rehearsal times are at no cost to the student organization or University department. Charges are not incurred for academic sessions, rehearsals/practices, and student or staff meetings.**

Security

The safety and security of all individuals who visit and attend the campus of Jackson State University is a top priority of the university. The Department of Public Safety is solely responsible for determining if security is needed at an event/activity and the number of officers assigned to the event/activity. The decision to require security at an event is determined by, but not limited to, the following:

1. The number of individuals in attendance.
2. Any activity where admission is charged or a registration fee is collected on-site.
3. Alcohol is being served at a non-student related event.
4. Events where there is a history of disturbances, crowd control issues, or a large number, of individuals who are not university students.
5. Events/activities where the speaker or topic of discussion may create a disturbance by those in attendance or individuals wanting to protest and/or demonstrate against those speaking or in attendance.

The sponsoring organization is responsible for paying all fees associated with having a university officer at an event. **Charges are not incurred for academic sessions, rehearsals/practices and student or staff meetings.**

Smoking

Smoking is prohibited in all campus facilities.

Ticket Sales

Student Organizations and University Departments can sell tickets at the booths in the student center and one hour before an event begins in the Rose E. McCoy Auditorium Ticket Office. Approved events may also sell tickets online through the JSU Marketplace.

University Holidays

When the university is closed, no student activities and events are permitted to occur in campus facilities.



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