



# STUDENT ORGANIZATION EVENT PLANNING GUIDE

The Office of Auxiliary & Conference Services

Notre Dame of Maryland University  
2019

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## Introduction

Being a Notre Dame of Maryland University student organization has many responsibilities, including the opportunity to reserve space and resources on campus to host events.

The purpose of this guide is to assist student leaders in planning successful events that are consistent with university policies and procedures. These policies and procedures are designed to facilitate the event planning process and to ensure the safety and well-being of the campus community.

We encourage Student Organizations to develop events that enhance a sense of community, value diversity, and honor the traditions of the university. We want to ensure that your experience with planning and participating in events on campus is enjoyable and rewarding.

This guide has been developed based on University policies, procedures, and standards while following: Maryland Fire Protection Code, National Fire Prevention Association (NFPA), and Occupational Safety and Health Administration (OSHA).

The Office of Auxiliary Services contains the Events and Conference Services (ECS) team. They are located in LeClerc Hall:

Director, Auxiliary Services – LEC 307

Special Events Manager – LEC 132 (Ground Floor)

Special Events Technical Coordinator – LEC 309

Students can speak directly to the Technical Coordinator should they have any issues with the 25live reservation form.

**Notre Dame of Maryland University's policies, programs, and activities comply with federal and state laws prohibiting discrimination on the basis of race, color, religion, age, national origin, sex, disability, sexual orientation, gender identity or expression, and veteran status.**

## Important Dates & Deadlines

Student meetings and events are scheduled during the semester though ECS. **Scheduling events during the final exam period is not permitted.**

### General timeline of Important University Events

100 Nights	February
Notre Dame Day	February
WOW Festival (off campus)	March
Spring Break	March
Busta Lecture	April
Easter Holiday	April
Commencement Fair	April
Nancy Kreiter Research Day	April
Spring Open House	May
Partners In Mission	May
Women's College Exam Period	May
Commencement Liturgy	May
Commencement Ceremony (Royal Farms Arena)	May
Summer Programming	May – August
Move in/Welcome Week	Late August
Cap & Gown Investiture	Late August – During Welcome Week
Labor Day	September
Reunion Weekend	September
Community Day	October
Common Read	October
School of Pharmacy White Coat Ceremony	October
Homecoming Week	October
Gator Fest	October
Fall Open House	November
Holiday Tree Trim	December
Christmas Eve Mass	December 24

*The timeline of these events are subject to change based on the Academic Calendar*

### Planning Deadlines:

14 Days	Large ticketed events (e.g., outdoor social events, fashion shows, pageants, concerts, walks and runs) require a reservation to be made at least a 14 days in advance.
7 Days	Events and meetings which require Audio/Visual support, catering, public safety support, large setups requiring a floor plan, and/or outside vendors should be submitted at least a seven (7) days in advance.
6 Days – 24 hours	Events and meetings planned between 6 days and 24 hours will have their event space setup request accommodated, however, requests requiring audio/visual support or a large setup will not be guaranteed and will be fulfilled based on staffing and equipment availability.
10 Days	Please ensure the following forms are submitted at least 10 days in advance: catering, parking services, food waiver request form.
24 hours	Reservation requests will be granted on an “As-Is” basis – meaning any existing setup will need

## Student Organization Reservation Process

### ***Who may reserve space?***

Any student organization recognized by Events & Conference Services and in good standing can reserve space (e.g. not on probation).

### **How do I become a recognized organization?**

An application must be submitted to ECS to become a recognized organization on campus. You will then receive confirmation via email if ECS approves your application.

**TWO Authorized Representatives Per Group** from each organization may reserve space/submit reservation forms. Both assigned organizational planners must complete the Student Guide to Planning Events Course and passed a quiz with a score of 80% or better.

Once ECS is notified that both assigned organizational planners have complete the Student Guide to Planning Events Course, the contact information for that group will be maintained until the following school year or until a position change within the organization itself.

### ***How can I make a reservation?***

Click on the link and complete the reservation form. [Make a reservation here](#). Please be sure to include all setup details with resources and notes. ***Request that are missing setup details or resources may not be approved, or will be delayed until all details are received.***

### ***When can you reserve space?***

Spaces may be reserved at any time. Please note that the planning deadlines from the **Important Dates and Deadlines** section. Additional reservations will be taken on a first-come, first-served basis at a later time.

### ***What space can you reserve?***

#### **Academic Classroom Usage for Student Groups**

Expectations: Students and other users of classroom space are expected to respect the space, furniture, equipment, and building. Classrooms are to be returned to their original state and noise level is to be kept to a minimum. Usage of academic space is a privilege and groups using the space must be very conscious that classes are in session and cannot be disturbed. Consequences for violations including disturbing a class may result in loss of privileges.

\*Classroom space: Academic classes take priority over organizational meetings and events. The academic schedule is commonly loaded 2 months prior to the semester start.

- Below is the hierarchy of confirming event requests:
  1. President's office requests
  2. Academic Classes
  3. ELI & Renaissance Institute
  4. All other meetings & event requests on a first come-first serve basis
  
- MBK area specific spaces (Gym, Dance Studio, Racquetball Courts) are approved under the guidance of the Athletics Office. *Not all practice times will be entered on the 25live calendar*

## Student Government Association (SGA)-Specific Reservation Process

- Student Organizations Recognized by SGA needs to follow the steps below:
  - Submit a 25live reservation request
  - ECS will contact SGA for event approval, prior to confirming the request
  - If SGA approves, a confirmation email from will be sent to event requestor
    - Please review the event details carefully to ensure the right resources and spaces have been reserved.
  - If SGA denies your request, you will receive an email from ECS stating your event status.

**IMPORTANT:** Filling out a reservation form does not guarantee the space you requested. **Also technical services/set up is not guaranteed based on this request.**

After the reservation form is reviewed and processed, you will receive an email confirmation from 25live. Please check your reservation confirmation for exact dates, locations, and setup details.

**DO NOT advertise for an event until you receive an email confirmation.**

For any general questions about the planning process, please email [events@ndm.edu](mailto:events@ndm.edu)

## Main Event Space Descriptions

- **LeClerc Auditorium** – 750 person auditorium with fixed seating. Stage with wings and various curtain options. NDMU has access to a very basic front wash of white light. Additional lighting is contracted through an external vendor. Audio/Visual capabilities include a podium with microphone, up to 2 handheld wireless mics and 1 lavalier (clip-on) mic. A screen can be set on the stage with a projector for presentations. Tables and chairs can be arranged on the stage based on the user's requests. A grand piano is available upon request.
- **Doyle Formal** – This is our flexible banquet space. This space can be arranged at the user's request, within reason. This room has projection and microphone capabilities based on the needs of the user. A large window wall provides great views of campus.
  - Events cannot be held past 11pm.
- **Knott Auditorium** – This 240 seat lecture hall is a great space for academic presentations, conference speakers or training seminars. This room has full audio/video capabilities with a dropdown screen/projector, and multiple microphone options.
  - All tablet desks should be turned down following a meeting or event.
- **Fourier 103** – Also known as the Fourier Library, this room is lined with wooden bookcases and has a large marble fireplace. Round tables with chairs are set on one side of the room, while the other side is usually set in rows facing a screen for presentation. However, another setup commonly used in this room is round tables spread out.
  - The furniture in this room cannot be removed from the space.
- **Gazebo** – Located overlooking the Practice Field, the gazebo has been used for weddings, lunches, and memorial services. Patio furniture available in the warm months, but tables and chairs can be added upon request.
- **Feeley International Center (FIC) 003** – This large multipurpose room has round tables and chairs. Along with a computer cart, projector and large drop down screen, this room can be used for film screenings, seminars, and student events.

## Athletic Facilities Descriptions

- **Practice Field** – this field is located next to the tennis courts and below the gazebo. This field is mainly used for outdoor athletics practices. It has a large grass area, as well as, a softball diamond. Student organizations may request to use this field, with approval from the Athletics Department.
- **Alumnae Field** – This is the NDMU Gators game field. This field is located below the UAB building. It is mostly off-limits to student organizations, unless approval is given from the Director of Athletics. Please request the practice field first.
- **MBK Gym** – Our largest indoor space on campus, the gym has an NCAA sized basketball court with retractable bleachers. This space can be requested for a variety of events.
  - Certain event types may require a tarp on the floor to prevent damage. Please consult a member of the ECS team.
  - Use of the gym must also be approved by Athletics.



### Specialty Spaces Capacities:

LeClerc Auditorium, 760

Doyle Formal

- Standing Reception: 250
- Banquet style: 185

Doyle Dining Hall, 450

Knott Auditorium, 240

Fourier 103, 100

Gazebo, 50

FIC 003, 60

MBK Gym, 450 (*for a dance or formal*)

### Computer Labs Available for Meetings and Events:

Rice 102, capacity 30

Knott 126, capacity 23

Gibbons 212, capacity 16

### Meeting Rooms on Campus Available for Reservations:

MBK Seminar Room, capacity 20

Gibbons Bryan Board Room, capacity 15

UAB 105, capacity 16

UAB 203, capacity 22

Knott 131, capacity 16

133, capacity 16

135, capacity 20

### Designated Student Study Spaces on Campus:

UAB Tech Hub

Knott 102, 106

Doyle Gator Alley & Doyle Commuter Lounge

## Resources & Main Points of Contact:

- Auxiliary and Conference Services:  
<http://www.ndm.edu/news-events/auxiliary-conference-services>
  - Jessica Wood, Auxiliary Services Director, [jwood@ndm.edu](mailto:jwood@ndm.edu), 410-532-5782
  - Michael Golze, Special Events Manager, [mgolze@ndm.edu](mailto:mgolze@ndm.edu), 410-532-5732
  - David Sibony, Special Events Technical Coordinator, [dsibony@ndm.edu](mailto:dsibony@ndm.edu), 410-532-5281
- SAGE Dining/Catering:  
<http://www.ndm.edu/news-events/conferences-special-events/catering-services>
  - [catering@ndm.edu](mailto:catering@ndm.edu), 410-532-5726
- Document Center/Mailroom:  
<http://www.ndm.edu/document-center>
  - [printing@ndm.edu](mailto:printing@ndm.edu), 410-532-5310
- Marketing Department:  
<http://www.ndm.edu/university-communications>
  - Mallory Cerda, Director of Marketing, [mcerda@ndm.edu](mailto:mcerda@ndm.edu), 410-532-5547
  - Rachel Camponeschi, Graphic Designer, [rcamponeschi1@ndm.edu](mailto:rcamponeschi1@ndm.edu), 410-532-5568
- Public Safety:  
<http://www.ndm.edu/public-safety>
  - Gene Taylor, Public Safety Director, [gtaylor@ndm.edu](mailto:gtaylor@ndm.edu), 410-532-5324
  - Switchboard, 410-435-0100 or 6666 from any campus phone
- Student Engagement:  
<http://www.ndm.edu/student-life>
  - Michelle Evans, Director of Student Engagement and Community Programs, [mevans@ndm.edu](mailto:mevans@ndm.edu), 410-532-5308

## Event Planning Checklist

You have been tasked with coordinating your department, group, organization, class, team or school's event here at Notre Dame of Maryland University... now what?

1. Check the calendar \_\_\_\_
  - Make sure the date you have chosen for your event doesn't conflict with other major events going on around campus. Places to check: 25Live calendar, NDMU events calendar on website
2. Estimate your anticipated attendance \_\_\_\_
  - This will assist you in choosing the most appropriate space on campus to host your event, since all spaces have different capacities and set ups options.
3. Decide on what type of set up you need \_\_\_\_
  - You can request additional tables and chairs, as well as easels, screens, etc., when you submit your request via 25Live.
  - Using Doyle Formal or a lobby space with a unique set up in mind? Request a floor plan from Conference Services to help you better envision your set up!

Set up Reminders:

- If you submit your event with **LESS THAN 7 DAYS NOTICE**, we cannot guarantee we will be able to accommodate your requests for set up and spaces.
  - Once your event is confirmed in 25Live, you can no longer make edits to the details in your reservation – you must contact Conference Services directly to update your set up needs.
  - All set up requests should be submitted to Conference Services via 25Live or email, and will be relayed to ABM; you should not reach out to ABM directly for these needs.
4. Choose a location on campus & submit your request to use that space via 25Live \_\_\_\_
    - All events should be submitted at least 7 days before your event takes place. Have dates in mind for an event next semester, or even next year? Send those requests to us today!
    - Not sure which space would best accommodate your event? Give Conference Services a call and we can talk you through some different options.
    - Remember – each space has a unique set up, and not all spaces have the ability to move furniture around!
    - ***Your event is not confirmed by Conference Services until you receive a confirmation email from us via 25Live.***
  5. Submit & publish your event on the NDMU website \_\_\_\_
    - You can select "Publish to Website" when submitting your event through 25Live, but this calendar is currently separate from the Marketing calendar that populates in multiple spots on the website.
    - To get your event on the Marketing calendar, please reach out to Mallory Cerda, Director of Marketing mcerda@ndm.edu
  6. Submit catering orders to SAGE \_\_\_\_
    - SAGE is the exclusive onsite food service provider; no external catering is allowed on campus for meetings and events
    - Catering orders need to be submitted 10 days prior to your event / headcount updates can be sent no later than 7 business days before your event

SAGE Suggestions:

- Alcohol being served at your event? Please reach out to Conference Services for an Alcohol Request Form that needs to be returned five (10) business days before your event. In some cases, a Baltimore City Liquor License may be required.
  - First time using catering? Set up a meeting with the Food Service Director, catering@ndm.edu, so they can assist you in creating a customized menu for your event!
  - **Student groups are encouraged to use the Keeping it Simple guide for lower prices to fit within event budgets!**
7. Order linens for tables \_\_\_\_\_
- All linen orders can be placed through SAGE
8. Contact the Special Events Technical Coordinator ([events@ndm.edu](mailto:events@ndm.edu)) about your audio visual needs \_\_\_\_\_
- Are you having a presentation that requires a computer, projector and screen?
  - Do you need additional microphones? Handheld or clip-ons?
  - Do you have a guest speaker with a presentation?
  - Are you using a space with technology that is unfamiliar to you? Ex. Global Digital Classroom, Knott Auditorium
  - Do you want Shawn to meet with you prior to your event to show you how to operate the equipment in the space?
  - Do you want onsite audio visual assistance during your actual event?
9. Submit your reserved parking needs to Public Safety \_\_\_\_\_
- Public Safety can reserve spots upon request if you have a guest or VIP visitor coming to campus
10. Do you need the NDMU shuttle running or additional parking? \_\_\_\_\_
- Reach out to Public Safety directly or Conference Services can on your behalf.
  - We can provide you with a customized campus map for you to distribute to attendees so they can find the event location on campus with ease.
11. Update Conference Services/SAGE with any changes in headcount, set up details, including if you are having any external vendors involved \_\_\_\_\_
- Please keep in mind any external vendors involved with your event may be required to provide Conference Services with a certificate of insurance prior to the event.

Is your school or department hosting an event at NDMU that brings individuals who are outside of the NDMU community (faculty, staff, students) to campus?

*If you answered YES to the above, a few additional steps need to be taken (see below). Please note rental fees may apply in particular situations.*

- Reach out to Conference Services to put together a contract that defines space reservations and services being provided. \_\_\_\_\_
- Outside organizations having events on campus will need to provide a Certificate of Insurance to Conference Services. \_\_\_\_\_

# Campus Safety Plan for Events

## Fire Prevention

### Fire Lanes

- A fire lane is an area designated for emergency personnel only. It allows them to gain access to building and/or fire protection systems. Although most fire lanes for Notre Dame of Maryland University are clearly marked, not all fire lanes are easy to distinguish. The NDMU Public Safety Team has a program in place to keep all fire lanes clear. Do not park in fire lanes or within 15 feet of fire hydrants and other fire equipment. Reminder, both of our main buildings are on piers, one way in for emergency vehicles which is the same evacuation route out for visitors and staff.

### Corridors, Stairways, and Exits

- An exit corridor and/or stairway is a pedestrian pathway that allows direct access to the outside of a building and/or allows access to a building entrance and subsequent pathways to the outside of a building (i.e., an exit corridor is the quickest, easiest, and most direct pathway for leaving a building.) Because exit corridors or passageways are the primary means of egress during an emergency, employees must follow these safety guidelines:
  - o There must be at least 44 inches clear width of unobstructed, clutter-free space in all corridors, stairways, and exits.
  - o Keep all means of egress clean, clutter-free, and unobstructed.
  - o Do not place hazardous materials or equipment in areas that are used for evacuation.
  - o Do not use corridors or stairways for storage or office/laboratory operations. Corridors may not be used as an extension of the office or laboratory.

### Emergency Access and Egress

- Emergency access and egress are critical during an emergency situation such as a fire or emergency evacuation. During a fire, timing and quick response are essential to save lives and property. Effective emergency access ensures that fire trucks can reach a building in time to extinguish the fire. Unobstructed emergency egress ensures that building occupants can exit a building to safety.
- These definitions help clarify the concept of emergency access and egress:
  - o **Emergency Access:** Pertinent facilities and equipment remain available and unobstructed at all times to ensure effective fire detection, evacuation, suppression, and response.
  - o **Emergency Egress:** A continuous and unobstructed way to travel from any point in a public building to a public way. A means of egress may include horizontal and vertical travel routes, including intervening rooms, doors, hallways, corridors, passageways, balconies, ramps, stairs, enclosures, lobbies, courts, and yards.
- Each location within a building must have a clear means of egress to the outside for safety.

### Using Portable Fire Extinguishers

- Most fire extinguishers provide operating instructions on their label; however, the time to learn about fire extinguishers is not during a fire. The sooner you know how to use a fire extinguisher, the better prepared you will be to handle the situation appropriately. Portable

fire extinguishers are located throughout all NDMU facilities. They are securely mounted in readily accessible locations such as hallways, near exit doors, and areas containing fire hazards.

- **IMPORTANT:** Do not attempt to fight a fire unless it is small and controllable. Use good judgement to determine your capability to fight a fire. When fighting a fire, always maintain an escape route. Never allow a fire to block your egress.
- Portable Fire Extinguisher Training video: <https://youtu.be/BLjoWjCrDqg>

## Event Policies

### “As Is” meetings/events

- “As Is” for requests submitted under 24 hours of the event date. Your organization would take the room as it currently is, without the expectation of additional tables, chairs or technical services. This means you could walk into the room and it is completely empty or contains only chairs. When an “As Is” space is used, it must be returned exactly as found for the next event/meeting/class in that space.

**Outside Vendors Policy:** If you are securing a vendor for your event, you must obtain a contract with that vendor and a certificate of insurance listing NDMU as an additional insured.

- o Students are **NOT** permitted to sign contracts on behalf of the University; your organization’s advisor or a representative from Conference Services must sign it.
- o You must obtain a copy of the vendor’s W-9 if the University is paying them for their services.
- o External vendor policy: <https://www.ndm.edu/sites/default/files/pdf/NDMU-External-Vendor-Policy.pdf>

**Overall Internal Event Scheduling Policy:** <https://www.ndm.edu/sites/default/files/pdf/NDMU-Internal-Event-Scheduling-Policy.pdf>

**Alcohol Policy:** <https://www.ndm.edu/sites/default/files/pdf/NDMU-Alcohol-Policy-for-Events.pdf>

**Catering Policy:** SAGE Dining is the University’s exclusive onsite food service provider for meetings & events. **Outside catering is not permitted on campus for meetings or events.** If you are looking for a menu or cuisine that SAGE cannot provide, they will provide you with a food waiver form to fill out.

**University Decorations Policy:** Blue painters tape is the only adhesive permitted to hang decorations or flyers around campus. More extensive decorating of a space needs to be approved through Conference Services prior to the event.

**Open Flame and Candle Policy:**  
[https://www.ndm.edu/sites/default/files/pdf/ndmu\\_open\\_flame\\_policy.pdf](https://www.ndm.edu/sites/default/files/pdf/ndmu_open_flame_policy.pdf)

**Public Safety Support:** Events exceeding an attendance of 45 people will be required to have additional public safety support at their event. <https://www.ndm.edu/public-safety/emergency-crisis-information-guide>

**Student Organization Meetings:** To support all student organizations, many weekly meetings are held in academic classrooms while some are held in conference rooms across campus. In an effort to guarantee space for all groups, weekly meetings for student organizations are limited to 2 hours. Student groups who alter the space must change it back to its original setting.

**Tabling:** Student organizations may reserve tables to distribute information, promote events, recruit, fundraise, and sell merchandise.

- For the Dining Hall, only 3 organizations will be permitted to have a table during one meal period.
- For Doyle Lobby, only 1 organization will be permitted to have a table at once
- For UAB Lobby, only 1 organization will be permitted to have a table at once
- For Meletia Lobby, only 2 organizations will be permitted to have a table at once
- For Knott Lobby, only 3 organizations will be permitted to have a table at once
- Only a Student Organization or a University department may use a table to circulate petitions or collect signatures on petitions. Student organizations and University departments may not reserve a table on behalf of an individual, group, business or organization not affiliated with the University- even if it is part of a fundraising effort by the student organization or department.
- Tabling reservations may be made through 25Live. The University and conference services reserves the right to close a tabling activity down if it is determined to be in violation of a University Policy (e.g. disruptive to normal university operations).

**Chalking:** The use of sidewalk chalk by students is considered an acceptable way to promote campus events; to make announcements; and to share messages. Sidewalk chalking is a privilege granted to University student organizations.

**Flyer Policy:** <https://www.ndm.edu/sites/default/files/pdf/flyer-posting-policy.pdf>

**Fundraising:** Coordinated through Student Life

**Movie Screening Policy:** The only group permitted to host outdoor movies on the lawn is the Campus Activities Board (CAB) and they are permitted to 2x per semester. Other student organizations can host movie screenings in Knott Auditorium, LeClerc Auditorium or Doyle Formal, pending availability.

### Accessibility Related to Disabilities

- o **Disabilities:**
  - If you have a guest with a disability needing accommodations, ask them what you can do to accommodate them and do your best to do so. Also ask what you can do post-event (e.g. send accessible event materials, etc.).
- o **Accessible Seating**
  - Provide accessible seating in a variety of locations for persons with disabilities. (for example: wheelchair seating or unobstructed view seating). If there will be an interpreter, have reserved seating in the front for individuals to clearly see the interpreter.
  - Spaces not ADA accessible: LeClerc stage, Noyes House



- Accessible Parking
  - Please keep in mind when choosing an event location, that there is nearby accessible parking or that the event is during Para-Transit service hours.
- Captioning
  - Your assigned Event Manager can help you identify if your event requires this service as well as the related costs. If a guest requests captioning due to a disability, captioning must be provided for the event.
- Interpreter Services
  - If a guest requests interpreter services due to a disability, it must be provided for your event. If you plan on providing interpreter services for your event, advertise in your marketing that there will be ASL interpreting. An interpreter can be requested through the office of Student Engagement.
- Service Animals
  - Service animals are animals that are trained to do work or perform tasks for people with disabilities. Work with the Event Manager to provide necessary accommodations.
- Advertising
  - Use multiple advertising strategies such as paper, accessible electronic communications, and chalking. Include the following information on your advertisements: “To request accommodations for this event, please contact the event planner/organization, phone number of the event planner/organization and an email address of the event planner/organization.”

#### Noise Standard:

- For Doyle Formal, events with music has to end by 11 PM and can't start before 7 PM with loud music
- For MBK Gym, music cannot be played until after 4:30 pm

#### Requesting tables and chairs

- Tables and chairs should be requested when submitting your room reservation. However, modifications can be made to that request when you work with Conference Services. Conference Services can provide capacity guidelines as well as different options for each space on campus depending on the space reserved. If you are having an outdoor event, there is a limit to the number of tables that will be provided; however additional tables can be rented for an additional cost.

#### Requesting Technology

- You must request all technology for your event at least 5 business days in advance. Any requests within 5 days of your event are not guaranteed to be completed. Not all spaces can have added technology. Wireless microphones can only be added to the following spaces
  - Doyle Formal
  - Doyle Dining
  - Fourier 103
  - MBK Gym
  - LeClerc Auditorium

- Knott Auditorium
- Gator Alley
- These spaces also do not need additional speakers as they are built into the system, with the exception of Fourier 103 and Gator Alley.
- Music at events, if requested students can play their own music at events. Conference services will provide an aux cord to plug into the portable speakers or the sound system. The group is responsible for bringing any adapters and devices they may need to play music. Please keep note of the volume as well as the explicitness of the music.
- Projector and videos, most classrooms have their own computers and projectors, make sure to check the details of the room you are selecting before submitting your reservation. Only CAB sanctioned movies and special requests will be permitted to use a projector outside. If your event needs a projector and laptop and is not in a classroom it is not guaranteed that one can be set up.
- Miscellaneous tech items, if you are interested in item such as; a PowerPoint clicker, extension cord, power strip, converter, HDMI cord make sure that the space you have or Student Life doesn't already have one.
- There are a finite number of resources so make sure to check the amount when submitting an event on 25live.
- If you are not comfortable with the tech in the space you are using (classroom, Knott Auditorium, MBK Seminar room etc.) make sure to reach out the Special Events Technical Coordinator for tips or to set up a walk through.

## 25Live FAQ

### **Who can use 25Live?**

Anyone with a NDMU email & password can access 25Live and request rooms for an event on campus.

### **How do I gain access to the software?**

It is accessible via the NDMU GatorHub, or by going to the NDMU website and clicking on 'resources for faculty & staff' or 'resources for current students' and clicking on the event scheduler button.

### **What is my event Reference ID?**

Every saved event is associated with a Reference ID. You can see this number listed in the Event Details block after opening an event. It consists of the year — 6 characters letter combination (i.e., 2013—AAAZJB). You can enter this code to the Quick Search box to directly open your event without keywords and more search criteria.

### **What is the SGA Approval Process?**

Student Clubs and Organizations that are recognized by the Student Government Association (SGA) must complete the following steps to secure an event space:

1. Submit the event request via 25Live to the office of Conference Services
2. Conference Services will then identify any conflicts on requested date and space availability
3. If the space is available, they will forward your request to SGA for secondary approval. You will then receive an email confirmation from the Conference Services office.
4. If the space is unavailable, or if there is conflict on the date, our team will work with you to find a new date or location before reaching out to SGA.

### **How do I find events I have submitted?**

If you know your Reference ID, the event can be looked up quickly using the Quick Search box on the dashboard. Otherwise, you will need to search for it under the 'Events Tab.'

### **How do I know my event is confirmed?**

You will receive a confirmation email from events@ndm.edu confirming your event. A copy of the confirmation will be attached, along with details in the email body. Make sure to read the entire email, as the Scheduler may have some additional questions.

### **I know the date, time & location I want, but I don't know the set up details yet, what should I do?**

You can still submit your event request, but when you get to the 'Resources' section, select "Housekeeping Assistance Requested" and type in notes section that setup details are to be determined. This allows our office to follow up at a later date.

### **Can I 'hold' a space in the system for a potential future event?**

NO. Due to high demand of our larger spaces, we cannot hold spaces. Once you have confirmed that your event is going to happen on campus, you may submit a space request.

### **When may I submit my request for space or services?**

Requests may be submitted anytime. We may keep the request in our queue and process at a later date. Requests must be submitted with a minimum of 5 days notice. Requests for activities occurring the same day as the request date may not be considered for scheduling.

### **How do I submit a multi-date event request?**

In the dates/time field of the Event Wizard form, check the "Event Repeats" button and select a repeat pattern. A calendar will open for you to select all your dates. As long as the meeting series is for the same TIME of day, you may use this feature. If your times are different, a separate request must be completed.

- \*\*Please only submit a repeat meeting request for ONE semester at a time.
- \*\*Please omit dates that the Registrar's Calendar shows as a holiday, or special event date in which no other activities may meet on campus. If you are meeting on that date, please add a comment so the scheduling office does not cancel the date.

### **Location Conflicts and Availability**

- If the SPACE shows a caution symbol to alert you of conflicts when completing the request form, hover over the caution symbol for more information. This will tell you which dates in your series have a conflict. For multi date events, the conflict is not typically effecting all of your dates requested. Go to "View and Modify Occurrences" on your location field to view all your dates. Uncheck the dates in red (conflicting), and chose another location for those dates. You may also remove the conflicting dates, if you decide not to meet on those.
- You may jump to the location by clicking on the bold location name, and then viewing the availability for the DATE you are requesting. This grid will provide a clear picture of available times in WHITE and conflicts in GREEN.

### **When should I receive a confirmation for my request?**

We strive to reply to your request in a timely manner. Our goal is to turn around requests within 3-5 business days. The response may take longer if our office has received a large number of requests in a short period of time or if your request is for space or services requiring additional approvals. Requests for space for the next semester or further into the future will take longer to process. Our office processes those requests that are for the current month first, and there is a high volume of those on a daily basis.

### **What does Tentative State, Draft State, Confirmed State mean?**

#### **DRAFT**

This is how most event requests are saved. Drafts are requests that will be reviewed and processed by a scheduling office. No space or services are held until an event has been changed to Tentative or Confirmed.

#### **TENTATIVE**

The scheduling offices does not use the tentative state for requested events. This state is only used by the Registrar's office.

#### **CONFIRMED**

Your scheduler will modify the state to Confirmed when all of the arrangements have been secured. At this point, the event detail is available to the service departments.

#### **CANCELLED**

An event that will no longer be taking place.

#### **DENIED**

Your request could not be processed.

### **What are the recommended browsers?**

Until further notice, Microsoft Edge is the recommended browser