



UNG | UNIVERSITY *of*
NORTH GEORGIA™

OFFICE OF STUDENT INVOLVEMENT



2023-2024

ACADEMIC YEAR

STUDENT ORGANIZATION MANUAL

The 2023-2024 University of North Georgia Student Organization Manual

ABOUT THIS MANUAL

This manual outlines the expectations and responsibilities of Registered Student Organizations (RSOs) at the University of North Georgia (UNG) and assists RSOs with their operations. It is created by the Office of Student Involvement staff and revisited every year before the re-registration process for existing RSOs. Therefore, it may change from the academic-to-academic year, and as such, this version of the manual should only be used as a reference for the academic year indicated (2023-2024). It is by no means exhaustive, but it is a wonderful place to start if you are new to student organizations and/or leadership. If you have questions that cannot be answered here, do not hesitate to contact the Office of Student Involvement staff.

ACCESSABILITY STATEMENT

UNG follows the section 508 Standards and WCAG 2.0 for web accessibility. If you require this content in another format, please send an email to the ADA Coordinator, at ada@ung.edu.

TABLE OF CONTENTS

THE OFFICE OF STUDENT INVOLVEMENT	5
ABOUT THE DEPARTMENT	5
MISSION STATEMENT	5
CONTACT INFORMATION	5
GENERAL INFORMATION	5
PURPOSE.....	5
PHILOSOPHY.....	5
DEFINITION	6
ORGANIZATIONAL STRUCTURE.....	6
BENEFITS.....	7
HOW TO REGISTER A NEW STUDENT ORGANIZATION	7
ANNUAL RENEWAL & TRAINING	8
RULES AND REGULATIONS	8
UNIVERSITY COMPLIANCE.....	8
RELATIONSHIPS WITH EXTERNAL ORGANIZATIONS.....	9
BACKGROUND CHECKS.....	9
STATUS AND RECOGNITION.....	9
SCHOLARSHIPS AND CHARITABLE GIVING	10
TRAVEL REGULATIONS.....	10
PURCHASING.....	10
AWARDS.....	11
PUBLICIZING ON CAMPUS.....	11
MUSIC COPYRIGHTS GUIDELINES	12
APPAREL.....	12
PROCEDURES	12
HOW TO CREATE AN EVENT/MEETING IN UNG CONNECT	12
HOW TO RESERVE A ROOM/SPACE FOR AN EVENT/MEETING.....	13

HOW TO REQUEST MARKETING FOR AN EVENT/MEETING.....	14
HOW TO ORDER FOOD FOR AN EVENT/MEETING	15
HOW TO REQUEST A PUBLIC PERFORMANCE (FILM/MOVIE)	16
HOW TO REQUEST AN ANNUAL BUDGET	18
HOW TO REQUEST AN SGA MINI-GRANT OR BUDGET REALLOCATION	18
HOW TO REPORT CONCERNS OR VIOLATIONS.....	19
ADVISORS	19
RESPONSIBILITIES	19
UNIVERSITY AFFILIATE	20
HELPFUL FORMS	21
NACA EVENT PLANNING CHECKLIST	21
NACA INCLUSIVE PROGRAMMING GUIDE	23
RSO VIOLATION FLOWCHART	26
RSO ADVISOR RETROSPECTIVE DOCUMENT.....	27

THE OFFICE OF STUDENT INVOLVEMENT

ABOUT THE DEPARTMENT

The Office of Student Involvement (OSI) is led by the Associate Dean of Students under the Division of Student Affairs. The office encompasses Student Organizations, Fraternity & Sorority Life, Student Leadership, Community Engagement, Student Government Association, and Nighthawks Entertainment. The Office of Student Involvement believes that campus student engagement is integral to one's university experience. Therefore, Student Involvement offers a variety of programs, services, facilities, and co-curricular experiences that enhance students' academic and personal development. We commit to helping every student find belonging and connection at the university.

MISSION STATEMENT

The Office of Student Involvement serves UNG's mission by creating student-focused environments by providing co-curricular activities such as clubs and organizations, leadership development opportunities, campus recreation, and more.

CONTACT INFORMATION

Contact information for the Office of Student Involvement is provided below. Additional contact information can be found on the [Office of Student Involvement](#) website.

Blue Ridge Campus

involvement@ung.edu

Gainesville Campus

Student Center, Room 303

678-717-3622

involvement@ung.edu

Oconee Campus

Student Resource Center, Room 508

706-310-6250

involvement@ung.edu

Cumming Campus

University Center, Room 234

involvement@ung.edu

Dahlonega Campus

Hoag Student Center, 4th Floor

706-864-1643

involvement@ung.edu

GENERAL INFORMATION

PURPOSE

Registered Student Organizations are an important part of campus life for many students—providing opportunities for socializing, learning, and leadership development. They also often serve as a way for students to connect with like-minded peers and get involved in their campus community.

PHILOSOPHY

UNG recognizes that students gain more from their college experience by getting involved outside of class. Students also improve their future employability by participating in organizations and sports clubs. In addition, students will gain valuable skills like communication, collaboration, critical thinking, and conflict resolution. Therefore, student organizations at UNG exist to support student growth and success inside and outside the classroom.

DEFINITION

Registered Student Organization (RSO): A minimum of four (4) university students who have (i) created a student organization or group formed around a shared interest or activity, (ii) complied with university requirements for such organization or group to become a registered student organization, and (iii) obtained university recognition as a registered student organization. RSOs include but are not limited to the following categories:

- ❖ **Academic/Honor Societies:** Organizations that promote academic growth by focusing on a specific major or academic program.
- ❖ **Publications/Performance:** Organizations that exist to provide information or entertainment related to their purpose through mass communication, such as newspapers, magazines, radio, television, plays, or performances.
- ❖ **Military:** Organizations that support and advocate for UNG's Corps of Cadets program, military veterans, and active military members.
- ❖ **Cultural/International:** Organizations that help develop an appreciation and understanding of cultural diversity and work to promote unity and cultural awareness in the campus community.
- ❖ **Special Interest:** Organizations that focus on specific interests or topics and work to advance members' understanding in that specific area or engage in a particular pastime or leisure pursuit.
- ❖ **Religious:** Organizations that provide opportunities for members to worship, pray, meditate, or learn more about the spiritual and religious concepts of a particular faith.
- ❖ **Sports Club:** Organizations that offer participants a wide range of recreational, instructional, and competitive teams to bridge the gap between [UNG Intramural Sports](#) and [UNG Athletics](#), where students with similar interests form official teams and are offered the chance to practice and compete at a specialized level.
- ❖ **Leadership:** Organizations that promote leadership development and training opportunities.
- ❖ **Fraternity/Sorority:** Greek-lettered organizations that provide meaningful opportunities for personal growth in leadership, philanthropic endeavors, academic achievement, and professional development.
- ❖ **Service:** Organizations that provide volunteer and community service opportunities including, but not limited to, philanthropy activities, advocacy work, and direct service opportunities.

ORGANIZATIONAL STRUCTURE

Executive Leadership

Members of executive leadership must be actively enrolled students in good standing with the university. RSOs must always have the following positions filled:

- ❖ **President:** Primary student contact for the RSO and the external spokesperson of the group who regularly interacts with other RSOs and university officials—a liaison between the RSO, the advisor, and other university or community contacts.
 - University-wide RSO: One president presiding over all campuses, with a unique Vice President at each campus.
 - Campus-specific RSO: One president per campus.
- ❖ **Vice-President:** Assistant to the President.
- ❖ **Treasurer:** Handler of RSO financial and business responsibilities; Requester of annual student activity fee budget.
- ❖ **Reservation Designee:** Coordinator of room/space requests on campus.

Additional Leadership (optional)

RSOs may elect to add additional leadership positions.

General Membership

The general membership may be comprised of both full-time and part-time UNG students.

Advisor

May include one or more UNG faculty/staff member(s) and a university affiliate.

BENEFITS

RSOs have certain rights and benefits including, but not limited to, the following:

- ❖ Use the name “University of North Georgia” and “UNG” in the RSO’s title, activities, and publications.
 - Ex. “Baseball Club at UNG” (If used, university name must be attached to the end of RSO title)
- ❖ Be the registered representative of UNG at all functions in which the RSO participates.
- ❖ Keep space in university buildings and on university grounds, including use of other facilities, student centers, property, and services of UNG.
- ❖ Request funding through various UNG funding sources, such as the Student Activity Fee.
- ❖ Maintain a university chart string and access UNG’s financial system to make transactions.
- ❖ Rent and use resources in the RSO Office.
 - Meeting space; printer and copier; art supplies; dry-erase signs; sound system; projector; etc.
- ❖ Receive event planning assistance from the Office of Student Involvement.
- ❖ Advertise on UNG Connect—the official student engagement platform website of UNG.
- ❖ Advertise campus meetings and events, keeping with campus posting rules.
- ❖ Access safe residential/programmatic environments.
- ❖ Opportunity to record and access your involvement through the ‘Co-Curricular Transcript’ in UNG Connect.

HOW TO REGISTER A NEW STUDENT ORGANIZATION

To create a new registered student organization, follow the steps below:

STEP 1: Form a group of at least four UNG students with similar interests, activities, or purposes.

STEP 2: Locate one UNG faculty/staff member to serve as an advisor to your organization.

If an RSO is unable to find a faculty/staff member to function as the organization’s advisor, they may request assistance from the Office of Student Involvement. Advisor placement is not guaranteed. If an advisor leaves the university or no longer wishes to be an advisor, RSOs will have 15 business days to find a replacement advisor. Any advisor removal should be communicated immediately to OSI.

STEP 3: Assign the following leadership roles to four distinct members of the group. Each member must be currently enrolled and in good standing with the university.

- ❖ **President:** Primary student contact for the RSO and the external spokesperson of the group who regularly interacts with other RSOs and university officials—a liaison between the RSO, the advisor, and other university or community contacts.
 - University-wide RSO: One president presiding over all campuses, with a unique Vice President at each campus.
 - Campus-specific RSO: One president per campus.
- ❖ **Vice-President:** Assistant to the President
- ❖ **Treasurer:** Handler of RSO financial and business responsibilities; Requester of annual student activity fee budget
- ❖ **Reservation Designee:** Coordinator of room/space requests on campus

STEP 4: Before you can apply to register your organization, you must contact the Office of Student Involvement to discuss your organization. After the meeting, move to the next step.

STEP 5: Apply to register your organization via [UNG Connect](#). The application will require the following materials: Group Name; Group Acronym; Category; Logo; Membership Benefits; Mission Statement; Goals; and Constitution ([see free template](#)). Additionally, the application will ask you to designate your organization's President, Vice-President, Treasurer, Reservation Designee, and Advisor.

- ❖ After submission of the application, your organization will be listed as a **Pending RSO**. As a pending RSO, you can reserve rooms/spaces and advertise events/meetings for up to ten (10) business days.

STEP 6: The Office of Student Involvement will review your organization's application. If approved by OSI, the application will move to SGA for approval. SGA reviews applications from September through April. If approved by SGA, congratulations! Your group is officially a registered student organization and is entitled to such benefits. If not approved, a member of OSI will reach out to you with their concerns.

ANNUAL RENEWAL & TRAINING

All RSOs are required to renew their registration on an annual basis during either of the open enrollment periods. RSOs who miss their annual renewal forfeit all RSO privileges for that semester and must renew during the following enrollment period.

- ❖ **Open Enrollment:**
 - **Fall 2023: August 15 - September 15**
 - **Spring 2024: January 8 - February 8**

During annual renewal, RSOs must:

- ❖ Update (via UNG Connect) changes including:
 - Leadership changes
 - New meeting times
 - Changes to the constitution and/or mission statement
 - New annual goals
- ❖ Complete the annual student organization training.
 - Required by the advisor and all members of executive leadership.
 - Multipiece of trainings offered in person and virtually. Register via UNG Connect.
 - Required trainees must pass a quiz review with an 80% or higher score.
 - RSOs that do not complete these tasks by the end of open enrollment will be denied student group privileges, including spending allocated money and reserving space on campus.

RULES AND REGULATIONS

UNIVERSITY COMPLIANCE

RSOs are expected to contribute positively to the Nighthawk community and conduct themselves in ways that reflect highly upon the university. In doing so, RSOs should:

- ❖ Abide by federal, state, and local laws as well as UNG policies and procedures both on-and-off campus.
- ❖ Comply with university policies regarding the execution of contracts, advertising, printing, and apparel design.
- ❖ Manage funds responsibly and for which they were intended.
- ❖ Enhance students' physical, intellectual, emotional, and mental well-being by perpetuating the values and principles of the UNG community.
- ❖ Contribute to an inclusive environment, including but not limited to events, activities, and organizational management.
- ❖ Provide safe environments that support the health and well-being of guests and members.

- ❖ Seek out relevant training opportunities and resources.

STUDENT CODE OF CONDUCT

Registered student organizations are subject to the honor code and conduct standards as laid out in the [Student Code of Conduct](#). Violations of the Student Code of Conduct may result in a review by the Office of Student Integrity.

Additional policies for consideration:

- ❖ RSOs must operate as not-for-profit nor for the personal gain of any individual.
- ❖ RSOs must comply with [UNG's Anti-Hazing Policy](#) and not conduct activities that violate the policy.
- ❖ RSOs must select leaders and members that reflect the values and mission of the organization.
- ❖ RSOs must have expectations for members that align with the mission of the organization.
- ❖ [Amnesty for Students](#)
- ❖ [Commencement Regalia](#)
- ❖ [Expressive Activity](#)
- ❖ [Political Campaign Events and Partisan Political Activities](#)
- ❖ [Serving Non-Enrolled Minors](#)

RELATIONSHIPS WITH EXTERNAL ORGANIZATIONS

If an RSO is affiliated or seeking to affiliate with an external organization, the RSO must submit copies of the external organization's constitution, articles of incorporation, and/or other governance documents for university approval. University policies and regulations supersede those of the external organization in all cases. The university reserves the right to review governance documents of externally affiliated organizations at any time.

BACKGROUND CHECKS

The Office of Student Involvement may request background checks, per UNG policy.

STATUS AND RECOGNITION

Active Status

UNG organizations maintaining an active status are fully registered with the Office of Student Involvement. However, this status is contingent upon fulfilling all the required online paperwork during the annual renewal period and upholding OSI policies and procedures.

Inactive Status

The following are circumstances that could result in an inactive status:

- ❖ Failure to complete the annual renewal process by the official deadline.
- ❖ Failure to adhere to UNG policies and procedures.
- ❖ Failure to adhere to the UNG Student Code of Conduct.
- ❖ Failure to adhere to the Student Organization Manual rules and regulations.
- ❖ Loss of an advisor/inability to replace an advisor within a 15-business day period.

RSOs with inactive status will be denied RSO privileges.

Loss of Recognition

The following are circumstances that could result in the loss of your RSO's official registration with OSI:

- ❖ Continuous inactive status
- ❖ Hazing
- ❖ Discriminatory practices

- ❖ Violations of UNG policies or procedures and/or the UNG Student Code of Conduct as determined by the Office of Student Integrity
- ❖ Violation of local, state, and federal laws

Any remaining funds existing within the organization's account balance are returned to SGA upon the loss of recognition.

Voluntary Withdrawal of Recognition

Any organization that voluntarily chooses not to maintain active status may withdraw its recognition from the university. If an organization decides to withdraw its status, its organization funds from the current school year will be returned to SGA.

RSOs that lose recognition status become inactive and will be kept in an inactive file for three consecutive semesters, at which time the group will be considered dissolved. RSOs choosing to dissolve the organization must submit these intentions in writing to involvement@ung.edu.

SCHOLARSHIPS AND CHARITABLE GIVING

RSOs are not allowed to establish scholarships using Student Activity Fee funds due to IRS and Financial Aid regulations. Additionally, RSOs are not allowed to donate or allocate Student Activity Fee funds to internal or external charitable causes.

TRAVEL REGULATIONS

RSOs participating in or traveling to an off-campus activity represent UNG, and thus their behavior needs to meet the highest standards of integrity and propriety. If your student organization may be traveling, it is best to request traveling training from the Office of Student Involvement. The RSO members are to uphold the Student Handbook expectations at all times. If the student handbook policies are violated on the trip, the student org advisor (if applicable) will report those violations to Student Involvement. The student(s) will be held accountable for those policy violations through the student conduct process. Please make sure that you keep a detailed record of the incidents that occurred, who was involved, who witnessed the activity, and the alleged policy violation. If the alleged policy violation is severe enough, the student should be sent home early from the trip. The student will have to pay for their expenses to return home or reimburse the University for some or all travel expenses.

PURCHASING

Any RSO looking to spend their organization's SAF must put in a purchasing request. You can find the Purchasing Form on the home page of UNG Connect. All purchases must be approved by the Office of Student Involvement BEFORE your event, even if you plan to be reimbursed. Therefore, **filling out this form is NOT a guarantee of official approval.**

- ❖ Purchases for approved vendors (e.g., Amazon, Walmart, Staples, etc.) must be submitted (10) ten business days in advance.
- ❖ Purchases from non-approved vendors must be submitted (30) thirty days in advance.

If you are unsure if the vendor you want to use is approved, please schedule a meeting with the Office of Student Involvement. When you submit your request, be as specific as possible. Building an Amazon Wish List and including the link to the wish list is highly recommended.

All portions of this purchase request must be turned in to the Office of Student Involvement before the event to be eligible for approval. If anything is missing in your purchase request, it will not be reviewed. If you need to complete a budget reallocation request to purchase, you will not be approved until SGA has approved the reallocation.

AWARDS

Awards must be requested by the RSO Treasurer during the annual budget request process. Requests for awards will be approved/denied by SGA. Rules for RSO awards are as follows:

- ❖ Not to exceed \$50 per award/gift card.
- ❖ Not to exceed \$150 total per semester.
- ❖ Cannot be requested as a reallocation throughout the year.

PUBLICIZING ON CAMPUS

Paper Marketing

ALL paper marketing materials on campus:

- ❖ Must be requested through UNG Connect.
- ❖ Cannot contain references to alcohol, tobacco/vaping, or other drugs.
- ❖ Can only be posted for a maximum of ten (10) business days. OSI will remove outdated flyers.
- ❖ Must include RSO name, a brief description of the event/activity/program, and the event's name, date, time, location, and cost (if applicable).
- ❖ Must comply with University Relations policies if using UNG logos. Contact graphics@ung.edu for more information.

Flyers:

- ❖ Cannot be larger than 11" x 17"
- ❖ Must be posted on bulletin boards: One (1) flyer per board is allowed. Duplicates will be removed.
 - Several UNG departments maintain ownership over certain bulletin boards. OSI has provided specific bulletin boards across campus designated for RSO posting. You must receive prior approval from other departments if you wish to post on their boards.
 - Flyers posted on any surface that is not an approved bulletin board will be removed.
 - Ex. Walls; Ceilings; Railings; Bathroom walls/stalls (*exceptions have been made for Career Services and Student Involvement); Benches; Tables; Windows; Doors; Staircases; Light posts; Cars/windshields.

Posters and Banners can only occupy the following spaces:

- ❖ **BR:** Contact the Office of Student Involvement
- ❖ **CMG:** Contact the Office of Student Involvement
- ❖ **DAH:** Five (5) spaces at the Hoag Student Center Patio; Three (3) spaces in the Hoag Student Center staircase between Floor 1 and Floor 2
- ❖ **GVL:** Two (2) spaces in the Office of Student Involvement windows
- ❖ **OCN:** One (1) space in the Student Resource Center Atrium; One (1) space on the Quad; One (1) space in the 300 Building.

Digital Marketing

Around campus, you will see monitors that advertise student events, deadlines, policies, and more. In addition, any student organization, university-registered organization, or university department may request to have their information published in the digital signage system. This system is maintained by UNG's Office of University Relations. To have a slide displayed, please visit the [Digital Signage](#) website for more information, instructions, and templates.

Tabling

RSOs may reserve tables to promote their organization, event, or fundraiser. The spaces available are as follows:

- ❖ **BR:** Contact the Office of Student Involvement
- ❖ **CMG:** One (1) space in the front lobby
- ❖ **DAH:** Four (4) spaces on the 2nd floor of Hoag Student Center; Six (6) spaces on the Hoag Patio

- ❖ **GVL:** One (1) space in Student Center Commons; One (1) space on Student Center Patio
- ❖ **OCN:** One (1) space in Student Resource Center Atrium; One (1) space on the Quad

Chalking

Click [here](#) to read UNG's policy on chalking on campus.

Dry Erase Boards

Dry Erase boards used for campus advertising can only be placed around campus on the day of the event and must be erased and removed immediately after the event is finished. The dry-erase boards are not allowed to be placed in such a way that will hinder the flow of foot traffic on campus. If you would like to request the use of a dry-erase board for your event, please contact the Office of Student Involvement.

Yard Signs

Yard signs may be used to publicize events on campus. The number of signs for any event, program, or other publicity campaign is limited to the following:

- ❖ **BR:** Two (2)
- ❖ **CMG:** Two (2)
- ❖ **DAH:** Six (6)
- ❖ **GVL:** Six (6)
- ❖ **OCN:** Four (4)

Yard signs placed around campus to direct participants to certain locations are not limited in number and should be placed around campus wherever it is logical to direct participants to a specified location.

- ❖ Each sign must clearly state which RSO or department is responsible for the event, program, or service being offered.
- ❖ Signs may be posted no more than ten (10) business days in advance of an event, program, service, or deadline or 24 hours in advance for directional signage.
- ❖ Signs must be removed the following business day after the event, program, or deadline is publicized.

MUSIC COPYRIGHTS GUIDELINES

The University of North Georgia purchases annual music rights licenses with the four major stakeholders in the industry (ASCAP, BMI, Global Music Rights, and SESAC) by the [University System of Georgia's Copyright Policy](#). These licenses allow the university to play the vast majority of published American music. In addition, paying for these rights enables students and student organizations to contract disc jockeys and/or play music from their devices or other mediums.

APPAREL

Student organizations may not purchase t-shirts or other apparel using student activity fee funds unless they receive prior approval from SGA. Funds collected from dues, fundraising, or other methods not affiliated with student activity fees may be used to purchase apparel. Still, outside money may not be deposited into student activity fee accounts for this or any other purpose.

All apparel must be purchased from a licensed vendor and follow all University Relations rules regardless of the type of funds used. The Office of Student Involvement keeps an updated list of licensed vendors.

PROCEDURES

HOW TO CREATE AN EVENT/MEETING IN UNG CONNECT

STEP 1: Access your RSO's group page in [UNG Connect](#).

STEP 2: Click "Events" on the left-hand side.

STEP 3: Click "+ Create Event" and follow the directions.

HOW TO RESERVE A ROOM/SPACE FOR AN EVENT/MEETING

Room reservations on each campus are on a first-come, first-served basis. Reservations are also subject to the [Facilities Use Policy](#). Room Reservations must be submitted at least ten (10) business days in advance of your event/meeting date. **Submitting this form does not guarantee your request. Your reservation is confirmed once you receive a notification email from EMS.**

STEP 1: Log into [UNG Connect](#) and create an event.

STEP 2: Check "Yes" next to "Do you need a space reserved for this event?"

Checking "Yes" will prompt a room reservation page to appear. Read and follow the directions. Contact involvement@ung.edu with any problems or concerns.

Campus Room/Space Etiquette

The following rules apply to all groups utilizing campus space for meetings and other activities. Groups are defined as student organizations, university departments, academic departments, community associations or organizations, or any other recognized entity by the University of North Georgia. Failure to comply with these rules may result in the cancellation of any existing reservations, inability to use campus space in the future, and/or fines to pay for damage incurred or failure to comply with ensuing stated rules. Disciplinary action could also result in referral to the Dean of Students or the Office of Human Resources.

- ❖ Reservation requests for the use of classrooms or other spaces on campus will be processed through the Office of Student Involvement via an online reservation system. **Please allow a minimum of 5 business days for requests to be processed.**
- ❖ **Reservations that need additional equipment** through the Office of Student Involvement, such as AV support, tents, coolers, etc., must also request this no later than 10 business days from the date of their reservation. Please ensure these needs are communicated to the Office of Student Involvement at the time of requesting the reservation. Reservations that need additional equipment through Plant Ops require a minimum of two weeks' notice. Reservations that need technical assistance on-site for the event through IT require a minimum of 60 days' notice.
- ❖ **Only one student organization**, not to include fraternity and sorority organization ticket sales for events, **will be allowed to fundraise** at a given location at a given time to prevent groups from competing with one another. Priority will be provided on a first-come, first-serve basis. Fundraising is defined as seeking to generate financial support for one's group or another charity or cause. For more information on this rule, please contact the Office of Student Involvement.
- ❖ **Conduct** and activities occurring on campus space must conform to all UNG policies and federal, state, and local laws.
- ❖ Any group found utilizing reserved campus space **without proper authorization** will be removed from the space and face further disciplinary action.
- ❖ **Doors to rooms and buildings must remain operational.** Use of chains, bars, or locking devices beyond standard door locks is strictly prohibited. If necessary, to maintain the privacy of an event, it is recommended to post a sign on the door that states, "Group performing private/ritual activity and to knock before entering." It is the group's responsibility to post and take down such signs. (*i.e., FSL Chapter Meetings*)

- ❖ **Organizations must always permit access to event spaces**, even during the program or event, to all emergency medical services, UNG Public Safety or local law enforcement, Office of Student Involvement Staff, and the Building Manager or Department Head responsible for the UNG facility being utilized.
- ❖ **It is strictly prohibited to prop open external doors to UNG facilities** if doors to these facilities are locked. If a facility needs to be unlocked, prior approval must be granted through the Office of Student Involvement.
- ❖ **After the hours of 5 PM Monday-Friday and over weekend hours, Night managers**, who are student staff of the Office of Student Involvement, **will be conducting hourly rounds** of student facilities to ensure rules are being upheld. Night managers act on behalf of the Office of Student Involvement, and any requests by these individuals should be abided by.
- ❖ **Groups that reserve space and fail to use it** as allocated or cancel ahead of the reservation will lose privileges to reserve space.
- ❖ Reservations made when the Hoag Student Center is closed require 14 business days' notice to coordinate a Building Manager to be scheduled and present during the event and will incur a fee for the additional hours of operation.
- ❖ **Hoag Great Room (in DAH) will not be available for events before 5:30 PM.** Furniture will not be moved for events and must use the existing floor plan.
- ❖ **Candles are not allowed** in any UNG facilities. In addition, the use of candles, incendiary devices, and/or any open flame is prohibited on campus and violates the state fire code.
- ❖ Use of glitter on signs, decorations, or your person is prohibited on campus.
- ❖ **Gluing or tacking items to the walls** and/or taping, gluing, or tacking items to light fixtures, fans, projectors, screens, etc., is prohibited.
- ❖ **Computer carts, ceiling projectors, smart boards, projectors, and/or remote controls are not to be used or disturbed** unless approval is given via the Office of Student Involvement. Prior training on how to utilize the equipment may be required.
- ❖ Any rules regarding no food or drink being allowed in a space also apply to groups utilizing the space for their reservation.
- ❖ **If windows are covered during a meeting, they are to be uncovered at the end of the meeting.**
- ❖ **The room is to be returned to its standard seating configuration** unless the Office of Student Involvement has given the notice to leave the room "as-is." In most rooms, charts have been created that indicate the appropriate location of desks, tables, chairs, etc.
- ❖ **No furniture or items of any nature are to be removed** from a reserved facility space.
- ❖ **No trash or garbage is to be left in reserved facility spaces.** For indoor reservations, trash and garbage are to be thrown away in trash cans in the hallway or lobbies of facilities. For outdoor reservations, trash cans should be requested with the reservation, and trash should be appropriately thrown away in the requested trash cans.
- ❖ **Student Organizations are responsible for leaving reserved campus spaces in the same condition as found.** Should a campus space be left in an unusable condition, damaged, or dirty before your reservation, please notify the Office of Student Involvement immediately.

In most cases, but at the discretion of the Executive Director of Campus Recreation & Wellness & Student Facilities, **groups will be issued a warning for their first offense** of violating the policies mentioned above. Should a group have subsequent violations, further disciplinary action will include loss of the ability to reserve campus spaces and **fines in the amount of \$50/violation plus costs of damages, if applicable.**

HOW TO REQUEST MARKETING FOR AN EVENT/MEETING

RSOs can request that the Office of Student Involvement print and post advertisements around campus. **RSOs can request no more than 25 flyers (8.5" x 11") and 2 posters/banners (24" x 36") per event.** All materials must follow the marketing rules outlined in this manual.

Step 1: Log into [UNG Connect](#).

Step 2: Access the “Marketing” form and follow the directions.

HOW TO ORDER FOOD FOR AN EVENT/MEETING

STEP 1: Review your campus’ specific catering rules.

Student Organizations are required to use their campus catering service when ordering food for an on-campus event unless otherwise specified below

❖ Dahlonega

- For orders over \$250 (including tax):
 - Do NOT submit the Everything Form. You are required to use an approved food service provider; [Aramark](#).
 - To submit your order, email: aramark.catering@ung.edu
 - Menu online: www.ung.catertrax.com
 - For orders under \$250 (including tax):
 - Go to **STEP 2**.
 - Student Organizations are also allowed to indicate that they wish to buy food elsewhere and get reimbursed IF approved.
 - Potlucks and/or bake sales are only allowed with permission from the Office of Student Involvement.

❖ Gainesville

- For orders over \$250 (including tax):
 - Do NOT submit the Everything Form. You are required to use an approved food service provider; [Owen Exley](#).
 - To submit your order, email: butch.exley@ung.edu
 - Menu online: <https://ungdining.com/menu>
- For orders under \$250 (including tax):
 - Go to **STEP 2**.
 - Student Organizations are also allowed to indicate that they wish to buy food elsewhere and get reimbursed IF approved.
 - Potlucks and/or bake sales are only allowed with permission from the Office of Student Involvement.

❖ Blue Ridge, Cumming, and Oconee

- No campus-specific catering rules. Proceed to **STEP 2**.

STEP 2: Fill out the “Purchasing” form on [UNG Connect](#). This form must be filled out ten (10) business days in advance and fifteen (15) business days for external catering vendors.

- ❖ Requests entered outside of the required days will be rejected unless approved by Student Involvement beforehand.

STEP 3: Wait for approval from the Office of Student Involvement

- ❖ OSI will review available funding.
- ❖ OSI will confirm that your organization has created an event on UNG Connect
 - Event must include a room reservation and a flyer.
- ❖ If approved, food services in the Student Center will have your food ready at the requested date and time. If denied, OSI will reach out with concerns.

It is required that you record attendance during the event and report attendance on the event page in UNG Connect.

HOW TO REQUEST A PUBLIC PERFORMANCE (FILM/MOVIE)

STEP 1: Determine if your film/movie is considered a public performance.

- ❖ What is a public performance?
 - Showing and marketing a film in your residence living room to a large group of acquaintances
 - Showing and marketing a film during a recognized student organization meeting
 - A film series or lecture that is open to the public.
 - Showing and marketing a film in the classroom for curriculum-related purposes but inviting others outside the class to attend.
- ❖ What is not a public performance?
 - Privately viewing the film in your residence life room with a small group of friends
 - Showing and marketing a film in the classroom only to registered students where the content of the film directly relates to the [course topic](#) or is a regular part of systematic instructional activities.
 - The showing must be for instructional purposes (not for recreation, entertainment, or general cultural value) with the instructor or a student leader personally present. Typically, the movie must relate to a course's curricular goals as described in the course syllabus. The copy of the movie being shown must have been lawfully made. A legal copy purchased or rented from a store or distributor or borrowed from a library may be used. A movie taped or recorded from television or copied without permission may not be used.

STEP 2: Determine the necessity of a public performance license.

- ❖ Does your film belong to the public domain?
 - Generally, this means that no person or organization has any proprietary interest such as copyright or that any copyright to the movie has expired with [Public Domain Movies](#). Even movies that are quite old may still be protected by copyright. There is no general “educational,” “nonprofit,” or “free of charge” exception. This means that most movie showings outside the context of face-to-face classroom teaching require obtaining Public Performance Rights.
- ❖ Can your film be accessed via [UNG Libraries](#)?
 - **Academic Video Online** provides access to over 70,000 videos, including documentaries, news programs, and award-winning films. In addition, videos include limited public performance rights, which allow for classroom showings and public screenings to the UNG community as long as admission is not charged.
 - **Films on Demand** provides access to over 15,000 videos covering Humanities, Social Sciences, Business, and Health Sciences. In addition, classic movies, documentaries, and other streaming content can also be found on Films on Demand and includes public performance rights allowing for classroom showings and public screenings to the UNG community as long as admission is not charged.
 - **Kanopy** is an on-demand streaming service that provides access to an enormous collection of documentaries and films and, like Films on Demand and Academic Video Online, include public performance rights for use in the classroom and public screenings to the UNG community as long as admission is not charged. UNG Libraries offers 2-tiers of access to Kanopy.
 - Base Subscription – access to 4,000 films and does not require additional permissions or incur special charges.
 - Mediated Content – due to high demand and limited funding, only films that support the course curriculum/classes and are not available under other video streaming platforms

or formats will be considered. Content under this program requires requesters to complete the Kanopy Approval form with a 2-3 business days response time.

- Other streaming content may be available under UNG Libraries- offered eResource subscriptions, but these are the primary providers. UNG Libraries' online resources can be found on www.ung.edu/libraries on the "Find Databases" tab. *For more information about this Policy, please contact UNG Libraries at copyrightservices@ung.edu.*

STEP 3: If not under the public domain nor accessed via UNG Libraries, **obtain a public performance license for a selected film/movie.** Contact the Office of Student Involvement for help. OSI can help RSOs obtain movie rights via [Swank](#) or [Criterion Pictures](#).



STEP 4: Upload the public performance license to your organization's group files in [UNG Connect](#).

Frequently Asked Questions

1. *What are Public Performance Rights?*

[Public Performance Rights \(PPR\)](#) are the legal rights to show a film or other media publicly. Usually, the media producer or distributor manages these rights. However, the copyright holder can assign PPR to others through the public performance licensing process.

2. *Who is responsible for Copyright Compliance?*

UNG faculty, staff, and students are responsible for navigating the gray areas between the [exclusive rights](#) and the vetted limitations to those rights when using copyrighted content. The University System of Georgia provides the [Fair Use Checklist](#) for analyzing each proposed use of copyrighted content. The USG checklist states, "Complete and retain a copy of this checklist for each 'fair use' of a copyrighted work to establish a '[reasonable and good faith](#)' attempt at applying fair use should any dispute regarding such use arise." ***The management of the venue or premises where the movie is shown bears the ultimate responsibility and consequences of copyright infringement. However, anyone involved with the public performance of copyrighted material could be implicated.**

3. *When are Public Performance Rights necessary?*

It is a public performance, and therefore a public performance license is required if any of the following apply: The screening is open to the public. The screening is in a public space, including a residence life lounge, auditorium, library, etc. Access is not restricted. Persons attending the screening are outside the normal circle of family or friends.

4. *How much is a film/movie public performance license?*
Public performance licenses vary depending on the film's copyright holder, the popularity of the film, the age of the film, and other factors. Public performance licenses can range from \$250-\$1,200.
5. *Does Netflix, Hulu, iTunes, Disney+, or Amazon offer a film/movie public performance license?*
No, all of the above rentals are strictly for private home viewing. Therefore, public performances from these materials violate the terms of use for these services.
6. *Is there film/movie copyright service training for Registered Student Organizations (RSO)?*
Yes, there are [customized workshops](#) exclusively with UNG Libraries at copyrightservices@ung.edu.
7. *What are the penalties associated with infringement?*
Willful infringement is a federal crime that carries a maximum sentence of up to five years in prison and/or a \$250,000 fine. Not only is the event sponsor responsible, but the University could also be liable for any civil penalties. Colleges and Universities are the most frequent violators and are closely monitored.

HOW TO REQUEST TRAVEL

STEP 1: Log into [UNG Connect](#).

STEP 2: Fill out the "Travel/Travel Grant" form.

This form contains all the information necessary for approval of your organization's Travel Packet. Please note that you will be required to turn in some physical paperwork to the Office of Student Involvement along with this online form. We cannot approve a trip until we have received all of the required documents.

All paperwork must be received a minimum of ten (10) business days in advance of your trip or before any monetary expenditures about the trip (i.e., airfare, rental vehicle, check for hotel, etc.). If requesting funds from SGA to travel, you must have all paperwork in before SGA will hear a travel grant request.

HOW TO REQUEST AN ANNUAL BUDGET

RSOs can request funds for their organization via the Student Activity Fee Budget Request. The budget request form is released in spring and must be completed by the given deadline for consideration. If an RSO misses the deadline, they miss funding for the following fiscal year.

STEP 1: Access the Student Activity Fee Budget Request form via [UNG Connect](#).

It is imperative that you follow the directions on the form exactly as they are written. Be as thorough as possible in your request.

STEP 2: After submission, wait for correspondence from SGA.

Based on the contents of your request, you may be asked to present your request at a budget hearing.

STEP 3: If approved by the SGA, your RSO can begin using allocated funds at the start of the new fiscal year.

Detailed information about the use and allocation of Student Activity Fee funds will be described on the form. If you have questions regarding the budget process, please contact sga@ung.edu.

HOW TO REQUEST AN SGA MINI-GRANT OR BUDGET REALLOCATION

STEP 1: Determine if your RSO needs an SGA Mini-Grant or budget reallocation.

*When would an RSO need to request a **budget reallocation**?*

- ❖ If the RSO wishes to purchase an item or plan an event that was not preapproved during the annual budget request. For example, an RSO can request to reallocate pre-approved funds for supplies to funding for an event.

*When would an RSO need to request a **mini-grant**?*

- ❖ If the RSO wishes to take on a special project. Mini-grants are to advance your organization and its members during your college years. This money is not for personal use, donation, or feeding your organization during normal meetings. Mini-grants are not meant to serve as a budget for various expenses throughout the school year. Please consider this before submitting this application.

STEP 2: Log into [UNG Connect](#) and fill out the “SGA Mini Grant/Budget Reallocation” form.

Budget Reallocation Process: After form submission, a representative may be called in to state your case to the Student Government Association. SGA members will vote on whether your appeal is passed or not.

Mini-Grant Process: After form submission, please allow 2-3 weeks for processing. The form will be reviewed by the Student Government Association Budget Committee at their earliest convenience. SGA members will vote on whether your appeal is passed or not.

HOW TO REPORT CONCERNS OR VIOLATIONS

The Office of Student Involvement encourages open communication amongst RSO officers, advisors, and members. When problems arise, please follow the steps below.

STEP 1: Discuss your concerns with your RSO advisor.

Miscommunication is the most common concern experienced by RSOs and can typically be resolved with the help of your RSO advisor. If your concern cannot be mediated by your advisor, proceed to the next step.

STEP 2: Contact the Office of Student Involvement at involvement@ung.edu.

To make an anonymous report, fill out the [See Something/Say Something](#) form. Note: You have the option to submit your name and information, however, your identity is not required for form submission.

ADVISORS

Student self-governance is the central tenet of the RSO model.

All RSOs must function via UNG student governance and leadership. An advisor cannot make executive decisions for the organization or dictate organizational programs/services.

RESPONSIBILITIES

In requiring RSOs to have advisors, the university assumes that advisors will take an active role in the organization. The nature and style of that role are left to the determination of the organization and its advisor. The RSO advisor is primarily responsible for advising and guidance for the organization and functioning as a resource person. The duties and responsibilities of the advisor include, but are not limited to, the following functions:

Facilitate Group Cohesion

- ❖ Encourage the learning process by remembering that it is the students' organization, and they are free to make their own decisions.

- ❖ Have concern for the ongoing function of the organization. This includes attending meetings, reading the meeting minutes, and being familiar with the group's constitution.
- ❖ Schedule specific times when the organization officers/members may consult with you.
- ❖ Serve as a resource person for planning events and programs, resolving issues confronting the group, and orienting new members and officers.
- ❖ Be present on campus for the entire academic year by not going on sabbatical or taking a leave of absence. In addition, faculty and staff are not eligible to serve as student organization advisors unless they have a regular presence on campus.

Advise RSO Finances

- ❖ Assist RSO members in managing a budget, making financial decisions that adhere to org policies, and signing off on all financial documents.
- ❖ Remain aware of the organization's financial status and encourage the maintenance of accurate financial records.

Educate on Policy

- ❖ Advise RSO members on policies and assist in adherence.
- ❖ Encourage the organization to function within university guidelines and not condone any activity that does not keep with the letter and spirit of university policy. Each advisor should be knowledgeable about university policies and keep current copies of the Student Handbook and this Student Organization Manual as valuable resources in understanding these policies.

By reading this agreement, the UNG faculty/staff member certifies that they will fulfill the duties of a student organization advisor to the best of their ability and that they are familiar with the updated student travel policies and procedures. Questions and requests for advisor training can be directed to involvement@ung.edu.

UNIVERSITY AFFILIATE

RSOs may have additional advisors known as university affiliates. These can include teaching assistants, retired UNG faculty/staff members, members not affiliated with UNG, community liaisons, etc. These individuals serve in an unofficial advisory capacity and may not make executive decisions for the organization or dictate organizational programs or services.

A university affiliate does not satisfy the UNG faculty/staff advisor requirement. RSOs must still have a UNG faculty/staff advisor.

HELPFUL FORMS

NACA EVENT PLANNING CHECKLIST

Event Planning Checklist (pg. 1)

NACA[®]

NATIONAL ASSOCIATION
FOR CAMPUS ACTIVITIES

EVENT PLANNING CHECKLIST

Based on the Event Planning Checklist from Pittsburg State University by Mary Mercer with Alex Andrews

PRE-EVENT

Brainstorm

- What is the nature of the event?
- Who is the audience?
- Who do we serve?
- Who is this for?

CONSIDER:

- Does this align with the organization's mission & goals?
- Does this involve collaborating with others outside of this office?
- What are the risks to this event?
- Do we have access to the resources (time, money, people) to make this happen?

Purpose

- How does this event fit into your overall curriculum and assessment plan?
 - Purpose
 - Relevance
 - Goals
 - Outcomes
- Review previous event assessments
- Create assessment plan for the event

Location, Date, & Time

- Location confirmed & reserved
- Backup (weather) location reserved
- Time & date confirmed with venue

Budget

- What is the sum of organization funds and how much of it will you allocate for this event?
- Project all costs - create categories and line items
- Do you need additional funding?

Propose

- Communicate plans internally & externally
- Create partnership terms
- Final budget

Contracts

- Outreach to vendors/agencies
- Negotiate and obtain contracts (if needed)
- Obtain permits (if needed)
- All agreements signed by internal and external parties

CONSIDER:

- Is all documentation correct?
- Have all signatures been obtained?

MARKETING

Marketing Plan

- Identify strategies
- Identify resources
- Identify materials
- Create a marketing timeline
- Plan B weather site communication strategies

Marketing Logistics

- Who is involved?
- Who needs to know?
- What needs to be communicated?
(location work orders, etc. to implement strategies)
- What needs purchased?

Announce Event

- Consider all marketing options, including, but not limited to:
- University Marketing
 - Press release
 - Digital signage
 - Social media
 - Email

Event Planning Checklist (pg. 2)

LOGISTICS

Confirm Event Logistics

- Submit catering
- Submit work orders
- Print Signage
- Finalize plans with
 - Venue
 - Catering
 - Physical plant
 - Stakeholders
 - Vendors
 - Performers
 - Tech companies
 - Media
 - Security

Risk Reduction

- Identify areas & types of risk
- Review policies & procedures
- Create a plan to remove & reduce risk
- Review health & safety measures

Event Staffing

- Sign-ups and/or selection
- Placement
- Diagrams
- Attendance tracking/Ticketing

Order Supplies

- Identify supplies needed & order by/ have in hand timeline
- Follow campus purchasing protocol
- Record expenses in budget

CONSIDER:

- Does the schedule need to be tweaked?
- Do any last-minute changes need to be communicated?

EVENT IMPLEMENTATION

Final Check-in Communications

- Event staff, performer, and/or vendor arrival
- Work order review
- Security arrival & presence
- Catering review
- Venue
- Media presence

Final Reminders

- Time
- Location
- Expectations
- Attire

Event Staff Walk-Through

- Day of schedule & logistics
- Placement & responsibilities
- Expectations
- Review safety, risk reduction plans & response protocol
- Talk through "what if" scenarios

Assessment

- Implement any assessments designed for the event

POST-EVENT

Event Feedback

- Assess event
 - What went well?
 - What didn't go well?
 - What can we do to improve?
- Staffing experience
- Stakeholder experience
- Budget & planning experience

- Was the purpose fulfilled?
- Were all contractual obligations met?
- Use the feedback in the next planning process

CONSIDER:

- What changes should be implemented next time?
- Where will this information be noted and stored for next time?



When coordinating programs for diverse student populations, it is important to be inclusive in the planning, execution, and wrap-up phases of each event. This guide is designed to help student leaders and advisors begin to consider nuances of inclusive programming. With this starting point in mind, leaders are encouraged to listen, observe, and respond to accommodate the specific needs of the communities they serve.

GENERAL

- Examine programming board member recruitment and retention practices to ensure representation of various identities. Be mindful of what identities are most present and what identities are absent from each committee and the organization.
- Include reflective discussions around diversity and social justice in all organization meetings and retreats, as well as when budgeting and programming decisions are being made.
- Consider using NACA 24/7 to explore Associate Members whose businesses are owned by individuals of various identities or who offer programming that meets a wide range of interests, ideas, and perspectives.
- Incorporate education around social identities and their intersections in student and professional development experiences. Learn to recognize and challenge assumptions about people or groups.
- Partner with offices or departments that serve various student populations to learn more about the nuances of creating experiences where all belong.
- Train students and staff on ways to interrupt racism, issues of homophobia, gender oppression, and cultural appropriation.

PROGRAM PLANNING

• Scheduling

- Be aware of holidays and religious observances. Resources of common dates are offered by the [Interfaith Action](#) and [Diversity Resources](#) groups.
- Consider how each holiday is observed. Attendees may be fasting, have a specific schedule for prayer or services, or choose to spend time with family or friends.

• Themes

- Be aware of how a theme may be interpreted by people with various identities. Be thoughtful of how those interpretations are or are not aligned with what you hope to achieve through this program.
- Avoid themes that might stereotype groups of people.
- If a theme represents specific identities, collaborate with people/groups who hold those identities in the planning and delivery process to ensure the program is affirming.

• Marketing

- Include persons of multiple identities in promotional materials.
- Avoid language that is ableist, sexist, racist, culturally insensitive or includes appropriated verbiage or cultural slangs.
- Incorporate gender-neutral language. Do not make assumptions about people of specific genders who might be most interested in events (ex: only targeting men for a sporting event).

Inclusive Programming Guide (pg. 2)

- Consider language such as friend, partner, or guest for events where students may be allowed to invite a visitor.
- Use alternative text to describe images on websites and electronic promotions.
- Include high contrast colors for persons with color vision deficiency. Utilize a [contrast checker](#) to confirm the marketing is accessible.

• Accessibility

- Clearly include accommodations statements in all materials.
Example 1: "The [college/university name] strives to build a culture of belonging where all members of the community feel valued. For questions about accessibility or to request accommodations, please contact [name] at [phone] or [email] no later than five days prior to the event."
Example 2: "If you require an accessibility-related measure (e.g.: sign language interpretation, captioning, accessible parking, specific dietary requirements, or any other accessibility-related measure) please contact [name] at [phone number, email, office location]."
- Include a brief description of what the event will entail so attendees will know which accommodations they may need. For example, "this event will include moving around the room to several different make and take stations."
- Research local, certified American Sign Language (ASL) Interpreter providers. Include this cost in the overall organization budget for use in any event where requested, if this service is not available through a campus provider.
- When choosing a location, ensure that all emergency evacuation procedures accommodate mobility or sensory needs.
- Utilize the National Center on Disability and Access to Education (NCDAAE) [cheat sheets](#) to help create accessible content.

PROGRAM EXECUTION

• Language

- Consult with the Office of Disability Services or similar department/staff member to learn whether person-first or identity-first language is preferred on campus. Use their guidance when creating marketing, signage, and presentation materials.
- Use requested names and pronouns, but do not assume that everyone wants their pronouns to be shared publicly. For this reason, avoid requesting pronouns on registration materials or on nametags unless a person asks that it be included.
- Use language such as "everyone" or "you all" instead of gendered language such as "ladies and gentlemen" or "you guys."
- Be aware of the challenges of idioms, metaphors, and pop culture references.

• Accessibility

- Know where gender inclusive and family-friendly bathrooms are located. Offer signage, as needed.
- Offer accessible parking at drop-off/pick-up locations.
- All routes entering, exiting, and within the venue should be wide, flat, and clear of debris or obstacles. If the event is not held on the ground floor, ensure that elevators are working and/or ramps are clear.
- Use accessible cord covers to cover all exposed cords or hoses on the ground.
- Offer seating for individuals using a wheelchair in accessible and integrated spaces in the venue.
- Provide space and lighting for 1-2 American Sign Language (ASL) Interpreters near the presenter/performer. Ensure attendees requesting this accommodation have clear sight lines to the interpreter(s).
- If transportation is provided as part of the event, be prepared to include accommodated transportation if requested.
- Respect a person with a disability if they do not want assistance. Do not continue to offer if they have already declined.

• Presentations or performances

- Ask for presentation materials in advance so printed copies or larger font sizes can be accommodated if requested.
- Confirm with presenters in advance about room set-up of furniture and audio/visual that will offer the greatest accessibility for attendees.
- Provide a microphone for events larger than 50 people. Ask presenters to use a microphone if it is provided.
- Avoid strobe lighting.
- Use closed captioning for videos.
- Include alternative text with all visuals.
- Ask presenters to verbally describe images displayed on screens or in charts.
- If icebreakers or team builders are involved, consider mobility accommodations that can be made.
- When conducting a question and answer session or gathering information from the audience, ask the presenter to repeat questions or comments into the microphone before moving forward.
- Consider a variety of strategies for audience participation (ex: polling technology, clickers, etc.).
- Announce the use of sensitive content or loud noises.
- Utilize the [materials provided by Microsoft](#) to make PowerPoints more accessible.

• Food

- If food is provided, ask attendees about food preferences in advance.
- Be aware of and prepare for the most common restrictions including allergies (ex: milk, nuts, soy, and shellfish), vegan/vegetarian/pescatarian diets, and religious accommodations (ex: Kosher and Halaal).
- Understand that while food is often viewed as a draw for attendees, it may be keeping people away.
- Consider offering a light snack or meal if the event coincides with when individuals may be breaking fast.

PROGRAM WRAP-UP

- In external evaluations of attendees, include questions about the ability for guests to fully participate in all aspects of the program. For example:
 - Were you able to fully participate in this event? What activities did you participate in?
 - Is there anything that could have been incorporated with the program to allow you to be more engaged?
 - Were you aware of how you could request accommodations?
 - Do you have feedback on how to make this event more accessible in the future?
- In internal post-event reflection, ask all involved in planning the event about successes in accommodating all attendees. For example:
 - Did we meet all requests? If so, how? If not, why?
 - Was this a similar experience for all?
 - Were there varied experiences and activities that promoted engagement from a diverse group?
 - In what ways was this an inclusive experience for participants? How can we improve in the future?
- If any feedback is received on accessibility successes or needed improvements that relate to others involved in the event (vendors, food service, performers, etc.) share the information with them.
- Document what worked well and what should be adapted for future events. Provide this information in transition materials for future student leaders.

Inclusive Programming Guide (pg. 3)

REFERENCES AND RESOURCES

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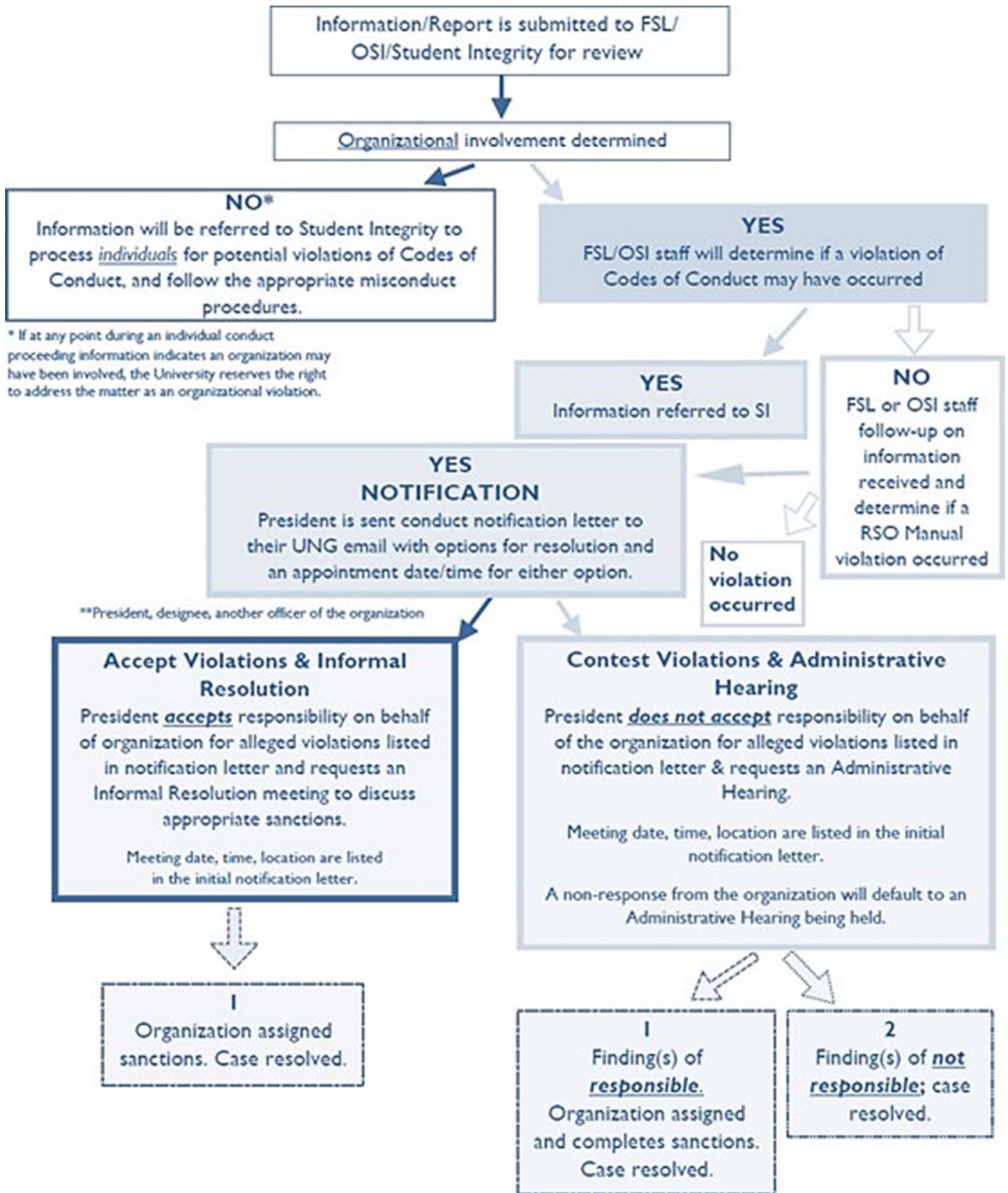
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RSO VIOLATION FLOWCHART



The “good, the bad and the ugly” advisor retrospective

THE GOOD
What went well? What should we do more of?



THE BAD
What didn't work? What should we avoid repeating?



THE UGLY
What could have gone better? What could we improve?



ACTIONS

