

Registered Student Organization Handbook



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Section 1: Introduction and Welcome

Greetings,

As members of the UMass Student Involvement and Activities (SA&I) team, we would like to welcome you to the 2016-2017 academic year. Your involvement in student organizations can play a positive role in your college experience and influence the greater UMass community. Our role is to help you and your organization(s) maximize your potential by building character, engaging in collaboration, and promoting campus-wide and global citizenship. The 2016-2017 Student Organization Handbook is the first step in fulfilling this role. This handbook will provide you and your organization with tools and resources to navigate your way through the complex and ever-changing nature of the University of Massachusetts.

The student organizations of today will be able to shape the culture, reputation, and history of the UMass of tomorrow. From cultural showcases to national competitions to local and global service projects, student organizations present an opportunity for students to express passion, reflect on experiences, and understand diverse voices and perspectives. During your time at the University of Massachusetts we hope that you take the opportunity to explore multiple organizations to expand your knowledge and experiences.

Along with this handbook, we have created a student organization resource series that includes workshops, videos, and handouts regarding areas of policy knowledge, financial management, organizational management, and community building. Be sure to check out Campus Pulse to see our upcoming events and access our online resource.

We hope that this handbook serves as a valuable tool for your organization's success and we look forward to working with you and your organization. Your experiences as a student leader at UMass will be challenging and rewarding, and we are excited to see what you accomplish.

Go UMass!

~ UMass Student Activities & Involvement Team
416 Student Union Building
413-545-3600

About Us

University of Massachusetts Student Activities & Involvement

UMass Student Activities & Involvement (SA&I) strives to offer the UMass community with support for event planning and campus programming needs. Our multiple unique teams provide a wide array of services available to UMass community members.

SA&I is made up of Student Activities, Fraternities and Sororities, and the Student Organization Resource Center (The SORC).

Mission & Goals

Student Activities and Involvement strives to be an office that is student-centric and recognizes learning takes place both in and out of the classroom, and that creates opportunities for students to expand their knowledge and skills in new settings.

- An office that is exemplary of the best practices in stewardship and fosters innovation.
- An office that provides integrated support services that embrace and further the strategic goals and initiatives of the Division of Student Affairs and Campus Life
- An office that is resourceful and channels efficiencies into furthering the co-curricular student experience and the goals of the department.
- An office that seeks to increase the overall campus presence of student leadership and community service.

Offices Within Student Activities & Involvement

Student Activities

Student Activities & Involvement helps keep most of UMass Amherst's student life running smoothly: student organizations, the Student Government Association, student businesses, fraternities and sororities, student success centers and multicultural resources.

Although most of the organizations within Student Activities are fueled by student members, the Student Activities staff provides essential assistance and oversight, helping students successfully run their organizations. They also help the groups work together and find common ground in their programming and events. Student Activities' resources include help with managing organizations, financial record keeping, purchasing and payroll, budgeting, fundraising and grant seeking.

Each RSO is assigned a Student Activities Advisor and Account Specialist. These are the people that you will work with when planning events, traveling, and applying for funds. Your Student Activities Advisor is a resource that you and your RSO should stay in contact with on a regular basis.

Office of Fraternities and Sororities

Collectively, fraternities and sororities constitute one of the largest student groups on campus, and membership makes up about 5.5% of the undergraduate population. Fraternities and sororities are about scholarship, community service, philanthropy, brotherhood, sisterhood, leadership, and lifelong friendships. It's about bettering the UMass Amherst community and the Town of Amherst through service and social functions. It's about traditions, learning valuable lessons, and establishing life-long friendships. It's about shaping the identity of one of the nation's most prestigious campuses with a continuing fraternity presence since 1869.

Student Organization Resource Center – The SORC

The Student Organization Resource Center or SORC is the first stop for RSO questions and support. The SORC is staffed by students trained in skills to support RSOs and their members. Many of the student staff members are members and leaders of RSOs themselves and they have firsthand knowledge of what is needed to function as an RSO here at UMass. The SORC is where your RSO mailbox is located as well as computers and printers, SA&I documents and forms and where you can make appointments to meet with SA&I staff.

Student Government Association (SGA)

The SGA is a group of undergraduate students elected by the UMass student body. The main duties of the SGA in regards to RSOs are:

- Advocate for the needs of students and student groups
- Oversee the Student Activities Trust Fund
- Run the annual budget process, through which money is allocated to RSO for the upcoming year
- Review and approve new RSOs
- Organize and allocate office space within the Student Union Building
- Provide emergency funding to RSOs throughout the year

Secretary of Registry: The Secretary of the Registry interacts with many student groups to help prepare them to become and operate as Registered Student Organizations (RSOs). The Secretary is the person who helps acclimate students to our RSO processes and affirms the success of our newest organizations. The Secretary of Registry's job is to represent RSOs to administration, defend them from unfair policy changes, and represent their best interests, with consultation from many differing groups. The Secretary of the Registry also oversees student office spaces in the Student Union/Campus Center complex and provides access to three different conference rooms. RSO promotion and the New RSO Process are some of the largest projects undertaken for the year. Email: sgaregistry@umass.edu

Section 2: What it Means to be an RSO

There are a few types of student organizations. This handbook primarily focuses on undergraduate organizations recognized by the Student Government Association as RSOs. The end of this section will cover basic information regarding other types of student organizations.

Before getting started it is important to understand the context in which you will operate as an RSO. The RSO designation is awarded by the Student Government Association (SGA) and gives groups certain rights and responsibilities. It provides groups with official recognition as part of the University, but also makes them subject to all policies and procedures that govern the operation of a large, complex institution. Authority and responsibility for these operations begins with the Board of Trustees and is delegated downward through the University hierarchy. For student activities, the Trustees authorized the creation of the Student Activities Trust Fund (SATF) to provide an accounting framework for all activities. The mandatory Student Activities Fee that is required of all undergraduate students is put into the SATF and distributed by the SGA to provide funding for student organizations and programs.

As an officer and a member of an RSO it is important that you are aware of all levels of accountability and that you remember that you and your RSO represent the University and the student body at all times

Definition of an RSO

As defined by the SGA, all Registered Student Organizations (RSOs) shall be associations composed primarily of undergraduate students at the University of Massachusetts Amherst, which are democratically directed by their members, independent, and registered by the Student Government Association. Each RSO shall enhance the social, cultural, educational, and/or recreational experience of undergraduate students at the University of Massachusetts Amherst.

A two-thirds majority of the members of an RSO must be undergraduate students enrolled at UMass Amherst. No less than ten UMass undergraduate student members must be active members of the RSO at all times.

For the purpose of this definition, “membership” shall refer to active members with full voting and participation rights. Membership must be voluntary and actively entered into by each member, and may not be automatically established. This definition does not preclude an RSO from establishing additional classes of membership defined in alternative ways.

Officers must be full-time undergraduate students. To become an RSO, members of the organization must complete an activation packet.

In simple terms, RSO status can be granted to a group of ten undergraduate students who share a similar interest that is not being met on campus. The ten students must complete the activation packet and all required information and submit the packet to the Secretary of the Registry.

For more information please see the SGA Bylaws – www.umass.edu/sga/organization

Relationship to UMass

The University of Massachusetts Amherst campus is designated as an educational environment for the intellectual growth and enjoyment of its community members. Student organizations, part of the UMass experience since its creation, are a vibrant and enriching part of the student life on campus. UMass recognizes the distinct and permanent influence that student organizations have on the campus community and learning. The actions and views of student organizations at UMass do not necessarily represent the views of the University. It is important to realize that the conduct of you and your RSO members reflect on the University and that improper behavior may be reported to the Dean of Students.

Benefits of Being an RSO

The following rights and privileges are accorded to all Registered Student Organizations:

- Recognition by the University of Massachusetts Amherst as an official Registered Student Organization, lending legitimacy when requesting public figures to present at RSO events, when publicizing activities, and when fundraising
- Use of university facilities and services such as indoor and outdoor space, A/V equipment, and vans for travel, either for free or at a discount
- Insurance when a group is off-campus or traveling, and assistance in case of emergency.
- Access to purchase from vendors at special low UMass contract prices

- Status as an educational, non-profit organization, with exemption from Massachusetts state sales tax on RSO purchases; large donations can be tax deductible for the donor.
- Free access to tables on the Campus Center concourse for information, recruitment and fundraising purposes
- Access to Campus Pulse to:
 - store important RSO documents in a permanently accessible location -- documents such as how to produce your annual events
 - keep your membership list/contact info
 - message some or all of your members with a click
 - hold discussions on your wall
 - store photos
 - hold elections
 - use the “Interests” feature to get your RSO and its events suggested to Campus Pulse users with the same interests
- Right to free legal assistance from SLSO (Title VII, Chapter 3)
- Assistance from Student Activities in the way of mail and telephone service, scheduling space, event development, leadership training and organizational development, financial accounts and budgeting support and recruitment (Activities Expo).

Benefits of Participating in an RSO

RSOs develop the following transferable real-world skills in students:

- Teamwork
- Creativity (conceiving of activities their RSO will do)
- Event planning / preparation / coordination
- Financial management
 - Budgeting
 - Monitoring expenditures and accounts
- Marketing / Publicity / graphic design / Public speaking
- Organizational development (how to make the RSO ever more effective)
- Conflict resolution
- Leadership/Supervision / Delegation / Mentoring
- Evaluation/assessment after event over

In addition, participation in an RSO enriches the lives of students by providing them with opportunities for social and recreational enjoyment, growth in their fields of interest, and resume-building.

Starting a New RSO

Student must follow these steps to start a new Registered Student Organization:

1. Formulate a clear purpose for your group.
 - a. Check Campus Pulse to ensure similar groups do not exist. If one or more does, feel free to reach out to them to talk about joining or possibly incorporating your ideas into their already existing RSO.
2. Make sure that you have at least ten members who are interested in joining the organization. This includes 4 members who will be a part of the executive board (President, treasurer, Vice President, and Secretary). Keep in mind, that to ensure the continuity of the organization, not all members can be seniors, and all members must be undergraduates of the 5-College Consortium, 2/3 being UMass undergraduate students.
3. Set up a meeting with the Secretary of the Registry and inquire about any upcoming application deadlines, and the Secretary will advise you in more detail on the process of becoming an RSO. At this time, you will be able to ask any questions regarding the benefits of being an RSO, funding from SGA, using space on campus, etc. You will also be given specific instructions on how to fill out the application.
4. Fill out Application & Write a Constitution –Once you have consulted with the Secretary of the Registry you can go ahead and fill out the application, which will be on the Campus Pulse website. A significant portion of this application will consist of filling out your RSO's charter/constitution. Constitutions must have the following components:
 - a. Official RSO name
 - b. The RSO's mission or purpose statement
 - c. The RSO's requirements for membership
 - d. The role and responsibilities of the RSO officers
 - e. The requirements for voting on group issues
 - f. The structure and timing for officer elections
 - g. The requirements for amending the constitutionA sample constitution can be found on Campus Pulse or on the SGA website.
5. Make your RSO sustainable (Input SGA expectations) This can be done in various ways:
 - a. Considering not having all your original offices be seniors
 - b. Simply thinking about or even outlining in your constitution, ways to recruit new members/inspire interest in your RSO for future students
 - c. Bringing more than just your officers to the new RSO orientation workshop (like younger students who show an interest in becoming future officers)
 - d. Coming up with an effective system of training newly elected officers to be knowledgeable leaders of the RSO
6. If your application has been approved and recognized by the Secretary of the Registry, you will receive an e-mail containing the dates and times of a New RSO Orientation Workshop. You will be required to attend the orientation, in order to learn how to handle the daily financial and logistical operations of an RSO, and attend the Signature Responsibility training. It is required that the President and Treasurer (or equivalent) of your organization attend this workshop, although it would be great for all the executive leadership, or all new members, at larger, to attend. Upon completing the New RSO Orientation Workshop, you will be fully active, and able to function as an RSO of the SGA.

The SGA meets every Monday night at 7:00pm to review old business and discuss new business. Applications for new RSOs are accepted by the deadlines set by the SGA. For more information about the application process please visit the SGA website or contact the SGA Secretary of Registry.

RSO Councils

Every RSO is part of a council, depending of the category of the RSO. The councils are organizations comprised of a representative from each RSO that share related characteristics. There are 8 Councils: Academic, Advocacy/Political, Arts & Media, Cultural, Greek, Sports Council, Leadership and Service, Religious and Spiritual. The SA&I office is currently advising RSOs through this council method, however the goal is for every council to become recognized by the SGA in order to request their budget as a collective, giving RSOs more power and voice when processing and requesting their budget.

RSO Status

Being an RSO is not as easy as getting your friends together and receiving approval from the SGA. Once your organization receives RSO status it must keep it. In order to function as an active RSO there are a number of requirements that must be met every year. If these requirements are not met then your RSO will be moved from active to frozen, locked or withdrawn status.

Active

New RSOs are considered active once they receive approval from the SGA and they complete New RSO Training. New RSO Training is held in the fall, and the New RSO training will be held in the spring. New RSO Training is not all-inclusive and you will be required to follow up in the SORC or with your SA&I Advisor for more detailed information. New RSOs must have their President and Treasurer complete online Signature Responsibility Training as well. Once New RSO Training and Signature Responsibility Training are complete the RSO is active and ready to conduct RSO business.

RSOs can be moved from active status to frozen, locked or inactive at the discretion of the SGA and/or SA&I. Reasons for losing active status include but are not limited to not meeting the requirements needed to be an RSO, poor financial management, Dean of Students and disciplinary issues, poor communication with SA&I, poorly representing the University at RSO functions, and hazing and alcohol use.

Frozen

If your RSO is frozen it is one step away from being considered an active RSO. This means that you recently lost your active status because a requirement was not met. Being frozen also means that your Campus Pulse page is no longer active or visible to people looking for your group. You may not have the required RSO officers or completed Signature Responsibility. It may mean that you missed Activation Training or RSO Registration. It may also mean that you are not communicating with SA&I. Being frozen means that your RSO is not able to function, hold RSO events, travel, or use RSO funds. In order to become unfrozen and regain active status you will need to meet with SA&I staff and figure out why you are frozen and what you need to do to change your status.

Locked

If your RSO is locked it has done something more than miss Activation Training or Registration. Being locked usually means that your RSO has been frozen for at least 2 semesters and has not been working with SA&I. Being locked will require you to do more than just complete Signature Responsibility training or Activation Training; you may need to meet with SA&I and the SGA to become active again.

Inactive

If your RSO has reached inactive status it has not been active for at least 4 semesters. When an RSO becomes inactive it is removed from Campus Pulse and loses all financial accounts and support from SA&I. Inactive RSOs must reapply to the SGA and, if approved, they must complete all the necessary steps needed to become active, often the same steps as starting a new RSO.

Other Types of Student Organizations

Agencies

According to the SGA bylaws, agencies are co-curricular organizations, operating under the guidance and supervision of a full time staff member of Graduate Student Assistant which provides services to the University of Massachusetts Amherst students, including but not limited to advocacy, activities, or media.

Fraternity and Sorority Life

The UMass Greek community offers undergraduates a fraternal experience that complements the mission of the University. In partnership with faculty, staff, alumni, families, and (inter)national organizations, we challenge and educate students in the areas of leadership, cultural awareness, personal and group development, scholarship, and civic responsibility.

Fraternities & Sororities have been an integral part of UMass from the early days. Greek organizations at UMass are made up of groups of individuals with various interests. They are bonded together by common goals and aspirations. These bonds are strengthened by honor, friendship, truth, knowledge, and character. Greek membership carries with it many benefits including leadership opportunities, academic support, an emphasis on service, and a bond of brotherhood and sisterhood.

Student Activities & Involvement recognizes that fraternities and sororities are an integral part of the campus community and can have a positive impact for members and non-members. The privilege of fraternities and sororities to exist as part of the University brings with it a high level of responsibility. To achieve mutual success for the University and its Greek organizations, there must be trust and shared responsibility. Fraternity and sorority chapters and the governing councils are part of the Recognized/Registered Student Organization (RSO) program, and are entitled to the same privileges and have the same responsibilities as all student organizations. Chapters and councils are provided advising and event development support through SA&I, and chapters/councils must complete the necessary requirements established by SA&I and the SGA to maintain an active status on the campus.

These are the following existing Greek Councils on campus:

Interfraternity Council

The Interfraternity Council is the governing body of the fraternities that are affiliated with the North-American Interfraternity Conference and those local chapters that have membership on the council. Member chapters send two delegates, one usually being the chapter president, to council meetings. The council officers are elected from the membership of the council and serve in office for one calendar year. The IFC coordinates recruitment for the member chapters, sets standards, and facilitates relationships. The IFC cooperates with other councils to sponsor Greek Week, guest speakers, and other activities.

Multicultural Greek Council

The fraternity movement at the University is almost as old as the institution itself. Fraternity and sorority chapters are open to all matriculating students at the University. However, there are fraternities and sororities that specifically serve the needs and interests of specific multicultural-based communities. These organizations are a part of a larger network of international fraternities and sororities that have collegiate and graduate chapters throughout the country and abroad. Affiliating with a Multicultural Greek Council fraternity or sorority presents the member with an opportunity to meet with other students of diverse backgrounds from this campus and other campuses as well as people from the greater community.

Every MGC fraternal organization has very strict requirements that must be met in order to affiliate (the intake process). In general, a student must successfully complete 12 academic credit hours, obtain a certain grade point average, complete an application packet, secure recommendations, and meet the financial obligations in order to complete the intake process. If you are a brand new student to the University, you will not be able to apply for membership until your second semester. If you are a transfer student, you will need a copy of your academic transcript from your previous institution, documenting your completion of 12 credit hours and your grade point average.

The governing councils of the MGC fraternity and sorority system sponsor an information session for all students in the fall. Representatives from each chapter are in attendance and available to discuss their organization with you. Additionally, each chapter will host an information session that will be open to all interested students. These sessions are advertised through the campus newspaper and through postings.

National Pan-Hellenic Council

The National Pan-Hellenic Council, Incorporated is currently composed of nine (9) International Greek letter Sororities and Fraternities: Alpha Phi Alpha Fraternity, Inc., Alpha Kappa Alpha Sorority, Inc., Kappa Alpha Psi Fraternity, Inc., Omega Psi Phi Fraternity, Inc., Delta Sigma Theta Sorority, Inc., Phi Beta Sigma Fraternity, Inc., Zeta Phi Beta Sorority, Inc., Sigma Gamma Rho Sorority, Inc., and Iota Phi Theta Fraternity, Inc. The NPHC promotes interaction through forums, meetings and other mediums for the exchange of information and engages in cooperative programming and initiatives through various activities and functions.

Panhellenic Council

The Panhellenic Council is the governing body of the sorority chapters which belong to the National Panhellenic Conference (NPC) or chapters which have chosen to affiliate with the council. Council officers are elected from the membership of the chapters and serve a one-year term. The chapters/council conducts a week-long formal recruitment process in the fall semester. Members from the chapters assist prospective new members (PNMs) by serving as recruitment counselors, also known as Rho Gammas. The Rho Gammas assist PNMs with the navigation of the recruitment process, which allows PNMs to see every chapter at least once. The Panhellenic Council sponsors events and activities for the system and serves as a coordinating body with the other councils.

Programs:

UMASS FTK (For the Kids) sponsors the UDance program and is open to all students. A steering committee guides the organization through the year. The program/UDance event raised over \$83,000 for the Children's Miracle Network/Baystate Children's Hospital in Spring 2016.

The Order of Omega Honor Society is open to the 3% of the fraternity and sorority membership who excel in leadership, service, and academics.

Additional Affiliates

The fraternity and sorority program also advises Phi Sigma Pi Honor Fraternity (FSP), Alpha Phi Omega Service Fraternity (AFW), the marching band fraternity/sorority: Kappa Kappa Psi/Tau Beta Sigma (KKY/TBS), and Omega Delta Sigma (WDS)– veteran's fraternity.

Departmental

Departmental student organizations are student organizations that have not gained recognition by the SGA, SA&I or Graduate Student Senate (GSS). These organizations are housed within a specific department at UMass. Departmental organizations have some of the same benefits as all other recognized organizations except for the ability to apply for funding. Funding accounts must be housed by the sponsoring department. The sponsoring department is solely responsible for the student organization's activity and presence on campus.

Awards for Registered Student Organizations

The Student Life Award Ceremony (Sammies) is held annually in an effort to highlight the outstanding work of UMass students, registered student organizations, and other campus agencies. These are some of the many awards:

- The Award for Outstanding New RSO
- The Award for Outstanding RSO Event of the Year
- The UMass Amherst Spirit Award
- The Award for outstanding student Engagement Undergraduate Student Employee
- The Eunice R. Konieczny Student Leadership Award.

Section 3: Organizational Practices, Recruitment, Meetings, and Conflict

Officer Responsibilities

Officer responsibilities will vary depending on the size and culture of the organization. A president of a 100-member organization will have different duties compared to a president of a 10-member organization. It is important to have a constitution that clearly outlines officer responsibilities and to revisit these responsibilities semi-annually. Below are some general responsibilities each position may have.

President

- Oversee executive board meeting
- Meet and communicate regularly with Advisor
- Delegate tasks when appropriate
- Assist in budgeting process

- Represent organization in “big picture” meetings
- Re-register organization yearly on Campus Pulse
- Take advantage of collaborative opportunities

Vice President

- Assist president when needed
- Oversee general body meeting
- Manage day-to-day responsibilities of organization
- Act as liaison to general body members
- Assist in budgeting process
- Responsible for building camaraderie within executive board and general membership

Secretary

- Maintain RSO Campus Pulse profile page
- Communicate updates to President and Vice President
- Take and distribute minutes from the meetings
- Record attendance at meetings and events
- Send out emails from the organization
- Maintain a membership roster on Campus Pulse
- Store documents that preserve important policies & procedures for future officers, such as the steps to be taken in holding an annual event

Treasurer

- Check monthly account balances with Business Center Staff
- Monitor Summit (online record of income, expenses, and fund balances)
- Maintain financial records
- Submit request for funding forms to SGA and represent organization at hearings
- Give balance updates at meetings
- Oversee fundraising efforts

Other Positions to Consider

Event Coordinator – become an expert on knowing how to plan events at UMass and the policies associated with event planning

Philanthropy - if the organization is philanthropic, this board member will lead those efforts

Advocacy - a board member that advocates on behalf of the student organization

Recruitment - charged with recruiting and organization activities fairs and general recruitment efforts

Publicity - does general advertising for organization and specific advertising for events held by the organization

Safety Officer – required for all Club Sport RSOs, must be certified in CPR/First Aid/AED and document and report all accidents and injuries

Outside Advisors

Student Activities and Involvement encourages all recognized student organizations to have an outside advisor. An outside advisor can be a full-time employee of UMass, either as a faculty member or staff member or a member of the Amherst community. RSO coaches and instructors are considered outside advisors. Student organizations are run and managed by students themselves, but outside advisors can play a key role in offering guidance and advice.

Student organization advising is not a science; there is no equation that can be applied to make a successful advisor/advisee relationship; instead it is the art of human development and understanding the changing needs of a group. Advisors are also often seen as the knowledge holder for the group because of the transitory nature of student organizations; however, it is important to remember that RSOs are student run organizations.

Here are some typical roles that advisors often find themselves in:

- Maintaining a consistent mentor relationship with organization officers (president, treasurer, etc.)
- Assisting in university policy interpretation for the group
- Mediating internal conflict
- Providing expertise in a specific area of study
- Assisting in connecting group with campus resources
- Advocating for the group within the university, department, or community
- Acting as the primary contact source from university administration in times of crisis, discipline, or disorganization.

It is recommended that students and advisors meet regularly (weekly, biweekly, monthly) to update each on the progress and status of the organization. The consistency and regularity that student and advisors should meet will vary depending on the nature of the organization and the schedules of each.

Selecting an Outside Advisor

Along with your assigned SA&I Advisor your organization should seek an outside advisor. While there is a benefit of having consistency from year to year, sometimes an advisor can get too busy, go on a sabbatical, leave UMass, or is no longer able to support the student organization. If the student organization is looking to find a faculty or staff member that has similar interests as the organization, the corresponding department is a natural place to start. For example, if the organization is a performance group, the theater department may be ideal. Similarly if the organization is focused around a specific population, an identity center or language department may be best. Whatever the case may be, it's important that the advisor and the students meet to discuss what the expectations are of each other.

Liability

Advisors do have potential liability exposure, and should understand their obligations to actively and effectively provide advice ("legal duty of care") to the organization. Depending on the intended scope, comments could be as simple as "to the extent advisors become the subject of claims or other liabilities as a result of their role, they are covered by the University's liability insurance programs so long as the alleged acts giving rise to the claims/liabilities fall within the scope of their official duties."

In addition to supporting student organizations, Student Activities also provides support and resources for student organizations advisors. If advisors have any questions, they can contact any of SA&I staff members.

RSO Risk Management

Physical

Physical risks can include things such as food poisoning, injuries that may result from physical activities, injuries that may result from travel related accidents. It is important to ALWAYS take the appropriate precautions when your organization is selling/distributing food, hosting an athletic competition, or traveling for organization sponsored events. Student Activities and Involvement requires a participation agreement for all field trips or off-campus events to notify participants of potential risks in certain activities.

Reputation

Reputational risks are those that may result in negative publicity for your organization, members of the organization, UMass, your advisor, or the venue where the event is held. Consult with your advisor if your organization has any question about the appropriateness of a flyer, an event name, or nature of an event. If you're hesitant about asking your advisor, it's probably not appropriate.

Emotional

Emotional risks are those things that can cause a participant at your event or in your organization to feel alienated or cause emotional stress from the activity. Emotional stress (among other things) is a direct result of hazing and hazing-like activities. While an event or group activity may not be physically dangerous, emotional stress can have just as large an impact.

Financial

Financial risks are those things that negatively impact the fiscal stability of your organization and/or other organizations financially supporting your organization. It is imperative that the organization's treasurer and rest of the executive board, including the advisor, stay informed and vigilant about all aspects of the organization's financial health. There are instances where unaccounted expenses may be charged to the organization's account and put the organization in a deficit. An example of this would be when an organization uses a venue for free, but incurs a cleaning fee because the venue was left messy after the event. If the treasurer doesn't regularly check the organization's balance on Summit, the organization runs the risk of an overdraft which can put your RSO in poor standing with SA&I and UMass service providers such as the Campus Center and providers of meeting and event space.

Student Activities Trust Fund (SATF) Financial Advisor

Casey Gaw is the new Student Activities Trust Fund (SATF) Financial Advisor. This position was created to better support RSO's in their financial needs, including providing guidance on financial processes, opportunities for funding, and help with future financial planning. Casey provides financial advising for the Student Government Association (SGA) and serves as a primary staff resource for student budget processes that recommend the allocation of mandatory student activities fees exceeding \$2.5 million annually. Casey develops and provides training for RSO officers and members on various financial practices and issues throughout the year. She also collaborates with other Student Engagement Staff and seeks to educate, advise and counsel students on acquiring individual life skills, leadership skills, and to promote organizational development within student groups. RSO students are encouraged to meet with Casey anytime to discuss any problems or ask any questions. She is located in Student Union 416 and can be reached by email at cgaw@umass.edu or by phone at [617-545-8173](tel:617-545-8173). Walk-ins are also always welcome!

Facilities

Facility risks are those things that may prevent event from being held (weather, fire code, etc) or cause property damage. If your event or activity is held outside, it's important to have a rain location or another date reserved in case of poor weather conditions. It is also important to pick an appropriate venue for the nature of your event as to prevent any damage to the facility and thus incur maintenance fees. –include a list of facilities according to the type of the event. Ex: SUB, CCA, Mullins Ice Arena, Athletic Field Space, Academic rooms, etc.

Mitigating Risk

There are several ways to mitigate risk but the basics of risk management come down to a cyclical process. Assess, Evaluate, Manage, and Measure. Managing risk is not an end product rather, it's a constant process. First the organization needs to create a **measurement** of risk. Determine what is considered risky and what is not. If the organization has issues with this measurement, SA&I staff members will be happy to assist with this process. With any event or activity put on by the organization the organizers should always **assess** the risk involved. Next **evaluate** how risky the different components of the event are. Finally determine how to **manage** and eliminate risks.

Events and activities are one of the most important aspects for registered student organizations at UMass in creating a community, providing leadership development opportunities for members, and sending a message about what the organization values. There are just as many different types of registered student organizations on the UMass campus, as there are a variety of events that registered student organizations and their members may host or attend throughout the year. Each event offers unique opportunities and challenges. Therefore, it is important for registered student organizations and their members to plan carefully for any potential risk; consider how the event may reflect on the organization; and utilize the many resources available for planning assistance when hosting events on or off-campus.

Hazing

Hazing is a serious infraction of university regulations. The potential for hazing typically arises as part of a student's introduction to or initiation in an organization (fraternity, sorority, athletic team, or other group) in which there is often a perceived or real power differential between members of the organization and those newly joining it.

University Hazing Policy

All students are subject to the following act of the Massachusetts Legislature (General Court) which makes hazing a crime. Action may be initiated for alleged violation(s) of this act under applicable sections of the Code of Student Conduct. Students may also be subject to lawsuits by victims of hazing.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

Definition

The term "hazing" as used in this section and in sections eighteen and nineteen, shall mean any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor, beverage, drug, or other substance, or any other brutal treatment or

forced physical activity which is likely to adversely affect the physical health or safety of any such student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.

Notwithstanding any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under this action.

Penalty

Whoever is a principal organizer or participant in the crime of hazing, as defined herein, shall be punished by a fine of not more than three thousand dollars or by imprisonment in a house of correction for not more than one year, or both such fine and imprisonment.

Duty to report

Whoever knows that another person is the victim of hazing as defined in section seventeen and is at the scene of such crime shall, to the extent that such person can do so without danger or peril to him/herself or others, report such crime to an appropriate law enforcement official as soon as reasonably practicable. Whoever fails to report such crime shall be punished by a fine of not more than one thousand dollars.

Notice

Each institution of secondary education and each public and private institution of post secondary education shall issue to every student group, student team or student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an unaffiliated student group, student team or student organization, a copy of this section and sections seventeen and eighteen; provided, however, that an institution's compliance with this section's requirements that an institution issue copies of this section and sections seventeen and eighteen to un-affiliated student groups, teams or organizations shall not constitute evidence of the institution's recognition or endorsement of said unaffiliated student groups, teams or organizations.

Levels of Hazing

Hazing activities and situations include, but are not limited to:

Level I

- Marching in line
- Road trips
- Wearing apparel which is conspicuous and not normally in good taste, and/or inappropriate for the time of year
- Calisthenics
- Line-ups
- Pledge/signature books
- Periods of silence
- Standing for a length of time
- Personal servitude
- Activities that would not normally constitute hazing but because of time, place, or manner make them inappropriate

Level II

- Sleep deprivation or interruption of consecutive sleep hours

- Expected or forced consumption of food, drink (including alcohol), or other substance
- Acts of humiliation or degradation (including streaking or wearing degrading or humiliating apparel)
- Restrictions on eating or bathing
- Acts that disrupt academic instruction or learning of others
- Interruption of or interference with academic commitments

Level III

- Branding
- Paddling in any form
- Compromising (sexual) situations

Any individual or group found responsible for hazing will be subject to sanctions outlined in the disciplinary process, including, but not limited to: disciplinary probation, social suspension, suspension of charter, restrictions on member recruitment and/or group activity, removal of the individual from the group, loss of housing privileges, suspension, and/or expulsion. Sanctioning will increase with the level of violation and any previous hazing violations. (Levels of violation listed above are guidelines only and may change given particular circumstances of a violation.) Acts or potential acts of hazing may be reported to the Dean of Students Office (413-545-2684) or UMass Police (911 or 413-545-2121). You can also discuss hazing or potential hazing with your SA&I Advisor.

Alternatives to Hazing

In general, groups should design new member activities that focus on the mission, purpose and function of the organization. If an activity doesn't reflect favorably on the reason the group exists then another activity should be used. Commitment and dedication to the group's values and purposes will come from actually engaging in activities that promote those values and purposes.

- Ropes/Challenge Course
- Intramural sports through Campus Recreation
- Attend UMass sporting events
- Do a hands-on service project for the elderly, children, etc.
- Attend campus special events (plays, concerts, lectures) as a group
- Invite alumni to campus for Homecoming activities
- Educational programming regarding the history of the group and/or the University
- Movie Night
- Group Dinners
- Community, campus or facility beautification projects (adopt a road, habitat for humanity)
- Participate in a mentoring program

(Adapted from the University of Michigan's "See through the Haze" publication)

For more information about the University Hazing Policy please read the Code of Student Conduct:

http://www.umass.edu/dean_students/sites/default/files/documents/2014-2015%20Code%20of%20Student%20Conduct.pdf

Recruitment

Recruitment refers to the process of contacting, screening and selecting qualified members for an organization. A few well-known ways to recruit are:

Word of mouth: one of the best ways to recruit members.

- Have your RSO members pass on information about your organization; people are more likely to join if they already know at least one member.

Advertise: a great way for RSOs to catch the attention of new members.

- Through Campus Pulse
- Through social media
- Through tabling in the Campus Center Concourse
- At the Activities Expo

Event Recruiting: works to create a larger membership base.

- At your events, whether on or off campus, try to encourage new people to join your club
- Provide easily accessible information about your organization at events

Running Effective Meetings

Before the meeting:

- Define the purpose of the meeting
- Develop an agenda with the officers and advisor
- Choose an appropriate meeting time and length
- Choose a location that is easily accessible for all members
- Advertise the time and place of the meeting to your members

During the meeting:

- Greet members and make them feel welcome
- Start on time and end on time
- Review and follow the agenda and set priorities for the meeting
- Encourage group discussion and feedback
- If non-agenda issues/questions threaten your timeline, note them down for the next meeting's agenda
- Keep minutes of the meeting in case a question or problem arises
- Summarize the accomplishments of the meeting and end on a unifying or positive note

After the meeting:

- Send minutes of the meeting to all group members in case a question or problem arises
- Discuss any problems that came up during the meeting and brainstorm ways to approach them
- Put unfinished business on the agenda for the next meeting

Managing Conflict

The 8 essential steps to conflict resolution

1. Create an effective atmosphere
2. Clarify perceptions of the conflict
 - a. What is everyone's perception of the conflict? Is it relevant?
3. Focus on individual and shared needs
4. Build shared positive power

- a. Seek to promote the constructive capabilities of all parties involved in the conflict
5. Look to the future, learn from the past
 - a. Use the past to see what might have gone wrong and focus on the present and future to act on the realization of the past
6. Generate options
 - a. All parties must creatively suggest and imagine a wide range of ways to resolve the conflict.
7. Develop achievable action steps

Action steps should

 - a. Stand a good chance of being accomplished
 - b. Not favor one party at the expense of other parties
 - c. Meet both shared and individual needs
 - d. Require the participation of all parties involved
8. Make mutually beneficial agreements
 - a. Mutually beneficial agreements must be built on clarified perceptions of the conflict, the parties involved in the conflict, and the specific steps each party has agreed to take to improve the relationship.

Delegation

Delegation (or passing down) is the sharing of authority and responsibility to another person (normally from a manager to the person they supervise) to carry out specific activities. It is one of the core concepts of leadership. However the person who delegated the work remains accountable for the outcome of the delegated work. Delegation empowers another person to make decisions, i.e. it is a shift of decision-making authority from one organizational level to a lower one. Delegation, if properly done, is not abdication. The opposite of effective delegation is micromanagement, where a manager provides too much input, direction, and review of delegated work. In general, delegation is good and can save money and time, help in building skills, and motivate people. Poor delegation, on the other hand, might cause frustration and confusion to all the involved parties

When should you delegate?

Ask yourself 4 questions:

1. Does the task provide an opportunity to help someone grow and develop skills?
2. Is this a task that will happen again in the future?
3. Is there enough time to delegate the task effectively?
4. Is this a task that needs to be done by you?

How should you delegate?

- Clearly articulate the desired outcome
- Clearly identify constraints and boundaries
- If possible, include other members in the delegation process
- Match the amount of responsibility with the amount of authority
- Establish and maintain reporting structure and control

Leadership Transitioning

In order to ensure the continued success of your RSO it is important for the transition between new and old leadership to go smoothly. RSOs often fail because there was no communication between leaders, or because old leaders left the RSO rapidly and without passing on important information. For an effective transition process your RSO should do the following:

- New leadership should be elected by April 1st
- Once new leaders are elected, have a transition meeting with both the old and new leaders
- Old and new leaders should meet with your SA&I advisor to establish a strong working relationship
- Old leaders should explain Campus Pulse to the new leaders
- Old leaders should orient new leaders to the resources used in the past
- Old leaders should work with the new leaders on the RSO budget for the upcoming year
- Old leaders should create a binder that includes files, documents and acquired wisdom concerning the topics above, which will be helpful to the new leaders. If the binder is a “cyber binder” on Campus Pulse, it will always be easily locatable and available to the organization, and changes to it can be made easily.

Teambuilding

There are many different ways to build a cohesive team. By being intentional about teambuilding exercises and hosting a proper facilitation, organizations will be able to see tangible results quickly. It is important to set realistic expectations relative to the size of your organization. It is more likely a group of seven will be able to find a team identity quicker than a group of 25. Here are a few things to keep in mind when you are thinking about teambuilding activities.

- Host retreats where members can get to know each other, set expectations, and create goals for the academic year
- Members will feel more connected to your organization if they know other members
- Formal team building activities can help members get to know one another. Informal get-togethers, outside of your regular RSO meetings are also a good way for members to get to know each other.
- Set goals for your group with the entire group if it is small enough.
- If your organization is large, set goals with your executive board for the entire group

Online Presence

University IT Guidelines

It is the policy of the University of Massachusetts Amherst to maintain access for its community to local, national, and international sources of information and to provide an atmosphere that encourages the free exchange of ideas and sharing of information. Access to this environment and the University's information technology resources is a privilege and must be treated with the highest standard of ethics.

The University expects all members of the community to use computing, data, and information technology resources in a responsible manner, respecting the public trust through which these resources have been provided, the rights and privacy of others, the integrity of facilities and controls, state and Federal laws, and University policies and standards.

Students can find the policies here: <http://www.umass.edu/it/policies>

Campus Pulse

Campus Pulse is an online tool used for recruitment, information, event planning and documentation.

Student Activities and SGA require that all RSOs use and maintain a page on the Campus Pulse network. Campus Pulse may be used by Student Activities and the Student Government when it is time to allocate funds to RSOs.

Domain Names and Websites

Public facing, informational Web sites for departments, administrative offices, and other official campus organizations can be hosted on the www.umass.edu server.

University Web sites are stored on University Web servers and are created by colleges, schools, departments, or other administrative offices for University business. Sites hosted on www.umass.edu are intended for general public informational use, and conform to the University's Web identity guidelines.

If you need to set up a new Registered Student Organization (RSO) Web site or obtain the login information for an existing site, contact Melinda Nielsen, mnielsen@stuaf.umass.edu, 413-577-2305.

Web Site Options

Classic HTML-based Sites

IT provides hosting for traditional HTML-based sites for Web pages that do not require the advanced features provided by a Web content management system, like Drupal. This service is also recommended for groups on campus who do not have dedicated resources available to support their Web site.

Drupal Web Content Management Sites

IT, in collaboration with University Relations, provides a Drupal-based Web content management service to groups hosting their Web sites on www.umass.edu.

Facebook

RSOs are encouraged to use Facebook as a promotional tool. Facebook is also a good way to communicate with RSO members and advertise RSO events. It is important to remember that an RSO Facebook page not only represents the RSO but also the university. Inappropriate images and/or use of university logos can lead to disciplinary actions.

Twitter

Twitter is another vital promotional tool that RSOs can use, where you can create surveys; send out immediate and simple updates of your RSO events or meetings. Again, it is important to remember that an RSO Twitter page does not only represents the RSO but also the university. Inappropriate images, language, and/or use of university logos can lead to disciplinary actions.

Other

There are a number of social media tools that can be great resources for RSOs. It is up to your RSO to decide which social media outlets, if any, are going to be the most useful for your organization. Facebook or Twitter may be your preferred options but Instagram, Google+, LinkedIn, and even Snapchat are also viable options to promote your RSO. If you have questions about using social media sites to promote your RSO please meet with an SA&I advisor.

Section 4: Finances

As a Registered Student Organization you have been recognized by the Student Government Association and the University. This means that you now represent the University and you are eligible to receive

financial support from the SGA and the University. As an RSO within the university system you receive a unique account numbers that are specifically related to your RSO. This information is entered into the UMass Amherst system as well as the UMass system as a whole. In order to use RSO funds you will need to know your specific RSO information as well as how to use the UMass purchasing system.

Department ID Number

Each Recognized Student Organization is given a unique 10 digit number that is used to identify the organization. Your RSO department ID number will be used when you reserve space, make financial transactions or conduct any kind of RSO business. Your RSO department ID number can be found on your RSO Campus Pulse page by officers of your RSO.

Accounts

Registered Student Organizations are also given two university accounts. Your RSO must use these two accounts and only these two accounts for group funds; outside accounts are not allowed.

Each RSO is assigned a Fee account and a Revenue account. Each RSO account has a unique 6 digit account number, called a speedkey or speedtype, which is used to identify the exact account when you are trying to make payments or spend your RSO money. RSO forms and documents that are missing a speedkey or department ID number will not be processed by SA&I staff. Each RSO is responsible for maintaining its own "books", or records of its financial transactions. The monthly account statements can be found on the University financial software Summit, similar to viewing an online bank statement. Summit should not be relied upon to govern the day-to-day activities of your group - your own records should be much more current

Fee Account

Fee money comes from the mandatory activities fee that each UMass undergraduate student pays. Fee money is allocated as an annual budget from the SGA Ways and Means Committee or as emergency funds from the SGA Finance Committee. Fee money is allocated yearly by the Ways and Means Committee and is available for use after July 1st.

Fee Accounts are separated from Revenue Accounts in order to monitor how RSOs spend their fee money. **Fee money cannot be transferred to Revenue Accounts.**

Fee money is allocated in specific budget categories and for certain purposes. It is your responsibility to spend the money responsibly and according to the purpose for which it was allocated.

Unspent funds in the Fee Account at the end of the fiscal year will be returned to the SGA.

Revenue Account

Revenue accounts are assigned to all RSOs and contain any money not classified as Student Activities Fee money.

Sources of revenue may include:

1. Membership dues
2. Proceeds from sales
3. Fundraising money
4. Donations
5. Grant allocations
6. Ticket sales
7. Funds from other University departments

Purchases using revenue funds should be appropriate to your RSO purpose and mission.

Revenue money carries over from one year to the next. If your RSO has \$200 in its revenue account in May, it will reflect as a \$200 balance in September.

All RSO funds are considered University funds, even though you may have raised money individually or contributed money from your own pocket. As such, spending is subject to the same policies and procedures for all University funds.

Funding

SGA Funding

Every Registered Student Organization is eligible to receive funding from the Student Government Association. The SGA is responsible for allocating a portion of the Student Activities Trust Fund to RSOs that submit qualifying budget requests. The allocation process is held during the spring semester with all decisions being finalized before the end of the academic year. Funds allocated by the SGA will be available for use at the start of the financial year, July 1st.

To apply for funding RSOs, must follow these steps:

1. Attend your Council's budget information session
2. Fill out the Budget Request Form on Campus Pulse page, according to the SGA Ways and Means committee's Funding Guideline.
3. Fill out the required RSO information about the previous year.
4. Fill out the budget information for the previous year.
5. Create a budget for the upcoming year.
6. Submit your budget application via Campus Pulse by your Council/the SGA deadline.
7. Wait to hear back regarding your allocation.

Once you receive notification of your allocation, make sure you understand how/why you were funded. If confused, reach out to the Chair of Ways and Means (sgawaysmeans@umass.edu) or your advisor. If you are still unsatisfied you may wish to appeal your budget before allocations are made final.

Signature Responsibility

All transactions of money through your RSO accounts must be initiated or approved by an officer with Signature Responsibility. Signature Responsibility is gained by taking the necessary trainings and completing the requirements presented through SA&I. Signature Responsibility requirements and trainings will be accessible starting on the first day of classes for the fall semester. All RSO Treasurers are encouraged to have Signature Responsibility. All RSO transactions should be made using your RSO accounts and students should not use personal funds to make RSO payments.

Spending RSO Money

All RSOs are expected to maintain accurate records of their financial transactions. As an officer for your RSO you should have a good understanding of your organization's finances and you should be able to answer these questions:

1. What is your RSO budget?
2. How much has the RSO spent or committed?
3. Will there be sufficient funds in the RSO accounts for upcoming events?
4. Have bills been paid?
5. Have all transfers been accounted for?

You do not want to put your RSO in a situation where you have received goods or services, only to find out that you do not have the funds or the University will not approve payment from your RSO account.

Your Student Activities (SA&I) advisor is the primary contact for approval along with the Business Center staff, but other approvals may be needed. Purchases over \$10,000 require approval from the Procurement Department while some purchases require the approval of the University attorneys or even the Vice Chancellor.

Cash purchases are absolutely prohibited; they leave no paper trail in University records and can be subject to fraudulent activities. **Do not purchase with cash!**

The University does not reimburse purchases that were made without prior approval. **You cannot reimburse RSO members, coaches, advisors or parents for purchases that they make without SA&I approval!**

There are multiple ways to make purchases from a student organization account. The type of purchase method will depend on the vendor or purchase type. Links to the necessary forms can be found on the Business Center web page, or on the Campus Links drop down on Campus Pulse.

Contracted University Vendors

The University has contracts with vendors for certain products, which means that all university departments and organizations use that vendor as the primary provider for specific products. In return, the vendor will provide lower prices and better service to the university. Contracted Vendors must be used whenever possible. Using a non-contracted vendor requires extra steps and therefore, usually takes more time to process.

SA&I and The SORC maintain a list of the types of contract purchases that RSOs commonly make. The SORC has a binder detailing this information, including contact names, addresses and other information you need when completing a purchase request. Most of these contracts include other vendors that are not located in our geographical area but nevertheless are open to your inquiries for item availability and price comparison. To get a complete list of contracts and all vendors that pertain to each, you can visit the campus procurement department web site at:

<http://www.umass.edu/procurement/commcont.html>

Purchase Request

A Purchase Request is the form that is used to start the payment process and leads to a Purchase Order. Once the Purchase Request form is completed, submitted, and approved, a Purchase Order (PO) is started. A **Purchase Order** sets aside money in your group's account for a particular purchase (or group of purchases). Once issued, a purchase order outlines the types of goods and services your organization is purchasing and commits the university/your RSO to pay the vendor. POs are subject to university and state regulations and are exempt from Massachusetts sales taxes. You may not verbally promise payment if you are purchasing with a purchase order. Once a purchase order is created, a copy will automatically be sent to the vendor by the university.

Purchase Request Process

To best understand the Purchase Request/Purchase Order process, please read the steps below:

1. Research item to be purchased and request a quote from the vendor
 - a. You may go to the Student Organization Resource Center (208 Student Union) to look up contracted vendors
2. Go to Campus Pulse and complete the "Purchase Request" form found on the Campus Links drop down on Campus Pulse

- a. Fill out the Purchase Request electronically with the appropriate information.
3. Once approved and created, an electronic copy of the Purchase Order will be emailed to the vendor
 - a. Approximately 3 business days later
 - b. **Vendor must receive PO before creating merchandise**
4. Merchandise is shipped to Student Organization Resource Center
 - a. **Must be shipped with an invoice**
5. Student sends the invoice to Account Specialist to be paid
 - a. **Vendor may not receive payment for 3-4 weeks after invoice has been submitted**

****For a Purchase Order that is \$10,000 or more, you will need to request 3 quotes from 3 different approved University vendors before filling out a Purchase Request form. The PO will also take a few more days to process because of the need for approval by Procurement.****

SASP Card

Staff members in the Business Center Office have Student Activities Student Purchasing (SASP) credit cards for student organizations to use. A **SASP Card** is a MasterCard you can use for purchases **under \$1000**. When purchasing using a SASP card, the vendor does NOT have to be a contracted vendor by the University. This card may be used for an online purchase (online purchases can only be done in the Business Center office) or you may temporarily check out the card to make a purchase at a store off campus.

SASP Card Process

To best understand the Purchase Request/SASP Card process, please read the steps below:

1. Research item to be purchased and fill out SASP Request form on the Campus Links drop down on Campus Pulse
2. Once the request is approved by the group's advisor:
 - a. Make appointment, through The SORC, for group member picking up card to meet with Account Specialist
 - i. Group member picking up card does not have to be member who filled out the form
3. Meet with Account Specialist on the day you plan to pick up the SASP Card
4. Use SASP Card
5. Bring back SASP Card and itemized receipt(s) by the time and date specified by the Account Specialist

****Late returns of SASP Card will result in charges assessed to your RSO. Misuse may result in penalties to individual or RSO****

Reimbursements

Students, parents, alums, or coaches who make purchases on behalf of the organization **will NOT** be reimbursed. We have no way of knowing that the student is making purchases allowable by the University and is following University policies. T-shirts, mugs, towels, or any paraphernalia purchased on behalf of the student organization must use an approved licensed vendor. SA&I has systems in place to make any and all purchases that your RSO should need, some purchases take longer than others but the

SA&I staff will work with you to help you buy what you need, when you need it. If you have any questions about this, you should contact the Student Organization Resource Center or your SA&I advisor.

Internal Recharge

This method of payment is used for internal purchases of the University. Purchases from the dining services for last minute drinks for an event or Physical Plant supervision and maintenance would be the most appropriate time to use the IR form. The student will need an SA&I staff member to sign off on the IR form prior to making any purchase. Students must then get a copy of the receipt or invoice to turn back in to SA&I.

Transfer

Organizations have the ability to transfer money from one RSO account to another for co-sponsorships or payment for services. Transfer forms can be found on Campus Pulse on the Business Center Office page.

Contracts

If an RSO wishes to have the services of an outside professional that will be charged to the RSO accounts a **Contract Request for Personal Service** must be completed. All paperwork must be completed and submitted prior to service being provided. You may be asked to provide a Certificate of Insurance, if so see your SA&I advisor.

To complete a Contract Request you will need to meet with your SA&I advisor and provide the following information:

- Vendor's personal contact information	- Event information	- RSO information
<ul style="list-style-type: none">• Vendor name• Vendor address• Vendor telephone number• Vendor email	<ul style="list-style-type: none">• Event name• Event date• Event location• Payment amount to vendor	<ul style="list-style-type: none">• RSO name• RSO Department ID• RSO account and speed key• Account balance

A contract is a binding agreement between two or more persons or parties. When your organization votes to sponsor a professional performer or lecturer, it is important for you to know that a contractual agreement must be made between the University and the performer's representative. As students, you do not have the authority to formally negotiate contracts either VERBALLY or in written form. Your organization is part of the University, and therefore the University is the legally responsible party for any formal contract. You must make an appointment with your SAI Advisor to follow through with the process. Your advisor must initiate contract negotiations a MINIMUM of six weeks in advance of the date scheduled for appearance.

Travel

Travel forms are used when student organizations go on organization sponsored trips such as retreats, competitions, or conferences. They are also used for off-campus dinners, banquets, and venue rentals, as well as Field Trip Services bus/golf cart requests. A Travel form acts similar to a Purchase Request or a SASP Request and will be used to make ALL payments for the RSO trip

In order to finalize travel arrangements for your trip, you must first meet with your SA&I advisor and let him/her know where you are traveling and what you will need to pay for.

The Travel Form must be submitted digitally via Campus Pulse. Once submitted, the Travel Form is downloaded by the Travel Coordinator, who forwards it, along with all the attached documents, to your advisor for approval. Once your form is approved by your advisor, you will receive a notification via Campus Pulse that your Travel form is ready for processing. The Travel Coordinator will be in touch about payment procedures and appointments. Please note, depending on the complexity of your trip, you may not receive a call until the week of your trip.

Make sure that you hand in your travel form in a timely manner. Forms should be submitted 2 weeks prior to the due date of your first payment. This ensures enough time for approvals, processing, and booking appointments. There is also a limited number of travel cards available for each weekend. Since these are first come, first served, an early submission offers greater likelihood of travel card availability.

Purchasing Equipment

Purchases over \$10,000

For a Purchase Order that is \$10,000 or more, you will need to request 3 quotes from 3 different approved University vendors before filling out a Purchase Request form. You will also need to complete a Sole Source form showing why you are making a purchase over \$10,000. You should meet with your SA&I advisor to discuss the purchase and necessary documentation and forms. POs will also take a few more days to process because of the need of procurements approval

Fundraising and Donations

The keys to fundraising are creativity and hard work. We encourage you to be creative and look for ideas that are unique to your organization. Work with your SA&I advisor BEFORE you do any fundraising activity. You will need to go over your finances and discuss the viability of your fundraiser prior to starting it. Some fundraisers such as raffles and bake sales have specific permitting requirements. Since your SA&I advisor is familiar with all of the campus requirements, he or she will be able to help you get started on the right foot.

Fundraising Ideas Include:

1. Collecting membership dues
2. Sales on campus center concourse
 - a. Bake sale (requires a permit from EH&S)
 - b. Theme sale
 - c. T-shirt sale
 - d. Raffle (need permit for this from the town hall)
3. Stadium or Arena Clean-Ups
 - a. Mullins Center
 - b. McGuirk Alumni Stadium
4. Donations from parents, friends or Alumni
5. Crowd Sourcing using *MinuteFund*: The MinuteFund is a university sponsored crowdfunding website that students, faculty and staff can use free of charge; 100% of the funds you raise will go directly to your project! Student groups such as UMass Habitat for Humanity, UMass NASA Student Launch Team, UMass Roller Hockey, Extravaganja, Men's Rugby, and Engineers without Borders have used the MinuteFund to raise between \$1,000 and \$7,000+. To inquire about starting a MinuteFund project, email stephanief@admin.umass.edu or knavin@admin.umass.edu.

****Please note that door to door sales are not permitted in the Residence Halls as there is a no solicitation policy on campus. And ALL FUNDRAISERS must be discussed and approved by your Student Activities and Involvement Advisor before you begin. Any violation of this policy may result in disciplinary action by the Dean of Students.****

Grants

Available On-Campus Grants Include:

1. The Engage, Connect, Serve and Achieve Grant (ECSA) provides funding to student organizations and student affairs departments for events and programs that enhance the co-curricular experience at UMass Amherst. Students can find the ECSA grant application on Campus Pulse on the ECSA Grant profile – under documents tab, see ECSA Grant guidelines, deadlines, and assistance documents. For questions, students can email to ecsagrants@stuaf.umass.edu
2. Arts Council Grant
 - a. Awarded to groups for arts-related events such as music, dance and theater productions. To learn about the grant's guidelines and deadlines you can visit the Fine arts Center website.

If you are planning on submitting a grant, please contact your SA&I advisor. She/he will walk you through the process for submitting a grant. When you have completed the written part of your grant, your advisor must approve the grant before submission.

If you receive a grant, the money will be transferred into your RSO Revenue Account, however all grants are meant for specific events or projects. Grants may not be used for non-specified or other RSO expenses.

Cash Handling

Cash or checks from fundraisers or RSO dues payments from members must be collected following University guidelines, which have been established to ensure that assets are protected and properly and accounted for. In particular:

- Checks should be made out to: The University of Massachusetts/the Name of your RSO.
- Funds should be deposited promptly into your RSO revenue account, and never held in outside bank accounts or petty cash funds. University guidelines call for daily deposits; even small amounts of cash or checks should not be held for more than a few days.
- Use common sense when handling cash and checks. Funds should never be left unattended or in an unlocked location. For overnight storage before a deposit can be made, see your SA&I advisor or an account specialist. If you need an escort when carrying large amounts of cash, you may contact Public Safety at **413-545-2121**
- Keep records of all funds collected, including date, amount, payer, and purpose. Issue receipts when receiving cash. Receipt books are available free of charge from your account specialist. Make sure to issue dated receipts to RSO members that make dues payments in cash – receipts are the only proof that members have made payments.
- Ensure that there are checks and balances among members of your organization so that all receipts are accounted for and properly deposited. Individuals collecting funds should not make the deposit, but pass the money and records to another member to verify the receipts and make the deposit. Get a receipt yourself if you are passing funds on to another. Treasurers should check Summit transactions to ensure that funds have been correctly deposited, and group members should ask for periodic financial reports from the treasurer.
- Please report any discrepancies or losses immediately to SA&I.

Deposits

In order to deposit funds, you will need the assistance of one of the staff members in the Business Center office.

You must use the deposit form at the deposit work station in room 430 Student Union. Their office hours are from 8:30AM to 5:00PM, from Monday through Friday. This is an electronic form that you will only be able access on this computer. You will bring all of your cash and checks to that location for assistance in preparing a required deposit slip. Step by step instructions on how to complete the required deposit slip are as follows:

1. Enter your **RSO Name** next to the "Group Name" field
2. Enter the person responsible for the deposit next to the "Depositor" field
3. Enter the cash breakdown
 - a. This is the total amount of cash by each unit of money
 - b. The total field calculates for you
4. Under the "Department Notes" field, list the checks received
 - a. For Checks: List the name on the upper left corner of the check and the amount
 - b. The business office staff will show you how to stamp the checks front, and back.
5. Under the "Tender Breakdown" field, please confirm that the total is the amount that you wish to deposit. This total must equal the total in the Accounting Area.
6. Accounting Area
 - a. Enter the **Speed Type** in this section. This is a six digit code for your group's revenue fund
 - b. Enter the six digits **Account Code** that defines the type of revenue you are putting into your fund. An account specialist will assist you in finding this code at the workstation
 - c. The **Fund** is already there for you
 - d. Enter your **Dept ID** which is a specific ID for your group. It begins with A7 for undergraduate, and A3 for graduates.
 - e. Keep the Project/Grant and Class section blank
 - f. Enter the **Amount** of funds for the specific revenue category line item
 - g. Confirm that the Total Deposit matches the amount of funds you just entered.
 - i. This should be automatically calculated for you
7. Under the "Description" section, please provide a short description, which will show on your account statements, which defines what the funds were received for. Note that only 25 characters will be allowed in this field.

After completion of the deposit slip, please have an Account Specialist review your deposit form. You will need to print out 3 copies, one of which is for your club records. The other two deposit slips, along with the cash and checks, are to be delivered to the Cashiers Office which is located at the bottom floor of the Campus Center. Their hours are from 8:30AM to 3:00PM from Monday, through Friday. You will NOT be given a receipt for this deposit so it is important to keep a copy of your deposit slip. This slip will also help you verify that the recorded amount is posted in your revenue account. The deposit will usually appear in Summit within 2-3 business days.

****Make sure you deposit your revenue on the following business day of an event or ASAP. Students should NOT hold on to cash or checks for more than 1 business day****

Budgeting

RSO Treasurers are frequently asked questions such as the following: *Are we meeting our budget? Do we have enough cash? What is the budget for this event or trip?* These questions are posed by other officers, RSO members, advisors examining the organization's progress, or Business Center staff members reviewing the internal financial statements in an attempt to answer all of the other questions related to budgeting and the organization's financial well-being.

The ability to budget effectively is crucial to maintaining a successful RSO. An effective budget should accomplish the following:

- Provide a framework for decision making. An effective budget assists officers in choosing between multiple events or projects. Treasurers should be allocating funds and resources to the projects highlighted in the budget.
- Inform the officers and the members what the financial goals are for the year ahead. Budgets are excellent communication tools.
- Monitor the financial activity of the organization. On a monthly basis Treasurers should compare actual income and expenses to their budgets to ensure that spending is in line with revenues. If expenses exceed revenues then steps can be taken to prevent financial losses including reduced spending. If income exceeds expenses then the officers can determine an appropriate use for the excess funds.
- Identify fraud by determining unusual gaps between planned spending and actual expenses.
- Assist the organization's plan for large events or purchases. A comprehensive budget will set the organization's financial goals for the year in order to fund designated projects.

RSO Treasurers and the e-board members should carefully prepare and track budgets to ensure that the organization is staying on track with its mission and vision.

Budgets are made up of general guidelines to outline expenses of an RSO. Student Activities and the Business Center Office do not have individual RSO budgets; rather they can offer organizations their balance, which informs the budget.

How to Create a Budget

So, how do you make a budget? There are numerous charts and software and all kinds of things that you can buy to help you. They're all fine, but all that you really need is a notebook, a pencil, and a small calculator. Once you have these tools, sit down and list everything that you spend money on in a month. Everything! You need to know exactly where your money is going, every penny of it. This may take more than one sitting, because you may have to track your expenditures for awhile, possibly a whole semester. Keep copies of all of your receipts.

Once you're aware of what you're spending your money on, you'll be able to put it down on paper. Make columns on your paper and label them with the different categories of your spending, i.e. referee payment, catering payment, coaching, gas, hotels, and so forth. Make a column for everything. Minor expenditures can be combined into a "miscellaneous spending" column. You're probably already surprised at the amount of money that your RSO spends. Allocate your available funds to cover your necessary bills first. As they're paid, keep track of them on your budget sheet.

Often times the previous year's executive board will apply for the annual budget and not transition properly so the current executive board knows what the money was allocated for. Again, SGA is likely to audit organizations that receive the annual budget, so it is imperative that your organization spends money only on what was allocated by line item. Approved line item budgets can be found on the annual budget page of SOFC's website.

Section 5: Event Planning and Programming Guide

Why program?

Events are a great way to showcase student organizations. Programming events provides an outlet for creativity and experiences to complement or supplement the classroom experience. Programming

events can provide a different avenue to experience culture, politics, recreation, and art. They build community and encourage collaborations. They range from academically focused and philanthropic to social gatherings, sporting events, and political discourse. Whatever the occasion, well-planned events can contribute greatly to the daily life of the UMass community.

Event Planning and Management

Students and student organizations may host events any time during the academic year, except during reading period, exams, and new student orientation, unless authorized by Student Activities and Involvement. The university reserves the right to withhold event hosting privileges if proper advance arrangements are not secured.

All RSO activities (everything from meetings to practices and dances to tournaments) require some event planning. An important step in planning an RSO event is to create the event in Campus Pulse, which will then be reviewed by SAI staff. Once you have put the information into Campus Pulse, notification will be sent to SAI staff who will review the event. Some programs will require that you meet with an Events Consultant (ECO). ECOs are students who are involved in campus organizations and have planned many events themselves. Other events may require that you meet with your SAI advisor to discuss aspects like logistics, contracts or food.

Once the particulars of the program have been set, you and other members of the club will work on some aspects while SAI staff will make other arrangements for the organization. Any questions about event planning and the use of Campus Pulse can be directed to either staff in the Student Organization Resource Center or to your SAI Advisor.

The following common elements will be required in nearly every event you plan:

- **Vision** – Ideally, what would you like the program to include?
- **Goals and Objectives** – What are you trying to achieve? How do you want people to feel when they leave? What do you want group members to learn?
- **Collaboration** – Would you want to host this event with another RSO? Split costs with another RSO?
- **Site Selection** – Pick a site and an alternative just in case.
- **Participants/Attendees** – Who is the intended audience? Where can you find them? Who else might enjoy your event?
- **Promotion** – What media should you use to reach your intended audience? Make sure to tell them who, what, where and when.
- **Agenda** – This is the detailed outline of the event. Your agenda should cover everything from hours before the event to clean-up after the event.
- **Budget** – A budget is required by the Student Activities and Involvement. How are you paying for the event? What are all the costs involved – publicity, food, logistics, and performers?
- **Timeline** – When must tasks be done so that the entire program will be done on time?
- **Food and Beverage** – Will your event require food and beverages?
- **Transportation** – Will you need to transport RSO members to the event? Do you have a speaker who needs to get to the event?

- **Staffing** – How many organizational members do you need to set up? How many people do you need to run the event? How many people do you need to clean up? How will you thank them after?

It is important that you define what your RSO wants to achieve, what your vision encompasses, and commit your intentions to paper. You do this by defining your goals and objectives, setting financial goals/limits, and identifying your participants. You should begin to envision how the event will look and feel early on in the process.

The most efficient and effective way to create your defined vision is to hold a planning session with your RSO members and begin generating attainable goals and measurable objectives. After the vision is determined you can create committees, assign roles, responsibilities and tasks. Time spent planning in the early stages will result in things running smoothly later on. Meet with your SA&I Advisor or an ECO when you have questions.

Target Audience

It is important that the student organization always keeps the target audience in mind. Be realistic in setting this audience. Just because an event is open to the entire student body, doesn't mean that "entire student body" is the target audience. The organization should ask itself, "Who would be interested in going to this event?" and "How do we get these students to our event?"

Marketing

Marketing and publicity material is imperative to promote your event. The material you create will provide information about the event and how to become a participant. Your material can be a poster, party invitation, full-color brochure, one-page flyer, radio spot, newspaper ad, or all of the above. The one thing you must do is create an event on Campus Pulse. The goal of all marketing should be to get your message out to as many people as possible.

Other Marketing tools

UMass Calendar

This is a great tool that RSOs can use in order to promote their event, because this calendar is visited by faculty, staff, students and community members who are trying to see what there is to do in the valley for the weekend. You can submit your event into the UMass Events calendar – www.umass.edu/events - by login in with your Net ID and fill out the request with all the information about your event.

Your marketing cost should be approximately 10% of your budget. It is important that you weigh the benefits of advertising dollars versus memorable amenities. Do you really need the four-page full color brochure or would you rather spend the money on something special for the event? Campus Pulse and word of mouth are the least risky and most effective means of promotion. They are free and require very little time. All RSO members should be involved in publicizing information about RSO events. **"Dorm Storming" is not allowed, if you wish to market in residence halls you must contact Residence Life and they will distribute your material. Any violation of this policy may lead to disciplinary action from the Dean of Students.**

Timing

Finding the appropriate timing is two-fold. First the organization needs to see what other events are happening during their proposed event. If its homecoming weekend, a basketball night, or just other programs going on, the organization should think critically about the timing of the event. Once a date

has been confirmed, the organization needs to evaluate if the event is far enough ahead to plan and execute a successful program. Things to consider include: personal schedules (midterms, finals, travel), applying for funding and purchasing supplies, coordinating with venue, coordinating with catering, coordinating with speaker(s), executing publicity plan, etc.

Venues

Factors that will influence the venue will be **anticipated size of the audience** (again, just because it's open to everybody, doesn't mean that everybody will show up), **type of event** (speaker, dance performance, panel, social), and **availability**.

Space at UMass is in high demand and programming space is limited. RSOs compete for the use of space with other student groups, academic departments, athletic teams, and outside organizations. Request space as early as possible – in some cases space can be requested up to a year in advance. Cancelling space or not using it can result in loss of the space in the future and/or a fee charged to your RSO.

On Campus Venues

Catering Spaces (only reservable for UMass-catered events):

1. Marriott Center (Campus Center 11th floor)
2. Hadley Room (Campus Center 10th floor)
3. Amherst Room (Campus Center 10th floor)

Food is always required for events in catering spaces. Eligible events are Dinners, Banquets, and Receptions. Non-refundable deposits are required for holding these spaces.

Cultural Center Spaces:

1. Josephine White Eagle Cultural Center
2. Latin American Cultural Center
3. Malcolm X Cultural Center
4. Yuri Kochiyama Cultural Center

Cultural centers are community spaces. While they are available to use for events, meetings and activities, preference is given to groups that are actively part of those cultural communities.

Academic Space

Academic space includes any space used for academic course work or instruction. Academic space is reserved for use by faculty members first and may only be released for RSO use 24-48 hours before requested dates. All reservations requests for academic space should go through Campus Pulse.

Large Spaces for Banquets and Socials:

1. Student Union Ballroom
2. Campus Center Auditorium
3. Student Union Commonwealth Room (Earthfoods)
4. Mullins Center Massachusetts Room
5. Fine Arts Center Lobby
6. Curry Hicks Cage
7. Mullins Center

Large Spaces for Films and Lectures:

1. Student Union Ballroom
4. Fine Arts Center Concert Hall

2. Campus Center Auditorium
3. Academic Auditoria (ex. Thompson 104)

5. Bowker Auditorium
6. Curry Hicks Cage

Smaller Spaces for Lectures, Socials, Films:

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Campus Center Meeting Rooms 2. Academic Auditoria and Classrooms 3. Cape Code Lounge | <ol style="list-style-type: none"> 4. Fine Arts Center Lobby 5. Massachusetts Room |
|---|--|

Outdoor Spaces:

Outdoor Space includes lawns, such as the Library, Metawampe, and Pond Lawns; residential quad areas and routes for runs, walks and bicycle races. Athletic fields are considered Athletic Space not Outdoor Space.

Sports and Recreation Spaces:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Boyden Gymnasium 2. Boyden Pool 3. Boyden Squash Courts 4. Rec Center Gymnasium 5. Athletic Field Space <ol style="list-style-type: none"> a. Garber b. Boyden | <ol style="list-style-type: none"> 6. Curry Hicks Cage 7. Totman Pool 8. Mullins Ice Arena 9. Rec Center Activity Rooms 10. Southwest Basketball Courts c. Gladchuck d. Football Stadium |
|--|---|

Anytime an RSO has reserved a facility, it should be used. If an RSO cancels any event, an officer should contact their SA&I Advisor no later than 24 hours, and be aware that the group might still have to pay the bill. **RSOs are responsible for overseeing the set-up and cleanup of all sites.**

Misuse of equipment and facilities, as well as inappropriate conduct and actions while participating in any RSO related activity, may jeopardize the RSO’s status. Any RSOs using a facility are obligated to clean up after the activity and leave the facility in the same condition it was in when the activity started. Student Activities and University staff will be monitoring all facilities when appropriate. As employees of the University they have the authority to deny unauthorized persons, or persons abusing facilities or equipment access to the facility.

Alcoholic beverages are not permitted in or on University facilities. It is the RSO’s responsibility to monitor all events, including spectators, to assure that alcoholic beverages are not on site. Any violation of University policies may cause events to be delayed until the problem is corrected or cancelled if the situation is not addressed. For more information about the University Alcohol Policy please see the policy section of this handbook.

Rallies and Protests

Student Activities and Involvement supports events such as rallies and protests. We ask that RSOs work with us when planning a rally and, or, a protest, submitting your event on Campus Pulse at least 3 business days in advance. SA&I staff will be able to help you plan your events and avoid unforeseen issues with permits, timing, and security.

Picketing Code

1. All students, undergraduate and graduate, have a right to demonstrate on university premises provided, however, that no such demonstration shall be permissible which for any reason of

time, place, or type of behavior materially disrupts class work or other university business, or involves substantial disorder or invasion of the rights of others.

2. Campus buildings are for university business. Any form of demonstration that interferes with university business in office or classroom spaces is a violation of this Code.
3. Students are prohibited from blocking free entry to or free exit from buildings, interfering with free movement, or presenting obstacles to regular university activities. "Interfering with free movement" is defined as any physical denial or restriction of a person's ability to freely reach or leave a given geographical area, or harassment as defined in the Code of Student Conduct. "Obstacles" are defined as physical devices, bodies, or signs which cause interference with free movement, or sounds which prevent normal aural communication.
4. There shall be no interference with demonstrations on the grounds of content of speech, except for any speech or demonstration which incites immediate, violent action and represents a clear and present danger to the campus community, which shall be a violation of this Code.
5. No student shall intentionally and substantially interfere with the freedom of expression of another person on university premises or at university sponsored activities.
6. Failure to cease any activity in violation of this Code immediately following either written or oral notice by a university official shall also be a violation of this Code.
7. Any violation of this Code may subject a student to expulsion from the university or such lesser sanction(s) as may be deemed appropriate by the university.

Procedures for Individuals and Groups to Provide Goods and Services on Campus

The Amherst Campus Providers of Goods and Services Policy (copy available from Auxiliary Services) provides the procedures for the vending of all goods and services on campus. The purpose of the policy is to provide the campus community with reasonable controls to ensure the stability and reliability of the goods and services it receives. Further, the University must ensure that all vendors sell products and operate in a manner that complies with relevant health and safety standards and precludes campus liability issues.

The following procedures apply to individuals and groups wishing to vend goods or services on campus. If the sponsoring organization is a Registered Student Organization, authorization to vend must be obtained from the director of Campus Activities. All other sponsoring groups, organizations, clubs or individuals must obtain authorization from the Director of Auxiliary Services before offering goods or services for sale on the Amherst campus.

Off-campus events

RSO events held off-campus fall under the same guidelines as on-campus events. RSOs that hold events off campus represent the university and are expected to represent the university in the best possible manner. When planning off campus events you will face the same challenges and follow many of the same guidelines for planning on campus events. You will still need to think about your venue, target market, marketing and risk management. A few key differences when planning an off-campus event will be venue price, venue appropriateness, and risk management.

- Venue price – Using off-campus venues can often be more expensive than using on campus venues. Most off campus venues require a security deposit as well as a cost for food and beverages.
- Venue appropriateness – Many off-campus venues that can and will host RSO events are bars and restaurants. You will have to decide if it is appropriate for your RSO to hold events in such venues. Also, if you are holding an event in a bar you will need to think about your target market and if it is appropriate to exclude individuals who are not 21+.

- Risk management – Risk management for off-campus events is extremely important. Holding RSO events in venues that are open to the public, do not have proper security or are inappropriate for your RSO event can cause safety issues that do not happen on campus. Before holding your RSO event it is important to address all risk management issues with the venue management staff.

After the Event

After every event, tying up loose ends and completing any necessary paperwork are important tasks. Debriefing after the event will allow you to meet with everyone involved and review the event. This is also the point where you should make an extensive thank-you list and start showing your appreciation for any help that you receive with the event.

After every event you should create a final report for your records. This means consolidating all the event information into one place. You can use this information to track your history and plan future events. These materials will make it easier if the group decides to do the event in subsequent years. The following should be included in your report:

- Event name, dates and location
- Goals and objectives – defined vision for the event
- Number of participants
- A facility report with the number of rooms, food and beverage
- Any conclusions or information from the debriefing meeting
- Copies of all marketing materials
- Copies of all handouts and agendas
- The event timeline and checklists
- Original budget estimate
- Actual budget
- List of all volunteers and staff
- Vendor information, including phone number, key information and if you would use them again
- Copies of all invoices
- Copies of all Student Activities and Involvement paperwork

Event Planning Resources

Business Center Office

The Business office serves every single area within Student Affairs by ensuring the flow of all financial information runs smoothly and appropriately as well as supporting student organization finance. The team also manages payroll, revenue collection, invoice payments, student SASP card transactions, reimbursements and more.

Environmental Health and Safety

EHS, under the direction of the Office of the Director, provides 24/7 comprehensive safety and health services to the University community in Academic Safety & Environmental Health, Campus Safety & Fire Prevention, Emergency Preparedness & Business Continuity and Environmental & Hazardous Materials Management Services.

Auxiliary Services

Auxiliary Services provides essential services to students, faculty, and staff, contributing to the overall enhancement and quality of life of the university community.

Dining Services

- Dining Services
- University Club
- Catering
- Retail Dining

Campus Center

- Hotel
- Catering
- Conferences
- University Store

Conference Services

- Facilities

RSOs can request a meeting room on the UMass Auxiliary Services website:

<http://www.umassauxiliaryservices.com/events/events-room-request/>

Fine Arts Center

The Fine Arts Center seeks to engage and inspire the campus and regional communities in the arts through a broad array of exemplary performances, exhibitions, and educational programs.

Since its founding in 1975, the UMass Fine Arts Center has been a central force in the cultural, social and academic life of the University, the Five College campuses, and the Pioneer Valley of Western Massachusetts. The Fine Arts Center's combination of educational, visual, and performing arts programs not only makes us unique, but it also secures a very vital and necessary position for us to meet the diverse needs of scholars, faculty, students, alumni and the broader community.

Providing assistance and support at a professional level in staging, lighting, audio and design, Production Services is responsible for the operation of all Fine Arts Center performance facilities. It maintains all production inventories and equipment and supports the activities of Fine Arts Center programs.

The unit also provides production support for the Department of Music and Dance and all other University departments and programs using Fine Arts Center performance venues. In addition, it assists in the physical production and planning of University commencements, conferences, convocations and special events.

Physical Plant

UMass Physical Plant is responsible for the custodial, grounds, utilities, and building maintenance for nearly 6 million square feet of administrative, academic, and recreational space at our Amherst campus. We are a complex organization that operates successfully through the diligent efforts of our highly motivated and dedicated personnel.

To request any of the services below, please contact your Customer Service Representative or complete a service request.

- Asbestos removal
- Contracting
- Custodial services
- Event planning
 - Land use approval
 - Recycling and trash container delivery for outdoor events
 - Issuance of Dig Safe permits when needed for tents, etc.
- Maintenance & repairs
 - Walls
 - Doors
 - Windows
 - Plumbing repair/leaks/steam
 - Elevators
 - HVAC - air filters/fume hood maintenance
- Keys
 - Key request form
- Moving Services
 - Guide to Moving Services
- Pest Control
 - Control of insects, rodents, birds and other pests inside and outside buildings.
- Snow and ice removal
- Utilities
- Waste management and recycling

TIX

TIX is a non-profit operation whose primary function is to act as an outside agency for the handling of ticket sales and revenues for student-sponsored events. TIX is run and staffed through the Student Organization Resource Center located in the Student Union, room 208. TIX provides ticketmaking services, and ticket sellers to work for Registered Student Organization (RSO) events held in the Campus Center and Student Union. TIX also provide tickets for Five-College events.

Section 6: Policies

Listed below are the most relevant policies for student organizations. For the most up-to-date policies, make sure your check Campus Pulse or visit the Student Organization Resource Center.

SA&I Policies

SA&I is a dynamic organization that aims to provide exceptional services. SA&I is constantly changing with the landscape of the University and adapting to student needs and culture. That being said, internal SA&I policies are also dynamic to make the experience of student organizations and events as smooth and successful as possible. For the most up to date policies, please visit the SA&I Campus Pulse page. Students are expected to check the home page of Campus Pulse regularly to stay informed on the most up-to-date policies.

UMass Community Standards

We are in an exceptional learning environment nestled in one of the best college towns in America. By choosing UMass Amherst you have accepted all the rights and responsibilities of membership in this community. There will be many opportunities to participate in fantastic learning and co-curricular activities.

With these benefits comes the responsibility to treat each member of our community with civility and respect. As a student you are expected to maintain high standards of personal conduct and participate actively in fostering the well-being of this unique educational community. A strong community depends on respect for the rights of others, considerate behavior and good judgment.

The Code of Student Conduct helps us realize those goals and focuses our collective efforts into creating a safe living and learning environment dedicated to academic exploration and personal growth. The Code is grounded in a learning process that can result in a personal understanding of our community values. It is your responsibility to familiarize yourself with the Code and make it part of your daily life at UMass Amherst.

Solicitation and Posting Policy

This policy is incorporated into the UMass Amherst Code of Student Conduct. Violations of this policy will be subject to action as provided for under the Code. The policies and its guidelines can be found here: https://www.umass.edu/dean_students/codeofconduct

Alcoholic Beverage Policy

The goal of the University Alcoholic Beverage Policy is to promote attitudes and behaviors towards alcohol use, on and off campus, that are consistent with an atmosphere of civility, and to discourage alcohol-related behavior which is abusive to oneself or to others, within the confines of preserving the civil rights of all. In accordance with the University's commitment to provide a civil, safe, and healthful environment, confidential services, resources, treatments, and various programs encompassing education and alternatives to alcohol use must be provided to support the needs and concerns of members of the University community related to alcohol and other drugs.

General guidelines concerning the use of alcoholic beverages can be found here: https://www.umass.edu/dean_students/alcoholic-beverage-policy

COMMUNITY RESOURCES FOR ALCOHOL OR OTHER DRUG RELATED PROBLEMS

In accordance with the University's commitment to civility, services and resources are provided to support individual needs, to assist at crisis points and to provide accurate information — all related to alcohol and other drugs. Listings of resources on campus and in the community are available by calling the Dean of Students Office (413-545-2684), Center for Alcohol and Other Drug Abuse Prevention, Division of Health Education, University Health Services (413-577-5181), or the Faculty and Staff Assistance Program (413-545-0350).

Raffles, Gaming Activities and Poker Nights

A person/organization is gambling if he/she/it operates, plays, or bets at any game of chance at which any money, property, or other thing of value is bet.

Gaming events such as raffles, casino or Las Vegas nights, or poker tournaments may only be conducted by a non-profit organization (whether or not incorporated) that has been organized and actively

functioning in Massachusetts for at least two years and is one of the following:

- Veterans' organization chartered by Congress;
- Church or religious organization;
- Fraternal or fraternal benefit society, such as an Elks Club or union;
- Educational or charitable organization;
- Civic or service club; or
- Other club or organization operated exclusively for nonprofit purposes.

These groups are qualified nonprofit organization and represent limited exceptions to the general law prohibiting gambling in the Commonwealth.

A nonprofit organization that is a public charity must register with the Attorney General's Non-Profit Organizations/Public Charities Division (the "Division") under M.G.L. c. 12, s. 8E and must be in compliance with the reporting requirements of M.G.L. c. 12, s. 8F and M.G.L. c. 68, s. 19 prior to conducting a gaming event. If you do not know if your organization is a public charity, please talk to an SA&I advisor.

Raffles, in which a chance to win is sold to participants and the winner or winners are selected from the chances actually sold, are regulated by law. Whenever money is charged for the ticket or chance, the raffle can be legally operated only by a qualified nonprofit organization. The funds received must be used only for the purposes specified in the law. If no money is charged, anyone may legally operate a raffle, and businesses often do so for promotional purposes. Consumer protection laws apply to all raffles, however.

Casino or Las Vegas nights (also referred to as "bazaars") are also regulated because they offer the opportunity to play games of chance, such as roulette, craps, blackjack and poker (including Texas Hold'em) for a prize. These gaming events may be legally operated only by a qualified nonprofit organization, and the funds must be used for specified purposes. Beano or Bingo games are regulated by the Lottery Commission. For more information, visit the Lottery Commission website, or call (781) 849-5555.

All qualified nonprofit organizations conducting gaming events must comply with M.G.L. c. 271, s. 7A. In addition, the Attorney General has regulations governing raffles at 940 CMR 12.00 (Regulations Governing Raffles) if the cost of a ticket is more than \$10 or any prize exceeds \$10,000. The Attorney General also has regulations governing casinos or Las Vegas nights. See 940 CMR 13.00 (Regulations Governing Bazaars).

Permits for Raffles or Gambling Activities

A permit from the municipality in which the raffle will be held is required for a qualified nonprofit organization to hold a gaming event such as a raffle, casino or Las Vegas night, or poker tournament. The nonprofit must obtain the permit from the clerk of the municipality. If you plan to hold a raffle, casino night or other gaming activity you will need to complete the Raffle Permit paperwork found on Campus Pulse and visit the Amherst Town Clerk.

The nonprofit must provide:

- Its name and address;
- Evidence that it is eligible to hold a raffle or bazaar;
- Names of three officers or members who will be responsible for the operation of the event; and
- The uses to which the net proceeds will be applied.

A permit received from a municipality is valid for one year from the issue date. There is no limit on the number of raffles that may be held. A nonprofit may conduct only three gaming events during that period; a gaming event may not last longer than five hours and no more than one event may be held on any single day.

While there are no Massachusetts laws expressly regulating online raffle sales, certain regulations may operate to prevent online sales. For example, both the purchaser and the seller must sign the raffle ticket under 940 CMR 12.00 (Regulations Governing Raffles) if the prize is worth more than \$10,000 or raffle tickets cost more than \$10.

In addition to state law, federal law may also apply. The Unlawful Internet Gambling Enforcement Act, passed on October 13, 2006 (31 United States Code s. 5361-5366), restricts online gambling in states that do not require age and location verification. Massachusetts does not currently regulate online gambling. Nonprofit organizations seeking to conduct online raffles should be aware that such raffles may violate federal law and should first consult with their own attorney, as the Division provides advice only with respect to state law.

Only bona fide members of the licensed nonprofit organization can be involved in the operation of a casino, poker night, raffle or other gaming activity. The members cannot be paid for their involvement in the gaming event. Employees of companies providing equipment or supplies for the gaming event may not be involved in the management or operation of the event.

Taxes on the Money Raised from Gaming Activities

Yes, within 10 days after conducting a raffle, casino or Las Vegas night or poker tournament, the nonprofit organization must pay a five percent tax on the gross proceeds to the Lottery Commission. The Lottery Commission will send the required forms to the nonprofit after the permit is issued.

Within 30 days after the permit expires, the nonprofit must provide to the city or town clerk two copies of a report certified by the same three people who applied for the permit containing:

- Number of gaming events held;
- Amount of money received;
- Amount spent on expenses;
- Names of winners of prizes of more than \$25 in value;
- Total net proceeds; and
- Use of the funds.

The town clerk will provide the nonprofit with a copy of the report that must be filed.

UNIVERSITY SEALS, LOGOS AND MARKS

UMass Amherst designated graphic elements, colors, and typefaces should be used consistently in all presentations. Use of university seals, logos or marks on RSO materials must be approved by your advisor and/or by University Relations.

About UMass Amherst marks.

- They are the exclusive property of the University of Massachusetts Amherst, with use protected by law.
- Must be reproduced from official artwork.
- Must be clearly legible at all times.

- Cannot be altered or redrawn in any way.
- Are designed to be used as one unit, and the letterforms must never be separated from the accompanying marks.

Official artwork is available for download in various formats. These files can be proportionally scaled, within the above guidelines, in programs like Adobe Illustrator or Photoshop.

The UMass Amherst word marks are used for materials related to the campus's academic mission.

Trademark Approval Process

Appropriate Use of Trademarks

University graphic identity guidelines for print make sure that your site is clearly branded as part of UMass Amherst. By using consistent and approved colors, typefaces, and logos, you show the world that your publication belongs to UMass Amherst. A consistent look and tone is fundamental to building a strong brand.

The Minuteman, UMass Athletic Letters and other informal Spirit Marks are used to communicate school spirit. These marks are not appropriate for academic materials.

All athletic marks other than those available for download are limited to the Department of Athletics and certain university licensees. If you have questions regarding their use, please email Trademarks and Licensing Services or call 413-577-8125.

Non-discrimination Policy

The University of Massachusetts Amherst prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, veteran status, or sexual orientation, gender identity and expression, genetic information and any other class of individuals protected from discrimination under state or federal law in any aspect of the access to, admission, or treatment of students in its programs and activities, or in employment and application for employment. Furthermore, University Policy includes prohibitions of harassment of students and employees, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination. Affirmative action in employment is required for women, racial and ethnic minorities, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and Vietnam-era veterans; and individuals with disabilities in order to address under-representation in the workforce.

Inquiries concerning applicable laws, regulations, and policies should be addressed to the Equal Opportunity and Diversity Office, Room 243 Lederle GRC Low-rise, University of Massachusetts Amherst, Amherst, MA 01003. (413) 545-3464 Voice or TTY accessible. Email: eod@admin.umass.edu

Title IX

Title IX of the Education Amendments of 1972 protects people from discrimination based on sex in education programs or activities which receive Federal financial assistance. Title IX states that: No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

For additional information about Title IX, such as Education Programs covered by Title IX, and how to file a discriminatory complaint please visit this website:

<https://docs.google.com/forms/u/0/d/1NI5iw9mEu0SopxdbCghQpg5rNQjrq3Wz2TkKrbh85Yg/edit>

Section 7: Closing

The SA&I office hopes that this handbook serves as an effective resource for you, as a student leader part of a Registered Student Organization. It is important that you maintain a really close relationship to your advisor, however keep in mind that this handbook is an additional resource where you can find all the answers to your questions concerning your organization and the tools that you need in order to accomplish its missions and goals.

Appendix 1: Campus Resources

Athletics

The Department of Intercollegiate Athletics, an integral part of the University of Massachusetts' educational mission, is a comprehensive and nationally-recognized Division I athletics and campus recreation program which positively reflects the interests and values of the institution's students, faculty, staff, alumni and friends who support its many endeavors.

Central to its mission, the Department will provide the leadership, resources and support to ensure all student-athletes receive the finest academic and athletic experience possible. The Department fosters an environment that encourages degree completion, good citizenship, character and personal growth, while developing student-athletes who are positive role models and productive members of society.

The Department maintains a strong commitment to the principles of fiscal responsibility, gender equity, diversity and sporting conduct among its coaches, administrative staff and student-athletes. Staff members and student-athletes will adhere to the highest ethical standards and comply with all NCAA, conference, federal, state and institutional rules and regulations. In all of its activities, the Department will provide equitable opportunities for women and minorities.

The athletics program is dedicated to enhancing the quality of life not only on campus, but throughout the Commonwealth. By achieving athletic success at the highest levels of intercollegiate competition, the Department will serve as a positive public relations vehicle for the entire University, while also creating a sense of pride and loyalty in the institution among its students, alumni and friends, serving as a rallying point for the UMass community, and increasing private support to both the University as a whole and the Department.

<http://www.umassathletics.com/landing.aspx>

Business Center Office

The Business Center office serves every single area within Student Affairs by ensuring the flow of all financial information runs smoothly and appropriately as well as supporting student organization finance. The team also manages payroll, revenue collection, invoice payments, student SASP card transactions, reimbursements and more.

<https://www.umass.edu/studentlife/student-engagement-business-center-landing-page>

Campus Design and Copy

Our business is a 12 member student run co-op guided by cooperative business ideals. We are a not for profit photocopy, print, and design shop dedicated to providing the University and Amherst communities a wide array of duplication and design services for much less than anyone else.

We are one of eight student run businesses at the University of Massachusetts. Besides us, there is Earthfoods, a vegetarian cafe, People's Market, a vegetarian grocery, Bike Co-op, dedicated to bike sales and service, Greeno Sub Shop, a restaurant in the basement of Greenough Dorm, Sylvan Snack Shop, a late night snack bar in Sylvan, and Sweets N' More, a sweet shop in Orchard Hill.

We are all full time undergrad students in addition to managing our co-op. We manage and coordinate every aspect of our business and storefront, from payroll, purchasing, and scheduling to sweeping the floors, ringing the registers, and actually making copies. We provide low prices because we have low overhead and do not aim to turn a profit. This is one part of our cooperative ideal. The other half is that we run the business as co-managers, each having a 1/12th stake and vote in the major and day to day decisions regarding the short term and long term direction of CD&C. Specific directives, like advertising, hiring and training, and design, are handled by 5 committees. All co-managers meet together once a week, every Monday night for all staff. It is here that the previous week is discussed, the next week planned, and all other general issues aired out alongside committee reports and weekly updates. We all split up shift time equally, and integrate it into our day to day operation of the store. Communication is key to keeping things together, and through regular meetings and a lot of post-it notes we keep our business operating and serving the community.

We are located on the 3rd floor of the student union near the elevators in room 403. We are open from 10am-5pm Monday to Thursday and on Friday from 10am-2:30pm. If you'd like to get in contact with us, shoot us an email at cdandc@gmail.com or give us a call at 413-545-2271. You can also send us a fax using this number 413-545-0210.

<http://www.umass.edu/cdcopy/>

Campus Recreation

Campus Recreation, an integral part of the University of Massachusetts and Department of Athletics, provides comprehensive recreational and student development opportunities, as well as exceptional programs, services and facilities. Through positively reflecting the interests and values of the UMass community, we actively promote and encourage a lifelong commitment to health and wellness.

<http://www.umass.edu/campusrec/>

Center for Counseling and Psychological Health

Center for Counseling and Psychological Health (CCPH) is an interdisciplinary counseling service, staffed by licensed mental health providers, including social workers, psychologists, psychiatrists and clinical nurse specialists. We provide short term individual, couple's and group psychotherapy; psychiatric medication consultation and treatment; psychological assessment (testing); behavioral medicine; and crisis intervention services. We are open from 8:30 a.m. to 5 p.m. Monday through Friday and are also available 24 hours a day to provide crisis intervention services and assessment.

<https://www.umass.edu/counseling/>

Center for Education Policy and Advocacy – CEPA

The Center for Education Policy & Advocacy is a policy and advocacy agency that builds student power and strengthens student voice. CEPA also works on higher education issues at a statewide level, lobbying

in support of access to an affordable college education in the state of Massachusetts. CEPA operates as an agency of the Student Government Association and is structured into four core teams: Access and Affordability, Campus Culture, Gender Equity, and Student Labor Action Project. Working both independently and collaboratively, the core teams build partnerships with students, student organizations, faculty, staff, and the administration to institutionalize student voice and shared governance. Our campaigns cover a range of student issues and strive to build a campus environment that is inclusive of and responsive to the diverse needs of students from different cultures and backgrounds, including but not limited to ALANA, LGBTQ, low socio-economic, first generation, international and nontraditional students. We always welcome new members and encourage students to check the core team descriptions below. Together we can continue to work towards a unified and powerful student voice.

<http://www.umass.edu/cepa/welcome-cepa>

Center for Multicultural Advancement and Student Success - CMASS

The Center for Multicultural Advancement & Student Success provides academic support, cultural enrichment, student development as well as support for institutional diversity on the University of Massachusetts Amherst campus.

Whether you're looking for peer mentoring, social connection, exposure to national student leadership conferences, help navigating offices of the Bursar, Registrar or Financial Aid, or more - our office is here to ensure that you have the resources to thrive in an inclusive and multicultural environment during your time at the university.

Feel free to visit our central office or any of our cultural centers that help extend your learning beyond the classroom

The Center for Multicultural Advancement and Student Success is comprised of four integrated functional areas: Academic Support, Student Development, Cultural Enrichment and Institutional Diversity. Using a student centered approach which values collaboration, dialogue and action, the programs and services offered engage first generation and ALANA (African, Latino/Latina, Asian and Native American students and colleagues in courageous, inclusive and supportive learning experiences. We aim to create partnerships and collaborative possibilities, provide resources and advocate for students of color and other underrepresented constituencies to ensure academic success and personal growth.

Cultural Centers

- Josephine White Eagle Cultural Center
- Latin American Cultural Center
- Malcolm X Cultural Center
- Yuri Kochiyama Cultural Center

<https://www.umass.edu/cmass/>

Center for Student Businesses

Since its establishment in 1975, the Center for Student Business (CSB) at the University of Massachusetts has been committed to providing high quality services and consultation for the University's student-run, nonprofit businesses. Supported by a professional staff, the CSB is a group of undergraduate student consultants who work closely with the individual businesses. Together, the members of the CSB provide guidance, training, and advocacy to the businesses currently in the program.

The Student Business Program is a learning community which offers undergraduate students the opportunity to gain co-curricular training and education in the cooperative management of a small business. Through experiential learning and team management, students develop organizational skills with members of diverse backgrounds.

The goal of the Center for Student Business is to support the missions of the student run businesses. Their mission is threefold. The businesses provide co-curricular training and education in cooperative management, life skills and business skills in a supportive and diverse setting. Additionally, they offer affordable products and services to the UMass community and paid employment to undergraduate students as well as make contributions to serve the University community.

<http://www.umass.edu/rso/csb/>

Center for Women and Community

CWC is a nationally recognized leader in achieving gender equity by building the capacity of the community to interrupt, address and transcend sexism and its connection to all forms of oppression.

The CWC strives to provide innovative and informed education, leadership opportunities, advocacy, and support services, that address the cause and impact of sexism and recognize the multiple oppressions experienced by women. We offer services to people of all genders within the diverse communities of Hampshire County, the Five Colleges and the University of Massachusetts Amherst.

The CWC is proud to offer a variety of services and programs to the UMass Amherst, Five College and Hampshire County communities including:

- Information and Referral Services
- Rape Crisis Services
- Counseling Services
- Specialized Teen Services
- Community Education
- Teen Education Services
- Latina Community Services

<https://www.umass.edu/cwc/>

Dean of Students Office

The Dean of Students Office has a strong commitment to fostering student development, particularly in the acquisition of personal values, which create a respect for individual difference, cultural diversity and equal opportunity. The staff strives to meet the varied needs of all students through advocacy program support, advising, and general counseling.

The Dean of Students Office provides students with the support, resources and referrals they need to succeed at the university.

Dean of Students staff is available to answer questions, advocate on behalf of students, or to point students and their families in the right direction to get the information they need. The goal of the staff is to respond to individual student needs and concerns.

Specific services include:

- Offering a single point of contact within the University for students and their families in time of crisis.
- Counseling and referral for students contemplating withdrawal from or re-enrollment at the University.
- Implementing and monitoring the University Discipline System.
- Providing emergency loans.
- Addressing Massachusetts Residency Reclassification.
- Oversight of the Off Campus Students Center
- Veteran Services
- University Helpline

https://www.umass.edu/dean_students/

Disability Services

Disability Services at UMass Amherst is a component of the Office of Equal Opportunity and Diversity. Services are provided for students, faculty, and staff with disabilities, so that they may successfully learn and work at UMass. Disability Services promotes the empowerment of people with disabilities and their full integration into campus life and the community.

Disability Services is committed to full access for all persons at the University of Massachusetts Amherst. Direct services are provided to persons who have all types of disabilities. Disability Services also provides information and referral on issues of accessibility, as well as training and staff development to the University community. Disability Services embraces the philosophies of diversity and multiculturalism.

The staff of Disability Services works with people who have documented disabilities under the following categories:

- Attention Deficit Disorder or Attention Deficit/Hyperactivity Disorder
- Autism & Aspergers Syndrome
- Blind/Visually Impaired
- Brain Injury
- Learning Disabilities
- Medical and Mobility Disabilities
- Temporary Disabilities
- Psychological Disabilities
- Deaf/Hard of Hearing

<https://www.umass.edu/disability/>

Environmental Health and Safety

EHS, under the direction of the Office of the Director, provides 24/7 comprehensive safety and health services to the University community in Academic Safety & Environmental Health, Campus Safety & Fire Prevention, Emergency Preparedness & Business Continuity and Environmental & Hazardous Materials Management Services.

EH&S partners with the campus community to facilitate and promote safety, health, and environmental management to the UMass Amherst community through the services listed below and through EH&S training programs.

- Accidents, Injuries, Illnesses
- AED: Auto External Defibrillator Program
- Air Emissions
- Biological Safety
- Campus Safety
- Chemical Safety
- Construction: General
- Emergency Preparedness
- Equipment, Moves, Disposal
- Event Planning: General
- Events With Food
- Fire Safety: General
- Fire, Floods, Power Outages
- Food Safety
- Spills and Releases to Environment
- UMass Amherst Alerts
- UMass Emergency Medical Services (EMS)
- Waste
- Water (drinking, sewer, storm, reclaimed)
- Worker Safety

<http://www.ehs.umass.edu/>

Health Services

UHS serves UMass Amherst students, faculty and staff, along with their spouses, domestic partners and dependents.

Visitors who become ill or injured can be seen at UHS on a fee-for-service basis. UHS offers care by appointment and on a walk-in basis; you can choose how to be seen.

Appointments ensure a specific day and time for you to see a provider. Depending on the reason for the visit, appointments are normally scheduled within four days. To make an appointment, call (413) 577-5101.

Walk-in Care sees patients in order of arrival, but prioritizes those with more serious injury or illness. Although waiting times vary, they're generally shortest before noon.

If you're not sure whether you need to be seen, or have questions, call **UHS' Triage Advice Nurse**, (413) 577-5229 during health center hours.

After hours, call UHS' main number, (413) 577-5000. Calls are forwarded to an independent triage service which will direct you to the best course of care. UHS is informed of the call and will follow up the next business day.

Persons with hearing or speech impairments can access the UHS **TTY system** by calling (413) 545-5905.

<https://www.umass.edu/uhs/>

Ombuds Office

The Ombuds Office is available to all members of the University community to help resolve University-related conflicts impartially and without judging, rewarding, or punishing parties. We listen, ask questions and help you weigh your options. When appropriate we can offer informal mediation or facilitate communication.

The Ombuds Office is informal, meaning that your contact with us does not put the University "on notice." If you decide to pursue formal channels we can refer you to the appropriate office or procedure. We serve as a neutral "process manager" for academic grievances and charges of academic dishonesty by coordinating the associated hearing processes.

Examples of concerns for which the Ombuds Office can offer assistance include:

- Course/degree requirements;

- Grade disputes;
- Grading policy and practice;
- Allegations of academic dishonesty;
- Ethics concerns;
- Sexual, racial, and other types of harassment;
- Delays in services or decisions;
- Conflicts with instructors, supervisors, or administrative offices;
- Roommate/coworker/classroom conflicts; and
- Other interpersonal disputes.

If you request assistance, your name is not used without your permission. Records, contacts and communication are normally confidential; in unusual circumstances (which are explained to visitors), rare exceptions are made if required by law.

<http://www.umass.edu/ombuds/>

Print Services

Print Services provides cost-effective, traditional offset printing and high speed, direct imaging digital and variable data printing. In support of the production equipment, we offer typesetting and assistance to departments wishing to prepare their own files for print, working closely with University Relations for projects requiring design. Post production services, necessary to deliver a complete finished product, include several binding options as well as cutting, creasing, folding, and numbering. Print Services also warehouses and sells office papers, envelopes, op-scan forms, and test booklets and provides walk-up copy shop services including copying, faxing, scanning, and paper sales.

Our goal is to provide high-quality, economical printed materials, responsive customer service and flexible turnaround time in support of the work and objectives of the University.

<http://www.umass.edu/print/>

Religious and Spiritual Life

The Office of Religious and Spiritual Life offers a range of educational programs, individual and institutional advocacy, interfaith dialogue, and other bridge-building activities designed to foster an informed, caring and supportive campus community for students of all backgrounds and beliefs, and to promote a greater sense of meaning and purpose in students' lives.

We also serve as the liaison between the University and the external religious organizations and advisers who provide pastoral counseling and other religious services for our students (see "Religious Affairs Committee" below).

The Office of Religious and Spiritual Life strives to foster mutual understanding and respect among students of all religious backgrounds (whether religiously observant or not); to promote dialogue; and to provide appropriate support for and heighten awareness of the diverse religious and spiritual traditions which are present on our campus.

The religious and spiritual needs of the students at UMass Amherst are served by a wide variety of Registered Student Organizations (RSO's) and external religious organizations. RSO's are chartered (and in some cases funded) by the Student Government Association. They also receive advising and other support from the Student Activities & Involvement. External religious organizations provide their own

funding and staff, and are recognized by the University through the Religious Affairs Committee.

For information about resources available to members of particular religious/spiritual traditions, including RSO's and external religious organizations which serve the University community, check our website - <http://www.umass.edu/orsl>.

- Baha'i
- Buddhist
- Christian
- Hindu
- Interfaith
- Jewish
- Muslim
- Pagan
- Secular Humanist
- Unitarian
- LGBTQIA+

If there are no RSO's which meet your religious or spiritual needs, find out how to start a new group by calling Student Activities and Involvement at (413) 545-3600 or contact the Office of Religious and Spiritual Life for advice and assistance.

Special Collections and University Archives

Special Collections & University Archives (SCUA) staff solicits materials from the community, make them accessible to the public and assist community members with research. With substantial holdings in African American history and culture, social and racial justice, agriculture, the environment, and organized labor, SCUA houses approximately 30,000 rare books, nationally significant manuscript collections, historic maps, and the official records of the University of Massachusetts Amherst. SCUA supports the work of a wide range of researchers, from undergraduates to senior scholars, and journalists to family historians.

<http://scua.library.umass.edu/umarmot/>

Stonewall Center

The Stonewall Center provides support, advocacy, and programming for LGBTQ and allied students, staff, and faculty at UMass Amherst and for the larger Pioneer Valley. We also seek to educate the campus and local community about heterosexism, genderism, and sexual and gender prejudice in order to create a more inclusive and welcoming climate for LGBTQ individuals and their allies.

<https://www.umass.edu/stonewall/>

Student Bridges

The mission of Student Bridges is to increase college access and success for underrepresented students by building partnerships with local schools and community organizations; offering college awareness, preparation and success activities; and advocating for enhanced institutional and public policies and practices.

In order to meet this mission, Student Bridges has four integrated components:

1. College Preparatory Academic Tutoring-Mentoring:

Student Bridges hosts courses and internships that provide UMass students with academic credit to tutor-mentor participants at partner schools and programs in Holyoke, MA and Springfield, MA.

2. Community Outreach and College Awareness:

Student Bridges interns work with student groups, local schools, and community-based organizations to develop and implement college awareness and preparation workshops, trips to UMass, and community-based events.

3. Advocacy:

Student Bridges works with faculty, schools, community organizations, and national and local coalitions to advocate for policies and practices that support college access and success for under-represented students (including low-income students, first-generation students, and students of color). For more information about this component, visit the “Advocacy” section of our site.

4. Retention:

Student Bridges collaborates with Success Centers and Registered Student Organizations such as Freshman Achieving More for Undergraduate Success (FAMUS) to provide support and networks for underrepresented students enrolled at UMass.

<http://www.studentbridges.org/>

Student Legal Services

The mission of the Student Legal Services Office (SLSO) is to provide counseling, advice, research, education, representation, and referral for all fee-paying students at the University of Massachusetts at Amherst concerning legal matters.

SLSO is committed to protecting the rights and interests of students by providing high-quality legal services to undergraduate and graduate students, individually and collectively, and to student organizations.

Our goal is to assist students in responding to legal problems that may be adversely affecting their well-being or otherwise interfering with their academic studies or goals. We particularly strive to assist students in resolving problems for which it would be otherwise difficult or impossible to obtain legal services at affordable prices. In this way, we help the University to accomplish its goal of retention of students and enhancing the quality of students’ university experience.

In addition, we are dedicated to improving the university environment for all students by promoting fairness, equality, and the protection of students’ individual rights and interests. We play an active role in addressing issues of diversity and multiculturalism on the campus by advising individual students and groups regarding civil rights law, and participating in training programs for students and staff.

As a law office primarily funded by student fees, we believe that we have a special obligation to educate students as to their legal rights and responsibilities, both individually and through community legal education (CLE) programs. We also seek to promote the rights of students in general, by acting to further the cause or progressive change in the state and local community.

We strive to support the university’s educational mission by providing “hands-on” experience to students who are exploring the option of legal careers, through our internship program. In the internship program, we provide practical training as well as opportunities to engage in problem solving and teamwork with other students and professional staff.

<http://www.umass.edu/rso/slso/>

Student Union Craft Center

The Student Union Craft Center is an educational service and crafts supply store. As a multidisciplinary, socio-educational program, our primary purpose is to enrich student life on campus. We provide instructional crafts programs in a contagiously creative and welcoming environment.

The origins of The Craft Center are one of creativity, friendships, education and entrepreneurship. In 1971, while driving between the five colleges, Penny Worman, a leather specialist, stopped to pick up a hitchhiker. Upon seeing the many belts in Worman's car, the hitchhiker asked her what her occupation was. Worman told him that she makes a living by going between the colleges teaching people how to make belts. The hitchhiker then proceeded to tell Worman of a student craft guild at University of Massachusetts where they needed a professional supervisor. Worman applied and over 30 years later, the Student Union Craft Center is serving students in ways Worman might have only imagined. That winter of 1971, the students of UMass made 2000 belts between the end of November and the end of exams. Such productivity has remained the tradition in this modest space across from the Hatch--the space where students go, make crafts, and depart as friends.

<http://www.umass.edu/craftctr/>

Union Video Center – UVC TV19

UVC-TV 19 is UMass Amherst's student-run television station. Our mission is to serve as a training facility for all facets of video production, while providing undergraduate students with a welcoming environment in which to learn. We broadcast 24 hours a day, 7 days a week on HSCN channel 19 on the UMass campus.

<https://www.umass.edu/uvctv19/>

University Police

With a population of over 35,000, including 11,000 resident students, UMass Amherst is both a center for higher education and a city in itself. As in any municipality of similar size, our police force works to prevent and respond to criminal activity and emergencies. However, the UMass Amherst Police Department has the additional responsibility of maintaining a safe campus where education and research can thrive; where students, staff and faculty can achieve their goals free from the concerns of personal and campus safety. This mission guides all of our work.

In order to ensure a safe campus, the UMass Amherst Police Department takes a community policing approach to public safety. This is a comprehensive way of thinking that enables officers to be proactive, determining why problems happen and working on solutions rather than simply responding to each emergency. We develop community policing through the careful training of officers, flexibility, outreach programs, and problem-solving partnerships with faculty, staff, and students, our Amherst neighbors, and state and local government.

UMPD officers attend the Municipal Police Training Committee (MPTC) training academy, and possess powers, authority, and responsibilities identical to municipal police officers in the Commonwealth of Massachusetts. We strive to maintain the highest ethical and performance standards in our policies, procedures, and actions.

Our department operates 24 hours per day, seven days a week, 365 days a year, providing patrol, investigation, specialized and emergency response, as well as crime prevention and educational services. Officers are also a familiar presence in the residence halls, working closely with staff and security to maintain a safe environment. They utilize a variety of policing options that provide ultimate

maneuverability and increased presence, and that allow officers to get to know students, faculty, and staff. These include foot, motorcycle, bicycle, and mounted (horse) units, and the dogs of the K-9 unit.

University Relations

University Relations is the central source for leadership in developing and managing the university's brand. Through our network of relationships, knowledge and experience working throughout the campus, we help the university realize the value of a strong brand in our communications, external relations, events and marketing. The work of University Relations directly contributes to the overall success of the flagship campus in areas such as enrollment management, research, development and revenue generation.

- Community Relations
- Event Planning
- In the Loop
- Media Relations
- New England Public Radio
- News Releases
- Photography
- Print Graphic Design
- Print Production Management
- Research Communications and Outreach
- State Government Relations
- Timely Research
- UMass Amherst Branding
- Video Services
- Web Development

<https://www.umass.edu/umpd/>

Upward Bound

Upward Bound is a year-round, multi-year program for high school students who have the potential to succeed in college and could benefit from tutoring, academic enrichment, pre-college skills development, career counseling, college visits, cultural enrichment and academic and social support. Under the grant, UMass Amherst will work with up to 60 students at the High School of Commerce and Springfield High School. During the school year, the bulk of the Upward Bound programming will take place at Commerce High. In the summer, there will be a bridge program component that will take place on the UMass campus.

<https://www.umass.edu/cmass/upward-bound>

WMUA Radio

WMUA is a federally-licensed broadcast facility managed by the Student Activities Trust Fund (SATF)-paying students of the University of Massachusetts to serve the Connecticut River Valley of Massachusetts, Connecticut, and Vermont. WMUA operates in stereo at 91.1 megahertz, FM channel 216 as authorized by the Federal Communications Commission.

Over the recent past, professional radio stations-both public and private, have turned to ever more sophisticated market analysis in order to determine the format and music that will "sell" best. As a student, non-commercial station, in many ways insulated from the concerns of a commercial environment, WMUA need not make programming decisions based on demographics, market research, sponsor demands and other non-musical factors.

WMUA sees itself as a repository and mouthpiece for music, new and old, which rarely get heard on the radio. This attitude provides an opportunity to learn about, and share with our audience, authentic music from various musical subcultures in the United States as well as the great musical cultures of the

world. There is no need for us to duplicate the service that is found redundantly throughout the radio dial. WMUA thus tends to focus on music made by lesser known artists, or those working in styles that are judged by expert radio marketers to be of limited commercial value.

WMUA is committed to music and public affair programming that speaks to the diverse University and Pioneer Valley community. In this important way we are different than most student stations that tend to gear their programming towards a white college-age audience.

WMUA uses a format called "block programming". A block is a period of time that is devoted to similar music each day. For instance, a 9am-Noon period devoted each weekday to jazz programming or a 5:30pm-6:30pm hour devoted to Public Affairs, are examples of block programming. This block format makes it much easier for listeners to tune in and know when a particular style of programming will be aired.

<http://www.wmua.org/>