Student Centers 101
A Guide to the University of Hartford’s College Unions
Learning Objectives

• Who/What comprises Student Centers Administration, Facilities and Services

• What is the Student Centers current rental rate card
Student Centers Administration

The Director of Student Centers administers the services, programs, human resources, facilities and budgets of three student centers and the programmatic services within these centers. He develops, implements, and assesses innovative services focused on student programming, leadership development, and experiential education; administers the scheduling and the use of Gengras Student Union, Konover Campus Center and the University Commons; and, develops policies and procedures that govern use of the Student Centers and related spaces.
Types Of Spaces

• The Student Centers has two (2) categories of spaces:
  • **Meeting Rooms:** Indoor spaces which may be used without the use of Special Event coordination assistance. Examples of space are:
    • Gengras Student Union 218, 331, 333, 335, 339, 343, 345
    • Hawk Hall 106 and 115-A
    • University Commons 116/118
  • **Special Event Venues:** Large indoor or outdoor spaces accommodate a wide variety of events that usually require coordination of equipment, food, sound systems, security, staffing, ticketing and town/gown relations. Examples of space are:
    • Alumni Plaza
    • Gengras Student Union Lawn, Suisman Lounge, Patio, North and South Cafeteria
    • Konover Campus Center Great Room and Picnic Area
    • University Commons Cafeteria and Hawks Nest
    • Village Apartments Lawn
E. Clayton Gengras Family Student Union

- Operating Hours:
  - Monday – Thursday: 7:30 a.m. – 10:00 p.m.
  - Friday: 7:30 a.m. – 7:00 p.m.
  - Saturday – Sunday: 11:00 a.m. – 7:00 p.m.
- Lower Level:
  - Auxiliary Services (ATM, Dining/Catering Offices, Mail Services, Vending Machines)
  - Student Centers Guest Services:
    - Howie’s Hangout Game Room:
      - M – Th: 11 am – 8:30 pm
      - F - Su: 11 am – 6:30 pm
    - Hungry Hawk Snack Shop:
      - M – Th: 2 pm – 9:30 pm
      - F: 2 pm – 6:30 pm
      - Sa – Su: 11 am – 6:30 pm
    - Computer Bar
  - Student Club, Government, Media & Organization Offices
  - Campus Ministries Offices
  - Commuter Lounge/Undergraduate Commuter Association
E. Clayton Gengras Family Student Union

- **Main Level:**
  - Student Development Offices (Assistant Vice President, Brothers & Sisters United/Caribbean American Student Association, Community Service, Multicultural Affairs, Student Activities & Greek Life)
  - Office of Career Services
  - Student Centers Administration (Main Office & Information Center)
    - M – F: 8:30 am – 4:30 pm
  - Suisman Lounge
  - North and South Cafeteria
    - M – Th: 11 am – 7 pm
    - F: 11 am – 2 pm
  - Einstein Brothers Bagels
    - M – F: 7:30 am – 2pm
  - Hawk Card/ID Office
- **Upper Level**
  - Vice President of Student Affairs Suite (Vice President, Health and Wellness, Student Conduct, Counseling and Psychological Services)
  - International Center
  - Seven (7) Multipurpose/Meeting Spaces
University Commons

- 44,485 Sq. Ft. – Opened 1971
- Student Centers Support Hours
  Follow GSU Operating Hours
- Lower Level
  - The Hawks Nest
    - 5:30 pm – 10 pm 7 Days A Week
  - Connections Health and Wellness Center
  - University Communications and Marketing
  - WSAM Radio
  - ATM/Vending Machines
  - UC 116/118
- Upper Level:
  - Private Dining Room
  - Fresh Food Company Dining
    - M – F: 7 am – 8 pm
    - Sa – Su: 9 am – 7 pm
Located in the lower level of the University Commons, the Hawks Nest features food options such as burgers, pizza, etc. Students can watch their favorite shows on the large TV screens. Student organizations can reserve the space to host student entertainment ranging from live bands, comedy shows, poetry slams, etc.
Simon Konover Campus Center

• 13,540 Sq. Ft.

• Student Centers Support Hours
  Follow GSU Operating Hours

• Main Level
  • KCC Great Room
  • Subway®
    • M – F: 11 am – 1:30 am
    • Sa – Su: 7 pm – 1:30 am
  • Dry Cleaning Service
  • Village Market
    • 11 am – 1:30 am 7 Days A Week
  • ATM Machine
Outdoor Spaces

• Student Centers Support Hours Follow GSU Operating Hours for the Following Outdoor Event Spaces:
  • Alumni Plaza
  • Village Lawn
  • Konover Picnic Area
  • GSU Patio and Lawn
  • UC Commons Patio
Mission Statement

• The Student Centers contributes to student and community development through managing a balanced mix of College Union facilities (Gengras Student Union, Konover Campus Center & the University Commons), Campus Life amenities and meeting/event services that actively responds to the University’s needs and enhances the value of a University of Hartford education

Vision Statement

• The Student Centers will be the premier “Student-Centered Organization” of the University that advances & emphasizes the University’s commitment to community
Student Centers Statements

• Values Statement
  • As the Community Centers of the University, the Student Centers value unity and involvement among its community through:
    • Diversity
    • Respect
    • Well-being
    • Scholarship
    • Input
    • Creativity
    • Integrity
Event Services Committee

• An assembly of Key University service areas that:

  • Assists with the planning of campus events
  
  • Coordinates effective services for campus events

  • Determines service levels to properly and efficiently execute campus events
Event Services Committee

**Permanent Members**

- **Student Centers Administration**
  - Chairs and records meeting; Processes Student Centers space requests and most event resources
- **Public Safety**
  - Provides security, parking and other safety related needs
- **Facilities**
  - Provides HVAC, electrical, grounds and housekeeping services
- **ARAMARK Catering Services**
  - The University’s contracted food service provider and conference services coordinator

**Ad-Hoc Members**

- **Senior Advisor to the President/Faculty Representative**
- **Assistant Vice President of Student Development**
- **Director of Student Activities**
- **Information Technology**
- **Marketing and Communications**
Event Services Committee Meetings

• Meetings held on Tuesdays at 12 Noon, GSU 218. (Alternate/Overflow meeting date and time is Thursdays at 12 noon in GSU 218).

• Invitations are sent out no later than two (2) weeks prior to the proposed special event once operations plans for said events are received

• *The primary event contact(s) must present their Operations Plan at the meeting*

• **Event Support Review Process Standards:**
  - Date, Time and Location of Event
  - Housekeeping/Utilities Needs
  - Event/Space Setups
  - Parking & Safety
  - Attendance Amounts and Make-up
  - Audio-Visual/Multimedia Needs
  - Marketing Plan
  - Staffing Considerations
The College Union Advisory Board (CUAB) is a volunteer committee consisting of students, faculty and administrators who offer recommendations to the Director of Student Centers on the department’s facilities, services, policies and procedures.

The Board meets monthly beginning in October and ending in April.
Building Services

Building Services Technicians provides service to all clients who use the Student Centers, while maintaining and upholding the upmost customer service standards. Building Services Technicians are responsible for all events that happen in the Student Centers by providing accurate setups, security and troubleshooting.
Event/Space Features

- All meeting rooms in the Student Centers are fully equipped with an LCD Projector or Plasma Screen, a computer, DC player, DVD/VCR, laptop capabilities and internet connections
- Catering Services is allowed in all of our spaces
Event Staff

- Student Centers Event Staff provides:
  - Enforcement of University policies to insure safety and security at events
  - Provide services including event set-up, clean-up, cash handling and crowd control
  - Staff major campus events including, but not limited to:
    - Move-In Traffic Control,
    - Hawktober
    - Spring Fling
Production Services

Production Services Engineers provide high quality sound and lighting for events held in Student Center Spaces and other campus locations using portable systems, projectors, microphones, lighting and power systems.
Administrative And Scheduling Services

Administrative Services Partners assist in scheduling our various spaces and providing administrative support for our area. Services include space request processing, main office management, accounts payable and receivable and human resources/staff development.
Student Centers Scheduling Services

Event and Date
• Our schedulers can advise you on:
  • Assigning a “Type” to your event
  • Determine estimated attendance
  • Determine dates and times for your event

Facilities
• Our schedulers can advise you on:
  • Appropriate and available spaces within the Student Centers for your event
  • Assist you in identifying other University spaces that may suit your needs
Student Centers Scheduling Services

Services
• Our schedulers can advise you on:
  • Determining what services you may need:
    • Catering
    • Setup
    • Technical
  • Place needed orders for you and manage delivery and removal

Setup Needs
• Our schedulers can advise you on:
  • Making sure your set-up meets with your vision and needs for your meeting, conference or event
Social Media And Website

• We are on:
Hawk Eye Television

• Flat screen monitors located in Gengras Student Union, University Commons and Outside of the University Bookstore to promote activities and events

• Ads MUST be in .JPG format and landscape orientation

• Email ad to SCA@hartford.edu

• If the event date is not on the slide, the message will remain in rotation for two weeks.

• As many as three slides may be presented at one time by a single group.
Student Centers Space Schedulers

Special Events
• Charles Amerson – Student Centers Director
  • amerson@hartford.edu
  • Outdoor Activities
  • External Events and Vendors
  • Any Event Proposed for Non-Operating Hours

• Fallon Roberson-Roby – Business and Scheduling Services Administrator
  • scasched@hartford.edu
  • Indoor Door Events
  • External Table Vendors
  • Student Centers Accounts Payable/Receivable

Routine Activities
• Event Services Partners
  • scasched@hartford.edu
Statement Regarding Student Centers
Clientele And Pricing

• **Chartered and Recognized U of Hartford Student Groups:** May reserve/use Student Centers space and resources at no charge, except for private reservations of the GSU Game Room, Suisman Lounge and certain non-routine use of equipment and space (*Ex. Non-operational hour use or rental for use by a student group for an external group*)

• **University Departments:** Typically will not be charged during normal operating hours of the Gengras Student Union. Exceptions may include required staffing of other Student Centers spaces and resource operation, private reservations of the GSU Game Room and Suisman Lounge and department activities/events that are sponsored by the department on behalf of an external organization

• **University Affiliated Individuals and Non-University Individuals/Groups:** Will be charged a fee for the use of Student Centers space and resources. Exceptions may be granted by the Director of Student Centers

• **No Show and cancellation fees shall apply to all groups as per the Student Centers Policy**
Student Centers Space & Resource Rental Rates

- **Student Center Spaces**
  - $35 per hour per space (Four Hour Minimum/Level 2 Clients Only)

- **Student Centers Staffing (Equipment Transport, Event Staff, Etc.)**
  - $12.00 per required staff person
  - Above pricing reflects costs associated with hiring additional staff to supplement on-duty staff

- **Student Centers Pipe and Drape**
  - $4.00 per ft.

- **Staging**
  - $20 per 8(L)x4(W) stage piece

- **Sound Systems (Per Top, Sub, Monitor)**
  - Mini Package ($50.00 )
  - Basic Package ($80.00 + $12.00 per hour for Production Services Engineer)
    - 1 Mackie 8 channel mixer, 2 QSC K12 PA speakers, 2 Mic/Channel maximum ($10 per additional channel up to 4)
  - Mid Sized Package ($125.00 + $12.00 per hour for Production Services Engineer)
    - 1 Mackie 8 channel mixer, 2 QSC K15 PA speakers, 4 Mic/Channel maximum (If more channels needed. An upgraded console fee of $25 for Allen and Heath. Any amount of mics can be used with this upgrade)
  - Advanced Package ($175.00 + $12.00 per hour for Production Services Engineer)
    - Allen and Heath Mixwizard 48 Channel, 2 QSC K15 PA speakers, 1 QSC 18” sub
  - (For every package an additional sub can be added for $30)
Guest Services

Guest Services Specialist coordinates the Daily Operation of Student Centers Self-Operated Service Areas (Information Desk, Snack Shop, Game Room and Ticketing Services). This includes Cash-Handling Responsibilities and Knowledge of Current and Upcoming Events.
Hawk Hub Ticketing Services

• Provides online and Point of Sale admission, registration, ticket sales for approved events

• [http://www.thehawkhub.com](http://www.thehawkhub.com)

• Groups using Student Centers space may be required to use Hawk Hub for their event
Information Center

- The Information Center is a hub for questions, directions, maps, and anything a visitor needs to know about the University of Hartford. If you have a question or concern, we will happily assist with finding the answer, or pointing you in the right direction.

- Information Center Services includes:
  - Building & Student Centers Operations Assistance
  - Lost & Found
  - Hawk Hub Ticket sales
  - Publicity Approval
  - Equipment Check-out
The Hungry Hawk Snack Bar is a Student Centers operated food service area where our clients and guests can purchase various candies, chips, snacks, prepackaged food items and drinks. The Hungry Hawk also serves as a control desk for the Howie’s Hangout Recreation Center during Mondays – Thursdays 2 pm – 8:30 pm, Fridays 2 - 7 pm and during weekend hours of operation.
Howie’s Hangout Recreation Center features an array of amusements and leisure time activities including free play coin operated arcade games, billiards, table tennis and various Microsoft XBOX One, Sony Playstation 4 and Nintendo Wii game console stations. The area also features various game tournament competitions on a regular basis.
Contact Us With Questions

Student Centers Leadership Team

- **Charles Amerson**
  Director of Student Centers
  Gengras Student Union, Room 205
  Phone: 860.768.4413
  amerson@hartford.edu

- **Fallon Roberson-Roby**
  Business and Scheduling Services Administrator
  Gengras Student Union, Room 205
  Phone: 860.768.4757
  robersonr@hartford.edu

- **Shania Brown**
  Coordinator of Guest Services
  Gengras Student Union, Room 205
  Phone: 860.768.4283
  shanbrown@hartford.edu

- **Justin Riley**
  Coordinator of Building and Event Services
  Gengras Student Union, Room 205
  Phone: 860.768.4283
  juriley@hartford.edu

Student Centers Operations Managers

- **Aika Aluc**
  Operations Manager for Staff Development
  Gengras Student Union, Room 205

- **Rosemary Rosario**
  Operations Manager for Guest Services
  Gengras Student Union, Room 205

- **Ronan Wesley**
  Operations Manager for Building and Event Services
  Gengras Student Union, Room 205