UNIVERSITY OF ILLINOIS, ILLINI UNION
Policies and Procedures Manual

This Policies and Procedures Manual is the property of the Illini Union at the University of Illinois at Urbana-Champaign.

Revisions and/or updates to the Manual are to be made through the approved process included at the end of this manual.

Revised February 1, 2016

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I. Illini Union Board

ILLINI UNION BOARD

Location: Room 227, South suite

The Illini Union Board is responsible to the University Of Illinois Board Of Trustees for campus-wide programming in cultural, educational, social and recreational areas, and for advising the Illini Union Director on building policy. The Illini Union Board receives some funding via the Illini Union's annual student fee allocation, while the rest of their budget is self-generated. The Illini Union Board is advised by the Program Department staff.

The Illini Union Board consists of twenty-three members as follows:

- Thirteen students selected at-large (eleven undergraduates, one graduate student, and one student who can be either)
- Three faculty appointees
- Two appointees from the Illinois Student Senate (one undergraduate and one graduate student)
- One appointee from the Staff Employees Council
- One appointee from the Alumni Association
- The Illini Union Associate Director for Student Programs and Activities (ex-officio)
- The Illini Union Director (ex-officio)

Policy contact: Student Programs and Activities at 333-3660.

II. Departments

ADMINISTRATION-Director's Office

Location: Room 227

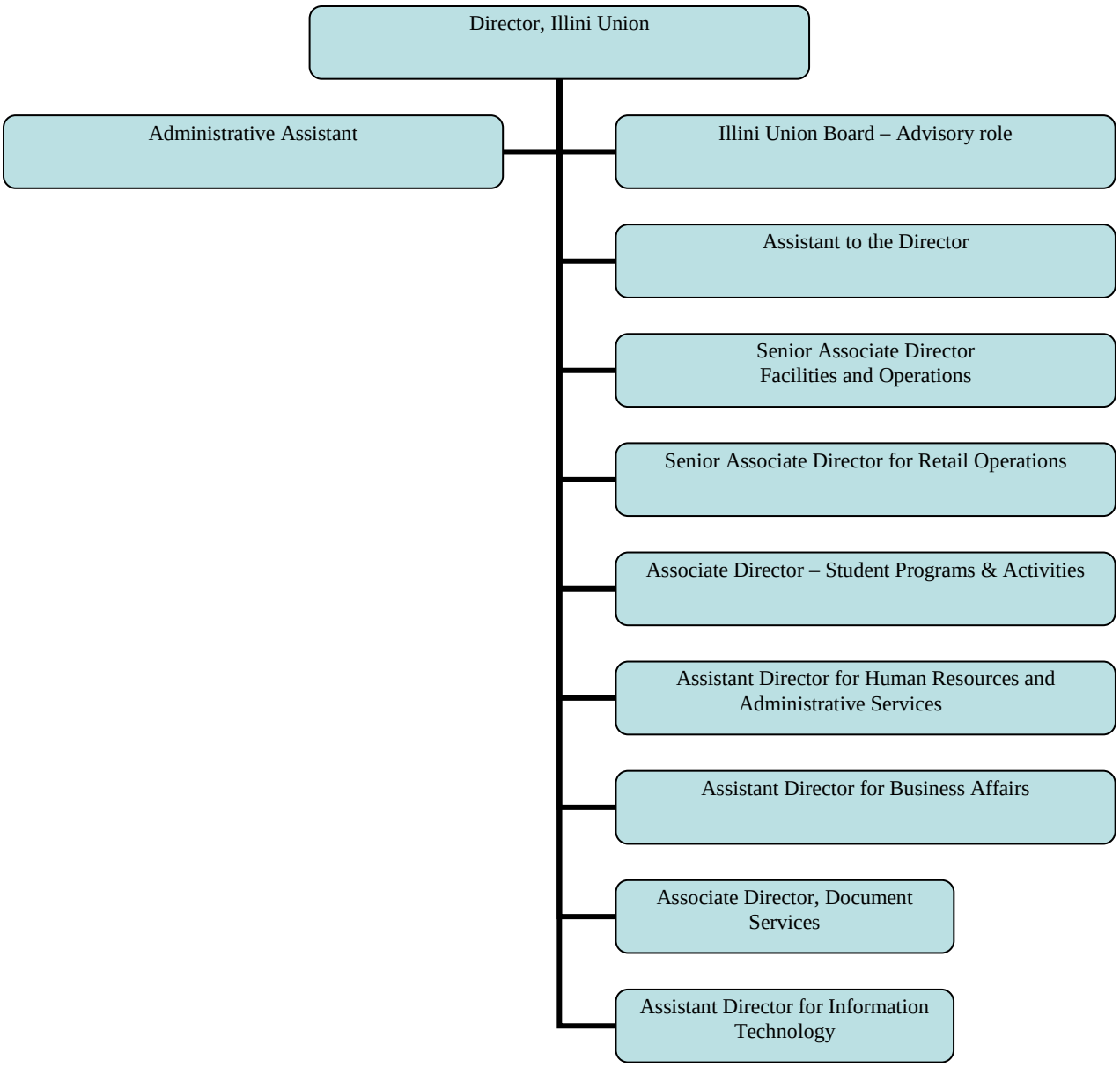
Purpose: Directs and coordinates all aspects of the Illini Union's operation in a manner that reflects its mission, the broader mission of the Office of the Vice Chancellor for Student Affairs, and the academic mission of the University as a whole, including:

- Long- and short-term organizational and financial planning
- Budget evaluation and control
- Facilities and operations oversight
- Administration of all marketing, service, programming and retail departments
- Policy formulation and interpretation
- Human resources, staff development and administrative services.
- Information Technology
- Document Services
- Student advising and development

Eligibility for services: Illini Union departments and employees, and the Campus community.

Staff: Organizational chart attached. Note that all subsequent department descriptions include organization charts that indicate the Senior Leadership Team member that the department reports to and all Senior Leadership Team members report to the Director.

Policy contact: Director's Office at 333-0160.


Director, Illini Union
Administrative Assistant
Illini Union Board – Advisory role
Assistant to the Director
Senior Associate Director
Facilities and Operations
Senior Associate Director for Retail Operations
Associate Director – Student Programs & Activities
Assistant Director for Human Resources and
Administrative Services
Assistant Director for Business Affairs
Associate Director, Document
Services
Assistant Director for Information
Technology

ILLINI UNION BOOKSTORE

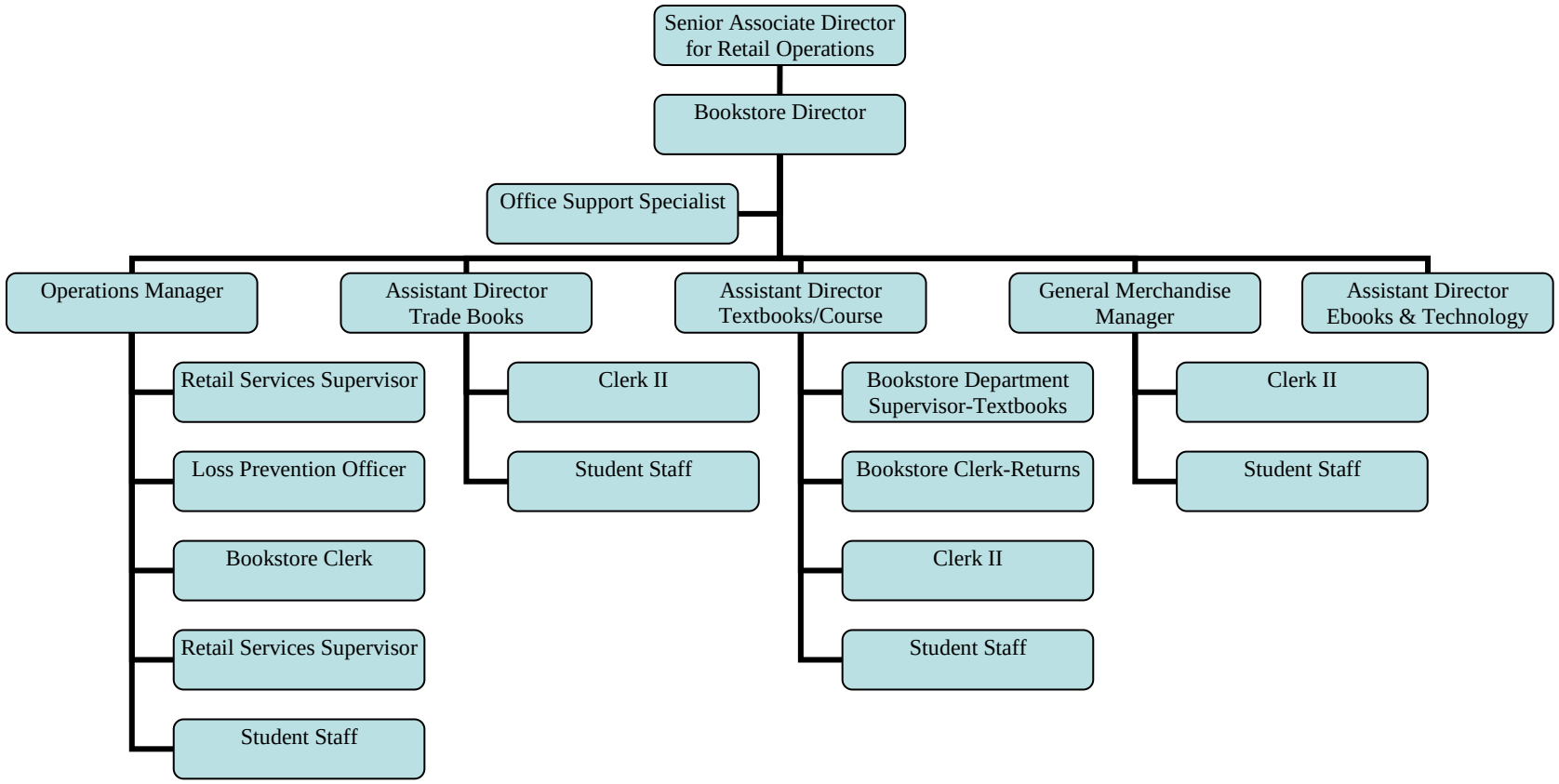
Location: 809 S. Wright St., Champaign, IL 61820

Purpose: Provide all required and recommended textbooks, supplies and supplementary materials for classroom instruction; offer general reading and reference materials on a broad range of subjects desired by the campus community. Provide school and office supplies, electronic and computer accessories, Illini apparel & souvenirs, graduation products, quick convenience snack items and serve as an outlet for Technology Services' Webstore order pickup.

Eligibility for services: Students, faculty, staff, all campus academic, administrative and student affairs departments, and broader campus community.

Staff: See organizational chart

Policy contact: Illini Union Bookstore Director at 333-2050.


Senior Associate Director for Retail Operations
Bookstore Director
Office Support Specialist
Operations Manager
Retail Services Supervisor
Loss Prevention Officer
Bookstore Clerk
Retail Services Supervisor
Student Staff
Assistant Director Trade Books
Clerk II
Student Staff
Assistant Director Textbooks/Course
Bookstore Department Supervisor-Textbooks
Bookstore Clerk-Returns
Clerk II
Student Staff
General Merchandise Manager
Clerk II
Student Staff
Assistant Director Ebooks & Technology

BUILDING OPERATIONS

Location: Room 115 (office)

Purpose: Oversees all activities taking place in the building; represents Illini Union Administration in the event of its absence.

Building Operations is comprised of the following Illini Union units:

- Event Services
- Multimedia
- Building Supervisors

Services:

- Monitors all aspects of activity in the building
- Assists Event Services in unlocking meeting rooms, delivering messages, set-up details and troubleshooting
- Works with University police when necessary
- Handles disturbances in the building
- Clears building of those not permitted to use the Union
- Prepares daily shift reports

Eligibility for services: All visitors, clients, staff and contracted vendors.

Staff: Organizational chart attached.

Policy contact: Operations at 244-4195.

EVENT SERVICES
Location: Room 129

Purpose: Coordinates space reservation and use of all meeting room space in Illini Union facilities.

Services:

- Processes meeting room reservations
- Assists in event planning
- Communicates with clients and building operations regarding room set-ups
- Refers requests for catering, audio/visual equipment, parking, etc. to appropriate offices

Eligibility for services: In order of priority: Illini Union Board; University organizations (including registered student organizations) and boards; campus-community organizations; outside clients.

Staff: Organizational chart attached.

Policy contact: Event Services at 333-0691

MULTIMEDIA
Location: Mezzanine

Purpose: To provide audio and visual services for all events and programs scheduled in Illini Union facilities.

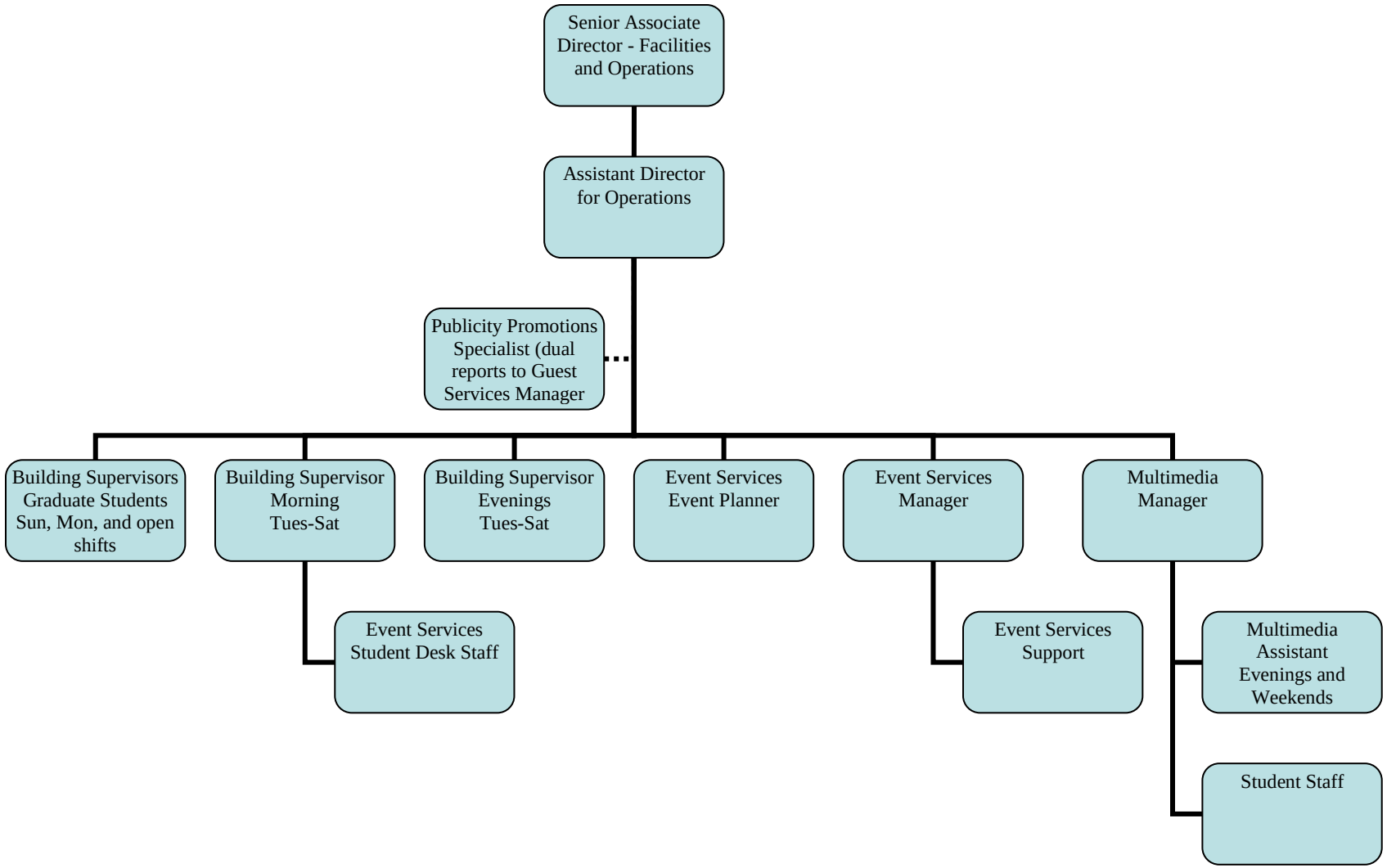
Services:

- Professional lighting and sound
- Projectors and screens
- Computer equipment and services
- Internet information and set-up
- Tech assistance

Eligibility for services: Illini Union Board; University organizations (including registered student organizations) and boards; campus-community organizations; outside clients.

Staff: Organizational chart attached.

Policy contact: Multimedia at 333-0891 or iumultimedia@illinois.edu



Organizational chart revised Feb. 26, 2016

BUSINESS AFFAIRS

Location: 420 Illini Union

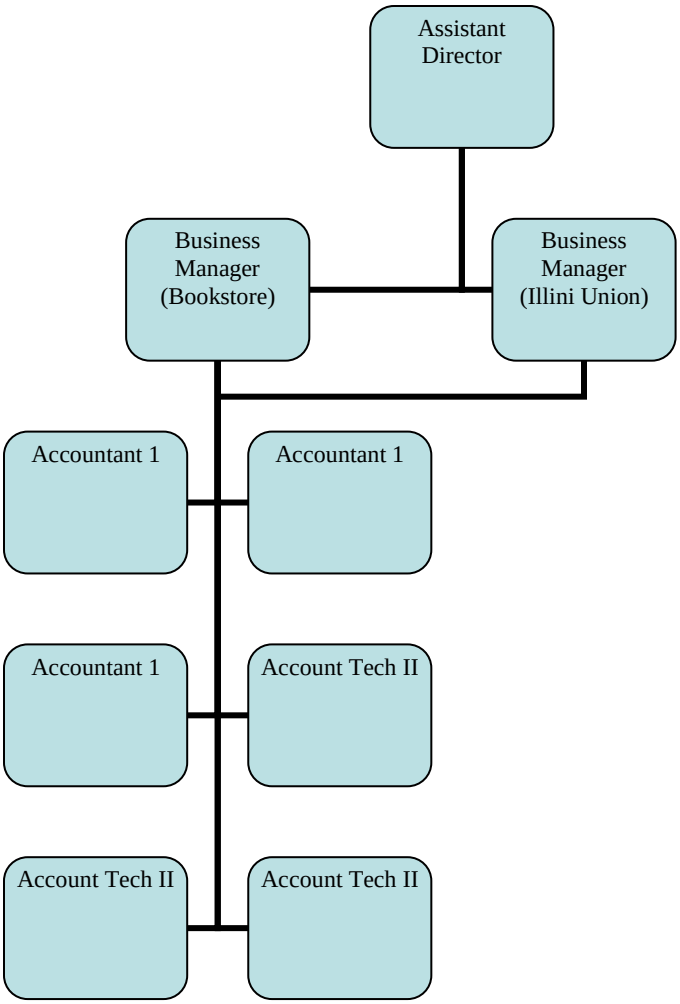
Purpose: Provides accurate, timely and relevant financial information on all Illini Union business activities.

Services: Accounting information and related support services.

Eligibility for services: Departments of the Illini Union; University departments; other shared service departments and outside vendors.

Staff: Organizational chart attached.

Policy contact: Business Affairs Assistant Director at 244-3201.


Assistant Director
Business Manager (Bookstore)
Business Manager (Illini Union)
Accountant 1
Accountant 1
Accountant 1
Account Tech II
Account Tech II
Account Tech II

CAMPUS MAIL DISTRIBUTION

Location: 54 E. Gregory Dr., Champaign (Document Services facility)

Purpose: Provides campus faculty, staff and departments with the delivery of intracampus mail, library books and packages under ten lbs.; processes outgoing first-class, media, and international mail for departments.

Services:

- Delivers intracampus mail to departmental offices, faculty and staff
- Delivers library books to faculty and staff
- Delivers packages under ten lbs. to departmental offices, faculty and staff
- Provides stamps with the Column I die cut
- Tracks Business Replies
- Meters outgoing first-class, media, and international mail for departments.

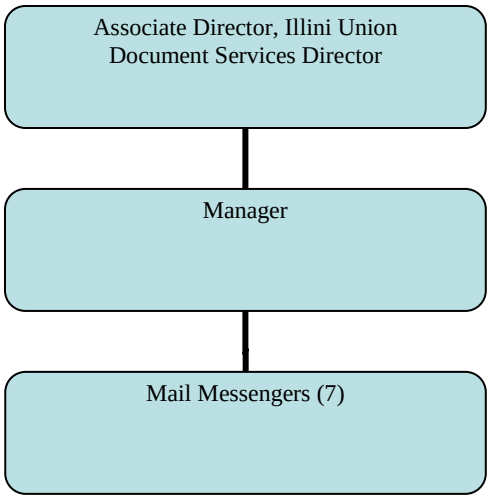
Products:

- Stamps with the Column I die cut

Campus departments receive highest priority; work for faculty and staff are given the next level of consideration.

Staff: Organizational chart attached.

Policy contact: Campus Mail at 265-6863.


Associate Director, Illini Union
Document Services Director
Manager
Mail Messengers (7)

CAMPUS VENDING

Location: Mezzanine level, east side

Purpose: Work with contracted vendors to provide and maintain vending machines and multifunctional copier/printers for the campus.

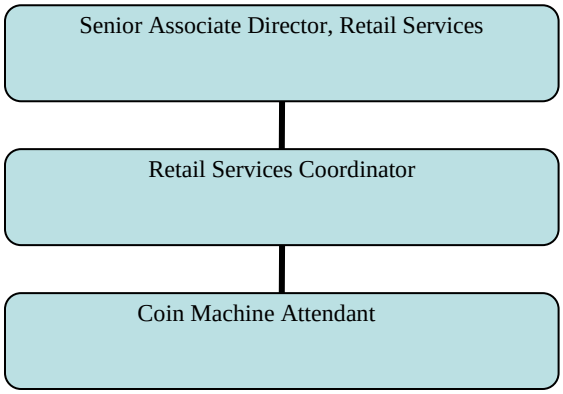
Scope:

- Arranges for stocking and service of vending machines as needed in campus academic and administrative buildings;
- Maintains photocopier debit-card system (includes fixing bad cards and charging card costs to University accounts);

Eligibility for services: University of Illinois students, faculty, staff, alumni and visitors.

Staff: Organizational chart attached.

Policy contact: Campus Vending at 333-7106.


Senior Associate Director, Retail Services
Retail Services Coordinator
Coin Machine Attendant

COMPUTER LAB AND STUDY SPACE (CLASS)

Location: Lower level, northwest corner

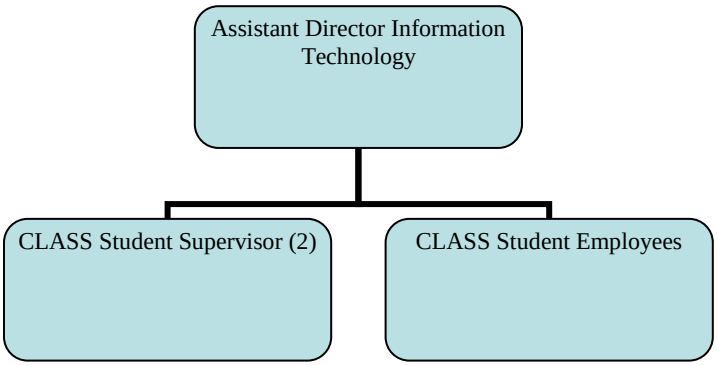
Purpose: Designed for both individual and team study, CLASS provides an innovative learning space, computer access, printing and more.

Services:

- Equipped with dual-boot Windows and Mac OS computers
- Collaboration/Conference rooms
- Study Break Lounge with satellite television and special movies
- Soft drinks, coffee, candy and other snacks
- Open extended hours during finals week in fall and spring semesters

Staff: Organizational chart attached.

Policy contact: IT Assistant Director's Office at 244-7956.


Assistant Director Information Technology
CLASS Student Supervisor (2)
CLASS Student Employees

DOCUMENT SERVICES

Location: 54 E. Gregory, Champaign - Printing Building

Purpose: Supports the University by providing printing and mailing services.

Services:

- Digital printing and copying
- Mailing preparation, including mailing list validation, and inserting, addressing, metering and sorting of mailing materials
- Binding and finishing
- Wide format printing and finishing, including posters, banners, and signs
- Offset printing, including stationery printing on University watermark bond
- Letterpress printing and specialty finishing

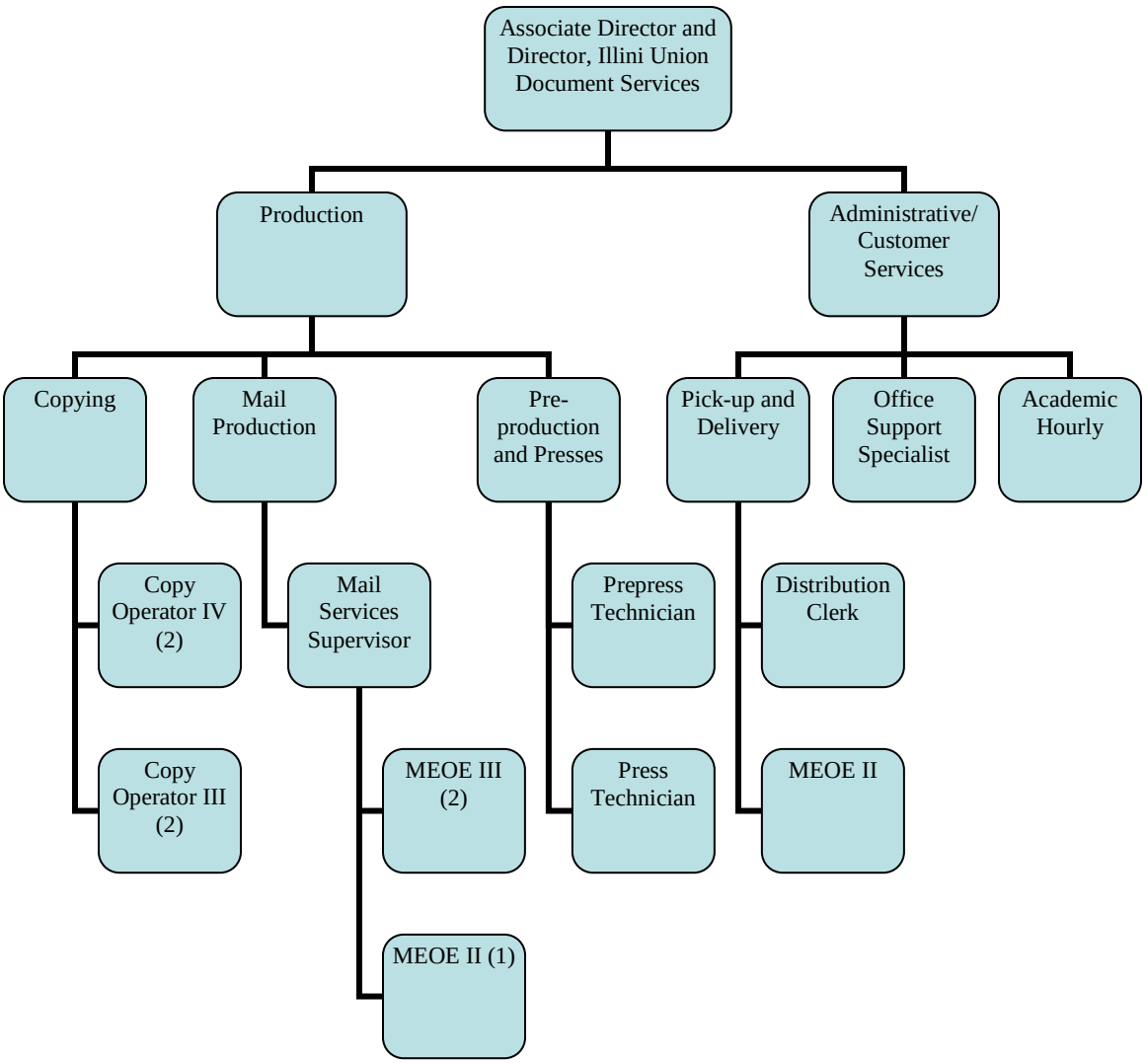
Products:

- Flyers, brochures, booklets
- Posters, banners, signs
- Invitations, programs, tickets and event materials
- Postcards and development materials
- Course packets, tests, syllabi
- Stationery, including letterhead, envelopes, note pads
- Letterpress, including parking bags, honorary certificates

Departments, organizations, and individuals affiliated with the University receive highest priority; work for others is accepted.

Staff: Organizational chart attached.

Policy contact: Document Services at 333-9350.


Associate Director and Director, Illini Union Document Services
Production
Administrative/ Customer Services
Copying
Mail Production
Pre-production and Presses
Pick-up and Delivery
Office Support Specialist
Academic Hourly
Copy Operator IV (2)
Copy Operator III (2)
Mail Services Supervisor
MEOE III (2)
MEOE II (1)
Prepress Technician
Press Technician
Distribution Clerk
MEOE II

HOTEL

Location: Office – Room 125; Guest Rooms – 3rd and 4th Floors, south wing

Purpose: Provides lodging on campus for guests of and visitors to the University of Illinois.

Services:

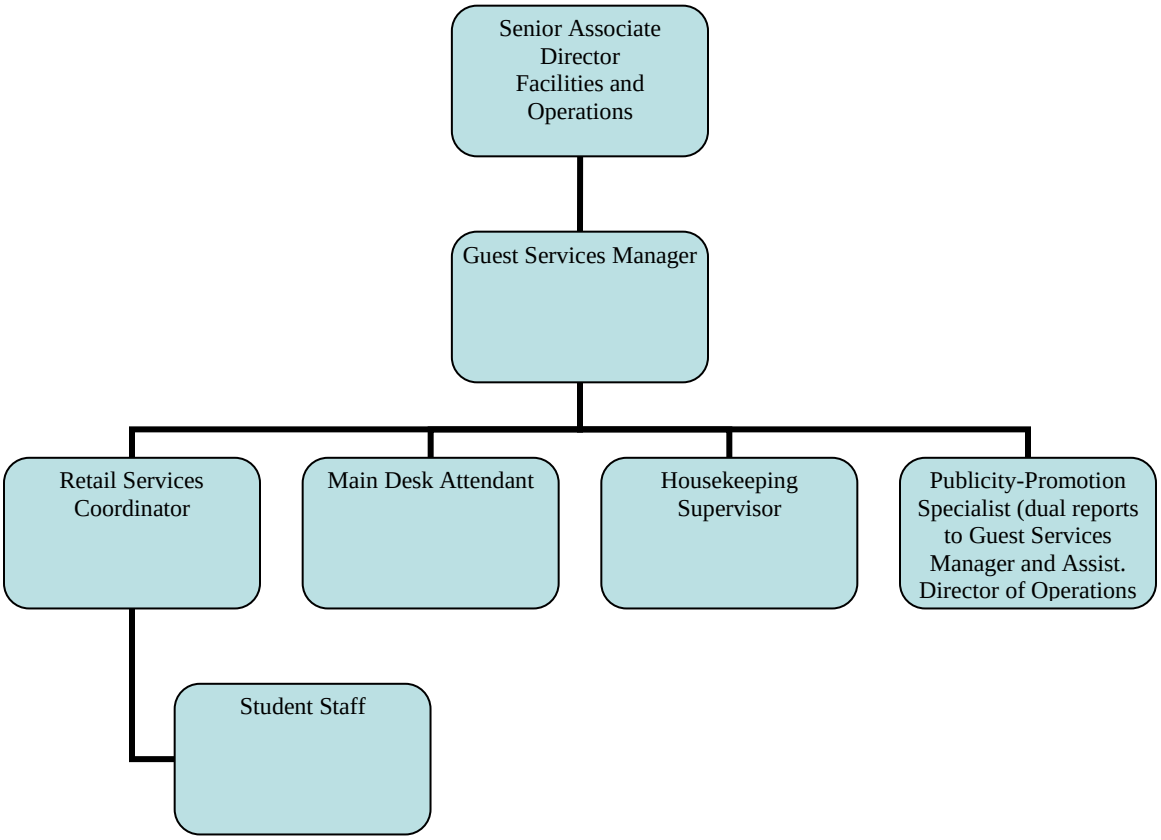
- Overnight accommodations in 72 rooms and 2 VIP suites
- Free parking
- Free access to Wi-Fi
- Complimentary use of Campus Recreation facilities
- Cable TV
- $5 daily voucher per occupant at selected Illini Union food vendors
- Fax service available for a fee

Hours: 24 hours a day. Hotel is closed when the Illini Union building is closed.

Staff: Organizational chart attached.

Policy contact: Hotel Desk at 333-1241.

Organizational chart revised Feb. 26, 2016



Organizational chart revised Feb. 26, 2016

HUMAN RESOURCES AND ADMINISTRATIVE SERVICES

Location: 227 Illini Union

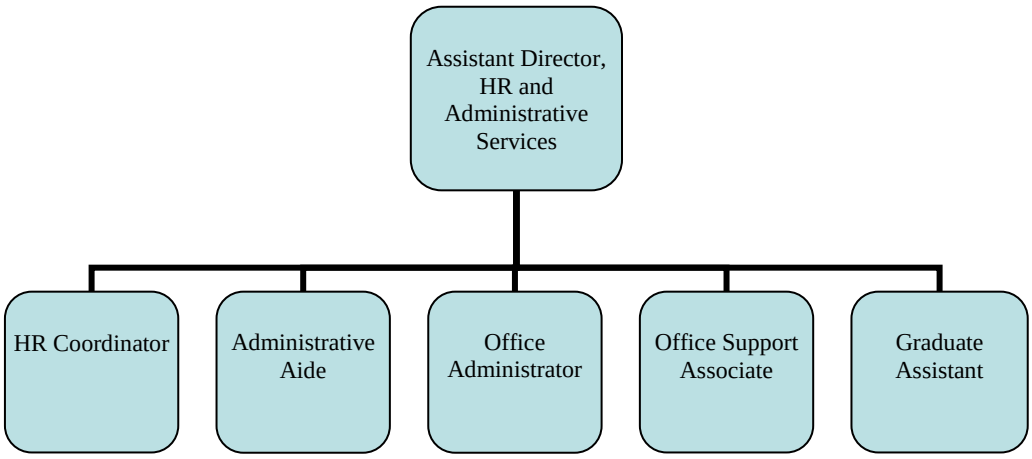
Purpose: The Illini Union Human Resources & Administrative Services office is committed to providing professional and superior level of services possible to our internal and external customers based on their need and our capabilities.

Services:

- Payroll Administration
- Benefit Administration
- Compensation
- Training & Development
- Labor & Employee Relations
- Record Administration
- Staff Recognition & Planning
- Workers Compensation Administration
- Recruitment & Selection Process
- Time & Leave
- Administrative Support

Staff: Organizational chart attached

Policy contact: Human Resources & Administrative Services at 333-3660.


Assistant Director, HR and Administrative Services
HR Coordinator
Administrative Aide
Office Administrator
Office Support Associate
Graduate Assistant

INFORMATION TECHNOLOGY

Location: Room 420

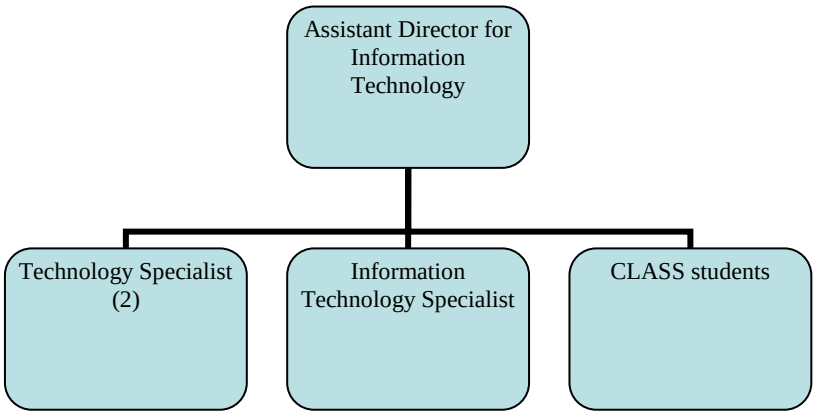
Purpose: Coordinates the information technology systems and processes throughout the Illini Union organization and manages the Computer Lab and Study Space (CLASS).

Services: IT works closely with all areas of the Illini Union to implement and support a wide range of technology resources, enhancing administration, business operations and student services.

- Hardware and software support for more than 250 desktops and laptops
- Point-of-sale support including 40 registers
- Maintenance, security and capacity planning for more than 40 physical and virtual servers
- Maintenance and update of multiple enterprise applications

Staff: Organizational chart attached.

Policy contact: Assistant Director for Information Technology at 244-7956.


Assistant Director for Information Technology
Technology Specialist (2)
Information Technology Specialist
CLASS students

ILLINI UNION MARKETING

Location: 420 Illini Union

Purpose: Assists Illini Union departments, Vice Chancellor of Student Affairs, other Student Affairs departments and auxiliary units in overall marketing efforts. Provides a learning laboratory for student employees in graphic design and other majors related to departmental needs.

Services:

- Strategic marketing planning and components of the marketing mix: product/program conception and development, pricing strategies; delivery or distribution of products and services; and promotion, including advertising, public relations, personal selling, point-of-purchase, sales promotion and promotional events.
- Graphic design, illustration, media buying, copywriting and editing, promotions, etc.
- Work with outside vendors to plan, bid and coordinate offset printing and large-volume photocopying
- Oversight of the Illini Union website, including all departments; oversight of various social media venues and digital communications strategies.

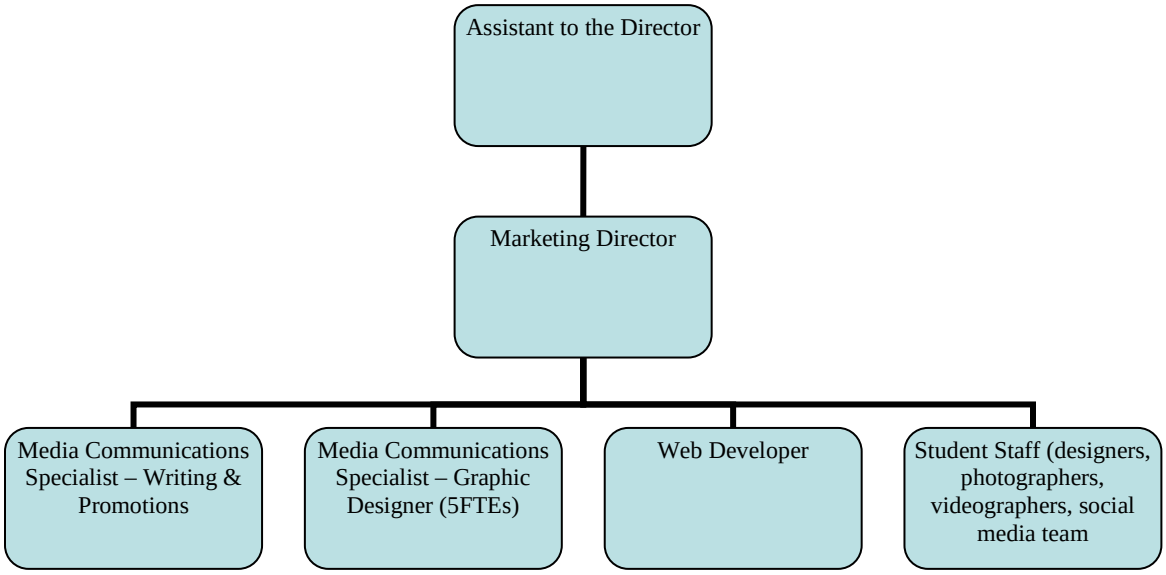
Products (subject to change):

- Advertisements (radio, print and broadcast)
- Posters
- Flyers
- Digital signage
- Printed programs and publications
- Quad signs
- Banners
- Press releases
- Web content and oversight
- Photographs
- Presentation visuals
- Social media, website and digital/electronic communication oversight

Illini Union Board activities and Illini Union departmental business receive highest priority; work for other Student Affairs and university units accepted as resources allow. There is an hourly charge for marketing projects done for units outside of Illini Union.

Staff: Organizational chart attached.

Policy Contact: Marketing Director at 244-3415


Assistant to the Director
Marketing Director
Media Communications Specialist – Writing & Promotions
Media Communications Specialist – Graphic Designer (5FTEs)
Web Developer
Student Staff (designers, photographers, videographers, social media team

PARENT AND FAMILY PROGRAMS OFFICE

Location: Room 227

Purpose: The Illini Union Parent and Family Programs Office, in collaboration with the Moms Association and Dads Association, helps Illinois parents and families develop the skills necessary to become effective coaches and mentors to their students by providing accessible communications, tools, resources and services.

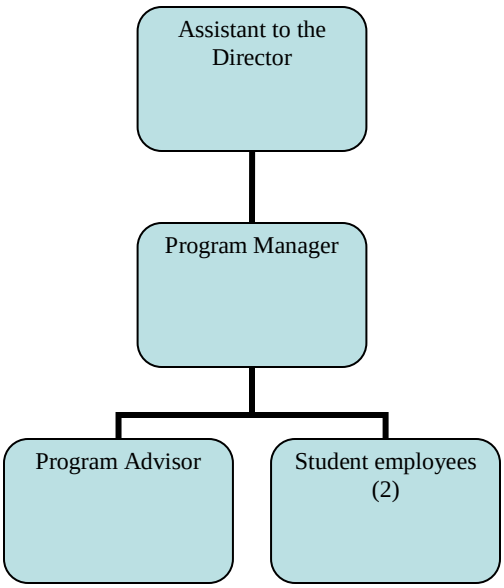
Services:

- Biweekly E-Updates
- Quarterly newsletters
- Educational programming
- Full-service website with information about important dates, events and campus resources
- Crime alert information
- Opportunities for family involvement in campus programs and events

Staff: Organizational chart attached.

Policy contact: Program Manager, Parent and Family Programs at 333-7063.

Website: http://union.illinois.edu/get-involved/illini-union-parent-and-family-programs


Assistant to the Director
Program Manager
Program Advisor
Student employees (2)

QUAD SHOP

Location: Main level, southwest wing of the Illini Union

Purpose: Serves as the campus community's corner store.

Services:

- Ticket sales for Illini Union Board events

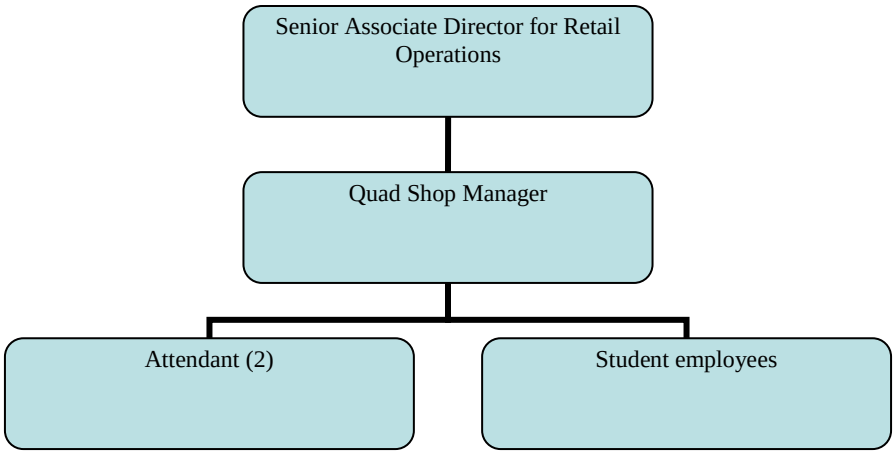
Products (subject to change):

- Snacks
- Drinks
- Greeting cards
- Illini apparel
- Phone cards
- Grab-and-go lunch items

.

Staff: Organizational chart attached

Policy Contact: Quad Shop Manager at 244-4194


Senior Associate Director for Retail Operations
Quad Shop Manager
Attendant (2)
Student employees

Retail Services – Vendor Contracts Office

Location: Mezzanine, Illini Union

Purpose: Operations managed by the Vendor Contracts Office of the Illini Union. This office is a part of the Retail Services branch of the Illini Union and provides oversight, receives payables and assists the vendors in service development. It also functions as the University's designated department for all outside retail in any University department with the exceptions of the Department of Intercollegiate Athletics and University Housing. As such, it works with any unit that wishes to bring such services to campus through Procurement, Contracting and Management of external vendors. It works closely with the University Purchasing Office and the Illini Union Accounting Department.

Staff: Organizational chart attached.

Services: Works with any University unit that wishes to bring retail services to campus through Procurement, Contracting and Management of external vendors. It works closely with the University Purchasing Office and the Illini Union Accounting Department.

BANKING
University of Illinois Employee Credit Union
Partner since 2004
Location – East Corridor of the 1st Floor of the Illini Union
Provides banking services for employees, students and guests of the University
Contact: 217-278-7700

PNC
Partner since 2015
Locations- Illini Union Bookstore, First Floor
ATM locations – Florida Avenue Residence Hall
Locations coming fall 2015: Illini Union, Illini Union Bookstore, Activities and Recreation Center, Campus Recreation Center East, Grainger Engineering Library, Ikenberry Commons
The University's banking program is an optional service offered to students.
Contact: i-card Programs at 265-6464

ATMs
University Of Illinois Employees Credit Union
TCF Bank
Busey Bank
PNC Bank
Bank of America

Illini Union Food Court
Einstein's Bagels—(BOAST)
Partner Since 2013
Provides a variety of deli-style breakfast, lunch and dinner and grab-and-go options as well as soft drinks.
Contact : 217-332-3000

Sbarro—(F&S Foods)
Partner Since 1997

Provides a variety of Italian dishes, including pizza and pasta; soft drinks
Contact- 217-337-0100

Qdoba
Partner Since 2014
Provides a variety of made-to-order burritos, nachos and salads
Contact – 217-552-1325

Wendy's
Partner Since 2013
Provides fast food burgers, fries, chicken sandwiches, etc.
Contact – 217-337-4805

Illini Union Main Floor

Jamba Juice (MSE Brands)
Location – West Hallway
Provides freshly made smoothies, juices, grab-and-go items, fruits, and snacks
Partner Since 2009
Contact – 217-265-8142

Vending
Canteen (Compass Group)
Provides coffees (brewed), teas (brewed), pastries grab-and-go items, fruits, soups and sandwiches, school supplies and sundries through various machines around Campus
Partner Since 1995

Coca-Cola (Coca-Cola North America)
Provides bottled drinks of all types through various machines around Campus
Partner Since 1998

Ricoh (Ricoh USA INC.)
Provides copiers for Vending throughout campus
Partner Since 1995

Satellite Locations
Einstein's Bagels Locations—Siebel Center and Vet Med
Provides bagels, coffees (both drip and specialties), teas, juices, pastries grab-and go-items, fruits, soups and sandwiches
Partner Since 2013
Contact – (Siebel) 217-300-5914 (Vet Med) 217-244-8653

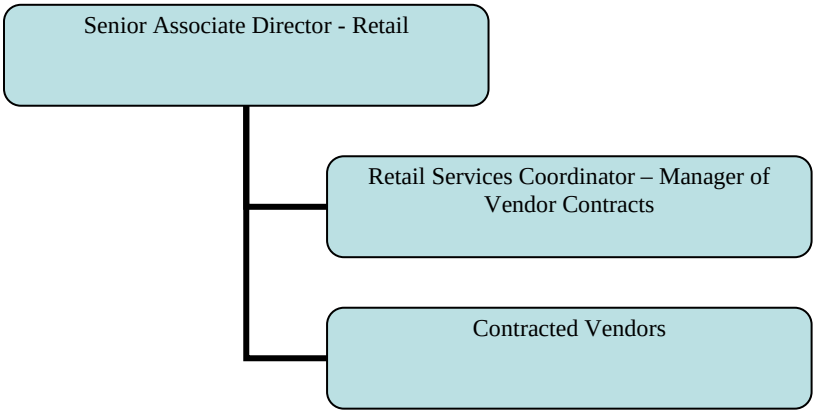
Espresso Royale
Location – Undergraduate Library, Krannert Art Museum, Business Instructional Facility, Grainger Engineering Library
Provides coffees (both drip and specialties), teas, juices, pastries, grab-and-go items, fruits, soups and sandwiches
Partner Since 2000
Contact – (UGL) 217-333-7799, (KAM) 217-344-2791, (BIF) 217-333-7075 and (GRAINGER) 217-328-1335

UNKNOWN VENDOR – Currently under RFI Locations

Latte Da – Lincoln Hall

Provides coffees (both drip and specialties), teas, juices, pastries grab-and go-items, fruits, soups and sandwiches
Partner Since 2013
Contact – 217-417-0446
Eligibility for services: All campus community and visitors.

Policy contact: Sr. Associate Director for Retail Operations at 333-3955.



STARBUCKS

Location: Illini Union Bookstore and Courtyard Café area of the Illini Union

Purpose: Provide the campus community with most requested brand of coffee products, refreshments, snacks and pastries in a convenient location. All proceeds support student programs and activities.

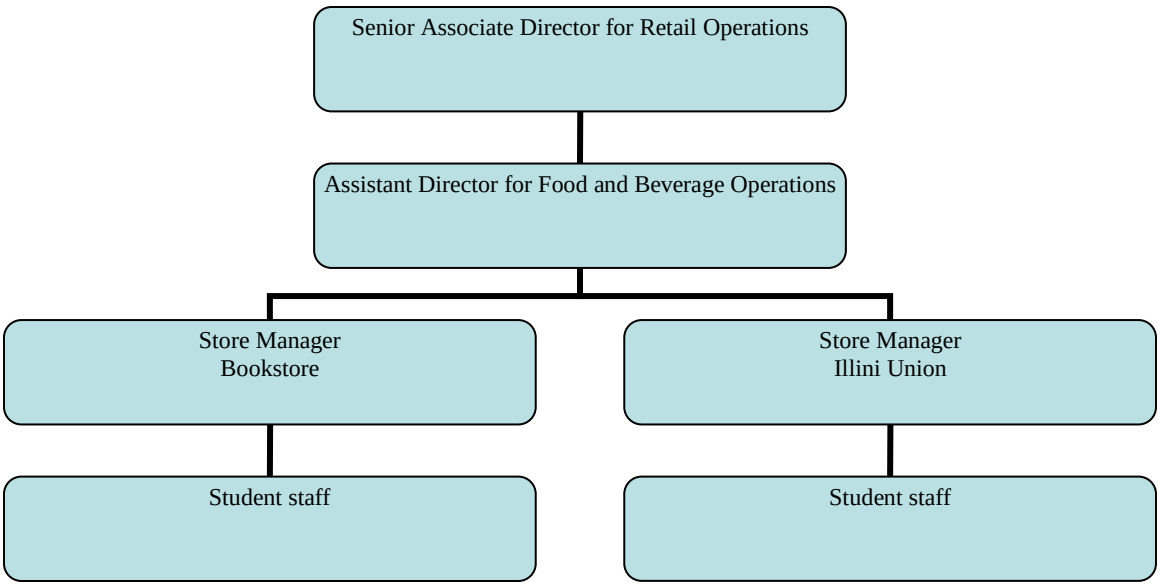
Services: Full-service Starbucks store with seating and Wi-Fi available.

Products:

- Coffee and tea drinks
- Pastries and baked goods
- Sandwiches
- Snacks

Staff: Organizational chart attached.

Policy contact: Assistant Director for Food and Beverage Operations at 333-8308.


Senior Associate Director for Retail Operations
Assistant Director for Food and Beverage Operations
Store Manager
Bookstore
Store Manager
Illini Union
Student staff
Student staff

STUDENT PROGRAMS & ACTIVITIES DEPARTMENT

Location: Room 227

Purpose: Assists and supports campus-wide student programming and registered organizations; advises student members of the Illini Union Board, Student Organization Resource Fee Committee, Student Sustainability Committee, and Volunteer Illini Projects; promotes student community service, oversees allocation and administration of fees designated to support organizations, provides compliance education while handling financial and space request paperwork for registered organizations and manages the Illini Union Rec Room.

Student Programs & Activities is made up of the following Illini Union units:

- Illini Union Board
- Illini Union Rec Room
- Office of Volunteer Programs
- Registered Organizations Office
- Student Organization Resource Fee Committee advisement
- Student Sustainability Committee advisement

Services:

- Creates programs for the entire campus community
- Advises and assists in program planning, administration, and on-site coordination for assigned organizations
- Encourages student involvement in campus life
- Involved with policy creation and compliance as it impacts Registered Organizations and Registered Student Organizations
- Administers the Student Organization Resource Fee (SORF)
- Coordinates talent contracting process on behalf of the Illini Union
- Facilities volunteer opportunities for students in the Champaign-Urbana community
- Coordinates the Illini Union Welcome Week Committee (fall and winter) and related activities
- Provides activity through the Rec Room
- Works to ensure that the Illini Union has a student voice in daily operations

Eligibility for services: All students and members of registered organizations.

Policy contact: Associate Director in Student Programs & Activities at 333-3660.

REGISTERED ORGANIZATIONS OFFICE
Location: Room 284

Purpose: To support the co-curricular involvement of students at the University of Illinois by coordinating the registration process for Registered Organizations (RO) and Registered Student Organization (RSO), facilitating ROs and RSOs access to campus benefits, on-campus accounts and educating them to ensure their compliance with campus policy.

Services:

- Coordinates the annual registration of ROs and RSOs
- Reviews all on-campus space and fund-raising requests by ROs and RSOs
- Provides education on campus policies related to ROs and RSOs
- Facilitates access to on-campus accounts
- Creates policy and enforcement as related to ROs and RSOs
- Serves as judicial review officer for matters related to misconduct by RSOs
- Coordinates annual Illini Union Quad Day and Activity Day events
- Advises and assists the Student Organization Resource Fee (SORF) Advisory Board
- Advises and assists the Student Sustainability Committee (SSC)

Eligibility for services: All students and members of registered organizations and registered student organizations.

Policy contact: Assistant Director in Registered Organizations Office at 244-2357.

ILLINI UNION OFFICE OF VOLUNTEER PROGRAMS
Location: Room 288

Purpose: The Illini Union Office of Volunteer Programs provides students with guidance in their service efforts and involvement.

Services:

- Provides informational resources on volunteerism to University of Illinois students
- Provides information to student service organizations
- Connects student groups and agencies
- Connects the C-U community and the University regarding volunteerism and service opportunities
- Offers consulting to strengthen community service-related programs
- Educates students about community service via programs
- Conducts outreach with community agencies and student groups

Eligibility for services: All students and members of registered student organizations

Policy contact: Program Advisor in Office of Volunteer Programs at 333-7424.

ILLINI UNION BOARD
Location: Room 227

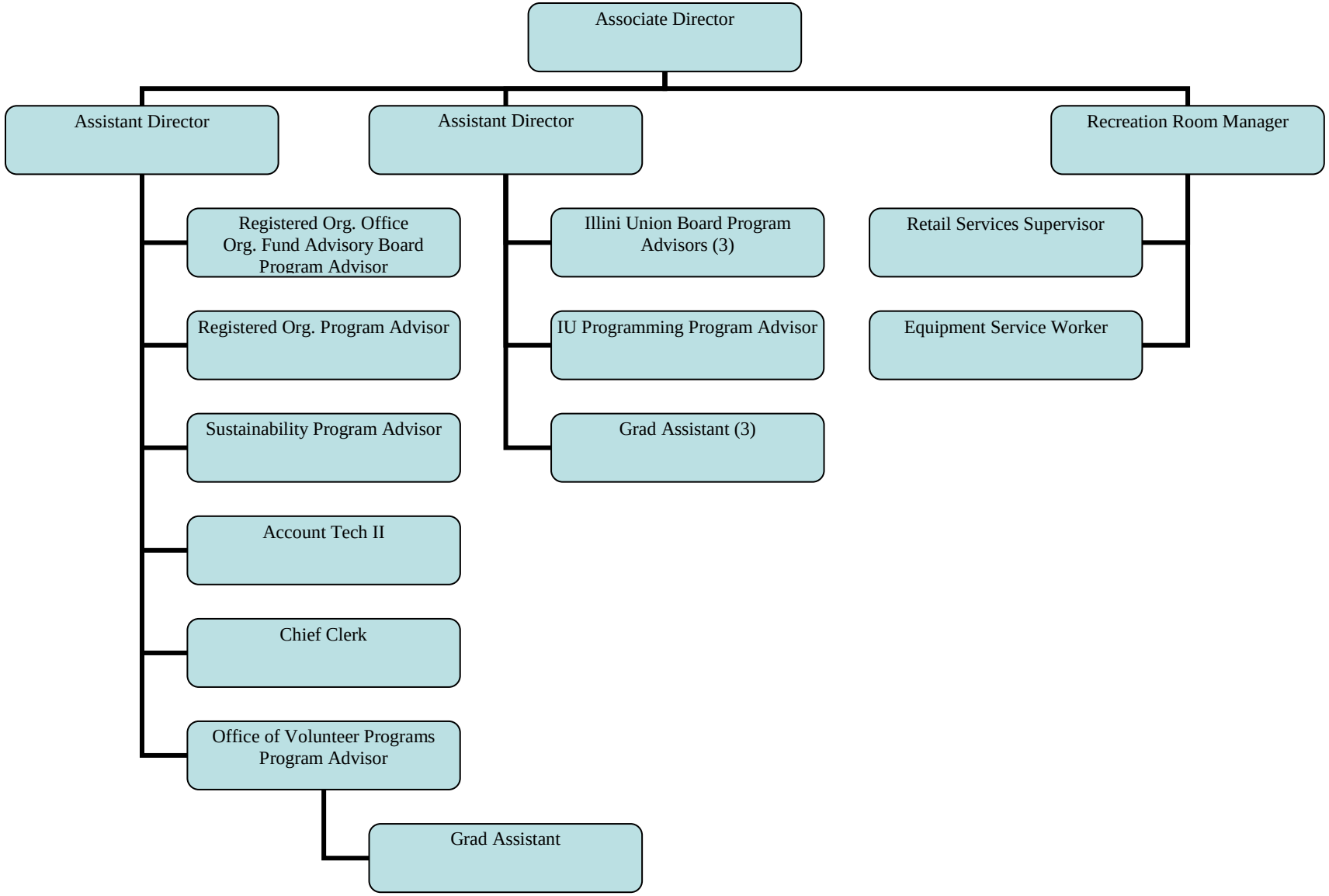
Purpose: The Illini Union Board serves as the campus-wide programming board for the University of Illinois while serving as the advisory committee to the Illini Union Director.

Services:

- Implements programs on behalf of the student body in support of the mission of the Illini Union
- Provides input and feedback to the Illini Union Director regarding the operation and use of Illini Union facilities
- Oversees the Student Organization Complex operation and application process
- Provides leadership development and "hands-on learning" for IUB members
- Negotiates and facilitates contract and payment process for talent they hire
- Communicates and serves as resource to Illini Union and campus about IUB programming efforts
- Serves on committees with the Illini Union in order to help provide a student voice as requested.

Eligibility for services: All students and members of registered student organizations.

Policy contact: Illini Union Board at 333-3660.


Associate Director
Assistant Director
Assistant Director
Recreation Room Manager
Registered Org. Office
Org. Fund Advisory Board
Program Advisor
Registered Org. Program Advisor
Sustainability Program Advisor
Account Tech II
Chief Clerk
Office of Volunteer Programs
Program Advisor
Grad Assistant
Illini Union Board Program
Advisors (3)
IU Programming Program Advisor
Grad Assistant (3)
Retail Services Supervisor
Equipment Service Worker

TECH ZONE

Location: Main level, southwest wing of the Illini Union

Purpose: Provides the campus community with all of the latest tech products and in-house service technicians.

Services:

- Service for most major brands of tech equipment, both warranty and out-of-warrant repairs
- Free pick-up service for campus departments
- Apple-authorized repair center

Products (subject to change):

- Desktops
- Laptops
- Tablets
- Printers
- Peripherals and supplies

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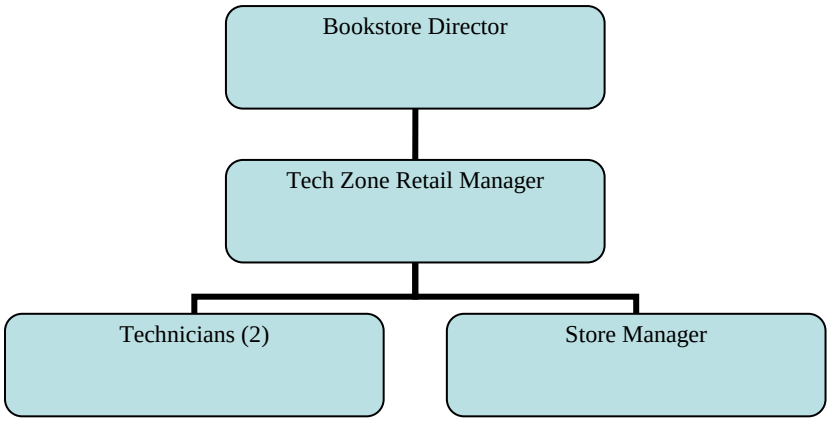
Staff: Organizational chart attached.

Policy Contact: Tech Zone at 244-7938.

Org chart revised 1/28/16



Org chart revised 1/28/16

III. Tenants

CAMPUS ID CENTER

Location: First floor north inside the Illini Union Bookstore - 809 S. Wright Street, Champaign.

Purpose: To provide identification cards for students, faculty and staff of the University of Illinois.

Services: University of Illinois Identification cards, passport photos, international student ID cards, international teacher ID cards.

Eligibility for services and products: All University of Illinois students, faculty, and staff.

Policy contact: Campus ID Center at 244-0135.

SERVICE PARTNERS, TENANTS AND DINING OPERATIONS

The Illini Union exists as the center of campus life. Building community and offering safe, comfortable spaces is essential to encouraging students and visitors not only to gather in the building but to return time and time again. Providing services, goods and resources that meet the needs of visitors while in the building is critical to increasing return visits. Providing space to external entities and vendors that fulfill those needs is crucial to the success of the Union, provides economic sustenance to the organization, and supports the community building mission by providing a one-stop-shop for guests.

Service Partners: Service partners are Student Affairs departments that are housed within the building and share a mutually-beneficial relationship with the Illini Union. Annual space agreements are prepared by the Sr. Associate Director for Facilities and Operations.

- Catering/Housing Dining Services
- Illinois Leadership Center
- Lesbian, Gay, Bisexual and Transgender Resource Center
- McKinley Health Resource Center
- Student Legal Service
- Tenant Union
- Veteran's Lounge

Tenants: Tenants are externally-owned and -operated businesses that provide services to faculty, staff and students. Contracts are managed by the Retail Services Manager/Retail Operations Department.

- University of Illinois Employees Credit Union

Food Vendors: The food vendors within the Illini Union are individually-owned and -operated businesses that have been selected based on feedback from student surveys. Contracts are managed by the Retail Services Manager/Retail Operations Department.

- Einstein Bros. Bagels
- Jamba Juice
- Qdoba
- Sbarro
- Wendy's

Policy contacts:

Service Partners*:* Sr. Associate Director for Facilities and Operations at 333-0160.
Tenants and Food Vendors: Retail Services Manager at 300-5914.

IV. Operations

AUDIO VISUAL EQUIPMENT RENTALS

POLICY

Users of equipment, and/or services in the Illini Union are subject to fees which vary according to the status of the sponsoring organization. Reservations for equipment are taken by the Multimedia Department in accordance with University Regulations.

PROCEDURE

Parts 3, 4, and 5 of Article 2—General Policies and Regulations of the Student Code will be consulted and followed. In addition the following Illini Union procedures will be implemented.

Requests for audio visual equipment can be made in conjunction with or after a "Request for Use of University Premises and Facilities" has been submitted and approved by Event Services.

Approved equipment reservations are shown on the Daily Events Schedule listing location, time, event, estimated attendance, and any special setup requests. This sheet is circulated to involved Illini Union departments.

A detailed listing of available equipment items is available through the Multimedia Department or at http://union.illinois.edu/services/multimedia/rates_equipment.aspx.

Policy contact: Multimedia at 333-0891.

EQUIPMENT – EXTERNAL USE

POLICY

The Illini Union does not generally loan out equipment. However, exceptions can, subject to administrative approval, be granted by the Event Services Manager or the Building Engineer. All requests will be directed to one of these individuals.

PROCEDURE

A form must be filled out by the borrowing organization after the loan has been approved and will be kept on file in the Event Services office.

Anyone who borrows equipment will be solely responsible for the condition of the equipment while outside of the Illini Union and will be expected to pay for any damages occurring while the equipment is in their possession.

The Registered Organization Office loans out certain kinds of equipment to Registered Student Organizations only. Contact the office at 244-2357 for more information.

Policy Contact: Event Services Manager at 333-0691.

EQUIPMENT REPAIR

POLICY

All equipment that is the responsibility of an Illini Union department should receive regular care and/or maintenance to ensure it is maintained at a serviceable status. When equipment needs repair, an assessment will be made as to the cost benefit of repair versus replacement of such equipment.

PROCEDURE

Manuals which accompany new equipment will be read, followed, and kept on file in the appropriate department. Warranty registration cards will be completed and returned promptly; warranty information on equipment will be kept on file for future use.

Maintenance schedules for equipment will be written per the recommendations contained in the equipment manuals. Where maintenance will involve staff members outside a department, appropriate staff will be consulted on setting up the schedules.

When equipment that is out of warranty needs significant repair, or if it is unknown how serious the problem is, an estimate (in writing) of repair costs will be obtained. Whenever possible, in-house staff should be used for such estimates (and for such repair) before utilizing an outside vendor.

Whenever possible, multiple estimates will be obtained before authorizing repair work by an outside vendor. All other factors being equal, the low-cost vendor will be chosen.

Before authorizing repair work, a cost benefit analysis should be done, assessing the age and condition of the equipment and weighing the cost of repair against the cost of purchasing new equipment.

Equipment repair (or purchase) that is to be charged outside a department budget will require prior approval and authorization by the appropriate Senior Leadership Team member and Director.

Policy Contact: Assistant Director for Facilities at 244-1505.

EXTERIOR BUILDING, PLACEMENT OF BANNERS

POLICY

Banner placement on the exterior of the Illini Union is limited to approved locations for campus entities.

PROCEDURE

All banner requests must be made through the Event Services office with a brief explanation of purpose for approval. Priority will be given to RSOs who wish to place banners in the South Balcony. Request from an RSO must be signed by the Office of Registered Organizations. In the absence of an RSO request, university departments will have an opportunity to request a banner space. Request for banner displays should be made two weeks in advance. The Illini Union will be responsible for placing and removing banners for a fee of $75 for an RSO and $100 for other campus organizations. All scheduled banners should be delivered to the reservation office no later than five days prior to placement and picked up no later than two days after removal after which time the banner will be disposed of. The Illini Union is not responsible for lost or damaged banners.

Banners must be constructed of all-weather, sturdy material and have reinforced edges with grommet holes positioned at corners and 3-foot intervals and must not exceed 4 feet in width and 20 feet in length.

Banners for specific dates must clearly identify the sponsoring organization and the event date(s) and location. The Illini Union reserves the right to decline a request if content, form and format is contrary to the Illini Union mission and purpose. Banners must be clearly marked on the outside cover with the organization's name, dates the banner will be displayed and a contact phone number.

Policy contact: Event Services at 333-0691.

INTERIOR BUILDING, PLACEMENT OF BANNERS

POLICY

Banner placement in The Illini Union is limited to the interior of reserveable spaces for dates and times space is assigned to the requesting organization.

PROCEDURE

All banner requests must be made through the Event Services office. Requests for banners should be made at the time of reservation or no later than ten days in advance of placement. The Illini Union will be responsible for placing and removing banners for a minimum fee of $75. Banners requiring a lengthy installation time may be assigned an additional fee. Banners must be made available to the Event Services office to allow sufficient time for hanging. Banners left behind after the event will be destroyed in the absence of an expressed request to “save”. Saved banners must be picked up from the Event Services office within two days after the event. The Illini Union is not responsible for lost or damaged banners. Form, construction and dimension of banners should be determined in consultation with Illini Union Staff. The Illini Union reserves the right to decline a request if banner material, content, construction, or language is contrary to the Illini Union mission or purpose.

Policy contact: Event Services, 333-0691.

INVENTORY OF MOVEABLE EQUIPMENT

POLICY

Moveable equipment is equipment that is not permanently affixed to a wall, floor or ceiling and which has an original asset value of $100 or greater. University policy requires that the Illini Union be able to locate such equipment upon request to document its existence for audit purposes.

PROCEDURE

PROCEDURE CURRENTLY UNDER REVIEW. PLEASE CONTACT BUSINESS AFFAIRS FOR ASSISTANCE.

All Illini Union-owned moveable equipment must be received at the Illini Union Receiving office, Illini Union Bookstore Receiving or Document Services Receiving, where it will be processed and given an inventory number and location code.

When moveable equipment is permanently relocated within the building, or moved to another facility such as the Illini Union Bookstore or the warehouse, this fact should be noted in writing and submitted to the Receiving office. The location code of such equipment will then be changed in the inventory records.

If moveable equipment is to be traded in, transferred to another University unit, or discarded, the Illini Union Receiving office must be contacted so that inventory records can reflect this change.

Policy contact: Business Affairs at 244-3201

LOST AND FOUND

POLICY

The Event Services Office will maintain the Illini Union's lost and found service. The Illini Union Bookstore will maintain its own lost and found service.

PROCEDURE

All items found in the Illini Union will be turned in to the Event Service Office during its hours of operation. When the Event Services Office is closed, items will be given temporarily to the Hotel Desk. Items not retrieved within six months of receipt will be disposed of appropriately.

Policy contact: Event Services Office, 333-0691 or iueventservices@illinois.edu

MEETING ROOM RENTALS

POLICY

Users of space, equipment, and/or services in the Illini Union are subject to fees which vary according to the status of the sponsoring organizations.

PROCEDURE

All requests for space in the Illini Union are subject to the provisions contained in Article II, Part 5 of the Student Code.

A detailed listing of procedures pertaining to rental of Illini Union space is available in the Event Services Office.

Policy Contact/s: Registered Organizations and Registered Student Organizations – Registered Organization Office at 244-2357.

Campus units and all others – Event Services at 333-0691.

MEETING ROOM RESERVATIONS

POLICY

Reservations for all Illini Union space, with the exception of Guest Rooms and the Courtyard Café, are taken and processed by the Event Services Office in accordance with University regulations.

PROCEDURE

Chapters I, II and III of the Student Code will be consulted and followed. In addition, the following Illini Union procedures will be implemented.

All users' requests for space are submitted on the "Online Space Request Form" available online at http://union.illinois.edu/plan-an-event/event-services/space-request-forms

Upon determining availability of space and the eligibility of the person or group requesting space, the Event Service Office either approves or denies the request and a confirmation is sent to the requestor.

Approved reservations that require catering or Multimedia are given instructions to contact the respective department.

Approved reservations are listed on the Daily Events Sheet with locations, times, events, estimated attendance, and any special equipment or setup requests. This sheet is circulated to involved Illini Union departments.

The Illini Union reserves the right to change the room assignment on a reservation with the understanding that, if possible, comparable facilities will be provided. It also reserves the right to cancel a reservation when necessary. Changes and cancellations, however, will seldom be made less than four weeks prior to the scheduled event. The contact person will be notified of any such changes by the Event Services Office.

Policy contact: Event Services at 333-0691.

PARKING – RESERVING METERED SPACES

POLICY

A. “Bagged” meters

With prior approval, the Illini Union will bag metered parking spaces in the Circle Drive and Lot D-10 for a fee. Reserved space in the Circle Drive is generally limited to five (5) meters. Reserved space in Lot D-10 is dependent on the operational needs (which have priority) of the Illini Union Guest Rooms.

B. Lot D-10 passes

The Illini Union Director or designees may issue a temporary pass allowing an individual to park in Lot D-10 free of charge. Issuance of these passes is kept to an absolute minimum. Passes are only to be used in connection with Illini Union business.

PROCEDURE

All inquiries regarding bagged meters will be directed to the Assistant Director for Operations.

Policy Contact: Assistant Director for Operations at 244-4195.

PURCHASING AND RECEIVING GOODS

POLICY

The Illini Union complies with applicable provisions of the Manual for Business and Finance; General Policy, Guidelines and Procedures, and maintains additional procedures and systems appropriate to its special needs.

PROCEDURE

PROCEDURE CURRENTLY UNDER REVIEW. PLEASE CONTACT BUSINESS AFFAIRS FOR ASSISTANCE.

Purchasing/Sources: Goods and services are generally purchased from either another University department or from outside vendors. Department managers or their designees are responsible for such ordering, and should contact Business Affairs if they have questions about proper ordering procedure.

Receiving: All goods must be physically received at the Illini Union. Illini Union Bookstore, or the Printing Building receiving dock and processed by the shipping and receiving clerk or manager. Retail departments are required to process their received goods according to any and all Campus and Illini Union rules and the State of Illinois procurement laws. For all permanent assets, an appropriate inventory tag must be assigned based upon its value and OBFS rules.

Inventory of Assets: An inventory of assets may be called for each year by OBFS. The Illini Union Maintenance Staff and Shipping/Receiving Clerk work together to ensure proper Campus rules are followed for the conduct of the inventory.

Disposal of goods: No item of inventory with a cost of $100 or more may be disposed of without prior approval. The Business Affairs Office should be contacted whenever any such disposal is being considered, and appropriate staff notified of any changes in inventoried items. No item of any cost may be salvaged by any individual for personal use, regardless of its condition. Full rules provided by OBFS.

Policy contact: Business Affairs at 244-3201

REFURBISHING AND REDECORATING

POLICY

Any physical alteration of space within the Illini Union must receive prior approval from the Director or designee. Such approval will take into consideration concept, cost and ambience. Due to the Union's architecture and history, any significant physical alteration must also be consistent with the provisions of the Illinois Historical Preservation Act (IHPA).

PROCEDURE

PROCEDURE CURRENTLY UNDER REVIEW. PLEASE CONTACT BUSINESS AFFAIRS FOR ASSISTANCE.

Prior to pursuing any aspect of a renovation or refurbishing project, the project authorization procedure must be completed (see "Project Authorization"). Large projects to be funded through the R & R process or through bond refinancing will be handled independently of this process.

Once a refurbishing/renovation project is approved in terms of concept and estimated cost, the Illini Union Director will consult with an interior designer who will make recommendations on design, color, material, etc. These recommendations, when utilized, may be provided in addition to those of a project architect. Input from staff and/or students will generally be sought on such matters, after which a final decision will be reached by the Director.

Policy contact: Business Affairs at 244-3201

SIGNAGE

POLICY

Signs in the Illini Union building will not only convey necessary information, but will also be aesthetically pleasing and adhere to all campus and Illini Union graphic and brand standards.

PROCEDURE

All signs – with the exception of directional signage permanently affixed to walls or ceilings – intended for public use will be produced by the Illini Union Marketing department. Exceptions to this policy are the emergency signs (out of order) or directional alpha signs. These signs are produced by Events Services and Building Operations department, as needed.

Signs can be ordered by contacting the Illini Union Marketing department.

Policy contact: Illini Union Marketing Department at 244-3415.

VENDING REFUNDS

POLICY

The Illini Union Campus Vending office will coordinate vending operations in all academic and administrative buildings on campus and will accept requests for refunds of monies lost in vending machines and change machines.

PROCEDURE

Refunds are made available at over 75 campus locations. When monies are lost in the Illini Union, patrons will be referred to the Hotel desk.

Patrons requesting refunds must fill out appropriate documentation issued by Campus Vending. Monies given to patrons will be replenished by the appropriate vendor responsible for the malfunctioning machine through the Illini Union Accounting Department. In no case shall a cash refund be issued for a copier or Value Card machine. Refunds for money lost in copiers or Value Card Machines shall be issued on a Value Card from departmental stocks.

All malfunctions of machines – vending machines, amusement games, copiers, or change machines – are to be reported immediately. During business hours, reports are directed to the Campus Vending office (333-7106).

Policy Contact: Campus Vending at 333-7106.

CANCELLATIONS/NO SHOWS TO FACILITIES RESERVATIONS

POLICY

Cancellations/No shows will be charged a fee if they are made within 72 hours of the scheduled start time for small meeting rooms and 30 days before the scheduled start time for the Ballroom and I-Rooms. This policy is intended to help our customers accurately plan their events, ensure space is made available to those organizations that need it, and help the Illini Union operate efficiently while providing the highest level of customer service. This policy fee structure will reset July 1st of each year.

PROCEDURE

1. **Late Cancellation/No Show**

   a. **RSOs and ROs**

   Failure to notify Event Services of a cancellation within 72 hours of the scheduled start time for small meeting rooms and 30 days before the scheduled start time for the Ballroom and I-Rooms or not showing up for a reservation will result in a first time warning and on second and subsequent occurrences a fee.

   First Occurrence – a warning will be sent by email.
   Second Occurrence – a cancellation fee equal to the department rate for the reserved room(s) will be assessed to the organization.
   Third and any subsequent Occurrence – a cancellation fee equal to the public rate for the reserved room(s) will be assessed to the organization.

   b. Departments

   Failure to notify Event Services of a cancellation within 72 hours of the scheduled start time for small meeting rooms and 30 days before the scheduled start time for the Ballroom and I-Rooms or not showing up for a reservation will result in a cancellation fee equal to the department/public room rental rate as well as all associated charges.

   First Occurrence — a cancellation fee equal to the department rate for the reserved room(s) will be assessed to the department.
   Second and any subsequent Occurrence – a cancellation fee equal to the public rate for the reserved room(s) will be assessed to the department.

   c. **Public**

   Failure to notify Event Services of a cancellation, within 72 hours of the scheduled start time for small meeting rooms and 30 days before the scheduled start time for the Ballroom and I-Rooms or not showing up for a reservation will result in a cancellation fee equal to the public room rental rate as well as all associated charges.

Appeals to this policy should be directed to the Director of the Illini Union or his/her designee who has the authority to permit exceptions to this policy.

Policy contact: Illini Union Event Services at 333-0691.

SAME WEEKDAY MEETING ROOM RESERVATIONS

POLICY

Same weekday reservations for Illini Union meeting rooms are scheduled directly through the Event Services Office with no pre-approval needed from the Registered Organizations (RO) Office. This policy applies only to meetings with an attendance of 92 or fewer and the request is taken and processed by the Illini Union Event Services Office in accordance with University regulations.

PROCEDURE

The Campus Administrative Manual and the Student Code of Conduct will be consulted and followed: http://studentcode.illinois.edu/16.006%20FullCodeInside.V3.pdf, PART 5. USE OF UNIVERSITY PREMISIES AND FACILITIES.

In addition, the following Illini Union procedures will be implemented. This policy is limited to meeting rooms and excludes lounges, the Illini Rooms, the Ballroom, and Rooms 314 and 210.

A meeting room may be reserved the day of the request if:

1. Same-day request is made during Illini Union Event Services regular operating hours. Monday through Friday 8 a.m. until 8 p.m. during the spring and fall semesters, Monday through Friday 8 a.m. until 5 p.m. during breaks and the summer semester.
2. Meeting start time is at least 30 minute after the space request has been approved.
3. The request is made with a “Same Weekday Meeting Room Reservation Request Form” The form is available through the Illini Union Event Services Office.
4. The standard or existing set-up is acceptable.
5. No additional resources are necessary to facilitate the use of the room (i.e., custodial, set-up crew, engineering support, multimedia or/and catering).
6. Use of the room does not interfere with an existing or subsequent reservation or set-up.
7. The individual making the request agrees to the limitations for time and use as specified by the Event Services Office at the time they are allowed access.
8. The individual making the request agrees to vacate the room upon request from the Event Services Office.
9. For Registered Student Organization (RSO) request:
    - Only groups in good standing may submit a request for space. Once per month, the RO Office will supply Event Services with a list of RSOs that are not in good standing.
    - Event Services will consult that list, and then check U of I Connections (CollegiateLink) to confirm that the requesting individual is an authorized agent of the RSO they are representing.
10. For Department requests:
    - A current and valid CFOPAL is available at the time of the request.
    - The requestor’s affiliation will be verified through the campus directory.
    - Campus departments and units with an outstanding balance of more than 30 days at the Illini Union will not be able to make same-day reservations.
11. For Public requests:
    - Public clients may only make same-weekday reservations Monday-Friday, 8 a.m.-5 p.m.
    - Payment by credit card must be made prior to using the room.
    - Organizations or individuals with an outstanding balance of more than 30 days at the Illini Union will not be able to make same-day reservations.

Upon determining availability of space and confirming eligibility of the person or group requesting space, Event Services either approves or denies the request.

Policy contact: Illini Union Event Services Office at 333-0691.

V. Human Resources and Administrative Services

ACCIDENT REPORTING, EMPLOYEES

POLICY

Employees who sustain a work-related injury must follow accident reporting procedures.

PROCEDURE

If the injury is life-threatening immediately call 911.

If the injury in not life-threatening you should immediately report to your immediate supervisor. Fill out the Employee First Report of Injury Form. If the supervisor does not have a form, one can be obtained from the Illini Union Human Resources Office. The employee and supervisor both complete respective sections of the form and promptly seek medical care if needed. The First Report of Injury Form should be submitted to a representative in the Illini Union Human Resources office within the first 24 hours of the incident. Failure to report an injury may affect your right to compensation for time lost or reimbursement for expenses incurred.

Policy Contact: Human Resources and Administrative Services at 333-3660.

COMPLAINT HANDLING

POLICY

Every complaint from a customer will receive a response within 24-48 hours.

PROCEDURE

A. Complaints Made in Person or by Phone

All employees receiving a complaint from a customer in person or by phone will forward the customer to the appropriate department manager. If the manager is unavailable, the employee will request the customer's name and phone number so that the manager, or appropriate designee, can contact them.

B. Written Complaints

The appropriate department manager will respond to a written complaint and will follow the guidelines for correspondence review and approval.

Policy contact: Human Resources and Administrative Services at 333-3660.

CONFLICTS OF INTEREST

POLICY

Conflicts of interest in the work place will be identified, communicated to supervisors, resolved and documented.

PROCEDURE

A conflict of interest is any situation, status, or relationship which could be perceived as compromising an employer's decision-making process in the work place.

All employees will examine their work responsibilities on a regular basis to determine if potential conflicts of interest exist.

Any potential conflict of interest will be reported immediately through reporting lines to the Director. All such situations must be documented in writing.

The Director will make final decisions on the disposition of potential conflicts of interest, or will refer such situations to other University personnel when necessary. All final dispositions will be reduced to writing and filed.

Policy contact: Human Resources and Administrative Services at 333-3660.

DEPARTMENTAL "KITCHEN" APPLIANCES

Refrigerators

Refrigerators will be kept in secure, out of the way places, where the public will not have access to them. Some departments will share refrigerators with other departments. It will be up to the departments to clean their refrigerators; the Illini Union will repair them when necessary.

Coffee Pots

It is optional for employees to have their own coffee pots. They must be kept in safe, out of the way places and regularly cleaned by the staff who use them. Employees must purchase their own coffee pots and furnish their own coffee, cups and supplies.

Microwaves

Employees may use the microwave ovens in the lower level. Microwaves supplied by staff members will be allowed as long as they are maintained in a safe and clean manner, out of the public's way. Each department will be responsible for cleaning schedule in their areas.

*Please refer to Illini Union Policy (Food and Drink in the Work Place) for further information.

Policy contact: Human Resources and Administrative Services at 333-3660.

DISABILITY GUIDELINES (proposed for new Employee Handbook)

POLICY

Disability income benefits are available to employees under the Illinois Worker's Compensation and Occupational Diseases Acts, the University of Illinois Sick Leave Plan and the State University Retirement System. Medical and hospital expense benefits are available under the Illinois Worker's Compensation and Occupational Diseases Acts, and the State-paid or University-sponsored Group Health and Life Insurance Plans.

PROCEDURE

All disability claims should be referred to the Illini Union Human Resources and Administrative Services Office. Benefits payable under State-paid or University-sponsored group health and life insurance plans are set forth in master policies available through the Benefits Center.

For disability claims arising out of and in the course of employment, compensation will be consistent with Staff Policy and Rules, Rule #12.11 and Academic Staff Handbook, Chapter 3.

For disability claims not arising out of and in the course of employment, consistent with Staff Policy and Rules, Academic Staff Handbook, and pertinent negotiated labor union contracts, accumulated benefits may be used. Employees normally complete Family Medical Leave Act (FMLA) paperwork prior to completion of disability leave papers. FMLA is administered to eligible employees until such time that FMLA benefits are exhausted and disability leave takes effect.

Policy contact: Human Resources and Administrative Services at 333-3660

DIVERSITY IN STUDENT EMPLOYMENT (proposed for Employee Handbook)

POLICY

The hiring of the Illini Union's student employees will reflect the diversity of the campus.

PROCEDURE

Managers, supervisors, and others who make student employment decisions will undertake all necessary recruitment efforts to ensure that diversity in student employment is consistent with the diversity of the student body.

Human Resources and Administrative Services will maintain statistical records regarding diversity in student employment.

Policy contact: Human Resources and Administrative Services at 333-3660.

DRESS CODE POLICY

POLICY

The University of Illinois Illini Union has established a professional Image Standard, which outlines dress and grooming guidelines to promote a consistent professional image throughout the organization. A professional appearance is essential to a favorable impression with all customers and visitors that use the services and amenities of the Illini Union. It also ensures staff is identifiable as employees of the Illini Union.

A dress code will be maintained for all Illini Union staff members, including student employees. Each manager/supervisor is responsible for monitoring compliance with this code for those employees under their supervision. The below policies are mandated for every Illini Union employee:

- **Nametags:** All Illini Union staff members are issued nametags upon hire through the Human Resources department. All staff are required to wear nametags at all times. Nametags should always be visible and located on the outermost clothing.
  Note: Nametag replacement fee of $5.00 (lost or stolen)

- **Business casual:** All employees are expected to maintain a high level of personal and professional appearance. Generally, our attire would be considered "business casual" which implies a neat appearance, clean and pressed clothing that is in good business taste. Despite the relaxed atmosphere that a university may exude, the Illini Union is a place of business and appropriate attire is required. Student employees must wear the Illini Union-issued student polo shirt at all times and ensure it is clean, wrinkle free, and appropriately fitted. Non-clerical and clerical staff must wear the appropriate clothing for the area that follows safety guidelines, exudes professionalism and, when applicable, is a part of their collective bargaining agreement. It is expected that managers and supervisors lead by example as it relates to the dress code policy.
  Note: Student Polo shirt replacement fee: $10.00 (lost or stolen)
  Staff Polo shirt replacement fee: $20.00 (lost or stolen)

<u>Acceptable Business Casual Attire</u>
All staff with internal and external customer contact must present a well-groomed, professional appearance. The standard is as stated in the policy, but the actual rules may accommodate sex-based differences, without being exclusionary to gender.

- Dress slacks, and suit pants
- Casual pants (e.g., khakis, "Dockers", corduroys)
- "Dressy" Capri pants
- Skirts, dresses, and skirted suits
- Dresses (no strapless, spaghetti straps, or maxi)
- Sports coats or blazers
- Long- or short-sleeved sport or dress shirts
- Sleeved and sleeveless blouses (no tank tops)
- Sweaters/cardigans
- Polo or golf-style shirts
- Dress socks and hosiery
- Dress boots, dress shoes, loafers, or deck shoes (with socks)

- Presentable jeans or shorts (student employees only)
- Athletic shoes/sneakers (student employees only)
- Headscarves/headwear (acceptable for religious/cultural purposes)

Unacceptable Business Casual Attire

Below is a general overview of inappropriate business casual attire. This list is not an exhaustive list, and both appropriate and inappropriate attire is subject to change. If you have any uncertainties with regards to what business casual attire is acceptable or not, please contact the Human Resources office.

- Any clothing item or footwear that is dirty, torn, frayed (for example, frayed hem), excessively worn, or in general disrepair
- Apparel which carries the name of any educational institution other than the University of Illinois
- Clothing with emblems, slogans and symbols related to illicit substances, alcohol, tobacco products, obscene language or sexual connotations
- Any revealing clothing (for example, tank tops, crop tops, spaghetti strap tops or backless tank tops, tube tops, "short" shorts, cut off shorts, micro-minis)
- Any tight, form-fitting clothing (for example, spandex, leggings, leotards, biker shorts, halter tops)
- Any items that may obscure eye contact with customers (for example, sunglasses, ball caps, hats)
- Jeans (non-student staff and BSW), sweatpants, flannel/pajama pants, and exercise apparel
- Beachwear
- T-shirts
- Flip flops
- Perfume/cologne(excessive)
- Athletic shoes/sneakers (non-student employees)
- Shorts (non-student employees)
- Headscarves/headwear (acceptable for religious/cultural purposes)

DAMAGED AND/OR WORN UNIFORM RETURNS

All student employees and other uniform-issued staff have the opportunity to return any uniform that is damaged/defective or naturally damaged from wear and tear to their department manager in exchange for a new one.

AMENDED DRESS CODE POLICY STANDARDS

A department may request approval for an amendment of the standard dress code policy and dress code policy of their specific area if the job duties and responsibilities of the department justify the need. For consideration of any possible change, the request, along with proper documentation of the need and/or benefits should be submitted through the appropriate Senior Leadership Team member to the Assistant Director for Human Resources.

PROCEDURE WHEN DRESS AND/OR APPEARANCE IS INAPPROPRIATE

Any employee not adhering to these guidelines will not be allowed to work his or her scheduled shift. The employee will be sent home to change. Employees whose religious or cultural customs may conflict with certain aspects of this dress code should speak with their immediate supervisor or a representative of Human Resources.

UNIFORM-ISSUED STAFF

Certain staff classifications are required to be in a standard issued uniform. Listed below are the current employee classification groups within the Illini Union that are issued a uniform:

- Building Service Workers
- Housekeeping/Maids
- Hotel Main Desk Attendant and Supervisors
- Starbucks (policy does not supersede SB company dress code)
- Campus Mail

Uniform-issued staff members are required to wear, while working, uniforms prescribed by the employer and have to comply with the Illini Union dress code policy. Employees must be in the appropriate uniform upon reporting for duty, and their uniform components must be neat and clean. The employer will provide the uniform and replace the same as necessitated by normal wear and tear. Note: See individual departments for their specific requirements regarding uniform-issued staff.

NON-UNIFORM-ISSUED STAFF

Every staff member outside of student employees and uniform-issued staff is required to adhere to the Illini Union Dress Code Policy. Although a specific uniform isn't required for these staff members, exuding professionalism through maintaining a professional appearance is the minimum standard for these employees. Business casual attire, as defined, is the standard for non-uniform-issued staff. This applies to all Academic Professionals, clerical staff, supervisors, and managers.

Production Employee Dress Guideline Exceptions

Some employees have duties which are not compatible with the Illini Union's standard dress guidelines. In particular, employees who do receiving, delivery, or printing and mailing production have duties which may expose them to substances that can stain clothing. Given these work conditions, production, receiving and delivery employees may wear:

- Jeans—must be in good condition (no rips, holes or fraying)
- T-shirts—must be plain or Illini-oriented
- Shoes—must be closed toes and heels (no sandals, Crocs, or other shoes that expose portions of the feet)

For safety reasons, it is essential that these employees do not wear any loose-fitting clothing, dangling jewelry, scarves or other items that could catch in equipment and cause injuries. All other dress guidelines established by the Illini Union apply to production, receiving and delivery employees.

FAILURE TO MEET POLICY

Any employee of the Illini Union who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises to go home and change to approved attire. Nonexempt (these employees subject to wage and overtime requirements of the Fair Labor Standards Act) will not be compensated for work time missed because of failure to comply with policy. Violation of this policy can also result in disciplinary actions.

Remember, if you are in doubt, **don't wear it!** For clarification or questions, contact your immediate supervisor or the Human Resources office.

DRESS CODE POLICY ACKNOWLEDGEMENT

I affirm that I have received, read, and understand the Dress Code Policy. I understand that I must follow the said policy during my employment with the Illini Union at the University of Illinois.

Date: _____

Staff/Student Employee Signature: _____

Print Name: _____

*This page will be placed in personnel file in the Human Resources office.

Policy contact: Human Resources and Administrative Services at 333-3660.

EDUCATIONAL PRIVILEGES AND RESPONSIBILITIES

POLICY

The University encourages employees to reach their full potential and provides educational and developmental opportunities to broaden employee capabilities, to improve University services, and to contribute to job fulfillment.

PROCEDURE

A. *Education*

Employees wishing to enroll in the University must meet admission conditions as prescribed by the Office of Undergraduate Admissions or the Graduate College. To be considered for tuition and fee waivers (as detailed in Policy and Rules – Nonacademic, Rule 14.01-14.05), employees must complete a Course Enrollment form. This form can be obtained from the Illini Union Human Resources and Administrative Services Office.

Approval from the supervisor must be obtained in order for an employee to attend classes during normally scheduled work hours. If the course is required by the department, time spent in class is counted as work time. If the course is requested by the employee, time spent in class must be made up, covered by vacation benefits, or count as unpaid time. Employees enrolled in a course outside their work schedule will indicate such on the Course Enrollment form.

The completed Course Enrollment form must be initialed by the department supervisor and the appropriate associate director before being submitted to the Director for approval. The approved form is sent to the Personnel Services records division.

B. *Development*

Employees may request permission to attend development courses, seminars, or training programs. If approved by the department and considered work-related, time spent will be with pay. Otherwise, requests of this nature will be treated like any other request for use of vacation benefits or time without pay.

Policy contact: Human Resources and Administrative Services at 333-3660.

EMPLOYEE BIRTHDAY LUNCH IN THE COLONIAL ROOM

POLICY

All Illini Union full-time and part-staff will receive a birthday gift certificate for a free lunch in the Colonial Room in honor of their birthday.

PROCEDURE

Human Resources and Administrative Services will issue birthday gift certificates to full-time and part-time staff with a six-month redemption date. All birthday gift certificates must be signed by the Director.

Redemption period subject to change

Policy contact: Human Resources and Administrative Services at 333-3660.

EMPLOYEE INFORMATION, DISCLOSURE

POLICY

Extreme discretion will be exercised when releasing personnel-related information.

PROCEDURE

All requests for employment information will be referred to Human Resources and Administrative Services.

Policy contact: Human Resources and Administrative Services at 333-3660.

EXIT INTERVIEWS

POLICY

Every staff member should have the opportunity for an exit interview prior to leaving the University. This opportunity need not, however, be extended to individuals who have been dismissed in the probationary period or discharged.

PROCEDURE

When it becomes clear that an employee is leaving the University, or as an eligible retirement date draws near, an exit interview will be conducted by the Assistant Director for Human Resources and Administrative Services. All interviews are confidential. It is the responsibility of the employee to contact Human Resources and Administrative Services for the exit interview form which is completed prior to the interview. If the employee does not initiate contact at least 15 days prior to leaving their position, the assistant director for Human Resources and Administrative Services will attempt to schedule a meeting with the employee.

Policy contact: Human Resources and Administrative Services at 333-3660.

FAIR LABOR STANDARDS ACT (FLSA)

POLICY

All employees will be informed of applicable provisions of the FLSA. Managers and supervisors will be responsible for ensuring that these provisions are met.

PROCEDURE

In general, these provisions pertain only to non-exempt Civil Service employees.

While overtime should be approved in advance by a supervisor or manager, all overtime (approved or unapproved) must be paid when incurred. Unapproved overtime may be cause for disciplinary action.

Non-exempt employees should not be allowed to take breaks or meals at their desks or in their work areas, nor should they be in these areas outside of their scheduled work hours.

Managers should not require nor knowingly allow employees to do work at home or at other places outside the work place.

Policy contact: Human Resources and Administrative Services at 333-3660.

FOOD AND DRINK IN THE WORKPLACE

POLICY

It is expected that employees maintain a professional work environment, where the consumption of food and drink within the workplace should never conflict with daily job responsibilities and operations.

PROCEDURE

Food and drink may be consumed in private offices with the door closed, subject to break and meal period policies. Under no circumstances are non-exempt (hourly) employees to eat meals at their desk /work stations.

Employees may have beverages at their desks but the beverage should not interfere with customer service, nor should a beverage be consumed in front of customers.

Policy contact: Human Resources and Administrative Services at 333-3660.

HEADPHONES, USE OF

POLICY

Personal headphones may not be used during work periods unless they are being used in conjunction with work-related tasks.

Exceptions

Standard communication devices supplied by and authorized by the Illini Union for business operation purposes.

Reasonable accommodations under ADA; any equipment issued to employees to assist with their hearing so they can perform their duties.

PROCEDURE

Personal Headphones may only be worn by employees if they are on lunch break or on an approved rest period.

Policy contact: Human Resources and Administrative Services at 333-3660.

PERFORMANCE EVALUATIONS

POLICY

At the Illini Union, we believe the most highly motivated, productive employees are those who understand job requirements and manager expectations and are aware of how well they are meeting them as well as opportunities for development, those who participate in planning how their work will be accomplished, and those who have an open and communicative relationship with their supervisors. This is the foundation upon which our performance appraisal program is built.

Performance appraisal is not a single event. It is a continuous, year-round program of exchanging information with employees that begins and ends with the annual performance review. This section of information serves three (3) purposes:

- To help employees work closer to their potential. This is done through communicating expectations, giving continuous feedback throughout the year, rewarding accomplishments, coaching to improve performance, and encouraging employees to "test their limits" and achieve their goals.
- To help supervisors help employees be more effective and to evaluate an employee's performance factually and objectively.
- To help Human Resources and Administrative Services establish rationale for compensation and personnel actions such as promotions, transfers, and terminations.

PROCEDURE

Employees at all levels are entitled to consistent performance evaluations that are fair, accurate, and objective. All performance evaluations should be documented using the appropriate evaluation form(s) that corresponds to the level of the employee.

Students:

Each new student will be evaluated by his/her immediate supervisor 30 days after their start date. The supervisor will use HR and Admin Services' 30-DayAssessment form to evaluate each new student employee designed to elicit a one on one conversation regarding initial expectations and performance.

All regular student performance evaluations will be conducted on a semester basis. October 15 and April 15 are the semester deadlines. HR and Admin Services will send communication reminders to all managers of student employees approximately six weeks in advance.

Student employees who have worked a minimum of 130 cumulative hours as of September 1 and March 1 are required to be evaluated. Performance evaluation of other students who do not meet this criterion is optional.

Civil Service:

Each new Civil Service employee with a six-month probationary period will be evaluated at two, four and five months. Each new Civil Service employee with a twelve-month probationary period will be evaluated at four, eight and eleven months.

After the initial probationary period, every employee will be evaluated at least once a year. Extra-help employees and other temporary employees will be evaluated at the discretion of the supervisor.

Standardized performance evaluation instruments are available online at
http://www.shr.illinois.edu/forms.html
or from the Human Resources and Administrative Services Office.

Academic Professional:

Annual performance evaluations for Academic Professionals are to be completed during the months of January and February. Each completed evaluation must be signed by both the employee and the supervisor before being submitted to Staff Development and Resources. If an employee chooses not to sign the completed evaluation form, this will be noted on the form, by the supervisor, when it is submitted.

All performance evaluations must be discussed in person with the employee prior to filing.

Policy contact: Human Resources and Administrative Services at 333-3660

PERSONAL BUSINESS

POLICY

Employees will not pursue personal business ventures (such as freelance assignments or selling products) during work hours, nor will they utilize any resources of the Illini Union to further any personal business ventures.

PROCEDURE

Questions about what constitutes “personal business” should be directed to the appropriate department manager and/or senior leadership member.

Policy contact: Human Resources and Administrative Services at 333-3660.

PERSONAL MAIL

POLICY

University policy states that the campus mail system is reserved exclusively for University business. The Illini Union is in accordance with this policy and prohibits all employees from the distribution and reception of personal mail.

PROCEDURE

Employees will discourage the addressing of personal letters to their work address at the Illini Union. Under no circumstances are parcels unrelated to any employee's duties to be addressed to the Illini Union.

Policy contact: Human Resources and Administrative Services at 333-3660.

RECOMMENDATION LETTERS

POLICY

Writing letters of recommendation will generally be a matter between the person writing the letter and the person being recommended.

PROCEDURE

It is suggested that, as a writer, you should not feel an obligation to write a letter if you cannot truly speak to that person's strengths or abilities.

Policy contact: Human Resources and Administrative Services at 333-3660.

REFERENCE CHECKS, CONDUCTING

POLICY

Reference checks on all candidates being interviewed/considered for a position at the Illini Union must be completed and documented before a candidate is invited to participate in the on campus interview process. Conducting reference checks or extending job offers will be done in compliance with pertinent University policies and procedures.

PROCEDURE

A candidate must be informed before the fact that reference calls will be made on all listed references via electronic transmission of the Reference Check Release Form. If you call references that are not listed on a candidate's application, you must notify the candidate of your intentions before the fact, asking if there is anyone personally or professionally that should not be contacted and receive back signed consent to do so before proceeding.

When you are conducting reference checks on several candidates for the same position, you must at least ask the same series of questions for all candidates before you can ask questions that may relate only to a particular candidate.

(For information on fielding reference checks, refer to "Employee information, disclosure.")

Policy contact: Human Resources and Administrative Services at 333-3660.

BREAKS AND MEAL PERIODS

POLICY

The Illini Union adheres to the Campus policy Rule 4.04: Work Shifts and Hours, policy at https://nessie.uihr.uillinois.edu/pdf/policy/rules/pr4r04.pdf

PROCEDURE

Rest Periods

Supervisors may authorize rest periods appropriate to the needs of the operations and the employees involved, but such rest periods may not be cumulative, made the basis for a late starting or an early ending time, nor used to extend regularly scheduled lunch periods. A rest period should not exceed fifteen (15) minutes and normally should not be provided to an employee scheduled for less than one-half (1/2) day of work.

Meal Periods

Employees expected to work seven and one-half (7 1/2) continuous hours or longer shall be permitted at least thirty (30) minutes (unpaid) for a meal period that begins no later than five (5) hours after the start of the work period. Negotiated agreements may contain different provisions.

Policy contact: Human Resources and Administrative Services at 333-3660.

SEXUAL HARASSMENT

POLICY

The University prohibits sexually harassing behavior on its campus and by any person while engaged in University business, whether on or off campus. The University environment must be free of sexual harassment in work and study. The University will not tolerate sexual harassment of students or employees and will take action to provide remedies when such harassment is discovered. The Illini Union's policy is consistent with the Campus Administrative Manual; Personnel Polices-Affirmative Action-Policy and Procedures for Addressing Discrimination and Harassment at the University of Illinois at Urbana-Champaign (http://www.cam.illinois.edu/ix/ix-b/ix-b-3.htm).

PROCEDURE

Employees who believe that they have been subjected to harassment in violation of this policy should contact the Assistant Director of Human Resources and Administrative Services at the Illini Union. Employees may also contact the Office of Diversity, Equity, and Access. Students may contact the Emergency Dean through the Dean of Students Office. Reports of sexual misconduct shall be promptly investigated and also reported to the University of Illinois Police Department at 333-1216.

Policy contacts: Human Resources and Administrative Services at 333-3660.
Office of Diversity, Equity and Access at 333-0885.
Emergency Dean at 333-0050.

ILLINI UNION STAFF DEVELOPMENT/COURSE POLICY

POLICY

As we continue to acknowledge that in order to achieve our potential, we must nurture our staff as we nurture the University as a whole, the Illini Union recognizes the importance of supporting staff development opportunities for our employees.

PROCEDURE

General Eligibility Guidelines

All employees who apply to enroll in any external seminar, workshop, course, certificate, or degree program must be in good standing. Good standing is defined as those who are performing on a satisfactory basis, and preferably not on probation, at the time of the request.

General Course Policy

All eligible employees are encouraged to select a staff development opportunity applicable to their role within the Illini Union each year. Many employees choose workshops offered through the Center for Training and Professional Development. Eligible employees may select a course to attend and discuss the subject, date, time and other details with their supervisors in advance. They should then fill out an Illini Union course request form. If department managers approve, they will then forward the requests to ~~Associate Directors~~the appropriate Senior Leadership member for final approvals. Registration will be handled by the employee's own department, not by the Administrative Office.

Employees wishing to enroll in more comprehensive training, such as a certificate program or college course work, must also adhere to the following:

Comprehensive Training Eligibility Guidelines

1. In addition to being in good standing as defined above, employees must not have received any documented disciplinary action within the last two years.

2 Employees must have worked at the Illini Union for at least one year before applying (exceptions may be made for those hired in supervisory positions).

3 All requests must be preapproved before course begins.

4 Employees must not create any overtime by attending courses.

5 Employees may take no more than two courses per semester.

Other factors which will be considered in the approval process include: an employee's past performance, the needs of the employee's department (workload and time commitments required by the employee's position) and an assessment of the employee's advancement potential. Each approval will be made on a case-by-case basis. Employees should allow a minimum of 2-3 weeks for the approval process.

Comprehensive Training Policy

Employees are strongly encouraged to take advantage of the university's tuition and fee waiver program. U of I courses are most cost effective and often save time, so therefore are most feasible for departments to approve.

Although the Illini Union is not obligated to pay for any outside schooling, we will make every effort to support classes and degree programs which are related to an employee's job or career. Financially, the less expensive options will be easier for the Illini Union to support, i.e., a community college program versus a private one. Due to the significantly greater financial costs and the commitments of certificate and external degree programs, enrollment will be limited.

Courses which relate to a person's job or career path may be attended during work hours without loss of pay. Courses which are approved, but are for personal development should be attended during non-work hours if possible. In all cases, the employee and supervisor should agree in advance whether the employee will attend with pay, work on a make-up schedule, take vacation time, or charge the time to absence without pay.

Regular, Special, Refund and Directed Study Courses

Tuition and fee waiver or department payment of course fees may be granted to employees for courses which meet specific criteria to broaden capabilities and to improve University service.

Regular Course: A course that is a part of the established curriculum at the University of Illinois.

Special Course: A course that is designed specifically to improve knowledge and University service in a work area, such as a computer course.

Refund Course: A course that is offered by an organization other than the University for which an employee may receive reimbursement for tuition and fees.

The Illini Union will reimburse the employee for all tuition and registration fees (does not include activities fees) upon receiving grade reports which indicate the employee passed with a grade of C or better, or Satisfactory/Pass if the course was not graded. It is the employee's responsibility to pay for all other materials, books, and costs. The employee must also submit a receipt showing the amount of tuition and fees paid.

Directed Study Course: A course that is offered by an organization other than the University, which the department asks or requires the employee to attend and for which the department may prepay tuition, fees and other expenses.

Applicants should submit requests for regular, special and refund courses as soon as possible. If the class is part of a longer course of study, such as a degree program, please inform your supervisor.

Policy contact: Human Resources and Administrative Services at 333-3660.

STAFF DEVELOPMENT

POLICY

The Illini Union supports and encourages staff to take advantage of staff development opportunities, operations permitting.

PROCEDURE

The Illini Union and Student Affairs both sponsor regular staff development programs throughout the year. Staff are encouraged to attend the appropriate programs if operations permit and as per instructions on program announcements.

Both University and non-University organizations sponsor seminars and programs that may charge a registration fee. Usually these are half- or full-day programs and requests to attend must be made to the appropriated supervisor. The appropriate Senior Leadership Team member will then make a recommendation to the Director, taking into consideration, among other factors, resources, the person's work performance, the appropriateness of the program(s) to that person/department, operational needs at the time the program is scheduled, etc. The Illini Union Senior Leadership Team, in collaboration with the Human Resources and Administrative Services department, will monitor requests to ensure that opportunities are provided equitably to all staff.

Requests to attend a national conference or seminar – such as ACUI, NACA, NACS, etc. – must be submitted at least 90 calendar days in advance and approved by the Director during the fiscal year budget development process (late spring). The Director's administrative support staff will request the information when appropriate. Out-of-state travel requests must be approved by the Associate Vice Chancellor for Student Affairs, in addition to the Director.

Policy contact: Human Resources and Administrative Services at 333-3660.

TELEPHONE ANSWERING

PURPOSE

To ensure that incoming phone calls will be handled as promptly and courteously as possible.

PROCEDURE

When answering the phone, employees should identify the department and at least their first name.

After identifying the caller's needs, the employee should be helpful in locating the personnel/information needed. If individual is unavailable, staff should offer to transfer caller to voice mail or take a message that clearly explains who the caller is, the phone number where they can be reached, the date and time of the call, and what the caller wants.

If it is necessary to put a caller on hold, the caller will first be asked if they wish to hold. If the caller does not wish to hold, a message should be taken. In no event should a caller remain on hold for more than one minute without further contact ("Do you want to keep holding or would you like me transfer you to voice mail or take a message for ____?").

Policy contact: Human Resources and Administrative Services at 333-3660.

VOICE MAIL

POLICY

To provide excellent service to internal and external telephone callers through effective use of voicemail.

PROCEDURE

"Individual voice mail" is defined as voice mail for an individual employee's direct phone number. It answers the telephone when the employee is not present or when the line is busy.

The employee is expected to maintain the following standards related to voice mail:

1. Voice mail messages are to be returned promptly.
2. Voice mail may not be used to avoid answering the phone.
3. During normal business hours, the caller will be given the option of speaking directly to a person.
4. Voice mail messages will be updated to reflect the status of the individual.

Policy contact: Human Resources and Administrative Services at 333-3660.

VI. Health, Safety and Security

ACCIDENT REPORTING, PATRONS

POLICY

All accidents involving patrons should receive immediate attention and proper documentation.

PROCEDURE

The Building Supervisor, or the appropriate staff person, will be contacted in the event of an accident involving a patron. The Building Supervisor, or appropriate staff person, will if appropriate, contact the Rescue Squad (911) to make arrangements for transporting the individual to a hospital.

The Building Supervisor, or appropriate staff person, will fill out the University of Illinois Property Damage/Public Injury Report. Any accident regardless of severity or the patron's own wishes, will result in this form being filled out. If a patron declines assistance, the Building Supervisor, or appropriate staff person, will make every effort to obtain the patron's name and address for the Building Supervisor's report.

The Building Supervisor, or appropriate staff person, will check the area around the accident to see if any foreign objects, water, etc., were present.

Policy contact: Assistant Director of Operations at 244-4195.

AFTER–HOURS ACCESS: 227 Illini Union Board Office Space

POLICY

The Union will ensure that the property and functions of the 227 Illini Union Board office space area and the Illini Union are protected, while at the same time providing flexibility in the use of this space by students.

The 227 Illini Union Board office area includes the Illini Union Board reception area, office space and conference room.

The only representatives that will be considered for late night access are those who are IUB members involved in the following areas: Executive Board, Board of Directors and/or Committee Chairs. Access will be granted on a case by case basis as related to job responsibilities. These individuals will be asked to agree to the following:

- Late-night access is restricted to times and periods when the Illini Union is operational and will not be available at periods during Fall and Winter breaks.
- Late-night access allows students access to the Illini Union Board office area only. Individuals are not permitted to make use of other spaces within the Illini Union unless reservations have been made.
- At no time can any door be propped open. This includes the 227 Illini Union office door.
- Students are not allowed to use or gain access to the Director's Office staff desks, computers or office supplies.
- Students must have their student ID with them at all times and may not give their ID to others to use for late night access.
- Those with late night access DO have escort privileges into the space, but they need to stay with the individuals at all times and take on full responsibility for them.
- In the case of students being in the area at closing time, the Director's Office staff, while locking up the 227 Illini Union office space areas, will inform the students that the after-hours policies are in effect.
- In addition, individuals are expected to adhere to the *University of Illinois Student Code* at all times. Failure to do so will result in the revocation of the late night access and referral to the Office of Student Conflict Resolution.

Violation of any of the outlined policies may result in The Student Programs & Activities Office or the Illini Union Director revoking access at any time. Failure to abide by late night access policies and/or the *University of Illinois Student Code* could result in all late night access being revoked and/or denied to all members of the organization as well.

PROCEDURE

Illini Union Board Executive and Board Members may request personal access to the office area, upon payment of a deposit on each key.

An Illini Union Board Program Advisor will create a Key List, which will designate in writing those members who have received personal office keys as well, as a list the names of any member who is entitled to use the office outside normal office hours. This list will be provided to the Hotel Guest Services desk.

Only the Green Street (north) entrance will be used for entering and leaving the building.

Students will check in at the Hotel Guest Services desk. Authorized persons who do not have a key will be able to obtain one by leaving their student ID at the desk. After completing their business, students will sign out at the Hotel Guest Services desk. Building Supervisor will check key log each evening as part of the closing procedures and make note of keys not returned and responsible party in the building report. Student Programs & Activities staff will follow up with students who did not return keys the previous evening.

Unless prior arrangements are made with the Building Supervisor, the Operations and Maintenance night crew will clean the office at the regularly scheduled times.

These procedures apply only to the 227 Illini Union office space area. The Student Organization Complex in Room 280 operates on a set schedule.

Policy contact: Associate Director, Student Programs & Activities Office at 333-3660.

AFTER–HOURS ACCESS: 250 STUDENT GOVERNMENT COMPLEX

POLICY

The Union will ensure that the property and functions of the Illinois Student Senate and Student Board of Trustee and the Illini Union are protected, while at the same time providing flexibility in the use of this space by affiliated students.

The Student Government Complex includes the Illinois Student Senate Office and Student Board of Trustee Office areas located in 250 Illini Union.

The only representatives that will be considered for late-night access are those who are approved board members involved in the following organizations: Illinois Student Senate (ISS), and the Student Trustee. Interested persons must complete the application and agree to the following:

- The Student Organization Complex and the Student Government Complex area is not monitored with 24-hour security. Individuals are responsible for their own conduct while in the suite area.

- If students are in the Student Organization Complex or Student Government Complex when the Student Organization Complex center closes, they will be asked by staff to leave, even if they have access to the area and intend to return to it. This measure ensures that there is a record of your presence in the space.

- Late-night access is restricted to times and periods when the Illini Union is operational and will not be available at periods during Fall and Winter breaks.

- Late-night access only allows access to respective space (the Student Government Complex) adjacent to the Student Organization Complex of the Illini Union. Individuals are not permitted to make use of other spaces within the Illini Union.

- At no time can any door be propped open.

- Students must have their student ID with them at all times and may not give their ID to others to use for late-night access.

- Those with late-night access DO NOT have escort privileges to the area. Late-night access is restricted to those persons approved on the application/agreement form.

- In addition, individuals are expected to adhere to the *University of Illinois Student Code* at all times. Failure to do so will result in the revocation of the late-night access and referral to the Office of Student Conflict Resolution.

Violation of any of the outlined policies may result in The Student Programs & Activities Office or the Illini Union Director revoking access at any time. Failure to abide by late-night access policies and/or the *University of Illinois Student Code* could result in all late night access being revoked and/or denied to all members of the organization as well.

PROCEDURE

Each organization within the Student Government Complex is entitled to a reasonable number of personal keys for its members, upon payment of a deposit on each key. The Registered Organizations Office oversees the key process.

However, the Student Government Complex has been equipped with a magnetic card-swipe locking device to provide security and coordinated access to the respective space. Accordingly, students needing access to offices within the Student Organization Complex must complete the *Student Government Complex Access Application* with the Registered Organizations Office.

Among the information collected on the application, will be the specified period of time the student will need access to the area and their signature acknowledging they understand all policies and regulations regarding the access privilege. All requests must be signed by either the ISS President or the Student Board of Trustee member (as applicable) in order to be processed.

Once the fully completed form is received by the Registered Organizations Office, they will request Illini Union IT to arrange for the approved individuals to be entered into the software system, which will then allow the student to "swipe" their ID to gain access to the Student Government Complex office 250.

To access the Union after hours, students will need to enter the Illini Union via the front entrance of the building (facing Green Street).

Students will need to show their student ID to the Hotel Guest Services Front Desk. This employee will confirm their access via a master list provided to them from the Student Programs and Activities staff. Once confirmed, access to the Student Government Complex is through the SE Foyer stairs which lead to the 2nd floor entry. At such location, they will be able to slide their I-Card's magnetic strip through the Card Swipe machine. These are the only doors that students may use to enter or leave the Illini Union or the SOC when the Union and/or the Complex are closed.

Unless prior arrangements are made with the Building Supervisor, the Operations and Maintenance night crew will clean the office at the regularly scheduled times.

These procedures apply only to the 250 Student Government Complex. The Student Organization Complex in Room 280 operates on a set schedule that does not allow for after-hours access.

Policy contact: Associate Director, Student Programs & Activities Office at 333-3660.

COMPUTER EQUIPMENT SECURITY

POLICY

Each staff will utilize network storage for important data, so that it may be backed up on a regular basis.

PROCEDURE

Documents, files and other important data should be saved to a network drive or to a shared network storage location. For most staff, individual network storage is mapped as drive letter “H” and departmental shared drives are mapped to other various drive letters.

Unlike the local Documents folder on a stand-alone PC, these locations are automatically and regularly backed up, and also provide increased accessibility for staff.

Staff should not install applications to these locations.

Policy contact: Illini Union IT at 344-7956

DECORATIONS/DISPLAYS

POLICY

Decorations and/or displays must not compromise public safety or increase the risk of property damage.

PROCEDURE

Entrances and exits must be kept free of obstacles of any nature and must permit evacuation in the event of an emergency.

Displays and/or decorations must be freestanding. They may not be fastened in any manner to walls, ceilings, floors, woodwork, light fixtures, drapes, window blinds, etc., except where pegboards or bulletin boards are requested for this purpose.

Candles are permitted only if used in hurricane-type holders. The use of candles requires the prior approval of the Event Services office. It is not permissible to carry lighted candles.

All materials used as decorations must be fire resistant or flame proofed in accordance with the Campus Administrative Manual "Decorations, Displays, and Christmas Trees" policy, available at http://www.cam.illinois.edu/v/V-B-5.1.htm.

All decorations /displays must be removed after the event occurs.

Policy contact: Event Services at 333-0691.

DEMONSTRATIONS

POLICY

The Student Code addresses “Campus Expression” and “Picketing”. The University recognizes the right of discussion and expression of all views and peaceful protest.

PROCEDURE

Statement of Individual Rights: Refer to the Student Code, Article 1—Student Rights and Responsibilities, Part 1.Student Rights, Section 1-103 (Campus Expression), Subsections A through E.

Statement on Picketing: Refer to the Student Code, Article 2—General Policies and Regulations, Part 4. University Property and Facilities—In General, Section 2-405 (Picketing), Subsections A and B. In addition, any picketing materials that might potentially harm individuals or damage property are prohibited in the buildings.

In the event of a demonstration or like incident the Building Supervisor, or appropriate staff on duty, should be notified and they will respond with in the above regulations and codes.

Policy contact: Assistant Director for Operations at 244-4195.

EMERGENCY PROCEDURES – BOMB THREATS

POLICY

In the event of a bomb threat, the entire building will be evacuated per the most current Building Emergency Action Plan.
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PROCEDURE

A. *Reporting*

An employee receiving a bomb threat by phone will write down to the best of their ability the exact working of the threat, as well as a description of the caller's voice (male/female, young/old, etc.).

The employee will dial (911) and notify the University Police, being careful to convey all of the written information regarding the telephoned threat.

Immediately after notifying University Police, the employee will then contact the Building Supervisor, or appropriate staff on duty.

B. *Evacuation*

Upon authorization from the University Police, the Illini Union Director or designee, the Building Supervisor and/or appropriate staff on duty will activate the fire alarm.

Building evacuation will take place as outlined under "Emergency Procedures – Fire."

Policy contact: Assistant Director for Operations at 244-4195.

EMERGENCY PROCEDURES – FIRES

POLICY

In the event of a fire alarm, the entire building will be evacuated per the most current Building Emergency Action Plan.

PROCEDURE

In the event of a fire alarm, employees are expected to assist in the evacuation of patrons from the building. Any patron seen by any employee will be told to leave the building. Elevators will not be used during a fire evacuation.

Employees in areas where cash handling is a concern will, if appropriate, first secure their area before leaving the building. Each department, whether it handles cash or not, will have its own procedure for securing its area in the event of a fire alarm.

Hotel guests follow the procedure posted on the door of every room.

Policy contact: Assistant Director for Operations at 244-4195.

EMERGENCY PROCEDURES – INCLEMENT WEATHER

POLICY

In the event of inclement weather building operations will proceed in accordance with the most recent Building Emergency Action Plan (BEAP). Inclement weather includes tornado watches, tornado warnings and winter storms. As a matter of policy, the University of Illinois at Urbana-Champaign does not fully close due to the residential and research operations. The Illini Union will maintain regular building operating hours in the event of a declared inclement weather incident; the Illini Union Bookstore, Illini Union Warehouse, and the Illini Union Document Services operations will be assessed at the time of the declared weather emergency according to the BEAP. The Illini Union may not be closed without prior approval from the Chancellor or the Provost (Campus Administration).

PROCEDURE

In case of inclement weather, all Illini Union employees, including those who work in other facilities operated by the Illini Union, are expected to report to work as scheduled. It is expected that those who report to work might be asked to assume other duties or help in locations/areas identified by the Director of the Illini Union or his/her designee.

Individual employees are advised to consider their personal safety and local conditions to determine their ability to commute to work. If an employee is unable to report to work due to weather conditions or other related facts, the employee is required to notify his or her supervisor and expected to use the appropriate leave benefit.

All student employees are expected to report to work unless otherwise notified by their immediate supervisor or by the Illini Union Senior Leadership Team. Those unable to report to work will not be paid for any missed shifts.

As it is central to our mission, the Illini Union will strive to provide the full complement of services to the campus community with great emphasis on our student population. Because the conditions might not allow the full portfolio of services to be delivered, we will strive to provide the following appropriately staffed service:

- Hotel
- Courtyard Café Programming
- Rec Room
- Event Services (for scheduled events)
- Quad Shop
- CLASS

We will also attempt to make available an element of activities or programming for those who are present in the building.

Policy contact: Senior Associate Director for Facilities and Operations at 333-0160.

EMERGENCY PROCEDURES – WEATHER EMERGENCIES

POLICY

The safety of patrons and employees during weather emergencies is priority.

PROCEDURE

In the event of a weather emergency, the entire building will shelter in-place according to the most recent Building Emergency Action Plan (BEAP). Weather emergencies include, but are not limited to, tornado watches and warnings, winter storms, and flash floods.

Policy contact: Assistant director for Operations at 244-4195.

SECURITY, DISRUPTIVE PATRONS

POLICY

The security of patrons, employees, and the Illini Union property is an organizational obligation.

PROCEDURE

Department managers, supervisors and/or attendants should confront disruptive behavior. Staff should introduce themselves to the disruptive individual, state their affiliation and title, and inform the individual of the problems associated with their behavior, what action the individual should take to correct their behavior, and the consequences of not following the instructions. If the behavior continues, or if the behavior in the judgment of the staff warrants assistance from the Building Supervisor, then the Building Supervisor should be contacted.

This procedure does not eliminate the need to call University Police if the situation warrants. This procedure should be used when a security problem is suspected but not confirmed.

Policy contact: Assistant Director for Operations at 244-4195.

SMOKING

POLICY

As of January 1, 2014, smoking is prohibited on all campus property at the University of Illinois at Urbana-Champaign, both indoors and outdoors. The advertising, sale or free sampling of tobacco products is also prohibited on campus property.

PROCEDURE

Processes/Procedures/Guidelines established by the Campus are included in the Campus Administrative Manual (CAM) at http://cam.illinois.edu/v/v-B-2.1.htm. All staff and patrons are encouraged to support this policy by discussing the policy with those in violation. If such conversation is not successful, a Building Supervisor should be contacted to handle the situation.

Policy contact: Operations at 244-4195.

THEFT

POLICY

The Illini Union expects its employees, agents, contractors, volunteers and any others acting on behalf of the University to carry out their responsibilities with the highest level of integrity and honesty, in accordance with the University Ethics and Compliance Office's Code of Conduct. The Code of Conduct is available through the Ethics and Compliance Office and online at https://www.ethics.uillinois.edu/compliance/code_of_conduct/. Those acting on behalf of the university shall not perpetrate, engage in, or otherwise facilitate the act of committing fraud and theft.

PROCEDURE

Employees are responsible for immediately reporting known or suspected incidents of fraud, including theft and misappropriation of university assets and/or visitors/guests' personal items or information, to the next level of reporting, a supervisor, member of the Senior Leadership Team, Human Resources & Administrative Services or the University Ethics and Compliance Office.

If appropriate university officials conclude that an employee has engaged in fraud or theft, appropriate disciplinary action will be pursued, up to and including termination of employment. Disciplinary action will be in accordance with applicable personnel policies for faculty and staff. In addition, employees engaging in fraud or theft may be required to pay restitution, including the cost of the investigation.

Any employee who has knowledge of fraud or theft by any person or organization, including another employee, and does not report it to university officials may be subject to disciplinary action, up to and including termination of employment.

Any items left unattended or abandoned must be turned in and logged in accordance with the Lost and Found Policy. Not following the Lost and Found Policy may constitute an act of theft.

Policy contact: Director's Office at 333-0160.

WEATHER EMERGENCIES – EMPLOYEE DEPARTURE

POLICY

The Illini Union provides essential services to the university. For this reason, it is generally exempt from emergency/severe weather procedures that would dictate closing of other university facilities. Every attempt will be made to maintain services to the university community, even to the extent of providing a safe haven from the elements.

PROCEDURE

When the university closes due to emergency conditions, the Illini Union Director or designee will decide which departments will close or remain open.

Department managers will determine necessary staffing levels for their areas. For employees who are required to stay, or to report to work to staff an area, the Illini Union will provide overnight accommodations if those employees are unable to return to their homes at the end of their work shifts. All department managers are expected to remain or report to work, unless otherwise instructed by the appropriate Senior Leadership Team Member. Management staff may be required to support staff in areas outside their normal assignments. Employees who are released from work will be compensated or will be required to use accumulated benefits as determined by the university on a case-by-case basis. Evening and weekend employees should seek direction from the Building Supervisor, appropriate staff on duty, or telephone their department manager.

When the university is not closed, employees who receive permission to leave work early or to arrive late will be required to use accumulated benefits to cover time away from work.

The university may provide accommodations to staff who are unable to travel home. See “Weather Emergencies – Employee Guest Room Use.”

Policy contact: Director’s office at 333-0160.

WEATHER EMERGENCIES – EMPLOYEE GUEST ROOM USE

POLICY

Emergency conditions on campus, including inclement weather, may make it necessary for University employees to remain on campus at the end of their shifts. Arrangements have been made to accommodate such staff in the Illini Union Guest Rooms at a reduced room rate.

PROCEDURE

All reservation requests are dependent upon availability.

Illini Union departments wishing to book rooms for employees will secure authorization from the appropriate associate director who will then advise the Guest Rooms staff of the number of rooms needed and employee names.

Employees staying on campus during university-declared weather emergencies, but not at the request of their departments, are responsible for reserving and paying for their own rooms. Such employees should call 333-1241 for reservations. Rates in such cases, while slightly higher than those charged to departments, are lower than standard rates.

Policy contact: Hotel desk at 333-1241.

VII. Building Use

BUILDING USE, GENERAL

POLICY

Use of the Illini Union is limited to students, faculty, staff, alumni, retirees and guests of the University of Illinois. Visitors must have scheduled business in the building or be accompanied by a student, faculty/staff member or retiree.

PROCEDURE

All persons using the Illini Union are expected to behave appropriately and in a manner that is not disruptive to others. An individual may be asked to provide proof of affiliation if he/she is seeking a reduced rate due to said affiliation (for example, a student rate for bowling) or when he/she is behaving in an inappropriate or disruptive manner. Individuals who are not affiliated, as defined above, and are not on scheduled business will be asked to leave the premises by staff or, if necessary, by the University Police.

Policy contact: Assistant Director for Operations at 244-4195.

BUILDING USE, NON-STUDENTS LESS THAN 18 YEARS OF AGE

POLICY

A parent, guardian, or responsible adult must accompany non-University of Illinois students under the age of 18.

PROCEDURE

In compliance with the Campus Administrative Manual, Section VIII-1 (Use of University Premises and Facilities on the Urbana-Champaign Campus), non-University of Illinois students under the age of 18 have limited privileges.

Such individuals are welcome in the Illini Union with appropriate supervision to participate as invited guests in supervised activities developed especially for them; to attend scheduled public events and/or to participate in supervised educational programs. The Illini Union is not available for use by non-niversity of Illinois students under the age of 18 under any circumstances. Such individuals will be asked to leave the premises by staff or, if necessary, by the University Police.

Policy contact: Assistant Director for Operations at 244-4195.

COLLECTION OF SURVEY INFORMATION by NON-ILLINI UNION ENTITIES

POLICY

The Illini Union will permit individuals to collect surveys from students at a predetermined location under certain conditions. (1) The survey topic must relate directly to a current or proposed service intended for the University of Illinois students and a university department must be coordinating such a survey project; or (2) The survey is related to data collection for a University of Illinois student's class project, thesis or dissertation.

PROCEDURE

Written requests to collect surveys from students must be submitted in writing to the Director's Office at least 5 business days prior to the proposed date(s). All decisions regarding the appropriateness of the survey will be made by the Director's Office. The required forms will be available in the Director's Office and the Event Services Office. A copy of the survey to be distributed must accompany the request. Proof of university approval is required.

If a request is approved, the Illini Union will provide one table and up to four chairs in a pre-determined location. Survey collection activity may not extend beyond the table area. No more than two requests will be approved for any given date.

Policy contact: Assistant Director for Operations at 244-4195.

COURTYARD CAFÉ

POLICY

The Illini Union's Courtyard Cafe′ was created to provide students with a unique service operation, which has three distinct purposes or "personalities" throughout a given week. All events will have students as the target audience and must be open to all University of Illinois students.

- During the day, the Courtyard Cafe′ is a place to visit informally, purchase a beverage or snack between commitments, listen to programmed music, watch television or attend a noontime program.
- On Thursday, Friday and Saturday nights, the Courtyard Cafe′ becomes a "student nightclub", providing a social alternative to the campus bar scene for students.
- On other nights, student events such as lectures, debates, and performances are presented.

The Courtyard Cafe′is different from other rooms in the Illini Union, as it cannot be reserved as a location for an event. As an operation, the Courtyard Cafe′ selects program ideas from various sources to develop a full schedule of events for the students.

PROCEDURE

Individual students, Registered Student Organizations, and University departments submit program ideas to the Courtyard Cafe′ Programming Coordinator via a Request for Use of University Premises and Facilities form. The Courtyard Cafe′ Programming Coordinator makes all program selection decisions.

Policy contact: Courtyard Café at 244-9856 and Student Programs and Activities at 333-3660.

DAMAGE TO PROPERTY

POLICY

All groups and individuals using Illini Union facilities are responsible for any and all damages they might cause.

PROCEDURE

Extra charges for labor will be incurred when an excessive amount of cleaning is required to return the property to a condition adequate for continued use.

The use of tape, glue, thumbtacks, adhesive, or other items on the walls, ceilings, frames, columns, staging or other areas is forbidden. Suspending materials from the ceilings, light fixtures, etc. is also prohibited, as are decorations, displays, or exhibits which require flame or water. Pictures are not to be removed from walls, nor is furniture or other equipment to be moved without prior permission.

The Illini Union assumes no responsibility for damage to or loss of any materials or equipment left in the building, on display, or in storage.

Persons in charge of events are responsible both for the safety of persons attending and for the maintenance of the property's original condition.

Policy contact: Event Services at 333-0691.

DIGITAL SIGNAGE ADVERTISING – INTERNAL AND EXTERNAL DEPARTMENTS

POLICY

The Illini Union Marketing Department administers the digital signage advertising for internal departments and is responsible for the rotation schedule. Illini Union departments take priority over external Student Affairs department requests.

The Illini Union Marketing Department will be allowed to sell up to 15 external advertisements at any given time to other Student Affairs departments on designated screens as a one-year pilot. The external ads will be entered into the current rotation at a ratio that will give Union-related ads the highest level of visibility.

For the pilot, the screens on the first floor (north and south kiosks, Southwest display, and west hallway) will be utilized until the effectiveness of the program and the ideal ratio of ad rotation is determined.

PROCEDURE

The Illini Union Marketing Department will be responsible for posting and removing ads from the digital signage cycle rotation. All ads must be sent to the Illini Union Marketing department (iumarketing@illinois.edu) for review and posting.

The Marketing Department reserves the right to determine what content is displayed at each digital signage location, including the duration, dates and times content is displayed.

Ads will be shown in rotation with other information of interest to students, staff, faculty and guests of the Illini Union.

Submissions will be prioritized as follows:

1. Emergency public announcements
2. Illini Union sponsored events, activities and promotions
3. Other Student Affairs Units paid advertisements

Types of categories from Illini Union departments appropriate for digital signage:

- Events and retail promotions affiliated with Illini Union venues and programs
- Emergency Notification/Public Service Announcements: campus-wide communication
- Videos: 2-5 minute product videos designed to provide information about products offered in Illini Union retail stores; videos will only be featured inside a retail store
- Other: Illini Union staff achievement that is appropriate for public interest (i.e., You Make A Difference)

The following types of ads will not be posted at any time:

- Endorses a political issue of candidate.
- Contains religious content.

- Promotes or condones behaviors that violate the University of Illinois policies and/or values, or local, state or federal law.
- Encourages the sale or consumption of alcohol or tobacco–related products.
- Violates copyright or trademark laws.
- Ads not affiliated with the University of Illinois

EXTERNAL DEPARTMENT POSTINGS

- All external postings are subject to the guidelines established for internal Illini Union department postings.
- Illini Union will allow external postings to be added to the digital signage rotation if 1) space permits and 2) the event is a campus-related event or program that supports the community-building mission of the Illini Union.
- An event and/or activity is classified as a club meeting, service project, fundraisers social events, etc. that is open to the entire student body to participate. Any content that is visibly demeaning to the university or the university's name will not be permitted.
- Ads are accepted on a first come, first served basis. Ad space requests are accepted Mondays, three weeks prior to the Monday of the ad week requested. Artwork must be supplied on the Monday two weeks prior to the requested display date. All postings must meet the Illini Union digital signage policy.
- Each digital sign must be accompanied by a signed request form.
- Screen locations of where these flyers will play will be at the discretion of the Marketing department. A university group external to the Illini Union may have no more than two flyers on a given day, and no more than six (6) advertisements during each semester. Flyers should be used primarily to advertise specific events versus general services, greetings, product promotions, weekly meetings or non-date specific advertisements.
- The accuracy of posted information is the responsibility of the person, group or office submitting the content.
- The creation and accuracy of content for display in the Illini Union digital signage system is the responsibility of the group presenting the information to the campus community.

File type:
The digital flyers will be displayed for about 10 seconds at a time. Therefore the message on these slides should be designed to be read and absorbed with this timeframe in mind.

- Acceptable file formats: jpeg, pdf.
- Size: 1280 x 900 pixels, horizontal orientation (equivalent to 17.778” x 12.5”) with a 72 dpi resolution.
- Ads must in provided in pdf file formatted to fit the widescreen 16:9 aspect ratio. For jpg or eps files, the minimum and preferred dimensions are 1280 x 720 pixels.
- A simple design works best.
- Limit to 5 lines of copy with three words per line or three lines of copy with 5 words per line.
- Answer each one on your flyer: Who, What, When, Where, Why or How.

Video clips (to be played inside retail stores only) can be uploaded if they are in the following formats:

- Quick Time (MOV, MP4, M4V)
- Windows Media (ASF, AVI, MPEG, MPG, WMV)
- Flash (SWF)

Placement location and time:

- Ads will be posted on a first-come, first-served basis on appropriate digital screens. Ads will be refused at the discretion of the marketing director if they contain inappropriate materials. Some screens are dedicated to promoting events specific to a venue.

- Flyers may be posted no more than 10 school days prior to the event date being advertised for a maximum of 2 calendar weeks.

Policy contact: Illini Union Marketing Department at iumarketing@illinois.edu

DISPLAY BOARDS and CASES

POLICY

Display space will be provided for flyers and posters from the Illini Union Board, registered student organizations, University departments, and community not-for-profit agencies. Display boards are located throughout the building. Specific policies and procedures for each type of display board are below:

PUBLIC INFORMATION CASE

Location: Two glass enclosed cases in the west corridor, first floor, outside the entrance to the Pine Lounge.

Policy: The Public Information Display Case is managed by Event Services and contains information from University departments and community not-for-profit agencies.

Display material will be updated at least once a week. Because space is limited, priority will be given to flyers for events taking place that particular week. Flyers which, for whatever reason, have no definite expiration date will, as a general rule, be displayed after material with specific dates has been posted.

Policy contact: Event Services at 333-0691.

ILLINI UNION BOARD DISPLAY CASES

Location: The Illini Union Board has display cases in five locations:

- Outside of the Illini Rooms on the first floor (across from the IUB Member Photographs)
- In the first floor west hallway (across from Jamba Juice)
- On the second floor north above the water fountain
- On the second floor north directly across from the water fountain
- On the second floor south next to and across from the elevators (3 cases total)

The contents of all of the above will be selected, posted and updated on a timely basis by the Illini Union Board.

Policy contact: Student Programs & Activities at 333-3660.

REGISTERED STUDENT ORGANIZATIONS

Locations:

- 1st floor, Southwest foyer, next to digital kiosk (1 case reserved for StarCourse and one for VIP)
- 1st floor, Southwest exterior foyer, external wall (OVP)
- 1st floor, West corridor, external wall next to Jamba Juice
- 1st floor, West corridor, external wall, between entrance doors (Illinois Student Senate)

Registered Student Organizations sign up through the RO Office on a first-come, first-served basis to post marketing materials for their organization and/or upcoming events in the designated display cases. RSOs

are limited to one space at a time and their reservation may not exceed two weeks at any point in time for that particular posting.

Items left in the display case after their reservation is completed will be removed by Registered Organizations staff who will notify the RSO via email to retrieve their materials. If not picked up within 10 (ten) business days, materials will be discarded. When not reserved by any RSOs, the cases may be used by the Registered Organizations Office to promote information related to or of interest to RSOs.

Policy contact: The Office of Registered Organizations at 244-2357

ILLINI UNION MARKETING

Locations:

- 1st floor, NE foyer (History of the Illini Union)
- 1st floor, NW foyer by staircase (large case)
- 1st floor, SE exterior foyer (3 large locked cases)
- 1st floor, West hallway near Illini Rooms (campus map)
- Food Court, center wall, 3 locked cases
- Lower level NE, outside of CLASS
- 2nd floor, NE foyer outside of the Ballroom
- 3rd floor, NW foyer near stairwell (Value Card)

The boards above are maintained by the Illini Union Marketing in collaboration with a variety of internal departments. Marketing is responsible for maintaining the content in the display cases and ensuring the information is timely and relevant.

Policy contact: Marketing at 244-3415.

ILLINI UNION GENERAL BUILDING

Locations:

- 1st floor, Northwest vestibule outside of Art Gallery (Wedgewood China display)
- 1st floor, Northeast vestibule, outside of Colonial Room and Room 104 entrances (4 total) contain white china pieces.

Policy contact: Director's Office at 333-0160.

DISPLAYS, RECOGNITIONS AND AWARDS

POLICY

The Illini Union is a preferred site for many plaques, award displays, photos, paintings, etc., because of its high-traffic location and by its very nature as the community center of the Urbana campus. As a result, the Illini Union receives many requests from organizations, offices and individuals to display plaques, photos, paintings, or other displays of a recognition or award nature. Although no policy could cover all possible requests, the following are general guidelines.

Appropriately, the Illini Union should display photos of the current members of the Illini Union Board, plaques about the role of the Illini Union Board, and plaques recognizing past Board members. Similarly, it is appropriate that the Illini Union recognizes the contributions of its employees and leaders, past and present.

Because of their unique roles within the University, the Illini Union may also display photos of the current Board of Trustees of the University, current and former Chancellors, and Presidents.

PROCEDURE

With regard to submitting a request or proposal to the Director's Office:

1. Requests must demonstrate a relationship or significance to the University of Illinois at Urbana-Champaign, Illini Union and/or the mission of the Illini Union.
2. Requests must include the name and contact information for the university unit responsible for any future maintenance, repairs, etc. affixed to the back of the display.
3. Requests must explain why the display should be in the Union beyond the fact that the Union is a great location and provides high visibility.
4. Requests must be submitted to the Director's Office. The Director's Office will present the request to the Illini Union Board for review and recommendation.
5. The Illini Union is not able to provide or guarantee security of items displayed in the Illini Union that are not part of the Art Gallery program and, therefore, is not responsible for theft, vandalism, loss or damages to items displayed within the Illini Union. The bequeathing or requesting organization(s)/unit(s) is/are responsible for any repairs of damages for items displayed in the Illini Union.
6. The bequeathing or requesting organization(s)/unit(s) is/are responsible for any costs related to displaying the recognition or award, such as moving or delivery, hanging, etc. All arrangements for such work must be coordinated, approved and finalized by the Illini Union Facilities and Operations staff.
7. The Illini Union reserves the right to determine any restrictions regarding locations and display of items in the Illini Union.
8. The Illini Union reserves the right to review, move or remove displays with the advice of the Illini Union Board. The Illini Union Director's Office will review existing displays and recognitions on an annual basis to determine whether or not the displays are current and relevant. The Director's Office will order removal of displays determined to be outdated or no longer relevant to the campus and/or organization. In the event the display is removed, the owner will be contacted, if known, and will have 30 days to claim the property. If no contact is available or owner does not respond, the property will be disposed of appropriately.

9. Requests for permanent locations will not be considered.

Policy approved by the Illini Union Board – April 1, 2015.

Policy contact: Director's Office at 333-0160.

DISTRIBUTION RACKS

POLICY

The Illini Union has one point for newspaper and magazine disbursement located at the southwest entrance to the Illini Union. The Illini Union Bookstore has a distribution rack in the foyer. The publication racks at these locations are available for registered student organizations, university departments, and campus organizations that want to distribute newspapers or other forms of media that have news and/or editorial content greater than a single page. With prior permission from the Illini Union, non-university affiliated newspaper may be permitted to distribute as well. The primary audience for publications distributed from these racks must be Illinois students.

Any publications promoting behaviors which are contrary to the Illini Union mission, the Student Affairs mission or the Student Code will not be allowed. Disheveled, outdated and unauthorized articles will be removed and disposed of.

PROCEDURE

Non-campus organizations that want to distribute must provide an example of publication with a memo stating the purpose and benefit of the publication to the student community to the Assistant Director for Operations for review The Assistant Director for Operations will submit recommendation to the Senior Associate Director for final review.

Policy contact: Assistant Director for Operations at 244-4195

ELEVATOR SIGNAGE

POLICY

The signage in and near the Illini Union elevators will convey information supporting the mission of the Illini Union. The frames located outside of the north and south elevators are to display building event lists only.

PROCEDURE

The event listings displayed in the frames outside of the north and south elevators will be maintained by the Operations department.

The frames inside the southwest hotel elevators are (2) 11 x 17 (vertical) framed sign holders. The information displayed in these frames will support the mission of the Illini Union and provide information about partners of the Illini Union. Illini Union Marketing is responsible for the content, placement and maintenance of these signs and will replace damaged or desecrated signs.

Policy contact: Operations at 244-4195 or Illini Union Marketing Department at 244-3415

EXTENSION OF REGULAR BUILDING HOURS

POLICY

The regular building hours of the Illini Union have been established to meet the anticipated needs of the campus community.

An exception to regular building hours may be granted to a registered organization, registered student organization, university department, or outside sponsor for an open or closed event if there are compelling reasons for such an extension. Procedures and event management standards will differ for open, public events and closed, invitation only events.

PROCEDURE

Special requests for an extension of regular building hours are submitted to the Illini Union Event Services office and usage must comply with the policies and procedures on Meeting Room Rental and Meeting Room Reservations. Sponsoring organizations requesting such an extension will be expected to demonstrate a direct relationship between the success of the event and the need for extended hours.

Open events have been defined as events which are publicly advertised and have no pre-established list by which entry will be granted. Closed events have been defined as events having a pre-established invitation list or registration list by which entry will be granted (e.g. wedding receptions, some conference events).

Open events which will involve an extension of building hours will be limited to the Ballroom. Closed events which will involve an extension of building hours will not be limited to any given location.

If an extension is granted, the sponsoring organizations will be expected to comply with event management standards established by the Illini Union. Additionally, the sponsor will assume all costs related to the extension of building hours.

Policy contact: Event Services at 333-0691.

FOOD and BEVERAGE SERVICE IN THE ILLINI UNION

POLICY

The Illini Union requires all food served to the public in any spaces to be ordered through either University Catering or approved Illini Union Dining Partners as follows:

A. Reserved spaces: food and beverage of any kind served in the Illini Union reserved spaces (meeting rooms, conference rooms/spaces, lounges, etc.) must be ordered through and provided by either University Catering or an approved *Illini Union Dining Partner.
    1. University Catering is the exclusive provider for catering services in the Illini Rooms, the South Lounge, the Colonial Room, the Ballroom, and Rooms 314 A and/or B, or both.
    2. Other reservable spaces may utilize either University Catering or an approved Illini Union Dining Partner.
B. Items purchased or brought from home by an individual for their own consumption are allowed when catering is not provided.
C. Reserved public spaces: food and beverages of any kind served to the public must be ordered through and provided by either University Catering or approved Illini Union Dining Partners. Individuals are allowed to bring their own food items in public spaces for individual consumption only. Scheduled events in public spaces must follow the policy outlined in Section A (above).
D. Non-reserved public spaces: food purchased externally for groups of any kind is not allowed in non-reserved public spaces.
E. Office spaces: food and beverage items are exempt from this policy when intended for individual consumption by staff, students or tenants, including meals for individual consumption and gatherings such as “potlucks”. This applies to private office spaces only and cannot overflow into public space or be available for public consumption.

PROCEDURE

A. Requests for University Catering are submitted to University Catering.
B. Requests for catering through approved Illini Union Dining Partners are coordinated through the Illini Union Retail Services Coordinator. The Retail Services Coordinator maintains the current list of approved Dining Partners.
C. Approved Illini Union Dining Partners must coordinate all catering requests received directly from a client through the Illini Union Retail Services Coordinator.

Policy contact:
Illini Union Event Services Office at 333-0691
University Catering at 333-0126
Retail Services Coordinator (for Illini Union Dining Partners) at 300-5914

* Illini Union Dining Partners are vendors (self-operated or external) who provide food and beverage operations within the Illini Union building and must be approved by the Retail Services Coordinator for catering services.

LATE NIGHT DANCES

POLICY

An exception to regular building hours has been granted by the Chancellor for the Black Greek Council (BGC) and certain other designated groups to hold late-night weekend dances under the direction of the Dean of Students designee in accordance with the Dean of Students Late Night Dance: Program Manual at http://www.odos.illinois.edu/downloads/latenightdance.pdf.

PROCEDURE

Space for late-night dances is confined to the Illini Union Ballroom and restricted to Fridays and Saturdays only.

Dates for late-night dances are established by the Illini Union in advance of the academic semester. A list of dates for late night dances is provided to eligible groups.

Priority is given to late-night dances after assignment of space for the Illini Union Board and traditional all-campus events.

Policy contact: Assistant Director for Operations at 244-4951.

LEAFLETS AND FLYERS

POLICY

The distribution by hand of leaflets, flyers and other handout materials will be permitted in public areas throughout the facility. Said distribution must be by an affiliate of the University of Illinois at Urbana Champaign as defined in the Illini Union building policy; must be person-to-person in nature; may not disrupt scheduled activities or building operations; and may not be of a commercial nature. The depositing of materials on furnishings as a means of passive distribution is not permitted.

PROCEDURE

Individuals who are affiliated with the University of Illinois at Urbana Champaign may distribute materials in public areas and at public events without prior approval. Individuals who wish to distribute materials during a scheduled meeting or event must: be invited to said event by the event sponsor; or purchase a ticket; or be granted express permission to distribute said materials by the event sponsor. Individuals are expected to behave in an appropriate manner when approaching others to offer materials. Building staff will become involved if the behavior demonstrated by an individual or group distributing materials is deemed inappropriate.

Policy contact: Assistant Director for Operations at 244-4951.

LOUNGE USE

POLICY

Lounge space in the Illini Union is designated for use by the University community and may only be reserved for closed events by prior administrative exception.

PROCEDURE

Special requests for closed use of public lounge space in the building are submitted to the Illini Union Event Services office and usage must comply with the policies and procedures on Meeting Room Rental and Meeting Room Reservations.

Policy Contact: Event Services at 333-0691.

MEETING ROOM TELEPHONES

POLICY

Telephone service may be provided in meeting rooms at a basic charge to the requesting organization.

PROCEDURE

All requests for telephone service in the meeting rooms will be submitted to the Illini Union Multimedia Department after the room reservation has been confirmed by the Event Service office.

Policy contact: Illini Union Multimedia at 333-0891.

PHOTOGRAPHY/VIDEOTAPING IN THE BUILDING

POLICY

1. Student Class Projects: The Illini Union permits filming and photography by students completing class projects within the following parameters:

Public Meetings: If the meeting sponsor and content are covered by the Illinois Open Meetings Act, or the meeting has been advertised as a "public meeting," no additional permission is required.

Public Areas: For the purpose of this policy, public areas are defined as any unscheduled spaces (e.g., lounges, food court, corridors). The act of taking photographs may not interfere with the programs and services offered in the building. Additionally, students must ask individuals in these areas if they are willing to be filmed or photographed. If permission is denied by an individual, the student may not film or photograph that individual. No additional permission is required from the Illini Union.

Administrative Offices and Retail Operations: The students must gain permission from the supervisor of the office/operation. If permission is denied, the student may not film or photograph in the office/operation.

Administrative, Department and Organization Meetings: If the meeting sponsor and content are not covered by the Illinois Open Meetings Act, the student must gain permission from the sponsoring department or organization before filming. If permission is denied, the student may not film photograph during the meeting.

Performance: Prior to the event, the student must gain written permission from the event sponsor. In turn, the event sponsor is expected to get written permission from the artist or the artist's representative. If permission is denied by the event sponsor, the artist or the artist's representative, the student may not film or photograph the performance. The student must also pay any admission fee for the given event, unless a fee is waived by the sponsoring organization.

2. Other Requests: Requests to film or photograph people, places, performances or any other activities in the Illini Union that do not involve a class project should be submitted to the Senior Associate Director.

PROCEDURE

Upon receipt of a verbal or written request, determine if the person requesting to film or take photographs is a student by requesting to see his/her identification.

A. If the person is a student, determine if the request is related to a class project by asking and noting the department and course number. Using this policy, instruct the person as to the appropriate manner in which he/she may proceed to film or take photographs. If the filming will occur in a public area, please notify the Building Supervisor so he/she is aware of the filming to take place.

B. If the person is a student, but the request is not related to a class project, refer the student to the Senior Associate Director.

C. If the person is not a student, refer the person to the Senior Associate Director.

Policy contact: Assistant Director for Operations at 244-4951.

POLITICAL CANDIDATES

POLICY

Political candidates for local, state and federal positions may reserve meeting rooms in the Illini Union for the purpose of addressing the public. Such events must comply with all related university and Illini Union policies and will be handled within the existing room reservations process.

PROCEDURE

Requests are submitted to the Illini Union Event Services.

Policy contact: Event Services at 333-0691.

QUAD SIGN, USE OF

POLICY

The Quad signs are used as advertising, information, and public relations vehicles for Illini Union and Illini Union Board activities.

PROCEDURE

Requests for Quad signs are submitted to the Illini Union Marketing Department. Illini Union Marketing is responsible for maintaining the display schedule and keeping the Quad signs up-to-date.

Signs that can be reused are kept in the Illini Union Marketing Department. Signs that cannot be reused will either be returned to the requesting department or disposed of appropriately, according to the instructions of the requesting department.

Policy contact: Illini Union Marketing Department at 244-3415.

SOLICITATION OF FUNDS BY REGISTERED ORGANIZATION

POLICY

Registered Organizations (as defined in Chapter 1 of Code on Campus Affairs and Regulations Applying to All Students) may solicit funds for organizational purposes and charity collection in the southwest foyer and/or on the Anniversary Plaza area.

All Registered Organizations wishing to conduct a fundraiser will need to complete the Space Request Form to initiate the reservation for the location. Fundraising events are NOT approved until the requesting Registered Organization receives a confirmation e-mail from the Event Services Office.

All funds collected must be in accordance to all processes outlined in the *University of Illinois Student Code*.

PROCEDURE

Information regarding solicitation of funds by Registered Organizations is available from the Registered Organizations Office, Illini Union 284 (south side of the building).

Policy contact: Assistant Director, Registered Organizations Office at 244-2357.

STUDENT OFFICE SPACE

POLICY

Available space within the Student Organizations Complex (SOC), Illini Union 280, is allocated by the Illini Union Board to registered student organizations on an annual basis.

Spaces that they may allocate include locked office spaces, cubicle office spaces, locked storage space and mailboxes.

PROCEDURE

The Illini Union Board will confirm with groups that currently have space within the SOC during the spring semester if they wish to renew the space for the following academic year. If those organizations are in good standing, IUB will provide them with a Space Lease Agreement for signature.

For any spaces that will be vacated, the Illini Union Board will solicit applications from interested registered student organizations and review them based on their policy. Those selected for space will be asked to sign the Space Lease Agreement.

Should organizations not fulfill the expectations laid out by the Illini Union Board in the Space Lease Agreement, or not remain in good standing, they may lose the space.

If vacancies occur at any time during the academic year, the Illini Union Board may do a call for applications as well.

Further information is available from the Illini Union Board, 227 Illini Union.

Policy contact: Associate Director, Student Programs & Activities at 244-2357.

TABLE TENTS, USE OF

POLICY

The use of table tents is restricted to Illini Union departments.

PROCEDURE

Illini Union Marketing Department will approve the design and schedule the placement of table tents in the Food Court/Commons areas, including the Courtyard Café. Marketing will provide departments with the table tent material according to their marketing plan/campaign, and their reservation dates. It is the department's responsibility to place the table tents in the designated location/s and to remove them when the campaign or event has concluded.

Policy contact: Illini Union Marketing Department at 244-3415.

WEDDINGS

POLICY

Illini Union facilities and services will be made available for use for weddings/receptions for affiliates of the University. For the purpose of this policy, an affiliate would include a member of the university community (student, faculty, staff or alumni).

PROCEDURE

Use of Illini Union facilities for wedding receptions is limited to the period following Commencement weekend at the end of the spring semester through two weeks prior to the first day of classes in the fall semester. In addition, receptions will be allowed during the semester breaks.

Use of the facilities for wedding receptions will be consistent with pertinent meeting room policies and procedures.

Policy contact: Event Services at 333-0691.

VIII. General Administrative

ADA REPORTING

POLICY

The Illini Union's policy is consistent with the Campus Administrative Manual, Personnel Policies, Section IX/A – 25, Reasonable Accommodations Under the Americans with Disabilities Act (ADA).

The Americans with Disabilities Act (ADA) stipulates that an employer cannot discriminate against a "qualified individual with a disability" where the person with a disability can, with or without reasonable accommodation, perform the essential functions of the job that he or she holds or desires. The Act requires the employer to accommodate a "qualified individual with a disability" unless that accommodation would impose undue hardship on the employer.

ADA defines a person with a disability as someone who has a physical or mental impairment that substantially limits one or more major life activities, has "a record of" such impairment, or is "regarded as" having such an impairment. Under most circumstances, temporary impairments do not qualify a person for ADA protection.

PROCEDURE

Department managers receiving requests for ADA accommodation will forward such requests immediately to the appropriate Senior Leadership Team member, who will then confer with the Human Resources and Administrative Services Office and the University Office of Equal Opportunity and Access before reaching a decision in conjunction with the department manager.

Policy Contact: Human Resources and Administrative Services at 333-3660.

ALCOHOLIC BEVERAGES ON CAMPUS

POLICY

Alcoholic beverages are permitted in the Illini Union in accordance with the State of Illinois Policy and Regulations for the sale and use of alcoholic liquors on the University of Illinois campus (as stated in the Campus Administrative Manual, Section VIII – 10, Use of University Premises, Facilities and Computing Infrastructure Policies at http://cam.illinois.edu/viii/viii-10.htm).

PROCEDURE

Liquor service must have official approval five working days prior to the event. Requests for such approval are directed to the Associate Vice Chancellor for Student Affairs and Director of Auxiliaries.

Approval is subject to the following conditions:

- Bars are limited to three consecutive hours.
- A bartender will be provided for each function and a fee assessed by University Catering Services.

The Illini Union and Dining Services reserve the right to card and/or refuse service to individual patrons at a catered event. The right to close bar services is also reserved.

Policy Contact: Senior Associate Director at 333-0160 or University Catering Services at 333-0126.

CHARITABLE CONTRIBUTIONS

POLICY

The Illini Union's support for charitable organizations is limited to the use of facilities and equipment as governed by established reservations policies, and is consistent with the Campus Administrative Manual policy, Use of University Premises, Facilities, and Computing Infrastructure Policies: Section VIII – 1, Use of University Premises and Facilities on the Urbana-Champaign Campus.

PROCEDURE

Requests for such support on behalf of a Registered Organization and Registered Organizations are to be directed to the Registered Organizations Office. All requests on behalf of university departments and external entities are to be directed to the Director's office for review.

Policy contacts: Office of Registered Organizations at 244-2357 or Director's Office at 333-0160.

CORRESPONDENCE and COMMUNICATION

POLICY

All communication and correspondence produced by staff while serving in their official capacity as an employee of the University of Illinois will maintain the highest level of professionalism. It is expected that all full-time professional staff have the ability to compose and proof professionally written correspondence (hard-copy and electronic). Additionally, photographs for professional use should convey the same level of professionalism as all other communication (i.e., Lync photos, website headshots, etc.).

PROCEDURE

All written correspondence is to be reviewed and proofed prior to distribution. Senior Leadership Team (SLT) members are responsible for informing staff of the type of communications that require additional approval by SLT or where appropriate, the Director.

All printed material (pamphlets, handouts, brochures, etc.) will be reviewed by the Illini Union Marketing Department to ensure that Illini Union branding and communications standards are applied.

E-mail messages will adhere to the E-mail Signature Block Guidelines below.

Media inquiries will be directed to the Illini Union Marketing Department, which will determine the appropriate staff member to coordinate response. The Marketing Director and appropriate SLT member will approve final communication with media outlets.

All written communication, including email, is public record and subject to the Illinois Freedom of Information Act.

Policy contact: Directors Office 333-0160.

Illini Union E-mail Signature Block Guidelines:

The presentation of your e-mail signature is just as important as letterhead and represents the University of Illinois. Simple is best when it comes to professional signature blocks. Signature blocks become confusing, cluttered and difficult to read when unnecessary information and graphics are present.

Staff should use the following standards for e-mail signature blocks:

Include:
Your name
Your title and/or your department
Illini Union (or Illini Union Bookstore)
University of Illinois at Urbana-Champaign
Street address and room number
Mail code
City, State Zip
Phone (direct line or department number)
Confidentiality clause (below)

Confidentiality Notice: This message and any attached files are intended for the exclusive use of the individual or entity to which it is addressed and may contain information that is proprietary, privileged, confidential and/or exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Please notify the sender, by electronic mail or telephone, of any unintended recipients and immediately delete the original message and any attachments without making any copies.

Optional:
Earned credentials following your name
Email address (individual email or departmental email is acceptable)
www.union.illinois.edu (or specific department URL)
Fax number
Cell phone number

Format:

- Use simple fonts such as Arial, Verdana and Calibri. These are easiest read on computer screens. Use a 12-pt size, plain text for easiest viewing. Avoid HTML, special fonts, bold, italics and graphics.
- Black type is most legible and the recommended text color.
- Use of the **campus column I logo** is permitted. Please refer to http://www.identitystandards.illinois.edu/graphicstandardsmanual/othermedia/lync.html for specific instructions and to download the graphic.
- Instructions on how to add signatures to messages can be found at https://support.office.com/en-US/article/Add-a-signature-to-messages-8EE5D4F4-68FD-464A-A1C1-0E1C80BB27F2

Do not use:

- Athletics logos (Department of Athletics block I or shield I) are reserved specifically for Athletics use only.
- The Alumni Association and the University of Illinois Foundation logos are reserved for their respective use only.
- Images and backgrounds: E-mail programs process images in different ways, so including an image in your signature block could result in the recipient receiving the image as an attachment rather than as part of your signature block, therefore should not be included.

- Personal quotations or philosophical statements should not be part of the signature block. Your email is a direct representation of the campus.
- Social media links should not be included.

Sample:

Jane Doe
Assistant to the Director
Illini Union
University of Illinois at Urbana-Champaign
1401 W. Green Street, Room 227
MC-384
Urbana, IL 61801
(217) 333-1716
jdoe@illinois.edu
www.union.illinois.edu

ILLINOIS

Confidentiality Notice: This message and any attached files are intended for the exclusive use of the individual or entity to whom it is addressed and may contain information that is proprietary, privileged, confidential and/or exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Please notify the sender, by electronic mail or telephone, of any unintended recipients and immediately delete the original message and any attachments without making any copies.

FAX USE

POLICY

Fax machines are not for personal communications.

PROCEDURE

Departments that do not have their own fax machines may use the one in the Director's office. The Hotel offers fax service to guests, staff, students and student employees for a fee. Document Services also offers fax service for a fee at 54 E. Gregory Dr., Champaign.

Policy contact: Hotel at 333-1241 and Document Services at 244-4595.

ILLINOIS FREEDOM OF INFORMATION ACT REQUESTS

POLICY

The Illini Union policy is consistent with the Campus policy: III-11, Public Relations Policies, Illinois Freedom of Information Act.

PROCEDURE

In the event the request is received directly by the department from the requestor, the receiving department will direct the request to the Campus Public Affairs Office and notify the appropriate Senior Leadership Team member. The Senior Leadership member will notify the Director of the request.

Should Public Affairs contact the Illini Union staff member regarding a received Illinois Freedom of Information Act request, the staff member should contact the appropriate Senior Leadership Team member and/or Director and work with him/her to comply with the request.

The Associate Chancellor for Public Affairs is the Public Records Officer for the Urbana-Champaign campus. All inquiries made for access to campus information under the Freedom of Information Act must be made to the Public Records Officer. All relevant materials must be turned over for review by the Public Records Officer and consultation with Legal Counsel, if necessary.

Policy contact: Director's Office at 333-0160.

LEGAL OPINIONS

POLICY

The Illini Union's policy is consistent with the campus policy: Section III-14 Public Relations Policies-Legal Documents and Process (http://cam.illinois.edu/iii/iii-14.htm) and III-23 Handling Legal Documents and Contracts from Outside Legal Authorities (http://cam.illinois.edu/iii/iii-23.htm).

All contracts or agreements are subject to prior review and approval by the Office of Business Financial Services and in some cases, University Legal Counsel. Other matters requiring legal advice will also be referred to University Legal Counsel, including but not limited to: Subpoenas, Summons, IRS Notices of Levy, Notices of Filing of Petitions in Bankruptcy, Wage Assignments, etc.

PROCEDURE

Prior approval from the Director must be obtained before contacting University Legal Counsel.

Units seeking legal opinions will forward their questions and/or concerns to the appropriate Senior Leadership Team member who will review with the Director.

Additionally, any external document that requires a signature may be considered a contract and should be forwarded to the appropriate Senior Leadership member for review. Signature authority on contracts is limited. Verbal agreements may also be considered binding contracts. Staff should not make any verbal commitments without such consultation.

After consultation with University Legal Counsel, the appropriate Senior Leadership member will be consulted and appropriate action will be taken.

Policy contact: Directors Office at 333-0160.

MEDIA RELATIONS

POLICY

Requests for interviews with campus representatives and/or for official information will be cleared with the Illini Union Marketing Department and the appropriate Senior Leadership Team member.

PROCEDURE

It is understood that all employees contacted by the media through the Illini Union speak on behalf of the university, only with approval from the appropriate supervisor and in consultation with the Marketing Director. Questions which seek to elicit a subjective judgment, as opposed to seeking factual data, should be directed to Illini Union Administration.

Whenever possible, it is advisable for employees to furnish the media with written, fact-checked information.

Policy contact: Assistant to the Director at 333-0160.

STAFF MEETINGS

POLICY

To ensure that effective communication takes place at all levels within the organization, regularly scheduled staff meetings will be held in every department.

PROCEDURE

Staff meetings will be held at least once a month.

Such meetings will include all full-time employees and student/part-time employees where operations permit.

Where possible, staff meetings should have agendas distributed in advance.

Policy contact: Director's Office at 333-0160.

TRAVEL

POLICY

All travel must be approved in advance by the appropriate Senior Leadership Team member and Director. Reimbursement for authorized expenses is limited to actual expenses which are reasonably necessary and within the limitations set forth in the Business and Financial Policies and Procedures Manual, Section 15.

PROCEDURE
Employees are to submit requests for fiscal year travel during the budget development process each year. Estimates are based on information currently available and/or from prior year conference information. Requests are to be submitted to the appropriate senior leadership member for review and submitted to the director for approval. Out-of-state travel requests are forwarded to the Associate Vice Chancellor for final approval.

Approved travel arrangements and employee reimbursements as per OBFS Policy Manual Section 15, and may be coordinated through the support staff in the Human Resources and Administrative Services Office.

The employee is responsible for timely preparation of the business travel reimbursement information upon their return. This may be coordinated with support staff in the Human Resources and Administrative Services Office. Supporting documents and receipts must be attached. (For detailed information on Travel Reimbursements, see University of Illinois Manual for Business and Finance, Section 15: Travel.)

Policy contact: Director's Office at 333-0160.

Forms

Submitting a new or revised policy

1. To begin the process of submitting a new or revised policy, consult the Campus Administrative Manual for any existing campus policies that might be relevant to the proposed or revised policy. Additionally, consult with all Illini Union departments that may have a stake in policy before drafting a proposal. All drafts must be submitted to the Policy and Procedures Review Committee, through the manager of the department impacted, and with support of the submitter's manager or supervisor.
2. Email the draft to the Policy and Procedures Review Committee which oversees policy development at iupolicies@illinois.edu.
    a. If there is an issue deadline for a policy, the draft must be received by the Committee no less than one month prior to the deadline date.
    b. In addition to the draft policy, include the required supporting information:
        i. Why the policy or revision is necessary
        ii. Who was consulted: department, staff, etc.
        iii. Who the policy will impact (students, staff, faculty, visitors, volunteers, etc.)
        iv. Plan for educating/communicating the implementation of the policy, including: who needs to know, how will employees will be alerted, where the policy is located, etc.
        v. If submission is a revised existing policy, a Word document version with Track Changes enabled that shows revisions
        vi. URLs for any websites referenced in the policy or links for additional references
        vii. URL of the department that the policy relates to
        viii. Policy departmental contact and phone number
3. The submitted policy will be reviewed by the Policy and Procedures Review Committee to determine the following:
    a. If further input or revisions are needed, and if so the Committee provides feedback to submitter. Based on the Committee's feedback, submitter will update the proposal and re-submit to the Committee.
    b. Whether the proposed policy affects the organization as a whole or is a departmental policy.
        i. Departmental policies will be submitted to department manager for review, approval and placement in Departmental Manual.
        ii. Organization-wide policies will be submitted for review to Senior Leadership Team (SLT) and the Director with all relevant supporting documentation.
        iii. SLT provides feedback and comments to the Committee.
        iv. Committee reviews SLT feedback and submits revised proposal to Senior Associate Director for Building Operations in order to review with the Illini Union Board Policy Chair.
        v. Senior Associate Director submits the policy proposal back to the committee with the IUB Policy Chair's feedback.
        vi. Committee revises policy accordingly and forwards to Director for review.
        vii. Director reviews proposal and provides feedback and/or approval to the Committee. Policies that impact building usage will be forwarded to the Illini

Union Board for full-board consideration and vote. Submitter will be expected to present the proposed policy to the Illini Union Board.

viii. Once approved the Committee notifies submitter of final decision.

4. Approved organization-wide policies will be returned to the Committee to ensure correct format according to Illini Union Policy template.
5. The Policy and Procedure Review Committee will add the final policy to Illini Union Policy and Procedures Manual.
6. The Policy and Procedures Review Committee will work with the Directors Office to distribute new and revised policy additions to All-Union listserv on a regular basis and at Monthly Managers Meeting.