Student Requestor Presentation:
• Getting to Know the CRO
• Using 25Live
• CRO Services, Policies, Procedures, and Permits
• Review
• Quiz
THE CRO

- Contact Information
- Staff Directory
- CRO Services
- Check The Website
Contact Info & Hours of Operation

• LOCATION:
  - Mendenhall Student Center, Room 8 (MSC)
  - Health Sciences Center, Room 223 (HSC)
  - Brody School of Medicine, Room GE-09 (Brody)

• EMAIL:
  - CRO@ecu.edu
  - Healthsciencescro@ecu.edu

• PHONE:
  - 252-328-4731 (MSC)
  - 252-744-1057 (HSC)
  - 252-744-5862 (Brody)

• HOURS OF OPERATION:
  - 8:00 AM – 5:00 PM
  - Monday – Friday
Staff Directory

• **Beth Bengala**, Director of Central Reservations
  • *Area of Focus: Chancellor’s Events, External Groups*
  • [BENGALAE@ecu.edu](mailto:BENGALAE@ecu.edu)

• **Chris Chappell**, Associate Director of Central Reservations
  • *Area of Focus: ECU Faculty & Staff Departments*
  • [CHAPPELLC@ecu.edu](mailto:CHAPPELLC@ecu.edu)

• **Dena Olo**, Assistant Director of Central Reservations
  • *Area of Focus: ECU Student Organizations & Groups*
  • [OLOD@ecu.edu](mailto:OLOD@ecu.edu)

• **Jennifer Britt Harrell**, Events Coordinator of Central Reservations
  • *Area of Focus: Contracts & Invoicing*
  • [Brittje16@ecu.edu](mailto:Brittje16@ecu.edu)

• Graduate Assistant for Central Reservations
  • *Area of Focus: Brody School of Medicine Events*

• **Student Worker All-Star Staff**
  • [CRO@ecu.edu](mailto:CRO@ecu.edu)
  • [Healthsciencescro@ecu.edu](mailto:Healthsciencescro@ecu.edu)
CRO Services

- Space Reservations –
  - Process requests and coordinate all non-academic events in Mendenhall, Wright Auditorium, MSC Brickyard, Health Sciences Student Center, Brody School of Medicine, and more...

- 25Live User Trainings –
  - To reserve space on ECU campus must use 25Live or go through CRO
  - CRO offers 25Live training sessions
  - Please contact our office for more information (CRO@ecu.edu)

- Event & Conference Planning Assistance
  - Let our experts help you plan your upcoming event

- Resource for other campus spaces and resources
  - Can’t find the space or resource you’re looking for in 25Live? Contact the CRO and we can direct you (CRO@ecu.edu)
Event Planning Meetings

• What Are They?
  • Usually held for larger events, events that require a complex set-up, or events using multiples rooms
  • Meeting with CRO to discuss event logistics prior to confirming specific needs or invited guests

• Why Have Them?
  • Confirm details of event
  • Determine set-up and equipment needs
  • Map out event day logistics
  • To verify we have or are able to provide all needs for event

• What Information is Needed?
  • Itinerary of day’s events
  • Set up and equipment information
  • Copy of any technical information/needs (i.e. sound, video, etc. needs for event)
Check Our Website

WWW.ECU.EDU/CRO

• Resources >>> Helpful 25Live User Information

• FAQ’s

• Let Us Know How We’re Doing/Feedback Form – Surveys sent out at end of semesters
25LIVE

• What is 25Live?
• Accessing and Using the 25Live System
• When Can I Put in Requests?
• Understanding Your Confirmation
Important Things to Know:

- All requests for space on ECU campus are submitted through 25Live

- Must complete 25Live User Training in order to request space

- Only 1 Requestors per Student Org/Group

- CRO processes over ~15,000 reservations requests per year
Student Orgs vs. Reservable Space

- High Need for Space
- Limited Space Options
- Reserve Space Early!
- Know When to Submit Your Requests

400+
Number of Student Organizations

300+
Number of Campus Departments

~300
Number of reservable spaces.
Spaces By The Numbers

<table>
<thead>
<tr>
<th>Spaces By The Numbers</th>
<th>Capacity &lt;40</th>
<th>Capacity 40-80</th>
<th>Capacity 80-100</th>
<th>Capacity 100-200</th>
<th>Capacity 200+</th>
<th>Capacity 500+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Conference Rooms (10-15 people)</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Multi-Purpose Spaces</td>
<td>11</td>
<td>10</td>
<td>1</td>
<td>11</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Classroom Spaces</td>
<td>73</td>
<td>133</td>
<td>8</td>
<td>16</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Theaters &amp; Auditoriums</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Using 25Live to Request Space

• Access 25Live from the CRO website [www.ecu.edu/cro](http://www.ecu.edu/cro)
• Click the SCHEDULE IT button – brings you to sign-in page

![SCHEDULE IT](image)

• Use your Pirate ID and ECU password to log in
• Need Help?
  • Use the 25Live [Event Wizard Guide](http://EventWizardGuide)
  • Check the [Resources](http://Resources) section of website
  • Contact the CRO ([CRO@ecu.edu](mailto:CRO@ecu.edu); [healthsciencescro@ecu.edu](mailto:healthsciencescro@ecu.edu))
Things to Know About 25Live

- **DO NOT** use Internet Explorer
  - Google Chrome, Firefox, and Safari recommended browsers
  - No Log Out Button

- Please provide as much detail in your request as possible, especially contact information

- Requests are processed on first-come, first-serve basis

- Room may look available when looking online, but it may already be reserved when your request is processed

- **Expect ~5 business days to process request**
Spaces in 25Live

• Mendenhall Student Center and Wright Auditorium
• Campus Recreation & Wellness
• HSC Campus Recreation & Wellness
• Ledonia Wright Cultural Center
• School of Music
• East Carolina Heart Institute
• Family Medicine
• Brody School of Medicine
• Dining Spaces-The Green Room, Croatan
• Designated Public Forum (Cupola)
• College Hill – Band Practice Field
• HSC – Grand Room, Grand Room Lobby, West/North Porch
• Academic classrooms
Spaces Not Reserved in 25Live

• Outer Limitz Bowling & Billiards
  • Audra Thomas – 252-328-4700

• Wright Plaza
  • Must go through OrgSync
  • Great for Fundraising Events

• West End Dining & Todd Dining
  • Must go through OrgSync

• Athletics
  • Kellen Altman– 252-737-2772

• Parking Lot Areas
  • Steven Bruce – eventparking@ecu.edu; 252-328-6294

• The University Mall – Reserved only for:
  • Barefoot on the Mall
  • Get A Clue
  • Founder’s Day Events
  • Youth Arts Festival
  • Easter Egg Hunt
  • Senior Salute Dinner
Requests Should Include…

- Event Time, Setup Time, & Break Down Time
- Complete Name of Organization/Group – Do Not Use Acronyms! (DNUA!)
- ECU Email Addresses ONLY
- Primary Contact Person for Original Request
- Event Contact Person’s Phone #
- Preferred Date and Alternate Date
- Preferred Location and Alternate Location
- Resources *(WE DO NOT PROVIDE RESOURCES TO ACADEMIC SPACES)*
  - Tables, Chairs,
  - Audio/Visual/Tech Needs
  - Setup Instructions
  - Decorations
  - ADA Accommodations/Accessibility
  - Parking Needs
When Can I Make Requests?

<table>
<thead>
<tr>
<th>Mendenhall Student Center, Health Sciences Student Center, Wright Auditorium, and The Brickyard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Sponsor</strong></td>
</tr>
<tr>
<td>Student Organizations</td>
</tr>
<tr>
<td>Campus Departments</td>
</tr>
<tr>
<td>External Clients</td>
</tr>
</tbody>
</table>

Requests submitted before these dates will be DENIED, and you will have to resubmit on the appropriate date(s).
When Can I Make Requests?

Requests submitted before these dates will be DENIED, and you will have to resubmit on the appropriate date(s).

<table>
<thead>
<tr>
<th>Event Sponsor</th>
<th>Fall Term Requests</th>
<th>Spring Term Requests</th>
<th>Summer Term Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Organizations</td>
<td>First Business Day After CENSUS DAY</td>
<td>August 1</td>
<td>First Business Day After CENSUS DAY</td>
</tr>
<tr>
<td>Campus Departments</td>
<td>First Business Day After CENSUS DAY</td>
<td>August 1</td>
<td>First Business Day After CENSUS DAY</td>
</tr>
</tbody>
</table>
CENSUS DAY

• Census Day is the 10th Day of Classes each semester
• All Academic Spaces will appear Blacked Out until the 11th Day
• At 12am on the 11th Day you can begin putting in request even if its still blacked out
• Locations can be put in the notes sections
• If requests are submitted before the 11th Day they will be denied
• If the 11th Day falls on a Holiday we will not begin processing until the 1st Business Day after the Holiday
## Understand Your Confirmation

### Event Confirmation

#### 25Live Test Event

<table>
<thead>
<tr>
<th>Title</th>
<th>Event Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>25Live Training Session</td>
<td>2017-ACWXXV</td>
</tr>
<tr>
<td>Event Last Modified: Jun 15 2017 9:58 AM</td>
<td>Confirmed</td>
</tr>
<tr>
<td>Requestor: Britt, Jennifer</td>
<td>Phone: <a href="mailto:BRITTE16@ECU.EDU">BRITTE16@ECU.EDU</a></td>
</tr>
<tr>
<td>Scheduler: Carter, Takeri</td>
<td>Email: <a href="mailto:cro@ecu.edu">cro@ecu.edu</a></td>
</tr>
<tr>
<td>Organizations: Central Reservation Office (CRO)</td>
<td>Phone:</td>
</tr>
</tbody>
</table>

### Event Occurrences

**Thu, Oct 19 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 AM - 12:00 PM</td>
<td>Reserved: 10:00 AM - 1:00 PM</td>
</tr>
</tbody>
</table>

#### Location

- **MSC 244**
  - Layout: Classroom Style
  - Classroom Style setup for 27 people.

#### Resource

- **9 6x3 Table**
  - 9 tables with 3 chairs at each
- **2 8x3 Table**
  - 2 tables for catering setup in the back of the room
- **1 Catering by ARAMARK**
  - To coordinate your catering needs, please visit https://ecucatering.catertrax.com/ or call ECU Catering at 252-328-4755. Thank you!
- **27 Chairs**
- **1 LCD Projector (244)**
- **1 LCD Remote (wireless)**
- **1 Laptop**
- **1 Lower Screen**

Head Count: Exp: 27, Reg: 0
Do Not Contact (Until You Receive Confirmation)

• Catering/Aramark
  • You must have a room reserved BEFORE you contact catering
  • MSC is an Aramark Exclusive Building
  • HSC is not Aramark Exclusive – Cater must be on CRO Approved Cater list
    - Approved Caters cannot utilize Aramark facilities

• Your Publicist
  • Do not publicize, advertise, or market your event until a confirmation has been received

• Speaker or Special Guest/Performer
  • Do not sign contracts or arrange special guests until you have a space confirmed
What Can Slow Down Confirmation Time?

• Incomplete information on the request (i.e., no phone number, email or complete organization name)

• Not checking ECU email account

• Slow response time to emails from CRO office

* Failure to respond to CRO emails will result in the Cancellation of your event
CRO POLICIES

- Deadlines for Requests
- Cancelling Events
- Dance/Modeling Troupes, DJ Dance Parties, & Fundraisers
- Policies, Procedures, and Permits
- Reservations Are Subject to Change
Deadlines for Requests

• Reservation Request & Changes for next day = Deadline is 2PM
  • All requests after 2pm for same or next day WILL BE DENIED

• Exceptions may be made after 2 PM if and only if
  • Room is available
  • No setup is required
  • Does not require A/V equipment

Requests are only processed M-F between 8am to 5pm
Changing or Cancelling Your Event…

• Once your event has been confirmed you MUST contact the CRO to make any changes or cancel.
  • You cannot make changes to an event in 25Live once it has been confirmed

• When to cancel
  • As soon as possible!

• How to cancel
  • Email cro@ecu.edu; healthsciencescro@ecu.edu (preferred method)
  • Call 328-4731 (MSC); 744-1057 (HSC)

• Why?
  • 450+ student organizations
  • Hundreds of campus departments and dozens of external organizations
  • 15 available spaces in Mendenhall; 4 available space in Health Sciences Student Center
  • Make most efficient use of space
CRO No-Show Policy

If You Have a Reservation, but do not show and did not cancel the space…

• First occurrence:
  • Email Notification from Assistant Director of Central Reservations Office
  • Group or organization incurs any labor costs (room set-up and teardown charges, technical set-up or security)

• Second occurrence:
  • Email Notification from Director Central Reservations Office
  • Organization/Group incurs a fee to be paid within 7 business days and all upcoming reservations are put on hold until paid
    - $50 for student organizations and $100 for campus departments
  • Group or organization incurs any labor costs and/or early opening charges (such as for a technician or security)

• Additional occurrence:
  • Organization/Group will include additional fines that must be paid within 7 business days and all upcoming reservations are put on hold until paid
    - $100 for student organization and $200 for campus departments
  • Group or organization incurs any labor costs (room set-up and teardown charges, technical set-up or security)
Dance/Stepping/Modeling Troupes

- Practices & Rehearsals can **ONLY** be reserved in the Social Room or CRW non-classroom spaces (and Jenkins 1220 after Census Day)
- No Academic Spaces (except Jenkins 1220) or Great Rooms

Parties

- Major Events Form Approval available through [SAO OrgSync Page](#)
- Need at least 4 Weeks Notice
- Great Rooms or CRW spaces only
- DJ must have their own equipment
- Parties Packages
  - Charging Admission = $1,200
  - Free Admission = $400
- Tickets are sold through Central Ticket Office Only

Fundraisers

- Your fundraiser must be approved by Student Activities & Orgs and final approval sent to Central Reservations Office
- Fundraiser Approval Form available through [SAO OrgSync Page](#)
- 25% of rental fee for fundraisers in MSC
- Wright Plaza is preferred location for Fundraiser Events
Resources & Equipment

- Central Reservations Office can provide resources/equipment to events in:
  - Mendenhall, Wright Auditorium, MSC Brickyard, Memorial Garden and Health Sciences Student Center ONLY

- We **DO NOT** provide resources to Academic Spaces.

- Little to no technical assistance available elsewhere on campus

- If the resource is not listed on your confirmation at the time of your event – we WILL NOT provide it
Policies, Procedures, and Permits

- **Amplified Sound Restrictions** –
  - No amplified sound on campus prior to 6PM without prior approval
- **Tent Procedures & Approval Form**
  - Tailgate Tents = Do NOT stake into ground. Use buckets of water or weights
  - Tents > 400 ft. = Must be approved by ECU Environmental Health & Safety
- **Candle/Open Flame Device Policy and Approval Form**
  - Initiations, Memorials, and Religious Ceremonies ONLY
- **Evaluation of Admission Charged Events Form**
  - If charging admission for event
- **Food Safety Guidelines**
  - If Serving/Cooking/Preparing Food for Event – Talk to CRO and EH&S first
- **Animals on Campus Guidelines**
- **Public Gathering Permit**
  - Races, Walks, 5Ks, etc.
Other CRO Policies & Things To Know

• Invitations to Elected Officials
  • The department, office, or individual who wishes to have an elected public official speak at an event must receive written authorization from the Chancellor’s Office
  • CRO will do this for you. Please DO NOT contact the Chancellor’s office yourself

• Bandshell Usage
  • Subject to availability, weather and wind conditions

• Reservations Subject To Change
  • BE AWARE: your reservation may be changed or cancelled by the CRO or scheduler of space at any time
  • Stated on the Event Confirmation
  • You will be notified of these changes as soon as possible
Using the Space

• All of campus is monitored all the time.

• Keep Spaces as you found them

• Clean up after yourself

• If the room is in disorder when you arrive
  • Document the mess if possible (photos)
  • Contact CRO and let us know ([CRO@ecu.edu](mailto:CRO@ecu.edu); [healtsciencescro@ecu.edu](mailto:healtsciencescro@ecu.edu); or 328-4731; 737-1057 respectively)

• Be respectful of others meeting around you
• Disordered or damaged rooms could result in a $150 Cleanup/Damage Fee
  - **NO GLITTER, Confetti, Etc**
  - Balloons Must Be Weighted Down in MSC only (Not allowed in Wright/Hendrix)

• You CAN lose the privilege to reserve space
  • Violation of noise guidelines
  • Damage to room
  • Improper use of room
  • Misrepresentation of event (Example: A meeting but it’s a dance practice)
CRO FEES, CHARGES & CONTRACTS

• We Charge, If You Charge
• CRO Fees and Charges
• Contracts
MSC and Wright Auditorium Charges

• Fees apply ONLY when:
  • You are charging admission for your event
  • Early Opening/Late Closing
  • Security needed at event
  • Fees are due prior to your event

• Fees & Charges Include, but not limited to:
  • Room Rental Fee (contact CRO for more information)
  • Security ($35 per officer/per hour)

• Please contact the CRO for event estimates (brittje16@ecu.edu)
Contracts

• Contracts are required for events:
  • Wright Auditorium-not charging admission
  • Wright Auditorium-charging admission
  • Any time you are charging admission or selling merchandise or fundraising
REVIEW

- Things to Remember
- Quiz
- Questions?
Things To Remember…

• Once your event is confirmed you MUST contact the CRO for any changes or to cancel your event.

• Failure to Respond to Emails = Cancellation of Event

• Contact Phone # on Request

• 5 Business Day Turn Around for Requests

• Requests Submitted Before the Reservation Start Dates Will Be DENIED, and Will Have to be Resubmitted on the Appropriate Date(s).

• Not in System + No Confirmation = No Space

• Cancel if you do not need the space

• BE FLEXIBLE!! Space is limited and your reservation is subject to change

• READ YOUR CONFIRMATIONS!
QUIZ

1. TRUE or FALSE: If the resource is NOT listed on your confirmation, you CANNOT get the resource on the day of your event. **TRUE**

2. TRUE or FALSE: You can sign a contract with special guests or speakers before receiving a confirmation. **FALSE**

3. TRUE or FALSE: The CRO can provide laptops, chairs, and tables to academic spaces **FALSE**

4. TRUE or FALSE: If you do not respond to CRO emails, your event will be cancelled **TRUE**

5. TRUE or FALSE: MSC Brickyard is the preferred location for Fundraising Events **FALSE**

6. YES or NO: Can you have amplified sound outside before 6pm? **No**

7. TRUE or FALSE: You can reserve Wright Plaza through 25Live **FALSE**

8. TRUE or FALSE: The only location in MSC for Dance/Modeling Troupes to have practices/rehearsals is the Social Room **TRUE**

9. TRUE or FALSE: You should use Internet Explorer to access 25Live **FALSE**

10. How can you increase your chances of getting the room you want?
    a) Being flexible with your date
    b) Getting your reservation request in early
    c) Always being professional and courteous to CRO staff and student workers
    d) All of the above **D. All of the Above**
QUESTIONS?

CRO@ecu.edu; healthsciencescro@ecu.edu
328-4731; 744-1057 (respectively)