Welcome to the Student Experience Center (SEC)! The Center is the new home of many programs and activities that formerly resided in the Memorial Union, opened in 1927, and the former MU East in Snell Hall, opened in 1977. There are many differences between old buildings and new ones. We welcome you to the SEC, a state of the art building in many ways, designed with shared values.

Student Experience Center Administration and Policy
The Student Experience Center Space Allocation and Policy Committee (SECSAPC) created this policy manual to provide the tenants and users of the SEC a standard of care for occupancy and use of the SEC. The SECSAPC Chairs are responsible for establishing a process for review, edits and creation of new policy. The Memorial Union Board is afforded the opportunity to review and provide comment on all policy in advance of policy establishment. Tenants can request review and change of policy annually during the policy review process. The SECSAPC Chairs and SEC Building Manager are responsible for ensuring that all policies are available through the SEC Web site and at the SEC information Desk. Building tenants are responsible for compliance with building policies in their dedicated suite space as well by their staff and students during general use of the building. The SECSAPC Co-Chairs and/or SEC building manager are responsible for mitigating policy violations that are not corrected by building tenants in a reasonable manner or time-line. Violations that negate building safety, security or damage building fixtures or furnishings can lead to recommendation of expulsion or termination of building use.

The Student Leadership & Involvement Director serves as the SEC building administrator and is responsible for overseeing the SECSAPC, facilitating the Operations team and leading strategic thinking and long term planning for the building.

SEC Shared Values Statements
Student Centered
This building is funded by, and created through, the leadership of students who have a passion for ensuring incredible experiences for current and future students of OSU. Students will help lead through all states of life for this building.

Sustainable Focus
Marked through Social, Environmental, and Economic considerations, sustainability has been present in our decision making at all points during planning, construction and furnishings. This philosophy will continue to guide us in the operation and maintenance of the SEC into the future.

Welcoming Diverse Populations
Diversity comes through both the built environment and programming of operations. Our care for students needs to reach the largest and most diverse population that is the OSU community. Integral to this philosophy was our understanding that we needed to make decisions based first in community need, then specific group level needs, and finally looking to individual level needs in allocation of space for programs.
OSU Student Experience Center Policy Manual

Accessibility through Design

We work to ensure that the built environment uses Universal Design principles and allows for further considerations for workplace and service environments.

Your Experience  Students and staff will experience a difference in the quality of their experience in the SEC Building:

- Building Comfort: The building will provide a standard of comfort in its environmental controls that is unmatched in the MU buildings.
- Building Lighting: Lighting equity is provided throughout interior spaces, guaranteeing that everyone working in floors 1 through 4 will have equal access to day lighting, the basement level will have access to day lighting, and that building lighting has been designed for visibility with reduced glare.
- Building technology: The offices and rooms of the building are designed by program staff to provide an experience that provides technology tools as room environment standards.
- Building access: The shape of the building means fewer entrances, shorter distances to stairs, elevators and destinations, which are clearly marked and celebrated.
- Building energy: Building energy usage design has benefitted from advances in technology since the opening of MU East in 1977. Much less energy is needed to heat and cool the building mass. Lighting design took advantage of advances in LED lighting to bring even greater savings in building costs than initially available in 2010 when building systems were first proposed. The building energy needs will be supplemented by a roof-mounted photovoltaic system.
- Building space integration: Three floors of offices are sandwiched between two floors of high technology, representing the Craft Center in the Basement level and the Orange Media Network on the 4th Floor. This grouping takes advantage of the flow of energy systems from below and HVAC systems from above.
- Building Diversity: Movement through the building from office to office in an open environment allows for efficiencies to be developed through adjacencies and visibility. This is a radical change from closed doors aligning long hallways.
- Building Furniture, Fixtures and Equipment: The SEC has been outfitted through the construction project. Programs and activities will benefit from having a diverse building furniture plan provided for them at no additional program cost.

Building Policies:

The Student Experience Center (SEC) Space Allocation & Policy Committee (SAPC) is charged with establishing policy and procedures to ensure that the SEC is maintained as an open, accessible, accepting, safe, and sustainable work and gathering environment for the Oregon State University (OSU) community. The SEC Space & Policy Committee is responsible for establishing policy and procedures related to building operations; life safety and hazard mitigation; sustainability; activity, marketing and OSU community standard of care.
OSU Student Experience Center Policy Manual

SECSPC Membership Makeup (May 2015) (deleted names- roster maintained by Co-chairs)
AABC: 1 student (voting)
       1 staff (voting)
ASOSU: 1 student (voting)
       1 staff (voting)
CFSL:  1 student (voting)
       1 staff (voting)
Craft Center: 1 student (voting)
               1 staff (voting)
DCE:  1 student (voting)
       1 staff (voting)
MUDMP: 1 student (voting)
        1 staff (voting)
SIFC:  1 student (voting)
SLI:   1 student (voting)
       1 staff (voting)
OMN:   1 student (voting)
       1 staff (voting)
At Large: 1 student (voting)

MU Building Services (Non-voting)
SEC Communications Coordinator (Non-voting)
SEC Building Manager (Non-voting)
Co-Chair (student): MU President (non-voting, tie-breaker)
Co-Chair (student): ASOSU President (non-voting, tie-breaker)
Co-Chair (faculty): Director, SLI (non-voting, tie-breaker)

Total Voting Process:
18 Votes, 3 non-voting/tie-breaker, 3 non-voting
Administration: The Director of Student Leadership & Involvement (SLI) provides leadership for strategic
planning and short and long term building planning. The Director also supervises the SEC Building
Manager, co-facilitates the SECSAPC, convenes the SEC Operations team and conveys SEC information to
the MU Board and MU Executive Director.
OSU Student Experience Center Policy Manual

**Policy:** The Director of Student Leadership & Involvement works in concert with the Memorial Union President and the Associated Students of OSU President to ensure life safety and hazard mitigation, adherence to SEC and University policy and procedures, compliance with state and federal laws and establishment of an ethos of community supported and participated in by all inhabitants and guests. This triad is also responsible for convening the SEC Space & Policy Committee for space allocation and development and establishment of policy.

**Facility:** The Memorial Union Building Services unit is responsible for all building infrastructure including, but not limited to, long and short term maintenance, building systems, furniture, power, electrical, plumbing, etc. All policy regarding use of or access to the SEC and the use, maintenance and/or replacement of equipment is informed and influenced by the Associate Director of MU Building Services. MUBS has representation on the SEC Space & Policy committee & Policy Sub-Committee.

**Financial:** The Memorial Union (MU) Executive Director, Student Leadership & Involvement (SLI) Director and Associate Director of MU Building Services develop the annual budget and long term financial strategies/plan. The MU Executive Director or designee recommends the annual budget to the Memorial Union Board for approval and referral to the Student Incidental Fee Board for review and inclusion in the Annual MU Student Fee Budget packet. The SEC Space & Policy Committee can ask for a budget overview or use impact conversation at any time.

**Department/Program/Unit Suites:** The inhabitants of each suite are responsible for establishing a standard of use for all staff, volunteers and guests inside of each suite. These are general policies for use of shared or public space. Suite standards can be higher, but not less than, the General Use SEC Policy.

**Current Units/Department Occupants:**
- Associated Students of OSU (ASOSU)
- ASOSU Office of Advocacy
- ASOSU Student Legal Services- outside entity under annual contract with ASOSU
- Auxiliary & Activities Business Center (MU AABC)
- Craft Center
- Diversity & Cultural Engagement
  - Research and Assessment
  - Cultural Resource Centers
  - Global Diversity
  - Academic Success and Engagement
  - Integrated Learning for Social Change
    - Men’s Development and Engagement
    - Women of Color Coalition
- Memorial Union Custodial and Maintenance Services
- Memorial Union Digital Marketing Program
- Memorial Union (Vending Machines)
- Memorial Union President
- Center for Fraternity & Sorority Life (OFSL)
- Student Incidental Fee Committee
- Student Leadership & Involvement (SLI)
  - Center for Civic Engagement (CCE)
OSU Student Experience Center Policy Manual

- Center for Leadership Development (CLD)
- International Resource Center
- Social Change Leadership Program
- Student Events & Activities Center (SEAC)
  - MUPC
  - ISOSU
- Student Sustainability Initiative (SSI)

Orange Media Network

General Use Policies:
Building Operations:
This policy sets the standards for access and utilization of the essential building functions.

- **Hours** 8:00am-8:00pm Monday-Thursday 8:00am-5:00pm Friday
- **Extended Hours** for Dead Week and Finals Week will be communicated and posted two weeks in advance by the Information Desk.
- **Shortened Hours** for breaks and holidays will be communicated and posted two weeks in advance by the Information Desk.
- **After Hours & Weekend Access for Activity** – After hours & weekend activity access can be requested by SEC Inhabitants and must be made a minimum of four weeks in advance of first date of use.
- **Holidays** – the SEC will follow University recommendations for holiday hours and closures.
- **Inclement Weather** – the SEC will follow University recommendations for inclement weather, including early closures, delayed openings, and day long shut downs.
- **Building Access** – keys, etc.- this policy identifies who will be granted access and the process for granting and accessing this privilege.
  - Staff (student, professional, faculty, etc.) – granted 24/7 access privilege during length of employment. Termination of access should occur within 48 hours of termination or separation.
  - Other (interns, volunteers, etc.) individuals need access outside of normal business hours – Each Unit responsible for identification of these individuals
    - Centralized Process managed by SEC Information Center. An on-line tool for request of access, with a follow up education/accountability message and I agree statement to individual being granted access.
    - Each unit is responsible for doing a quarterly audit of access records to insure that the list is correct.
- **Space uses after hours** – the period between 12midnight and 7:00am is considered a “building sleep period’, and only individuals working are permitted in the building, i.e.; Orange Media Network, ASOSU Safe Ride, MU Building Services, Craft Center should be in the building. Individuals with access are not allowed to grant after hours access for non-business purposes at any time to any non-approved user.
- **Space Allocation** – all unit/department inhabitants of the SEC are given priority access to all resources and space in the SEC.
- **Storage** – all basement level storage has been assigned. Request for additional storage space is not available at this time.
Reservations (public & shared space) – Only the units/departments that occupy the SEC have access to reserving public and/or shared space for the purpose of the activities of that organization. Reservations are made and maintained in the Memorial Union on-line Event Management System (EMS)

- Sponsorship—SEC Inhabitants can sponsor other entities for reservation of SEC shared meeting and/or Activity Space. The SEC sponsor is responsible for all activity of the sponsored group and must provide access and oversight.
- Fee – no fees will be assessed to SEC Inhabitants for general use of SEC space or equipment including sponsored use of SEC shared/or/activity space. After Hours and Weekend use by SEC Inhabitants may be assessed a fee as defined in the OSU Fee Book.

- SEC Information Desk will provide management, calendaring and building communication regarding shared and activity space.
- SEC Occupants are responsible for all aspects of use of shared and activity space including: set-up, technology use, clean up and re-set.
- SEC Occupants will establish a Standard of Care for all activities which will include training for program leads that will include: furniture use and care, floor maintenance and care, program hosting, technology, risk mitigation, in-building marketing, etc.

Space Use (public & shared space)

**Floor 1 South Lounge & Center Lounge**—this area can be reserved through the Event Management System (EMS) for SEC Occupants. (See Activity, Program, Events)

**Floor 2 Shared Conference Room 254**—this area can be reserved through the EMS system for SEC Occupants.

**Floor 2 Lactation Room 267** – access to the lactation room is supported by Childcare and Family Resources. More information at: [http://oregonstate.edu/childcare/breastfeeding#lactation%20rooms](http://oregonstate.edu/childcare/breastfeeding#lactation%20rooms)

**Floor 3 Shared Conference Room 354** – this area can be reserved through the EMS system for SEC Occupants.

**Floor 3 Meditation Room 322** – this space is an open room intended to be a safe and shared environment for the OSU community to practice meditation, prayer, reflection and other centering/self-care activities.

- This space is not a Programming Space.
- All use will be self-monitored and the space is accessible until capacity is reached.
- Educational materials regarding standards of care and respect for the space will be displayed in or near the entry of the space.
- The space will have signage available indicating “In Use Please Enter Respectfully”.
- The space is not lockable.

**Kitchenettes (shared 1st floor, 2nd floor, and 3rd floor)** – this space is intended by use of SEC occupants

- Daily use focus-no short or long term storage of food or supplies
- Good neighbor policy posted and committed to by all users

**Resource Rooms** (shared 1st & 2nd floors, AABC, CCE/SSI, CLD/OFSL, Media, Craft Center ASOSU Legal Advising suites) – this space will support some business functions for suite occupants, i.e. copier, printers, fax, mail distribution
OSU Student Experience Center Policy Manual

- Suite occupants are responsible for establishing standard of care for this area
- SEC Information Center will manage bulk mail arrival and sorting. Each SEC Dept. /Unit will be responsible for identifying a daily process for retrieving and distributing mail to individual suites/spaces.

**Furniture Plan:** (setting up, relocating, purchasing, replacement, etc.)
The building has been outfitted with a furniture plan that is designed to fit exact standards and dimensions as specified by building occupants.

- Moves, Adds and Changes (MAC): Furniture moves, adds and changes (MAC’s) are more complex in today’s workstations. The furniture plan is specifically designed for each space.
  - There will be no MAC’s until after the one year building warranty period is complete. (Does not include “second wave” purchases)
  - The first year is used to live into the building’s patterns of use. Furniture differences will be noticeable, and the full potential of the new workstations will be realized in the first year, which will be a steep learning curve for building training, operation and use.
  - MAC’s may only be performed by certified furniture installers in many cases. Consult with MU Building Services to find out more about furniture warranties.

- Loading Dock or bulk shipments – Coordination for delivery of large or bulk shipments is the responsibility of the suite who is receiving the delivery.
- Mail Delivery – the SEC Information Center receives all Campus and the majority of US MAIL. Oversized or special receipt US Mail, FedEx, UPS, etc. will be delivered to the suite address or occupant identified on the address label. Each suite is responsible for picking up and distributing mail to suite occupants daily from the mail delivery area of the SEC Information Center.
- Custodial Services – are coordinated and provided by the MU Building Services team. All requests for immediate attention should be directed to **MU Help Desk-541-737-9823**
- Fees – building use fees may only be assessed for after-hours use of space when it requires the building to be open, have the information desk staffed, and adjusted custodial staff cleaning. These fees will be listed in the OSU Fee Book. Building occupants may assess fees for access to unique programs, i.e. Craft Center, Orange Media Network.
- Internet Access – the OSU network both secured and general is available.
- Maintaining Suite Environment (painting, flooring, signage)
  Building standards are established for how we treat the building and how we care for the building.
  - Building Painting: Both the interior and exterior paint, fabric and materials are the responsibility of the building, not the occupants. Painting will be performed according to OSU Campus standards. Current maintenance standards call for painting to be addressed on a fifteen-year rotation.
  - Building flooring will be maintained via warranty standards, current cleaning and spill pickup standards and wear ability standards for the materials selected and
OSU Student Experience Center Policy Manual

installed. Users will be invited to report spills and stains promptly to aid in timely removal, which is a key step to eliminating staining of carpeting.

• Signage is being introduced as part of the building standards for ADA compliance, directional, way-finding and explanatory information.

• Work Orders – will be placed – by each suite for their spaces **through the MU Help Desk-541-737-9823**, work orders concerning public spaces will be placed through the Information desk.

• Food/Beverage- suite inhabitants are allowed to consume food in both public and internal suite space. Shared food/beverage should be limited to non-hazardous food items, i.e.- confections, individually wrapped snacks, catered food items. See below regarding food at activities, programs.

• Art Display- an SEC SAPC Art sub-committee will be led by MU Assistant Director, Marketing

• Recycling, Composting, Waste Disposal standards are established by MU Building Maintenance and the SEC Building Manager

• Lost and Found – the SEC Information Center will maintain a SEC lost and found that will follow the University standards for unrecovered items.

Activity/Program/Events: the first (1st) floor southwest lounge and the center area under the staircase have been designated as activity space for **SEC occupants** requiring a reservation for use of space. The building has limited capacity to function as an event space. Most public event space is designed with flooring, wall finish, and acoustical properties that supports event activities and is then outfitted with lightweight, stackable furniture. The SEC was not designed or built with these features. For this reason, any public assembly activity scheduled in the SEC lobby or lounge must take into account during the planning stages the limited ability to relocate furnishings and utilize temporary furnishings without causing damage. **The type and number of activities held in these areas should complement the on-going business and use of all other SEC spaces.**

• **Reservation for Use** – Use is restricted to activities hosted or sponsored by SEC Occupants. Reservation for use must be submitted through the EMS on-line database no later than 24 hours in advance of the activity to allow for building notification.

• **Activity Type** – These spaces are recommended for: Information sessions, panel discussions, hot topic forums, community celebrations, arts and crafts demonstrations, acoustic music, spoken word performances, culture performances, live streaming activity, remote broadcast, etc.

• **Restricted activity** – no active solicitation for philanthropy, fundraising, etc. is permitted.

• **Activity** can be scheduled into these areas at any time during the hours of operation.

• **Activity with Amplified sound** – is allowed in the southwest lounge area between 11:30 a.m. - 1:00 p.m. and again between 4:00 p.m. - 8:00 p.m., 5:00p.m. on Friday. Amplified sound and percussion instruments are not allowed in the center lounge area.

• **Sales of product** – sales are limited to an area adjacent to the SEC Information Desk. All sales must be registered, approved and managed by the SEC Information Desk.

• **Food service** – All food service must follow University and Benton County regulations for food service and [MU food service guidelines](#).
OSU Student Experience Center Policy Manual

- **Audio Visual Equipment** – All use of the audio visual equipment in these areas is the responsibility of the SEC occupant. All programs must identify a trained responsible lead for each use.

- **Activity Coordination** – No central activity coordination is provided. All users are responsible for assessing, mitigating and/or managing all risk associated with activities. All users are responsible for securing Liability Waiver Forms and Photo releases for all activities when applicable. The Student Events & Activities Center can provide advising on programming if requested.

- **Information Tabling** – Minimal use of space for this purpose is available. Only designated spaces can be reserved from 4:00pm-8:00pm.

- **Movie and Film** – Movies and Films can be shown in the southwest lounge on the built in monitor. All public performance rights are the responsibility of the sponsoring unit/department. Content should be appropriate for a public viewing area.

- **Vendors** – Non OSU entities are not permitted to sell products in the SEC activity space.

- **Scheduling** – All reservations are done through the EMS, on a first come basis. Reservations can be made up to one year in advance of the activity.

- **Ticket Distribution/Sales** – All ticket distributions and sales must be registered, managed and handled by the SEC Information Desk.

- **Decorations** – the size and materials of the space is not conducive to much decorating. No paint, glitter, glue, candles, straw, hay, confetti, bubbles, dry ice, or non-painters tape can be used in the programming spaces.

- **Security** – if a risk assessment indicates a need for security the sponsoring department or unit is responsible for making all arrangements through the agency utilized by the MU and paying for all costs.

**Marketing (who, how long, size, locations):**
The SEC has specific locations identified for sharing information with the OSU Community. (TBD)

All printed materials including informational brochures, flyers, posters, position announcements, etc. must include the following statement to ensure accessibility accommodations can be requested: “Accommodation requests related to a disability should be made by [specific date] to [sponsoring department contact person, phone number, and email address].”

- **Banners** – can be hung from the railing on the Canopy side balcony on the 2nd floor external. Reservations for this space can be made through EMS.
- **Chalking** – no chalking is allowed in external walk-ways leading up to the SEC or on the foundation of the building
- **Distribution** – no distribution of leaflets or other printed material outside of campus mail boxes to building occupants.
- **Notice/Flyer/Posters** – can be hung in designated public areas for a period to not exceed one week. All material to be displayed in public areas must be date stamped by the SEC Information Center before posting. Internal Suites control all posting in individual suites.
- **Window Painting/transparent screens or wraps-internal/external** – use of any temporary window covering is prohibited on all external facing windows and on windows facing the public rotunda. Individual Suites can determine internal use of these products on internal window and door panels. Some suits require confidentiality and privacy needs which may call for special accommodation on window surfaces.
OSU Student Experience Center Policy Manual

- **Table Tents** – a minimal number of promotion spaces are available. All material must be date stamped by the SEC Information Center in advance of posting.
- **Display Cases** – are managed by the SEC Information Center and the Craft Center
- **Directional Signs** – no additional way finding materials can be placed in the building at any time, without the prior approval of the MU 204 Graphic Studio or the SAPC. (Contact MU Graphic Arts Studio if signage is needed) Special compensation will be made to support way finding during evening and weekend hours to the Craft Center.
- **Tripods/Easels** – use of Tripods and Easels is restricted to specific spaces adjacent to the 1st floor activity spaces.

**Life Safety:** This policy informs the actions necessary to create a safe and responsive community. The building was designed with life safety in mind, and has limitations to the number of occupants that may gather on a single level. Information about floor occupancy limits should be considered when planning for public activities. *(SEC Emergency Operations Plan-MU)*

- Building Access- ADA
- Emergency Response Plan
  - Fire/Safety Plan
  - Earthquake
  - Evacuation
  - Active shooter
- Inclement Weather

**Community Standards** – public space and/or program suites: This policy establishes a standard of care for all inhabitants and guest of the SEC

- **Inclusion (Diversity)** – Oregon State University, in compliance with state and federal laws and regulations, does not discriminate on the basis of age, color, disability, gender identity or expression, genetic information, marital status, national origin, race, religion, sex, sexual orientation, or veteran status in any of its policies, procedures, or practices.
- **Access** – It is the policy of Oregon State University to comply with Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), as amended by the ADA Amendments Act of 2008, and other applicable federal and state regulations that prohibit discrimination on the basis of disability. The Rehabilitation Act and the ADA require that no qualified person shall, solely by reason of disability, be denied access to, participation in, or the benefits of, any program or activity operated by the University. Each qualified person shall receive the reasonable accommodations needed to ensure equal access to employment, educational opportunities, programs, and activities in the most integrated setting feasible. Learn more about the OSU Policy of Nondiscrimination on the Basis of Disability.
- **Sustainability** – The SEC is committed to reducing the university’s overall environmental impact and has established an environment where this is the norm and not the exception. Information regarding the SEC’s sustainability features and practices can be found on the SEC web page.
- **Student Code of Conduct** – The SEC is committed to establishing a thriving community where all persons must treat one another with dignity and respect and each member is obligated to a code of responsible behavior. [http://oregonstate.edu/leadership/policies/former-osu-oar-links/15-student-conduct-code](http://oregonstate.edu/leadership/policies/former-osu-oar-links/15-student-conduct-code)
- Local, state and federal statutes and laws – all local, state federal statutes and laws must be adhered to at all times.
OSU Student Experience Center Policy Manual

- Smoking – OSU is a NON-Smoking Campus- smoking is prohibited (this includes e-cigs, all forms of marijuana, etc.)
- Alcohol – the SEC is not designated an alcohol service venue for the OSU campus. No alcohol beverages are allowed in the building for any reason.

- **Bicycles, Rollerblades, Scooters, and Skateboards** - only wheeled devices used as accommodation for ability can be used inside of the SEC. No storage of bicycles is allowed inside the building.

- **Animals/Pets** – Oregon State University recognizes the need of certain persons with disabilities to have service animals’ on-campus or assistance animals in university buildings under certain circumstances. Learn more about the [OSU Service & Assistance Animal Policy](#).

- **Property Damage or Service Needs – reporting and responsibility** – All SEC inhabitants and guest are asked to report any property damage or service needed immediately to SEC Information Desk or the MU Help Desk.

- **Request for occupancy or storage space** – allocation of vacant space process will be established and promoted at minimum one year from date of first occupancy.