

University Student Centers' RSO Advisor Handbook: Revision Log

2/7/14 – 'Activities & Programs Office' has changed to 'Student Involvement Office' (all pages)

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**Bringing Insight & Guidance
By Leading, Understanding & Enriching**

All links in this handbook
denoted by bold, underlined text
can be accessed online at
**[www.udel.edu/usc/pdf/
AdvisorHandbook.pdf](http://www.udel.edu/usc/pdf/AdvisorHandbook.pdf)**







INTRODUCTION

All Registered Student Organizations are required to have an advisor from among the full-time faculty or full-time exempt staff.

LINKS

All underlined text in this document connects directly with a corresponding website. To access these websites, refer to the digital version of this manual found at

www.udel.edu/usc/pdf/AdvisorHandbook.pdf

PURPOSE

The general purpose of an advisor is to encourage continuity in programming and to assist Registered Student Organizations in operating in a manner that is consistent with the purpose of the University.

The specific duties of the advisor shall be determined and agreed upon by the individual advisor and the organization's leadership. As a general rule, advisors should be familiar with the organization's program and should counsel the organization in the exercise of responsibility. Advisors do not have the authority to dictate or control the policies or operation of the organization, but those specifically appointed by the University may exercise such control on occasion.

OBLIGATIONS OF UNIVERSITY ADVISORS

The role of an advisor varies within each organization, but also during the year as the group matures or as new leadership emerges. There are three main obligations to which the advisor will be committed:

Obligation to the Registered Student Organization

- Be familiar with the organization's constitution, by-laws, and objectives
- Assist in seeing that the objectives justify the expenditure of students' efforts, abilities, energy, and finances
- Provide an appreciation of the history of the group and continuity to the organization

Obligation to the Individual Student Members

- Help students recognize their individual roles in relation to the goals of the group
- Encourage each student to accept responsibility for the group and alert students to the valuable skills and experiences that will be learned

Obligation to the University of Delaware

- Consider yourself as a person who works with students, not one who controls or directs the group's events and/or operation
- Know the staff of the University Student Centers and especially the Student Involvement staff who advise and work with all Registered Student Organizations
- Become familiar with the policies and procedures regarding Registered Student Organizations on campus

LIABILITY

In carrying out their responsibilities, advisors shall be protected from liability in accordance with the University's policy on Indemnification of Directors, Officers and Employees.

SELECTION

Selection of an advisor is normally the prerogative of the student organization. The termination of the advisory relationship may be made by either the organization or the advisor. In a limited number of activities, such as Greek Life, Student Media, Student Governments, and Student Programming Organizations, advisors are appointed in accordance with stated University or organizational requirements.



WHAT IS AN RSO?

FREEDOM OF ASSOCIATION

Students are free to organize and join associations to promote their common interest. The University believes it is appropriate to share its resources with associated groups in order to fulfill the University's overall educational mission. Therefore, associated groups may apply to become Registered Student Organizations (RSOs) as applicable in order to access University resources.

BECOMING AN RSO

Associated groups affiliated with **Residence Halls** or Special Interest Housing should consult their respective Complex Coordinator, Hall Director, or the Residence Life & Housing Office. Associated groups that are competitive in sports should consult with **Recreation and Intramural Programs**. Associated groups that are colonies or chapters of national social fraternities and sororities should consult the Director of the University Student Centers or his/her designee. All other undergraduate associated groups that are composed of at least six full-time matriculated undergraduate students may become Registered Student Organizations by following the New RSO Procedure available on the **University Student Centers website**. (www.udel.edu/usc)

The University may deny registration to any associated groups or withdraw registration of any student organizations that:

- fail to maintain a minimum membership of six full-time matriculated undergraduate students
- promote unlawful aims and goals
- pose a substantial threat of material disruption, such as interruption of classes, damage to the property of others, interference with the rights of others, exposure of students or others to an unreasonable risk of harm, or disruption of the regular and essential operation of the University
- are unwilling to be bound by University policies or the Code of Conduct

CRITERIA FOR RSO REGISTRATION

- That the purpose and goals of the organization are defined and support the educational mission of the University
- That the organization agrees to adhere to all policies and regulations of the University of Delaware, the University Student Centers, and all local, state, and federal laws. Once registered, it is the responsibility of all organization members to know appropriate University policies and procedures in the Student Guide to University Policies and other online information provided by the University
- That the organization be viable, functioning and composed of full-time matriculated undergraduate students
- That the organization not discriminate either in its membership or program on the basis of race, creed, color, gender, age, religion, national origin, veteran or handicapped status, or sexual orientation
- That the organization submit a constitution and/or by-laws stating the structure and operational procedures
- That the group submit a completed Student Organization Registration form annually via **Student Central** (studentcentral.udel.edu)
- That Registered Student Organizations must assume responsibility for all debts and obligations to the University incurred by the group

AFFILIATION WITH OTHER ORGANIZATIONS

Student organizations may have affiliation with other organizations--international, national, regional and/or local--outside of the University. They may also be subject to policies and requirements of the parent organization, provided that this relationship involves no conflict with any University policies or procedures. In other words, University policies outweigh any requirements or policies of a parent or other affiliated outside organization.

MEMBERSHIP, VOTING AND OFFICERS

Membership status in a Registered Student Organization is limited to full-time matriculated undergraduate students at the University of Delaware. A matriculated student is defined as one who has been admitted to a degree program, is registered for the current semester, and has paid all fees including the Student Comprehensive Fee. Registered Student Organizations may have faculty, professional staff, part-time students, and graduate students as associate members. Other members of the University community may be invited to attend group meetings or special programs. Officers of student organizations should maintain at least a 2.2 GPA in order to hold office.

The following responsibilities and activities, however, are limited to the full-time matriculated undergraduate student members only (A matriculated student is defined as one who has been admitted to a degree program, is registered for the current semester, and who has paid the appropriate fees.):

- Holding any office or leadership position in the organization
- Voting in any organization elections of officers, programs, or policies
- Registering the organization with the University
- Representing the organization to the University
- Reserving University facilities on behalf of the organization
- Requesting University services for the organization
- Staffing tables or distributing materials on campus on behalf of the organization
- Soliciting funds on behalf of the organization (Registered Student Organizations may solicit funds only with approval of the Associate Director of the University Student Centers for Event Services)
- Participating in any activity sponsored by a Sport/Recreation Organization





RELATIONSHIP TO THE UNIVERSITY AND USE OF UNIVERSITY NAME

Registered Student Organizations may not use the name of the University of Delaware, as part of its own name except to describe its location (e.g., "Outing Club at the University of Delaware"). Exceptions to this policy may be made only if the group is authorized to officially represent the University.

The organization may state that its membership is comprised of students, faculty, and/or staff of the University, but it shall not indicate or imply that it is acting on behalf of the University. Events or activities may not be advertised or promoted in a manner to suggest that they are sponsored or endorsed by the University.

RELEASE OF INFORMATION

The request for records and information related to Registered Student Organizations will comply with the Family Educational Rights and Privacy Act of 1974.

GRADUATE STUDENTS

Graduate students are free to organize and join associations to promote their common interests through the Office of Graduate & Professional Studies. Graduate students may not be voting members or officers of undergraduate student organizations.

RE-REGISTRATION

Each year, student organizations must be re-registered with the University of Delaware. The re-registration process involves completing four criteria:

- The Student Organization completes the **Re-Registration Form**
- The president of the Student Organization completes Presidents Training in the fall semester (previous trainings do not carry over)
- The treasurer of the Student Organization completes Treasurers Training in the fall semester (previous trainings do not carry over)
- A programmer completes Programmers Training in the fall semester. This applies only to groups that actively plan on holding events or programs in the coming school year (previous trainings do not carry over)

Failure to complete any of these four criteria by the end of October will result in the Student Organization losing recognition and all of the benefits of that status. Furthermore, Student Organizations are expected to maintain a minimum of 6 full-time undergraduate members at all times. Failure to do so will result in possible loss of recognition.

No outstanding debts are to be owed to the University by the organization. Organizations will not be approved for re-registration until all bills are paid.

FOR RECREATIONAL ORGANIZATIONS

Recreation Organizations must follow the steps below to retain their recognition:

- Each member of the organization must file an **Agreement to Participate Form**
- Recreation Advisors are subject to the approval of the University Student Centers and should be experienced in the activity of the group

PRIVILEGES

Registered Student Organizations are entitled to the following upon completing the registration process:

- Recruit members on campus
- Schedule the use of University buildings, grounds and equipment when they are available for a variety of programs such as meetings, social functions, membership recruitment, and campus programs
- Utilize University services (Dining Services, Campus Mail, Motor Vehicle Pool, etc.) Note: Charges are assessed for these services
- Participate in Student Activities Night
- Request funds from the University Student Centers Allocations Board
- Solicit funds (including the charging of admissions to programs) on campus for the support of organizational activities; Sales and Solicitations Forms are required and available in 103 Trabant



ADVISEMENT OF AN RSO

Relationships with students vary according to personalities and leadership style. Few relationships find immediate working success or satisfaction but, when roles are established and expectations are openly discussed, the relationship is a fulfilling and satisfying experience. Listed below are expectations and guidelines to help the advisor-student relationship become most effective.

EXPECTATIONS OF THE ADVISOR

- Be well informed about all plans and activities of the group
- Attend at least some of the regularly scheduled meetings and/or executive meetings
- Be present at some of the events or activities sponsored by the group
- Be an active group member by providing ideas and constructive feedback
- Serve as a group supporter - do not direct the group or the group's activities unless deemed necessary by the student leaders
- Encourage each member to be part of the planning process and supportive of the decision of the group
- Make suggestions to leaders that will improve leadership skills
- Facilitate and encourage teambuilding activities throughout the year
- Provide networking opportunities whenever possible
- Be aware of the financial accountability and responsibility requirements for students who manage budgetary areas of the group
- Keep in close contact with the treasurer and address budgetary concerns in a timely manner
- Encourage students to recognize, value, and demonstrate diversity
- Challenge students by introducing new perspectives
- Stress the importance of balancing schoolwork with student involvement
- Model good communication skills by keeping in close contact with group leaders
- Help the group work within University policy and procedures
- Offer evaluation of the group's progress, performance, and projects to leaders and members
- Aid in revision and evaluation of the constitution/mission statement
- Attend any off-campus formal or semi-formal involving alcohol
- Contact the Student Involvement Office about any concerns or questions
- Provide continuity during leadership transitions by:
 - Assisting with orientation of newly elected student leaders
 - Keeping records of group mission, constitution, and leadership job descriptions
 - Serving as a custodian of group properties
 - The advisor should be available when emergency problems arise



5 | Advise ment of an RSO



EXPECTATIONS OF THE STUDENT LEADERS

The advisor should be recognized as a vital part of the student group even though he/she is not an official member of the group. Remember that the advisor can be an invaluable resource to the group who can usually provide background information drawn from his/her previous experiences. For his/her effort and participation within the group, the advisor should be extended certain courtesies and considerations.

Student leaders are expected to do the following:

- Consult with the advisor on all group activities, meeting times, locations, and agenda items. It is important for the advisor to be able to attend group meetings and events
- Provide minutes of all meetings to the advisor
- Meet regularly with the advisor and use him/her as a sounding board for discussing group plans and current or potential problems
- Ask the advisor for reports and input during regular meetings
- When in doubt, consult the advisor. The advisor can be an invaluable resource to the group and can usually provide background information drawn from his/her previous experiences
- Take into consideration that the advisor has other responsibilities (e.g. family, home, job, etc.) and he/she cannot always give the group his/her undivided attention
- Know that the advisor will not solve all of the group's problems. Student leaders must take responsibility for minor problems the group may encounter. Use the advisor as a resource and for suggestions, but do not expect him/her to handle all of the group's issues
- Let the advisor know that he/she is appreciated. Thank you notes, appropriate comments at meetings, and personal thanks are some of the ways gratitude can be shown



THE STUDENT LEADER'S INFLUENCE

- The student leader can be a make-or-break factor in the success of the group
- The leader's influence must always be greater than that of the advisor
- Advisors should provide encouragement to quieter students to make them feel more included
- Advisors should discourage leadership by one dominant personality; this could lead to a sour feeling among group members

THE ADVISOR'S INFLUENCE

- Discuss issues with the leaders and members of the group
- Present information to the leaders and members without imposing personal bias
- Encourage both informal and formal meetings to be open and worthwhile in discussion
- Assist the leader, but do not try to solve his or her problems
- Encourage the leader to delegate authority and offer leadership opportunities to other members of the group
- Praise good work in public, but criticize poor performance in private

ADVISING A GROUP THAT IS PLANNING A QUESTIONABLE ACTIVITY

- Recommend other ideas or alternatives to the one which is being considered
- Do not hesitate to point out difficulties of the plan
- Suggest that the group gather the opinions of the individuals or agencies affected by the activity
- Refer leaders to the **Student Involvement Office** for assistance

THE ADVISOR'S CORNER

- Some groups reserve a special time for the advisor to speak at the close of a meeting so the advisor can reach out to the group
- The advisor, at this time, may or may not choose to make comments related to the meeting or plans of the group
- The Advisor's Corner provides an opportunity for closer contact with the students
- Advisors can also reach out by offering special office hours for students from their groups or by offering a designated spot in their offices for group members to drop off/pick up notes or other paperwork
- Advisors can ask to be included (CC, BCC) on any email communication

BEING A CO-WORKER

The advisor will feel more willing to participate in the group's discussions when the group accepts the advisor as a co-worker whose opinions are respected for their content and value - not in deference to the advisor's position on campus.



PART I: COMMON POLICY QUESTIONS

ALCOHOL

In support of University and citywide efforts to reduce the incidence of binge drinking and the abuse of alcohol, **the following policies** apply to recognized student organizations at the University of Delaware.

- Registered Student Organizations, Sport Clubs, and Residence Hall Governments are not permitted to purchase alcohol
- Fraternities and Sororities may not purchase alcohol using any funding collected through on-campus fundraisers
- Student organizations may not hold events on-campus that promote or include the consumption of alcohol
- Formal recruitment periods for Chartered Fraternities and Sororities may not include events, programs, open-houses, etc that promote or include the consumption of alcohol
- Fraternity or Sorority Social (programs with alcohol) privileges are regulated by their Chapter Assessment Program (CAP) standing
- Registered Student Organizations may not sponsor bus trips for date parties, mixers, etc to off-campus locations unless escorted by a professional staff or faculty advisor (including escort on the bus). RSOs are encouraged to hold end of year events, socials, or banquets on campus or within walking distance

Failure to comply with the above policies will result in immediate referral to the **Office of Student Conduct**.

Student Organization Alcohol Free (Dry) Campus Opening

No alcohol may be present or served at Registered Student Organizations, Fraternity, or Sorority functions of any kind for the first two weeks of every school year. Fraternity and Sorority recruitment is also a dry period.

A Registered Student Organization, Fraternity, or Sorority function includes the following without exception:

- Functions either on or off-campus
- Functions at sanctioned or official chapter houses
- Functions at unsanctioned or unofficial chapter houses
- Functions at third party vendor locations around the City of Newark, Wilmington, Philadelphia, Camden, New York, Chesapeake City, etc.

Violating this policy will result in immediate sanctions ranging from loss of social privileges to suspension, and a fine of no less than \$500.



CONTRACTS

Certain events require organizations to enter into contracts with non-UD affiliated businesses and organizations (e.g. hosting a speaker, comedian, band, etc.). Please keep the following information in mind when planning such an event:

Types of Contracts

- The **Artist Contract** is used when paying for services of a speaker, comedian, band, DJ or other performing artist
- The **Co-Sponsorship Contract** is used when the organization is sharing expenses of an event with another organization or has been promised monetary support from another organization, campus department or other source.
- The **Vendor Contract** is used when an organization is sponsoring an outside vendor on campus and will be taking a portion of the revenue that is raised by the vendor

Paying a Vendor/Performer/Speaker for an Event

- Any time a student organization is paying a non-UD affiliated vendor/performer/speaker, an **Artist Contract** must be processed
- Contracts must be entered into by representatives of the University (e.g. the Senior Associate Director of the University Student Centers or designee). Students cannot sign contracts with non-university groups
- Payments for contracted services over \$1000 must be processed through the **University Student Centers Student Involvement Office**. The University does not permit deposits. Payment in full must happen after the performance
- Payments over \$1000 require a **UD W-9** tax form to be submitted with the contract
- All Artist Contracts must be submitted for approval to the University Student Centers at least two weeks in advance of the event date

Co-sponsoring or Being Co-sponsored by another Organization

- If a student organization is either co-sponsoring or being co-sponsored by another organization, a **Co-Sponsorship Contract** must be completed
- The **Co-Sponsorship Contract** puts in writing what has been verbally agreed upon
- The **Co-Sponsorship Contract** acts as support documentation for payments

Sponsoring an Outside Vendor On Campus

Any time a student organization sponsors an outside vendor to come to campus and will be taking a portion of the revenue generated, a **Vendor Contract** must be completed before the vendor arrives on campus.



FINANCES

Managing registered student organization finances is an important responsibility. This section was created to define the different types of registered student organization accounts that exist and to clarify important registered student organization financial management processes.

Types of Registered Student Organization Accounts:

Checking Account

- A checking account is defined as money located in an M & T Bank account that has been established for the registered student organization through the **University Student Centers Student Involvement Office**
- Checking accounts are not automatically established for a registered student organization. A minimum of \$10 is required to establish a checking account
- All checking accounts are established by the **University Student Centers Student Involvement Office**
- A check must be written for all expenses paid from the checking account
- Registered Student Organization treasurers cannot sign checks. Only University Student Centers administrators can sign checks
- A receipt or receipts must accompany all **reimbursement forms** submitted. Checks will not be written unless correct receipts accompany **reimbursement forms**
- An RSO Ledger Sheet will be established for all checking accounts. Maintaining the RSO Ledger Sheet is the responsibility of the treasurer
- Financial audits will be held twice a year on RSO Ledger Sheets

University Internal Account

- The University internal account is defined as the account used by University departments to charge registered student organizations for services rendered. The account can also be used by University departments to give registered student organizations money
- Unless a department gives money to an organization, the University internal account is usually at a zero balance or negative balance
- The University Student Centers Student Involvement Office receives monthly statements for the University internal accounts
- The M & T Bank checking account is used to pay the University internal account, if due
- University internal account bills will be placed in the treasurers' files in the University Student Centers Student Involvement Office. Treasurers will receive emails alerting them to the bills in the treasurers' files
- The University internal account should be paid within 30 days of receipt. If not paid, the ability to reserve University services may be impacted

Things to keep in mind

- If there are funds deposited into the University internal account by a University department, the money can be transferred to the registered student organization's checking account
- An email from the treasurer of the registered student organization to the University Student Centers Student Involvement Office authorizing the transfer is the only way for funds to be moved

Reimbursements

RSO finances provide support for club activities via reimbursements. It is expected that members will pay for club events and items out of their own pockets and then be reimbursed by the RSO. The following rules and guidelines explain how reimbursements work:

- Treasurers need to make sure that enough funds are in the checking account to cover all expenditures before spending additional funds
- Students cannot be reimbursed unless they provide a receipt
- One check can be written to the same person for multiple receipts
- Original receipts are required for reimbursements
- Reimbursement for alcohol is not allowed. An itemized restaurant receipt is required for reimbursement if the restaurant serves alcohol, regardless of whether alcohol was purchased
- All receipts must be kept in the registered student organization's treasury file. There must be a receipt(s) present for every check written
- A minimum of 7 days is required to obtain University Student Centers Student Involvement Office administrative signatures on checks

Payment to Contracted Guests (performers, speakers, DJs etc.)

- A contract must be completed for any performer, speaker, DJ etc. that would like to perform on campus
- All contracts must be approved by the University Student Centers Student Involvement Office Associate Director or designee
- All contracts must be approved before the event
- Consult page 7 of this handbook for more information about contracts



ALLOCATIONS

The Allocations Board is composed of the following members: an advisor, a staff assistant and 6-8 full-time matriculated students, one of whom serves as the Financial Controller. The Board is responsible for providing funding to approximately 300+ Registered Student Organizations. There is only a limited amount of funding available annually.

Registered Student Organizations may submit a budget request for funds; however, no funds may be issued to student organizations that conduct any activities prohibited by the Charter of the University of Delaware or the Internal Revenue Code. Delaware Code Title 14, Section 5013 states, "The University shall never be managed or conducted in the interest of any party, sect, or denomination."

The viewpoint of a student organization will not be considered when making funding decisions, and each organization must make it known that its views and positions are its own and shall not be ascribed to the University.

1. Funding Criteria

- Must be an officially Registered Student Organization with the University Student Centers Student Involvement Office with current mission statement and constitution on file
- The amount of activity and opportunities the organization is providing to the undergraduate population and the campus
- How the event or activity relates to the organization's mission and purpose
- The financial audit history of the organization
- The organization's efforts in doing its own fund raising; the amount of funds raised; adherence to financial policies and audit history
- Organization's efforts to work with other organizations' sponsorships
- The organization cannot be in debt from the prior year

2. Budget Request Procedures

- The organization president or treasurer should review the [Allocations Board training](#) in the beginning of the semester
- Budget forms are available online at the [University Student Centers Forms Page](#)
- The Allocations Board will review all Standard Budgets, Event Supplemental, Series Supplemental, Capital Supplemental and Conference Supplemental requests. If information regarding any request needs clarification, an Allocations Board representative or staff member will contact the organization representative
- The Director of the University Student Centers or designee maintains final authority and approval on all funding requests
- Registered Student Organization treasurers are required to appear at one of the University Student Centers Student Involvement Office Treasurers Training workshops. Organizations will not be able to receive a Standard Budget or Supplemental Funding without a trained Treasurer

3. Types of Organizational Funding

There are five types of funding that a Registered Organization can receive: Standard, Event Supplemental, Series Supplemental, Capital Supplemental and Conference Supplemental. Each type of funding has its own online application form available on the [University Student Centers Forms Page](#). For more details, read the [Allocations Board Guidelines Packet](#).



Frequently Asked Questions

1. Can I get funding to pay for an event and then give all the admission charged to charity?
No. This is considered a "charity event" and the board cannot fund such events. You can get funding for an event and pass around a donations basket if you'd like.
2. If I cannot get money for food for my event through a supplemental, can we use money from our Standard budget or money we have raised to buy food?
Yes, but not for alcohol.
3. If I delegated filling out the form to another group member and they forgot to submit by the deadline, is that a valid excuse for not being penalized?
No.
4. If my computer stopped working and I couldn't get the forms in on time, is that a valid excuse for not meeting the deadlines?
No.
5. Are there any valid excuses for being late?
Yes, but we cannot tell you as then everyone might use the excuses to miss deadlines; the board fairly decides what constitutes a valid excuse. Validity of excuse is usually based on whether there were any other options for the group. In question 4 above, there are labs where another computer could have been used or another member could have been called. In question 3, the board cannot make exceptions for an individual's lack of commitment and the president should have followed up on the delegation.
6. If my event is generating a profit, do I need to do an event supplemental?
No but, if you do, it is likely you will not get funding.
7. Can I appeal a decision that the board has made?
No. The board decision is final, but you can speak to the Associate Director of the University Student Centers about your concerns.
8. Can we use money the board gave us to pay for "non-funded" items if we have money left over?
No. Allocated funds must be used as approved or returned to the board.

FOOD & CATERING

University Catering is usually required if one plans to have food at a meeting/event on campus. However, the following exceptions (Location, Ethnic/Specially Prepared, Donated) have been approved for recognized student organizations. Please read carefully as a number of criteria must be met for each exception.

1. Location

- If your event is in one of these Perkins Student Center rooms: Williamson, Read, Collins, Alumni, Kirkwood, Rodney, Gallery, Ewing, or Bacchus or if your event is in one of these Trabant University Center rooms: 205, 206, 207, 209/211, 219, or Multipurpose rooms, then you may bring your own or non-UD catered food under the following guidelines:
 - You may bring your own lunch/dinner/potluck meal from home if the event/meeting is limited to only the members of your organization
 - You may bring in commercially prepared and pre-packaged snack items only (such as chips, cookies, pretzels, veggie/cheese trays, etc.) if the event is open to the University community and/or general public
- Cooking and/or heating the aforementioned food or the use of Sterno/hot plates, crock pots, etc. is not permitted
- Delivery of the aforementioned food is not permitted, you must bring in the food yourself
- If purchasing beverages for your event in the above scenarios with University funding (*all RSO money is University funding; Greek chapter funds are not) then only Pepsi-licensed beverages may be purchased
- Organizations may not grill/barbecue on University property. Please contact UD Catering at (302) 831-2891 to arrange all of your grilling/ barbecuing needs

2. Ethnic/Specially Prepared

If your event requires specific unique ethnic food or specially prepared food then you may submit recipes, at least 3 weeks prior to the event, to Dining Services to prepare your food or request a waiver to have an outside caterer supply the food. We encourage you to provide recipes to **Catering** in the event the selected vendor cannot comply with Department of Health standards and insurance requirements. Contact **Dining Services/Catering** for specific information and regulations at (302) 831-2891.

3. Donated food

Student organizations may be eligible for a food waiver if the food is donated by a licensed and insured commercial food establishment that meets DOH standards and University guidelines. The food cannot be for resale purposes. Contact the **Director of Catering** at (302) 831-2891 for additional information including all requirements that must be met by the donating establishment.

Clean-Up

Be aware that your organization will be responsible for all clean up of food/beverage waste. Excessive clean-up fees will be charged to your organization for any excessive mess or damage. Food is for event attendees only, not for the general public, and not for re-sale purposes. Violation of this policy will result in possible judicial sanctions, excessive cleaning fines, and/or suspension of reservation privileges for no less than one academic semester.

Campus Areas Where Food is Never Allowed

Other than approved designated areas for concessions or catering, food and beverages of any kind are not permitted in:

- Academic Classrooms
- Mitchell Hall
- Pearson Hall
- Carpenter Sports Building
- Bob Carpenter Convocation Center
- Roselle Center for the Arts
- Trabant Movie Theater
- Trabant Student Lounge
- Perkins Student Lounge

Sample Scenarios for RSOs

1. You want to have chips and soda or water that you buy at a grocery store for your first group meeting in 209/211 Trabant: OK!
2. You want to buy a veggie tray or two to serve as refreshments in MPRs for a lecture open to all of campus: OK!
3. You want to have an outside pizzeria deliver pizza sticks to your recruitment event: NOT OK (but you could go pick them up!)
4. You want to have every member of your club make a dish at home and bring it in for a buffet open to the whole campus: NOT OK. You must use UD Catering (if it was just for your members to eat, it would be okay!)
5. You want to have an outside caterer bring in a turkey dinner buffet and it is open to anyone on campus and your parents: NOT OK. You must use UD Catering.
6. A restaurant wants to donate food for the dinner above; can you do that? ONLY OK if you follow step 3 above.





BUSES

Steps to complete when planning a trip with UD Buses:

1. To order this service, call UD Transit at (302) 831-1187 for availability and estimate
2. Verify that your group will have sufficient funds to pay for this service by contacting your organization treasurer. Services are billed to student groups through their internal account
3. Submit **Reserve a UD Bus Form** at least 2 weeks in advance
4. Submit the **Mandatory Trip Form** listing names of all attending
5. Cancellations must be arranged with the UD Transit by email to bus@udel.edu (Student Involvement does not have access to the schedules)
6. Consult the **Transit Policies**

Services are not confirmed until a request is completed in the Student Involvement Office and received by the Service Department. The Associate Director for Student Involvement or designee must approve all requests for service.

Important things to know about UD Buses

- UD Transit buses seat 32 people
- UD Transit can also provide buses from outside service vendors for distance trips. These buses will accommodate 49 people at 2 per row (coach bus w/ restroom). Price is determined by hourly rate plus mileage
- There is a 3 hour minimum per trip
- Groups are advised to contact **UD Transit** for minimum charges, current rates, and allowances
- Buses are assigned drivers for insurance reasons. Charges include both the bus and driver. The driver's meals and accommodations on overnight charters shall be equivalent to and arranged by the group
- Highway tolls, parking fees, and similar trip-related expenses can be paid by the group while on the trip or can be paid by the driver and charged to the group. If the latter system is desired, UD Transit must be notified in advance
- Alcohol in any form, opened or unopened, is not allowed
- Drivers reserve the right to refuse service to any individual who is under the influence of alcohol or drugs; or whose behavior may be objectionable to the driver or passengers
- UD Transit is not responsible for items lost/left on bus
- UD Transit is not responsible for inconvenience, expense, or damage resulting from changes in or failure of equipment or drivers on Campus Loops only

PLANNING AN EVENT

A simple acronym can be used when advising student leaders on planning events.

APPLE: Assess, Plan, Promote, Lead, Evaluate

ASSESS the needs of the University of Delaware students.

- Hold focus groups
 - Survey the students
 - Brainstorm with your group
 - Look at national studies/research
 - Check with the national organization your group may belong to
- PLAN the event.

- Pick and secure a date
- Find a venue and make reservations on the **University Student Centers Forms Page** under Reserve A Space on Campus
- Get contracts and read the hospitality and technical riders
- Order University services at least 2 weeks in advance on the **Forms Page** (trash pick-up, stages, public safety, electrician, movers, technicians, catering, etc.)
- Have an artist? Get an **Artist Contract** to be signed by the University Student Centers Student Involvement Office
- Secure funding from the **allocations board**, alumni, members, standard budget or co-sponsorships

PROMOTE the event.

- Flyers and posters
- T-shirts
- Emails, social media and websites
- Take out a UD Review advertisement
- Use UD Channel 2

LEAD the event to success.

- Delegate
- Lead with RESPECT
- Help others
- Ask for help
- Make sure you take a team approach
- Don't be a dictator
- Be in control of yourself and the group

EVALUATE your work.

- Distribute paper surveys as people leave the event
- Email surveys
- Follow up through the mail
- Conduct an online survey
- Actually talk to the people that attended
- Follow up with co-sponsors for their opinion
- Talk to professional staff that may have been at your program



General Guidelines for Planning an Event

- Do not wait until the last minute. Plan at least two weeks prior to the event
- Make sure you have adequate help
- Make sure all contracts are signed by the Student Involvement Office and all reservations are made
- **Request University Services** when necessary or required
- Secure funding before the event. (budget, fundraisers, alumni, allocations board, etc.)

Reserving Space for Events on Campus

- Some spaces may be more appropriate for certain types of events (meetings, performances, speakers, banquets and cookouts, parties, etc.) than others. Discuss the nature of your event with the **Event Services staff** in 103 Trabant University Center
- Always reserve a rain/weather location when planning outdoor events
- Please be sure to speak with your campus advisor about all events you plan (on or off-campus) as he/she is available to provide resources and answer questions. You can also seek assistance from the **Student Involvement staff**
- Familiarize yourself with the **University Student Centers Policies Page**
 1. If you are collecting funds:
 - A. You may be required to hire UD Public Safety
 - B. You may have to complete a Sales & Solicitation Form obtained from Event Services in 103 Trabant
 2. The university policies regarding food and alcohol at your events
- There are fees (equipment & technician) associated with the use of some spaces

Spaces are available in the following campus locations:

- Trabant University Center (meetings, performances, presentations, speakers, banquets and cookouts, parties, movies, exhibits)
- Perkins Student Center (meetings, performances, presentations, speakers, banquets and cookouts, exhibits)
- Academic Classrooms (meetings, presentations, speakers)
- Dining Halls (meetings, presentations)
- Carpenter Sports Building Gym and Athletic Fields (athletic events, parties)
- Old College Lawn; The Green (performances, presentations, speakers, cookouts, exhibits, athletic events, outdoor movies)
- Mitchell Hall; Pearson Hall; Roselle Center for the Arts (performances, presentations, speakers)
- Independence Turf (performances, presentations, athletic events)
- Residence Hall Lounges (Contact a Residence Hall Complex Coordinator to reserve)



Canceling a Reservation

- Cancellations must be made by 3:30 pm on the last business day before the scheduled event or charges will be incurred. To cancel a reservation, complete the **Cancellation Form on the Forms Page**
- Reservations for the Multipurpose Room must be canceled at least 2 weeks in advance to avoid a cancellation fee of \$500
- If you cancel an event, do not forget to cancel any services you requested for the space such as technicians, movers, public safety, etc. in addition to canceling the space
- Failure to cancel a room and/or services for an event you cancel will result in financial penalties for your organization

Advertising

Advertising for RSOs and events is an ever-changing landscape. The University Student Centers recently developed a website to specifically assist RSOs with advertising at <http://sites.udel.edu/advertise>

Event Services Information

The Event Services Office in 103 Trabant oversees space reservations, building maintenance and security, student media and RSO marketing. Event Services can assist you in publicizing and promoting your organization or event, as well as procuring the items and permissions you need in order to host an event at the University Student Centers. Whether you're looking to host an informal meeting or a large-scale event, the University Student Centers have a space to fit your needs. Catering is available through **UD Dining Services**; their menu and serving options include sustainable, healthy and multicultural choices.

All space reservation forms are found on the **Forms Page**. Be sure to check out any policies related to your event before you reserve a space to avoid any complications. If there's a question we haven't answered or you need clarification, don't hesitate to call us at (302) 831-2633 (Trabant) and (302) 831-6364 (Perkins)

What is StUDent Central?

StUDent Central is an online portal created for UD students and advisors to manage, organize, and promote their student organizations. All advisors can log into the portal using their UD IDs and passwords. Once logged in, advisors can join the group(s) that they advise, communicate with the members, and review important group documents.

StUDent Central works best as a social network for University of Delaware groups. It provides groups a unified place to gather online, share events, receive messages pertaining to their groups, and a home for its governing documents. While Student Central is not intended to be a chat room, features like the Discussion Wall allows open conversation about the group or its events.

Events can be listed with the group's sponsorship for the entire campus to see. Private events can also be listed just for the members of the group. Events have the ability to manage RSVPs and provide attendance numbers for groups that need this feature. Public events are also listed on the public bulletin board for prospective members and the community to see.

Typically, the President of the student organization is the primary member with administration rights over the site. Administrators can modify officer positions, invite new members, and message the entire group. Some of these responsibilities can be delegated to other officers in the group. Most of the settings that pertain to the administration of the site can be found in [ROSTER] menu on the left-hand side.

For more information and FAQs for Student Central, consult with the staff in the University Student Centers and visit the [CollegiateLink Help page](#).

StUDent Central (studentcentral.udel.edu) includes a calendar (above) and an electronic bulletin board (below) to help students promote their events and find events to attend. These events are also promoted via Twitter (twitter.com/studentevents) and Facebook (facebook.com/udevents).

The screenshot shows the StUDent Central Events page. At the top, there's a navigation bar with 'Organizations', 'Events', 'Campus Links', and 'Administration'. Below that is a calendar for October 2013. The main content area is titled 'Events' and shows a list of events for Friday, 10/18 and Saturday, 10/19. Events include 'RHC Poker Night', 'E-Go Presents: Tennessee Williams' A Streetcar Named Desire', 'Top of the Hop Fundraiser', 'HOLAween', and 'Fall Drop'.





PART II: WORKING WITH STUDENT LEADERS

QUALITIES OF AN EFFECTIVE STUDENT LEADER*

7 characteristics that most, if not all, successful student leaders share:

1. Supportive

Prejudge no one, encourage everybody. When people aren't being paid, they are working for recognition, pride and appreciation for what they do. Show them some love!

2. Respectful

If you want to develop a culture that encourages and recognizes everyone as a valued source of input, the leader must begin by holding everyone in the highest regard. It is a must that you carry the torch of respect for the whole group. Always take the high road and demand that others do the same.

3. Focused

Keep your eyes on the prize. Always stay humble. When you are truly focused, you don't mind sharing the glory as long as it can inspire others to buy into the goal. Focus on getting to the finish line, not who gets the most applause during the race.

4. Charismatic

Great leaders have a personality that is magnetic. Their personality exudes energy. They make other people feel better about themselves and bring the best out of others.

5. Resourceful

Your resourcefulness and creativity are your two greatest assets in overcoming your cash-flow-challenged bank account and still pulling off great programs. There are always untapped resources on campus and in the community. The legendary leaders learn to use what they have in order to get everything they want.

6. Hard-Headed

You must develop a thick skin when it comes to taking criticism. You can't whimper and cry when people and problems come your way.

7. Self-Starter

Immortal student leaders don't wait for things to happen, they make things happen. Leaders seek a void and they seek to fill it and will stay until the job is done.

**Excerpt from the Collegiate Bestseller "Take Your Leadership to the Next Level" by Jonathan Sprinkles, www.jsprinkles.com*

DELEGATION

As mentioned earlier, it is important that student leaders learn how to delegate. Delegation is important for many reasons. One, it helps leaders strike a balance between group work and school work. Two, it leads to less burn-out of officers, and finally, it helps develop future student leaders.

Delegation isn't always easy. Here are six steps you can discuss with your students that will help student leaders more effectively delegate and lead:

1. **Choose the appropriate people.** Know your members well and consider their time, interest and capabilities. Ask for volunteers or suggest someone who is qualified and interested.
2. **Communicate.** Explain why the person was selected for this task. Talk to the person and help them understand how the segment relates back to the big picture of the organization, goals and project at hand. Make sure everyone understands your expectations and is clear on the final goal. Give accurate and honest feedback, and keep lines of communication open.
3. **Trust.** As a leader, it may be hard for you to let go, but trust that a member will get the job done. Allow for risk-taking and mistakes. If you prefer, set up a system or time-frame for updates and progress reports. Know that the person with the delegated task may take a little longer to complete it. Be patient because, in the long run, they will feel more comfortable and confident helping out.
4. **Support.** Share important information, knowledge and plans with your Executive Board and members. Follow up to find out if everything is going well and make sure they know you are accessible for help if they are running into problems or need assistance.
5. **Give praise.** Let those to whom you have delegated tasks know their help is appreciated. Give thanks either at meetings, or possibly through an organization newsletter or listserv. The recognition will maintain confidence, and let them know they are appreciated.
6. **Evaluate.** Give constructive feedback. As a leader, you are responsible to help members learn from their successes and their mistakes.



DIVERSIFYING MEMBERSHIP

Many RSOs struggle with recruitment and retention of members. New members offer fresh ideas, new talents, and longevity to an organization. Therefore, an organization must have a clear purpose followed by a well-planned and -executed recruitment and retention plan. Here are some helpful hints on recruitment and retention you can share with student leaders.

Increasing Membership

Make sure current activities and programs support the purpose of the organization. Set recruitment goals by deciding how many new members the group wants and determining what talents are missing from the organization.

Diversifying your organization means expanding membership to people from various backgrounds including:

- **Class Rank-** Recruit returning students as well as incoming freshmen and transfer students. While first year students bring freshness and sustainability to the organization, continuing students may be able to offer leadership experience and new ideas too
- **Major-** The organization will benefit from having members from all fields of study and expertise to strengthen discussions and perspectives at events
- **Hometown-** Recruiting members from all over the country as well as from other countries will help members get to know new people from across the globe
- **Gender-** If events or meetings tend to have attendees of mostly one gender, work on planning events that will attract the other gender or have a wider appeal to all genders
- **Ethnicity-** Encourage and be welcoming to students from various backgrounds to join the organization. Remember to support cultural months and programming to show your group's appreciation for cultural diversity
- **Personal Interest-** While you want members that reflect the mission and purpose of the organization, you should also encourage students with a wide range of hobbies and interests



TEAMBUILDING

Here are some important things to encourage student leaders of the organization to think about when assembling the members or committee:

Set a Group Goal

At the very first meeting of the year, set an overall, long-term goal for the organization. From this overall goal, make short-term goals to help attain this final goal.

Encourage Communication

Make sure that everyone in the group is being heard. If members aren't comfortable speaking in front of others, set aside time for office hours or pass out paper so members can write down any questions they may have. Organization leaders should be sure to not hide any information that is important to the group.

Appreciate Diversity

Leaders should help the team identify and benefit from the different ideas and resources a diverse team possesses. As mentioned earlier, having a diverse group can be one of the most beneficial aspects of your team.

Motivate Members

Committee or organization members are interested in the organization and its goals, but that does not mean that student leaders cannot make it more exciting for them. People need to be motivated to reach goals. Bring treats to meetings, or reward a hardworking committee with small gifts such as items from the University Bookstore.

Have Fun Together

Student leaders should get to know organization members outside of their meetings. Plan a dinner or night out when the group can just have a good time together, on or off-campus. This could create bonds that strengthen your organization as a whole.