







SUCCESSFUL EVENT IN THE UNIVERSITY COMMONS

Training on 25live, event spaces, resources, and more!

Department Edition - SUMMER 2025 | UC Operations

TRAINING OVERVIEW

Topics we will cover during this training include:

- Timeline for submitting event requests
- UC event spaces and room layouts
- Available audio/visual services
- How to use 25live and submit an event request
- How to use CaterTrax to order Catering
- Advertising and executing your event







2,562 Events from July 2024-June 2025

66 Student Organizations

59 Departments

6 Outside Rentals

716,326 Visitors to the UC this year

Tuesdays & Wednesdays Are the busiest days in the building

DEPARTMENTS INVOVLED IN HOSTING AN EVENT

Event Scheduling (ES)

- Receive your 25live draft \rightarrow review draft \rightarrow consult with UC Ops/Custodial \rightarrow confirm event request
- Makes all changes to reservations including adding/removing resources, updating dates/times, and cancelling events

UC Operations (UC Ops)

- Consults with Event Scheduling on available AV, room capacities/diagrams and fire guidelines, and staffing
- Executes events the day of

Custodial Services (Custodial)

- Responsible for setting up furniture for events
- Confirms if there will be enough time between events to set up requested diagrams

Dining Services (Catering)

- Setting up your food order prior to your requested event start time and breaking it down at the end of the event
- Note: Catering is not responsible for moving/adding furniture or reaching out to UC Ops for event issues

DEPARTMENTS INVOVLED IN HOSTING AN EVENT

You, the Event Requestor

- Submit your events in 25live following the department timeline
- Provide updates/changes in a timely manner
- We will take care of the rest including sending confirmation of reservation request, sending estimates of fees for AV services, and sharing concerns about event setups
- Things you <u>don't</u> have to do...
 - Email Custodial Services for more information or for walk throughs all event requests

should go through Event Scheduling

Event Scheduling is responsible for ensuring 25live is up to date. Things get missed in communication when there are too many hands involved.

Talk to the Chef about food orders

The Catering Director is here to be your liaison between ordering and executing your food order.

Move furniture yourself

The furniture in the building is heavy and you are not trained to move it. To prevent injury or damage to the furniture, Custodial Services should be the only ones moving furniture.

TIMELINES FOR DEPARTMENTS

SELECTING A DATE AND TIME:

COMPLEX EVENTS (including any event that has unique setup needs or a diagram, multiple rooms, catering, extension of hours, police coverage, PPO overtime, etc.)

- Submit in 25Live All complex event space requests must be submitted in 25Live at least 21 days prior to the event date

 21 days provides ES/UC Ops/Custodial enough time to review requested setups, confirm setups meet fire code and request any changes prior to the 10-day deadline.
 - Note: that extension of hours requires 2 weeks notice
- Requests Confirmed Requests processed and confirmed in 2-4 business days by Event Scheduling

 Event Scheduling oversees spaces in every building on campus. They are a small department and need time to process/follow up.
- You Need to Confirm 10 days in advance to put in your catering order and confirm your room setup/diagram. Tentative events will be cancelled at this time, if room setup/diagram are not provided.

 A team of 10+ staff meet weekly to review events and setups for the next two weeks. The 10-day deadline ensures that we will review all changes at least one week prior to your event date.
- Cancellation 7 days in advance for cancellation of room, catering, and UC AV Services
- Headcount 3 days in advance to confirm event headcount and catering headcount

7 days gives ES enough time to cancel in 25live, to have AV services removed, and to cancel food orders without including a fee. (Exceptions: emergencies or inclement weather closings)

SELECTING A DATE AND TIME:

SIMPLE EVENTS (no change in room setup, no catering)

- Submit in 25Live Encourage submission 21 days prior to event date
- Last Day to Request Requests must be made a minimum of 4 days prior to the event date*

 This gives ES enough time to confirm the event. It ensures that the event is included on the daily reports that are emailed out.
 - o *Any requests for AV Services in UC spaces made less than one week prior to the event will not receive an estimate of fees and will be held responsible for all AV costs.
- Requests Confirmed Requests processed and confirmed in 2-4 business days by Event Scheduling

SELECTING A DATE AND TIME:

EMERGENCY EVENTS

We are aware that sometimes, circumstances out of our control require events to be scheduled last minute, including memorials/vigils, protests, and small meetings. For these types of events, please email Event Scheduling to secure a meeting space if they fall outside of the 4-day period.

25live will not permit you to enter an event if it falls within a certain date range. Emailing ES will serve as a reminder that UC Operations and Custodial need to receive a last-minute event notification so that the room and/or AV services is set up properly.

BEFORE, DURING, AFTER: UNDERSTANDING EVENT TIME BLOCKS

SETUP TIME/TAKEDOWN TIME

Event Scheduling builds this into all room reservations based on the room and the requested setup. Certain room layouts take longer to set up and/or break down and Custodial needs time to execute this properly. *THIS IS NOT THE TIME FOR YOU TO COME IN AND SET UP YOUR EVENT*

PRE-EVENT TIME/POST-EVENT TIME

If you need time to set up decorations, do a run through, etc. you need to indicate that on your 25live request. If you anticipate having a lengthy clean up, we need to know that in case extension of hours is needed. Event Scheduling will then add pre-event or post-event time. This is important if you have AV services setup.

EVENT TIME

This is the time you enter in 25live and when your event is taking place.

UC EVENT SPACES & ROOM LAYOUTS

What kind of event are you having? SELECTING AN EVENT TYPE

- Meeting
- Lecture
- Performance
- Recreational
- Conference

- Exhibit/Fair
- Reception
- Banquet
- Workshop
- Dance/Party

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHAT THIS SPACE IS GREAT FOR	IMAGE
UC 168A UC 168B UC 168AB	Lecture Style	 Podium w/gooseneck microphones Projector/Screen Wireless microphones**** 	Medium-sized lecture style events for up to 110 people	
UC 171A UC 171B UC 171AB	Conference Square	 Podium w/gooseneck microphones Projector/Screen Wireless microphones**** 	Medium-sized conference style events for up to 110 people	

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHATTHIS SPACE IS GREAT FOR	IMAGE
UC Ballrooms	No standard setup	 Podium w/gooseneck microphone Wireless microphones Conference microphones Hybrid events Gobo lights 	Large-scale events including lectures, banquets, exhibit fairs, and more	

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHATTHIS SPACE IS GREAT FOR	IMAGE
UC Multipurpose Room (MPR)	Lecture or Banquet Rounds	 Podium w/gooseneck microphone Projector/Screen Up to two wireless/lavalier mics Up to two wired microphones Gobo spotlight 	Medium sized events including lectures, banquets, exhibit fairs, and more	
UC 202	Conference Table and Lecture*	Projector/Screen	Team meetings or gatherings for up to 26 people	

^{*}Room setup in these locations is standard and cannot be changed.

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHATTHIS SPACE IS GREAT FOR	IMAGE
UC 211	Banquet Rounds*	 Podium w/gooseneck microphone Projector/Screen Up to two wired microphones*** 	Events that have a meal/snack component for up to 60 people	
UC 216	Conference Square*	Projector/Screen	Team meeting or gathering for up to 40 people	

^{*}Room setup in these locations is standard and cannot be changed.

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHATTHIS SPACE IS GREAT FOR	IMAGE
UC 325	Conference Table*	Projector/Screen	Team meetings or gatherings for up to 18 people	
UC 327	Conference Table*	TV Monitor with HDMI hookup	Team meetings or gatherings for up to 12 people	

^{*}Room setup in these locations is standard and cannot be changed.

LOCATION	STANDARD SETUP	AVAILABLE AV SERVICES	WHAT THIS SPACE IS GREAT FOR	IMAGE
Arcade/ Entertainment Center	Lounge Seating**	Projector/ScreenWired Microphones	Social gatherings, video game tournaments, recreational events	
Center Café	Lounge Seating**	No AV in the room, can add a portable sound system with up to 4 wired microphones	Coffee house style gatherings like musical performances and open mic nights	

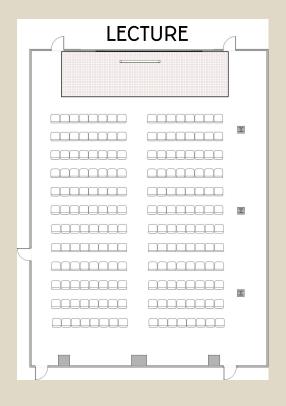
^{**}Please note that these locations are considered "lounge" spaces and will remain open to the public during your event.

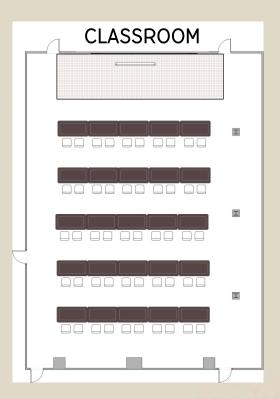
LOCATION	STANDARD SETUP	WHATTHIS SPACE IS USED FOR	IMAGE
Green Room	As is	 Holding area for keynote speaker to get ready Pio changing room Storage up to one day before your event 	

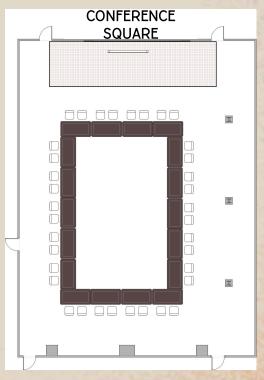
You must reserve this room in 25 live for it to be utilized during your event.

ROOM SETUP INFORMATION

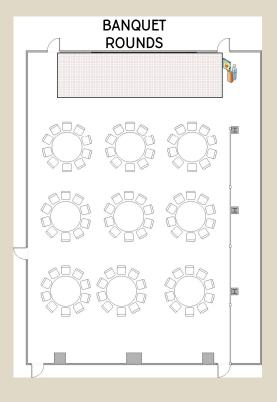
For this training, we are using the MPR as an example of different setup types. These setups can be done in 168AB, 171AB, MPR, and the Ballroom. *Each room has a different maximum capacity.

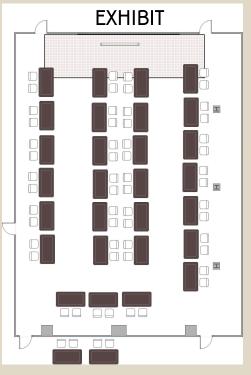


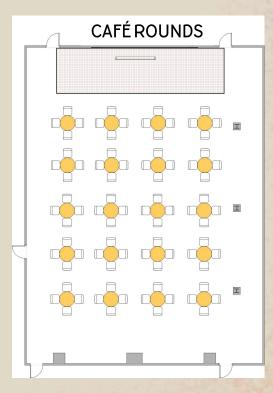




ROOM SETUP INFORMATION







FIRE CODES

- 25 live lists the maximum capacities for the different room setups with just the furniture listed. As you bring in additional furniture, the capacity might change.

 For example, adding risers to the Ballroom will decrease the table capacity because we need to account for more aisle space.
- Why we are so strict about following fire code and egress guidelines
 - Life Safety Fire codes and egress routes are designed to protect people in emergencies by ensuring they can evacuate guickly and safely.
 - Legal Compliance Adhering to fire code is required by law. Violations can result in fines, shutdowns, or legal liability for the organization.
 - Minimized Risk in Emergencies Clear, unobstructed exits reduce the chance of panic, injury, or fatalities during fires, power outages, or other emergencies.
 - Fire Department Readiness Following guidelines ensures that emergency personnel can access the space and respond efficiently if an incident occurs.
 - Accessibility for All Attendees Safe egress routes ensure that individuals with disabilities or mobility challenges can evacuate just as safely as others.
 - Professionalism and Responsibility Following safety codes shows that the organization prioritizes attendee well-being and operates with diligence and care.
 - Avoids Last-Minute Setup Changes When fire code is followed from the beginning, it prevents the need for last-minute rearrangements or removals on the day of the event.

BUILDING UPDATES

- Previously known as the Paterson Food Court, the Food Court will now be called the Pioneer Food Court.
- The MPR received a fresh coat of orange paint and Plexi-pictures.
- We now have a ramp for the risers (stage) in the Ballroom.
- The Community Policing office has been extending into the hallway, because of this we can no longer permit check-in tables in the Speert Hall Metro Lounge.
- UC 211 will be receiving an AV update over Spring Break. This will most likely be changing the orientation of the room, so please consider this when planning future events.
- Ballroom ABC received new digital microphones that should prevent radio feedback.
- UC 168 and UC 171 received the old ballroom wireless microphones.
- Two new podiums were added to the Ballroom so the broken podium in the MPR is being replaced. Question – do you want to see a podium in 216 or 202? Note: it would not have a microphone.
- Event screens in 168, 171, and Ballroom your confirmation will look different.



AVAILABLE AV SERVICES & RESOURCES

AVAILABLE AV SERVICES





Podium w/gooseneck microphone



Projectors/Screen

*Laptops



Wireless Microphone



Conference Microphone

AVAILABLE AV SERVICES

Audio/Visual Services UC Operations provides

- Setup and breakdown of your event
- Troubleshooting during your event
- Monitor events (for an additional fee)
- You are paying for use of the AV, not a person

We used to have a dedicated Media Technician that would sit outside and support events. We no longer have this position, and our Building Managers have a wide variety of responsibilities to handle during their shift. We provide contact information should anything go awry during your event.

AV Fee for departments - \$20.00/hour for the duration of the event. 30 minutes for set-up time and troubleshooting, 30 minutes for

event breakdown. Minimum charge - \$40.00

AV fees are used to maintain the current AV in the building and purchase updated AV as needed.







AVAILABLE RESOURCES

- Ballroom Dance Floor The dance floor measures 24' x 24' and is used in the Ballrooms. This resource takes 4+ hours to set up.
- Bars Portable The portable bars are used by Catering when they have an event that requires alcohol. Alcohol can only be served in specific room in the UC, please check with Catering for these locations.
- Coat Racks Coat racks can be moved and placed inside of rooms or in the lobby on the 2nd Floor of the Ballroom. Other than the Ballroom 2nd Floor, all coat racks should be placed inside rooms or in locations approved by UC Operations.
- **Divider Portable** The portable divider is tan in color and approx. 10 feet long. It can be used to hide tables or equipment that is being stored. It is not sound-proof.
- Easel Tripod Easels can be used inside meeting rooms or around the University Commons to promote the event or provide directional signage to events. Easels do not leave the University Commons. Easels can be used on the day of the event only.
- Pipe & Drape Pipe & Drape are black curtains that can be used as a backdrop or to cover up part of the room. The cross bars can also be used without the drapes to hang decorations.
- Risers (8" x 6' x 8', 16" x 6' x 8', steps, ramp) & MPR Stage Also known as the stage, there are two different sets of risers. The high risers at 16" high or the low risers at 8" high. The high risers require stairs while the low risers do not have stairs that accompany them. Risers can only be used in all meeting rooms that have carpet. *NEW* We will have a ramp that will connect to the risers, however it will decrease room capacity. The MPR has a stage built into the room..
- Stanchions (13' belt, 7' belt, Stanchions) A stanchion is a metal pole with a retractable rope to divide a space or form a line. Two stanchions are always needed to make it work. Depending on the length of the line, you can have as many stanchions as available to connect to each other.
- Step & Repeat The UC has one step & repeat that is orange. This is often used as a photo backdrop and can be used anywhere in the room as long as it is not blocking egress. The best place to put a step & repeat is against a solid wall in case it gets knocked over.

HOW TO USE THE SYSTEMS: 25Live & CaterTrax

25LIVE

- Event Form
 - ★-ing frequently used
 - # attending impacts on headcount and setup
 - Description University Calendar
 - Setup details don't forget arrival time
 - Multiple dates manage occurrences
 - Location view occurrences
- Copying events
- 25Live Dashboard drafts and confirmed events
 - Draft → Tentative → Confirmed and what they mean
 - Pulling reports
- Schedulers vs Requestors
- What ES sees when confirming requests and why the info you provide is important

25LIVE

WHAT YOUR EVENT SETUP DETAILS BOX SHOULD LOOK LIKE

- Time you plan on arriving for any setup on your end
- Details about how you want the furniture in the room arranged
- Any other notes you think the ES team should know

Event Setup Details

Event times 5:00PM - 8:00PM, Pre-Event arrival at 3:00pm to start decorations

Setup: 8 banquet rounds with 10 chairs at each table, 4 high top tables along the back of the room, 5 food

tables in along the wall, risers in the front of the room with a podium and two tables with 4 chairs.

Note: we want the curtains closed for the event

CONFIRMATION AND UNDERSTANDING RESOURCES

Event Occurrences Mon, Jun 2 2025 2:00 PM - 3:00 PM Head Count: Exp: 20, Reg: 0 Location Instructions University Commons Ballroom C Layout: See Setup Instructions BE AS DETAILED AS POSSIBLE!! Classroom style with 10 tables and 20 chairs. 1 table next to the podium. 2 tables in the back of the room for catering. Projector, podium and wireless microphone. Qty Resource Instructions 1 Catering 20 Chairs (UC) Microphone/ Wireless - BR (UC) Podium 32" w/Microphone (UC Ballrm) Projector/Screen (UC) reen will incur an A/V Services Fee. The only exception to this is for Classroom style with 10 tables and 20 chairs. 1 table next to the podium, 2 tables in 13 Table Rectangular 3x6 (UC) the back of the room for catering. University Commons Operations will supply a laptop if available and is indicated on University Commons Laptop (UC) 1 your request. Please plan on logging into the laptop with your WPU credentials.

MAKING CHANGES TO YOUR EVENT

2 WEEKS PRIOR

All event changes, including room setup changes, must be sent to Event Scheduling 10 days before your event.

CANCELLING EVENTS

Email Eventscheduling@wpunj.edu

DAY OF CHANGES

- In the event something was not set up properly or you are missing resources you requested, reach out to the Information Desk and a staff member will assist you. (973-720-2292)
- Never move the furniture yourself.
- UC Operations & Custodial Services will do their best to accommodate day of changes, but day of changes cannot be guaranteed.







CaterTrax

- https://catertrax-1.wistia.com/medias/fzhxdpgnef
- 25live to ensure the correct number of tables were requested by the departments and the space is reserved properly. 25live confirmation number in CaterTrax
 - Clients are responsible for space reservation and non-food logistics, including requesting catering tables.

Catering Timeline:

- We recommend submitting your request up to **3 months** in advance.
- Final deadline for submissions is 10 days before your event.
- For all last-minute requests, please contact the Catering Director directly to check availability.

Day of Your Event:

- Catering staff arrival times will vary based on the complexity of your setup.
- Accurate delivery timing is essential to the success of your event. If you need our team to be fully set up **30 minutes before** your event begins, please specify that in your request—do not default to just 15 minutes.
- Be sure to coordinate all table requests with Event Scheduling in advance. The catering team does not move furniture or provide tables.
- For any events requiring an attendant, please confirm this on your BEO (Banquet Event Order).
- Clean-up time should align with your event end time. To maintain food quality and safety, we do not allow food to sit out for an additional 30 minutes. Please ensure your end time reflects this.

Cancellation Policy

- You must cancel at least 72 hours in advance to avoid full charges. Exceptions: emergency closures and/or inclement weather.
- To make any changes to your event, please submit revisions through CaterTrax. A notification will be sent to the Catering Director for approval.
- For assistance with any questions, please refer to the QR codes in your booklet.

CaterTrax is designed to be user-friendly, and it's each host's responsibility to add or remove items as needed. You have full control over these options by logging into your account and making the changes directly. Once submitted, catering receives a notification to review and approve.

This is how we check events in our weekly operations meetings. We compare catering orders to what is in



Q:Why are these timelines in place? (Events)

A: Events - A lot goes into processing your requests.

- These timelines give us enough time to process, make changes, and successfully execute your events.
- Your event may impact the events before and after you in the room which is why we encourage people to submit their event form as soon as they know when their event is. For example: if you have the MPR reserved from 12:00pm 2:00pm as a banquet round setup and another department is demanding to have their event at 3:00pm, we will tell them that they need to use the banquet round setup because there is not enough time to complete a setup change.
- Extension of hours requires staffing the goal is to always provide at least two weeks notice to staff when their schedule changes.

Q: Why are these timelines in place? (Catering)

A: Catering - Food for catering is ordered for each individual catered event, there is not a stockpile of food the chefs can grab from to cook for your event. Dining staff needs enough time to order food or cancel a food order if you want to cancel your event. Staffing is also required, and enough time is needed to secure appropriate staffing.

Q: What's the deal with fire code?

A: National, state, and local laws can dictate the number of people, and the amount of furniture permitted in a meeting space. Each type of venue has different requirements. For our requirements as a meeting venue, we must allow for aisles and egress. Not only does this allow patrons to safely exit in the event of an emergency, but it also provides a wheelchair accessible space for guests. Event Scheduling staff can make room diagrams that are to scale and follow fire code and egress guidelines.

Q: Why can't I make day of furniture changes?

A: Custodial Services should be the only ones moving furniture in rooms.

- They are aware of fire code and what can/cannot be done. In addition, Custodial has a wide variety of jobs including setting up furniture, keeping the building clean, and handling any spills or hazardous conditions. We can't always ensure a staff member is available to make these changes for you as Custodial has many other responsibilities and buildings that they service.
- We don't want to damage the furniture or the carpet/floors/walls. The furniture is expensive, and budgets are tight.
- Lastly, it's for your safety the furniture is heavy, and we don't want you to get hurt.

Q: Why can't I tape on the walls or doors?

A: Tape can damage the surfaces and walls or doors, yes, even painters tape. We want to maintain a fresh and clean environment and chipped paint doesn't do that. We have a variety of ways you can advertise for your event that don't require taping.

Q: Why are you always freaking out about balloons?

A: In the Student Center we have smoke detectors throughout the space that function with lasers. If anything blocks the lasers, for even a few seconds, the system triggers the smoke sensors, and the fire alarms go off. We then need to evacuate the building. In the Ballroom Building, the ceiling are high, and balloons often get lost. Would you like to have your event in the Ballroom with a string hanging in front of a projector because a balloon got loose? It happens all the time ®

ADVERTISING FOR & EXECUTING YOUR EVENT

ADVERTISING YOUR EVENT

Prior to your Event

- Bulletin boards in the UC
- Digital signage monitors

Day of your Event

- Easels (should be requested in 25live)
- Wall tack strips next to room signs

Posting Policy

Posting of flyers, leaflets, signs and all other promotional materials is limited to designated bulletin boards. Materials are not permitted on reserved departmental bulletin boards, doors, lounge furniture, dining areas, vending machines, windows, walls and glass surfaces or anywhere on the exterior of buildings, including cars, trees, etc. Promotional materials found in these locations will be removed and disposed of.











EXECUTING YOUR EVENT



- Arrive with enough time to do a test run of your AV.
 - Test your presentation and all videos
 - Have each person speaking on the microphone test the volume levels
- Be prepared for the unexpected think of a "plan B" ahead of time, just in case something goes wrong
- Items Not Permitted in the University Commons:
 - Glitter/confetti is not permitted in the UC
 - Taping or gluing to doors and walls
 - Suspended helium balloons are not permitted in the Student Center due to their interference with fire safety systems
- Be sure to:
 - Leave furnishings as you found them. Only Custodial Services should be moving furniture.
 - Clean up any leftover debris

WHO TO CONTACT DURING YOUR EVENT

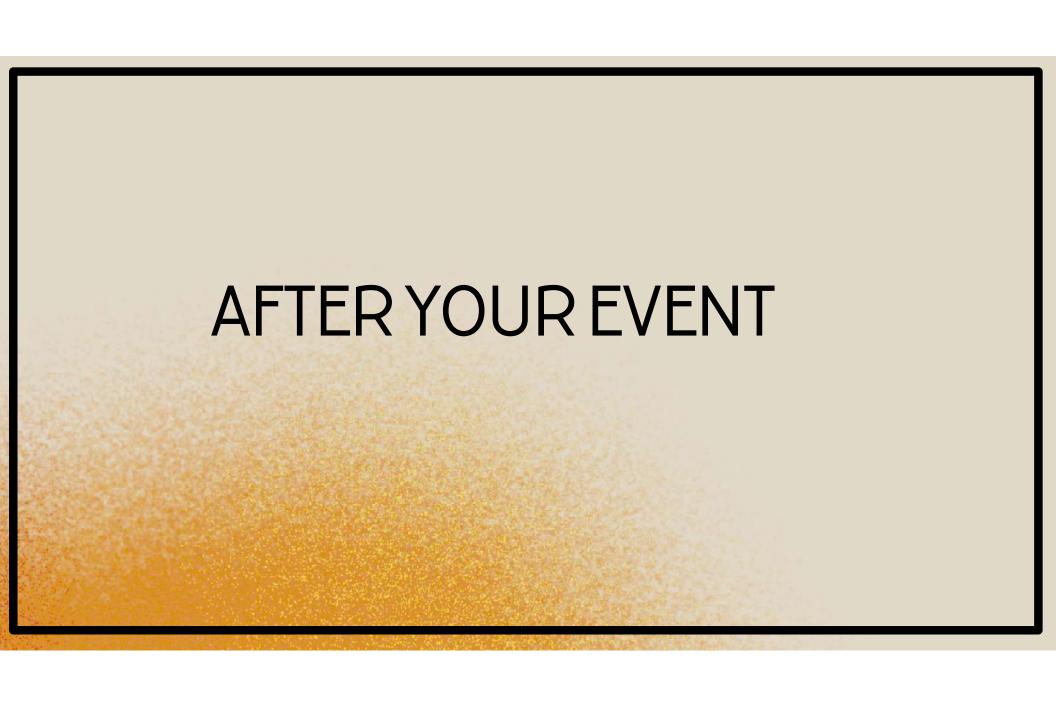


The staff is trained to help with anything you might need.

Call the Information Desk at 973-720-2292 and a member of the UC Operations staff will be able to help you.

Why?

- The only thing you should be worrying about on your event day is having a successful event. Our goal is to help you execute your event.
- The Information Desk is staffed whenever the building is open, they will always answer the phone.
- We have all the contact information for supervisors and trade shops.
- It's our job!



PAYMENTS

AV SERVICES & STAFFING

- If you submit your event in a timely manner, you will receive an estimate of fees for AV and/or staffing up to one month prior to your event.
- At the conclusion of your event, you will receive an invoice up to one week after your event.
- Please respond with ALL workday tags.
- At the end of every month a journal entry is processed for payment.
- Failure to submit payment may result in loss of AV privileges.

FROM WORKDAY:	70370
LEDGER ACCOUNT NUMBER	
COST CENTER NAME & NUMBER	CC272 Community Policing
CAMPUS NAME & NUMBER	CAM002 Main Campus
FUND NAME & NUMBER	FUND001 General Operations
PROGRAM NAME & NUMBER	35 Institutional Support
SPEND CATEGORY NAME & NUMBER	SC0139 Miscellaneous
SOURCE NAME & NUMBER OR GRANT NAME & NUMBER (NOT APPLICABLE TO ALL ACCOUNTS)	

CATERING

- A requisition need to be created in Workday to pay for your catering order. This should be done as soon as you create your catering order so you can receive approval of funds.
 - Include the Banquet Event Order (BEO) from Catertrax as your attachment.
- At the conclusion of your event, find your requisition and create a receipt.
 - Include the Banquet Event Order (BEO) from Catertrax as your attachment.









WHO TO CONTACT FOR QUESTIONS

Eventscheduling@wpunj.edu for any 25Live, reservation, and resource questions.

UC-Ops@wpunj.edu for any questions regarding available AV services.

fs-sitarg@wpunj.edu for any catering questions.

973-720-2292 for all day of event needs.