WHAT YOU CAN EXPECT FROM THE CEC

The College Events Center is your one-stop shop for planning on-campus event. We look forward to working with you to help make your event a success!

This guide gives you information about what you can expect from us.

- **Timely Responses to Room Reservation Requests** -- No later than two (2) business days after the submission of a room reservation request on Astra, (a) the CEC shall confirm the request, (b) the CEC shall reject the request, or (c) the CEC shall advise the requester that the request cannot yet be confirmed or rejected.
  - If the CEC rejects the request, the CEC shall endeavor to find an alternate way to assist the requesters.
  - If the CEC advises the requester that the request cannot yet be confirmed or rejected, the CEC shall explain to the requester why the event cannot yet be confirmed or rejected, and the CEC shall advise the requester of the timeline over which the requester is likely to know whether the request is confirmed. The CEC shall keep the requester up-to-date as to the progress of the confirmation of the request.

- **Event Planning Resource Support – Liaising & Referring**
  - **Liaison with Facilities, Media Services, & Public Safety** -- The CEC will serve as the liaison to facilities, media services, and public safety for all events scheduled on campus. The CEC will coordinate the event organizer’s requests with these departments; problem-solve if the requests cannot be met; double-check with these departments, 1-3 days before the event, to confirm that the event’s needs will be handled as the event organizer requested; and help to trouble-shoot any problems that arise.
  - **Referrals to Other Resources** – The CEC will provide event organizers with information about other event-planning resources, such as a list of approved caterers and information about publicizing an event.

- **Professional, Courteous & Fair Service** – The CEC will treat all those who wish to use UC Hastings facilities professionally, courteously, fairly, consistently, and in accordance with the UC Hastings antidiscrimination policy.

- **Supporting UC Hastings’ Students & Academic Mission** -- The CEC is committed to helping UC Hastings use its facilities and other resources as efficiently and effectively as possible to benefit UC Hastings’ students and academic mission. Details about priority for room reservations and resources are provided in the SOP for the Use of UC Hastings Facilities.

**Compliments or complaints?** We want to know! Whether you believe that the CEC has not met these goals or you want to thank the CEC for its hard work and support, please tell us by emailing your feedback to Tom McCarthy at mccarthy@uchastings.edu.