



Technology Commercialization Center



**CLIENT/TENANT
POLICY AND PROCEDURE
MANUAL**

Bradley Technology Commercialization Center
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Peoria NEXT Innovation Center
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801 West Main Street
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Mission

Our Mission is to provide an entrepreneurial environment that enables success through shared knowledge and resource collaboration.

Vision

To serve as a catalyst in the development of technology based entrepreneurial businesses resulting in the diversification of our regional economy and the establishment of an epicenter for the entrepreneurial community.

About Us

The Peoria NEXT Innovation Center is the home to researchers, inventors, and entrepreneurs that are transforming new technologies and innovations into commercial enterprises. The Center opened its doors in 2007 at 801 West Main Street, Peoria, Illinois, with the Bradley Technology Commercialization Center serving as the property management provider for the Center.

The building, which can house up to 27 companies, has 48,000 square feet spread across 3 different levels. Before leasing space, potential tenants must complete a due diligence process to determine their ability to succeed and cooperate in an incubator environment. Once a company has “graduated” from the Innovation Center, it will then move into its own facility in the community. Companies in the fields of medical devices, mechanical engineering, molecular studies, biofuels and information technology are currently tenants in the Innovation Center.

The Innovation Center will leverage the strengths of Caterpillar Inc., the USDA Agriculture Laboratory, Bradley University and other health-science and technology organizations throughout the region to mature start-up companies to commercial successes.



Technology Commercialization Center

Mission

The Bradley University Technology Commercialization Center's (BTCC) Mission is to stimulate development and commercialization of advanced technology by transforming the intellectual property in the region into successful enterprises.

Our Vision

Our vision is to serve as a catalyst in the development of technology based entrepreneurial businesses resulting in the diversification of our regional economy and the establishment of an epicenter for the entrepreneurial community.

Default Operations

The Bradley Technology Commercialization Center is a division of Bradley University and subsequently operates under Bradley University's Employee Handbook. This policy and procedure manual is designed to provide further guidelines and clarification as they relate to BTCC and the Peoria NEXT Innovation Center. In the event of a question, concern, or discrepancy the Bradley University Handbook (www.bradley.edu/humanresources/employee/classified.shtml) will serve as the guideline to the current employment practices of BTCC and Bradley University.

Modification of Policies & Rules

Bradley University reserves the right to periodically modify these policies, rules, handbook terms and schedules.

I. Working With Client/Tenants

1.1 *Eligibility*

The following criteria are used to identify potential Peoria NEXT Innovation Center (“Center”) clients. There may be special considerations that would be advantageous to the mission and purpose of the Center to consider waiving one or more of these guidelines. Should this occur, Gary Anna, Vice President for Business Affairs at Bradley University, would review the special considerations and resolve the issue.

- a) Viable science or technology (enabling, unique, patentable, disruptive, marketable)
- b) High-quality, balanced management team (or willingness to enhance)
- c) Demonstrated need for the Center’s space and services
- d) Business plan (showing company legal status, business model, market research and growth potential, intellectual property position, management team biographies and pro forma financial statements)
- e) Commitment to operate in a legal and ethical manner
- f) Willingness to participate fully in the Center program by sharing pertinent business information with the Center’s staff, including financial data, sales figures, number of employees, amount of investment, intellectual property status, company milestone progress, and other items confidentially on a need to know basis
- g) Potential for job creation with a proposed growth plan
- h) Business strategy demonstrating high growth potential
- i) Procedures in place to produce Income (Profit and Loss) and Cash Flow statements monthly and provide copies to the Innovation Center on a quarterly basis, along with other required business data
- j) A clear exit strategy
- k) The company’s fit into the Center will also be taken into consideration

1.2 Admission Process

- a) Submit an application and required documents to Shirley Meils, BTCC staff
- b) BTCC staff provides recommendation to Bradley University
- c) Bradley University reviews and signs off on approved application
- d) Application status is documented and communicated to applicant

1.3 Acceptance

Tenant

If accepted as a tenant client, prior to occupancy the client will provide the Center with the following:

- a) A signed lease
- b) Proof of insurance
- c) One month's rent as security deposit and first month's rent
- d) Hazardous materials plan

1.4 Retention/Participation

The length of stay in the program can vary depending on a company's situation. Extensions will be considered on a case-by-case basis. Clients agree to providing data showing historical progress.

1.5 *Termination*

The Center reserves the right to rescind a company's lease or program participation. For conduct deemed illegal or detrimental to the Center or its staff, termination can be effected immediately. For the items listed below, the client will receive written notice of intent to terminate, including potential probationary periods and remediation. Decisions to terminate may be appealed to the Vice President for Business Affairs.

- a) Failure to provide regular updated company information, including quarterly financials
- b) Failure to meet growth objectives and milestones
- c) Failure to demonstrate significant progress toward a defined exit strategy
- d) Failure to pay rent and/or service fees
- e) Failure to perform or observe any obligation or responsibility imposed on the Client in the Lease Agreement or Service Agreement
- f) The filing by or against the Client Company of a petition under the bankruptcy laws or the failure by the Client Company to pay its debts and obligations as they mature in the ordinary course of business
- g) Failure by the Tenant Client Company to correct any hazardous condition created by the Client on the Premises or in the Building within five (5) days of notice of such condition by the Center (unless the nature of such hazardous condition requires more immediate correction)
- h) Abandonment of the premises by a Tenant Client, or the failure of the Tenant Client to use the premises actively and regularly for the purpose contemplated in the Lease Agreement

1.6 *Graduation*

Tenants may be graduated from the Center's program if Center staff determines the company has met two or more of the following conditions:

- a) Space requirements of the Client exceed Center's capacity
- b) Client's no longer require Center's services, space or management assistance
- c) Client is acquired by another company

(For further information, please refer to the tenant's lease.)

1.7 Confidentiality

Tenants and employees of the Bradley Technology Commercialization Center and Peoria NEXT Innovation Center will be exposed to confidential information of other tenants, parties, and the Center itself. It is the policy of the BTCC that users (employees, staff, tenants, students, and guests) shall respect and preserve the privacy, confidentiality, and security of confidential information. Violations may result in termination. **Violations of the policy include but are not limited to:**

- a) Accessing information that is not within the scope of your duties
- b) Misusing, disclosing without proper authorization, or altering confidential information
- c) Disclosing to another person your sign-on code and/or password for accessing electronic or confidential information or for physical access to restricted areas
- d) Using another person's sign-on code and/or password for accessing electronic confidential information or for physical access to restricted areas
- e) Intentional or negligent mishandling or destruction of confidential information
- f) Communicating or disclosing another party's confidential information to outside parties

By accepting tenancy in the Peoria NEXT Innovation Center, the tenant agrees to treat confidential information with the same level of confidentiality as they would treat their own confidential information.

II. Facilities

2.1 *Operating Hours*

Normal business hours are from 8:00 a.m. – 5:00 p.m. **The facility is locked over the lunch hour from Noon-1 p.m.**

The Center's service will be unavailable on the following Bradley University holidays:

- a) New Year's Day
- b) Memorial Day
- c) Independence Day
- d) Labor Day
- e) Thanksgiving Day (half-day before Thanksgiving Day)
- f) Day After Thanksgiving Day
- g) Christmas Day
- h) (Christmas Eve Day – Working Days between Christmas Day and New Year's Day)

In accordance with established Bradley University Policy

2.2 *Security and Building Access*

Security Access Cards are provided to tenants for access to the building and their office space. These cards should not be shared with any outside guests and replacement cards will be \$25.00 per card. Secure corridors and labs should be kept shut at all times for security purposes.

No person should be allowed into the building before or after normal operating hours and over the lunch hour without proper ID or card access.

Bradley University Police make random patrols throughout the day. There are six (6) security cameras located on the outside of the building and two (2) in the Commons Area. University Police can be reached by calling **(309) 677-2000**.

The University's efforts to provide a safe environment are continuously being reviewed and modified. A safe campus can be achieved only with the cooperation of the entire PNIC community – tenants, staff and visitors.

2.3 *Contact Numbers*

Companies may reach the Bradley Technology Commercialization Center staff at any time during normal business hours. In addition, BTCC staff may be contacted on an emergency basis through the Bradley University Police. The BTCC will provide tenants with an updated phone directory as needed.

1. Center staff members

a. Shirley Meils, Office Manager - BTCC/Peoria NEXT Innovation Center:

- Office phone (309) 677-4429
- Cell phone (309) 645-7737
- Email- sdl@fsmail.bradley.edu

b. Karen Smallberger, Administrative Assistant, BTCC/Peoria Next Innovation Center:

- Office phone- (309) 495-7238
- Email- ksmallberger@fsmail.bradley.edu

2. Campus Police (309) 677-2000

3. Central Communications (309) 677-2915

2.4 *Emergency Preparedness*

1. General Procedures

A. Notification

In case of emergency, the Office Manager will notify each tenant by email, text message, telephone or building intercom.

B. Persons with Disabilities

Special attention must be paid to the safety of a person with a physical disability. The three most encountered are:

- a) **Visibility** – may need guidance to an exit or Area of Rescue Assistance.
- b) **Auditory** – may not realize an alarm has sounded.
- c) **Mobility** – will have difficulty evacuating. *Do not* use elevators to evacuate.

According to the Americans with Disabilities Act, we are responsible for the accessibility and safety of tenants, employees and guests of Peoria NEXT Innovation Center.

If you can do so without endangering yourself or others, please do the following:

- a) If on the ground floor, escort the person with the disability out of the building.
- b) If above or below ground floor, escort the person with the disability who cannot walk up or down stairs, to the Area of Rescue Assistance in the building or to a room with an exterior window, a telephone and a solid door.
- c) Telephone the Emergency Communications Dispatcher – 911 or have someone call for you and advise them that you have a person with a physical disability – state the disability (in a wheelchair, unable to see, cannot hear).
- d) When telephoning, state your exact location – building, floor and room number.
- e) If your situation changes for the worse, recall 911.
- f) If a telephone is not readily accessible, have someone who can exit the building advise a responding Police Officer of your location.

Mobility impaired persons should be evacuated by untrained personnel *only* if the situation is life threatening. If it is determined that there is no immediate danger, consider remaining where you are and immediately inform Campus Police of your location and situation. *Do not* leave the person with a disability stranded or alone. Keep the person informed of what you are doing.

In a life threatening situation where evacuation is necessary:

- a) Assist the person down the stairs if they can lean on you and be supported by a railing.
- b) Carry the person in the wheelchair with at least two strong people who can control the chair.
- c) If the person must be taken out of the wheelchair, carry the person by “piggy back” lift.
- d) Or if the person does not have arm strength or is less than half the rescuer’s weight, use the “cradle” lift, a similar to the technique used when picking up a small child.

2. Specific Events

A. Fire

In the event that a fire alarm sounds or you are warned that there is a fire, all persons are required under state law to exit the building immediately. Failure to evacuate is a criminal offense. Persons in charge of the facility are responsible for evacuating the area and may be held personally liable for a failure to evacuate.

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911. Once a fire alarm has sounded, do not re-enter the building until the fire department or Bradley Police has given the all-clear message.

Immediate Action

1. For the person discovering the fire:
 - a. Immediately call the fire department by dialing 911.
 - b. Extinguish only if you can do so safely and quickly.
 - c. If the fire cannot be extinguished:
 1. Confine the fire by closing the doors
 2. Pull the nearest fire alarm
 3. Call the Fire Department – DIAL 911
 4. Alert others
 5. Meet the Fire Department or Bradley Police when they arrive

2. For occupants of the building:
 - a. Close the doors to your immediate area
 - b. EVACUATE the building via the nearest exit. Assist others in exiting the building, making sure everyone has left.
 - c. DO NOT use elevators.
 - d. DO avoid smoke filled areas.

3. For persons evacuating from the immediate fire area:
 - a. Feel door from top to bottom. If it is hot, DO NOT proceed; go back
 - b. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so that you do not inhale it.
 - c. If no smoke is present, exit the building via the nearest stairwell or exit.
 - d. If you encounter heavy smoke in a stairwell, go back and try another stairwell.

4. The following are special procedures for persons with physical disabilities that may be present in a building during a fire:
 - a. Persons with physical disabilities are permitted to stay in a building during an emergency situation only if they are nonambulatory or where elevator assistance is essential for their evacuation and they are located either above or below the ground floor. Elevators cannot be used during a fire.
 - b. Seek a safe place (preferably a room with an exterior window, a telephone and a solid door).
 - c. Call 911 and report their location to the dispatcher.
 - d. The Fire Department will then determine if they need to provide evacuation assistance or if the caller should stay in place.
 - e. If required, persons with a visual impairment should seek assistance from other occupants in the building to assist them in evacuating the building.
 - f. All other persons with disabilities need to evacuate the building in an emergency.

This building is equipped with a fire alarm system. The Center does not conduct fire drills, and testing is normally conducted during hours the building is closed; or, when it is necessary to test during normal working/classroom hours. Any fire alarm that sounds must be treated as an actual alarm unless prior notice is given of the testing. When evacuating, take your personal belongings with you and secure your office as you leave.

B. Tornado

The City of Peoria has a siren warning system. The sirens effectively alert persons out of doors; however, they do not provide good coverage indoors. The sirens are activated for tornado warnings only, not for watches. The City of Peoria will initiate a siren, or steady tone, for a period of three to five minutes. When you hear this siren, take cover immediately – danger is imminent.

Weather alert radios are located on each floor. Personnel in these areas will alert occupants of severe weather and appropriate action.

A **tornado watch** means conditions are right for a tornado. During a tornado watch, tenants will be alerted to weather conditions.

A **tornado warning** means that a tornado has been sighted.

Immediate Action

1. Remain calm and avoid panic.
2. Go to an area of safety. If you cannot get to the designated shelter area in this building, go to the rooms and corridors in the innermost part of this building.
3. Stay clear of windows, corridors with windows, or large free-standing expanses.
4. There is no guaranteed safe place during a tornado. However it is important to seek shelter on the lowest level of the building.
5. DO NOT use elevators during a tornado warning.
6. Persons with mobility concerns should go to an area of safety at the time of a tornado watch; do NOT wait for a tornado warning.
7. Close all doors, including main corridors, making sure they latch.
8. Crouch near the floor or under heavy, well-supported objects and cover your head.
9. Be alert for fire. In the event of a fire, please follow the BTCC fire policy and procedure under Section 2.4 2A.

C. Bomb Threat

Immediate Action

- 1. If you receive a bomb threat, do the following:**
 - a. Contact the Police Department immediately by calling 911.
 - b. As soon as possible, write down exactly what was said.
 - c. On your telephone display, note the phone number from which the call originated.

- 2. If you receive a suspicious package or locate a suspicious item, do the following:**
 - a. Do not move or open the item.
 - b. Contact the Police Department immediately by calling 911.
 - c. Clear employees away from the immediate area and lock the area.
 - d. For more information, contact Bradley Police at 677-2000.

D. Active Shooter Guidelines

In a situation where an individual has entered the building and begins shooting, the following list of actions is recommended only if you feel SAFE to leave:

- 1.** Exit the building or area immediately ONLY if it is SAFE.

- 2.** Notify anyone you encounter and have them exit the building or area immediately.

- 3.** Call 911.

- 4.** Provide the dispatcher the following information:
 - a. Your name and current location.
 - b. Location of the incident – be as specific as possible.
 - c. Number of shooters, if known.
 - d. Identification and/or description of shooter(s), if known
 - e. Number of people involved.

- 5.** If able, notify Bradley University Campus Police at **677-2000**.

If you do NOT feel it is SAFE to immediately exit the building or area, these actions are recommended:

1. Go to the nearest room or office.
2. Close and lock the door. If there is not a lock on the door, try to quickly barricade the door or block the door with something.
3. Cover the door windows.
4. Keep quiet and act as if no one is in the room.
5. Do NOT answer the door.
6. Call 911.
7. If you can, safely provide the dispatcher the following information:
 - a. Your name.
 - b. The location – be as specific as possible.
 - c. Number of shooter(s), if known.
 - d. Identification and/or description of shooter(s), if known.
 - e. Number of people involved.

Wait for emergency personnel to help you out of the building or for further instructions. It is OK to leave the building or area if you feel that it can be done SAFELY. If you feel it cannot be done safely, the go to a room, closet, other part of the building, etc. and try to secure yourself inside. Try to remain quiet and out of sight. If you are in a room that has windows to the outside and begin to feel threatened or unsafe, use something (chair, computer, etc.) to break out the window, clear the broken glass as much as possible, and safely exit the room.

E. Accidents/Incidents

Any accident that occurs at the center must be reported to the BTCC staff as soon as possible. After taking appropriate action concerning the injury, the individual and BTCC staff member will prepare an accident report (obtained from the Human Resources Department). The form should be completed and returned to the Human Resources Department as soon as possible. This information is necessary to determine if the injury will qualify for an insurance claim and to satisfy requirements of the Occupational Safety and Health Act (OSHA).

For Bradley University employees please consult the Bradley University Employee Handbook for more information.

2.5 *Parking*

There is access to the parking lot in back of the Center. Tenants will provide vehicle information to register their vehicle with Bradley University Police Department for security purposes. Tenants wishing to park their vehicle overnight will need to notify the Peoria NEXT Innovation Center front desk staff. The Bradley Police will patrol the lot. PNIC is not responsible for lost or stolen items or for damage to vehicles parked in the PNIC parking facility. Visitors may park in the parking lot, but need to register at the front desk (see 2.6 Registration).

2.6 *Registration*

All visitors are required to register at the reception desk while visiting the Peoria NEXT Innovation Center.

All Caterpillar employees entering the Center from 8:00 a.m. – 5:00 p.m. must present their Caterpillar badges to the receptionist and sign in before entering the third floor. If entering the building before 8:00 a.m., there will be a Caterpillar employee designated to receive visitors at the door.

2.7 *Hazardous Materials*

All applications for tenancy require a completed Hazardous Waste Plan to be considered as a potential tenant. Use of disposal of hazardous materials is the responsibility of the tenant and must be handled in accordance with all applicable local, state and federal regulations. Hazardous materials shall be disposed of only by a licensed and insured hazardous waste hauler. PNIC staff shall be notified of the type of hazardous waste and the timing of its removal 72-hours prior to its removal. PNIC staff will assist the client in making arrangements with a certified hazardous waste hauler.

2.8 *Kitchen*

All tenants have access to the kitchen area and coffee is provided for tenant use. Please brew coffee in the event that you use the remaining amount. Tenants are responsible for supplying their own coffee for meetings. Tenants are also responsible for maintaining the cleanliness of the kitchen area, coffee pots, and microwave after use. The refrigerator is for tenant use and it is not to be used for storage of contaminated or hazardous materials. Clearly **label items with name and date** and consume only those products belonging to you. Management will dispose of spoiled or suspicious items in the refrigerator and kitchen area. A fee or loss of privileges may be assessed upon continual violation of this policy.

2.9 *Smoking Policy*

PNIC is a smoke free building. The **Smoke Free Illinois Act** (410 ILCS 82; Public Act 095-0017) is a comprehensive anti-smoking law that took effect in Illinois on January 1, 2008. The law bans smoking in nearly all public places in Illinois including places of employment, and applies to all employers who employ one or more employees in the state of Illinois. Smoking receptacles are provided at the designated distance from the building and littering is prohibited.

The law also prohibits smoking within 15 feet from entrances, exits, windows that open and ventilation intakes that serve an enclosed area where smoking is prohibited; offices and work areas; restrooms; conference and classrooms; break rooms and cafeterias; and other common areas.

The Illinois Department of Public Health, state-certified local public health departments and local law enforcement agencies will enforce the Act. These entities may assess fines prescribed by the Act in amounts not less than \$100 and not more than \$250 for the first violation, with fines increasing to as much as \$2500 for multiple violations within the same year. Violators may also be subject to an injunction, loss of privileges, or termination of their lease.

2.10 *Janitorial*

Janitorial Service is provided to PNIC. They will enter your office to pull trash unless otherwise notified. There is a broom, waste pan, sweeper, etc., located in the Janitorial Closet for emergency use. If you would like to have your office floor cleaned, please inform the receptionist.

2.11 *Shipping and Receiving*

Large deliveries will be delivered to the Service Room (B111). The front desk will notify you when deliveries arrive. There is a moveable cart located in the Service B111 room for tenant use.

III. SERVICES

3.1 *Eligibility*

1. **Tenant Client**

Tenant Clients are eligible for business development services (Section 3.2), Office Equipment Services (Section 3.3), Technology Support Services (Section 3.4), and Conference and Meeting Services (Section 3.5).

2. **External Client**

3.2 *Business Development Services*

1. Business plan review
2. Market research
3. Sales and Marketing strategies
4. Venture and Angel preparedness
5. Intellectual property protection assistance

Tenants are provided with Business Development Services at no additional costs. Out of market, one-time consultations, and multi-use businesses may be charged a fee dependent upon services provided.

3.3 *Office Equipment Services*

The Bradley Technology Commercialization Center (BTCC) provides the following services and support to Tenants as part of the lease agreement at no additional cost:

1. Data Network

- a. Activation and use of two data ports in rental space. (Note that one of the data jacks is located on the IP Phone.)
- b. Wireless network services are available throughout the Peoria NEXT Innovation Center.
- c. A guaranteed minimum of 1Mb dedicated bandwidth.
- d. Access to the 1 GB connection to the Peoria NEXT high speed connection to iWire and Internet2. Tenants must conform to the acceptable use policy of Internet2 to utilize this network. Bradley University will fully cooperate with BTCC and PNIC to provide full network access to all tenants.
- e. Tenant-owned computers, which are connected to the network, will not have firewall protection.

2. Telephone

- a. The building is supported with VoIP (Voice over Internet Protocol) telephone service through Bradley University. One multi-line phone instrument and up to five phone numbers are included as part of the lease agreement. We anticipate that the 'main' phone number will be used as the business number. Other phone numbers could be designated as 'direct' numbers for specific individuals.
- b. The phone number(s) will be from Bradley's block of DID (Direct Inward Dial) numbers. These numbers cannot be transferred with you when you leave the PNIC.
- c. VoIP phones include local and domestic long distance service. For international long distance, tenants will need to use prepaid cards or credit cards. As an alternative, Tenant may purchase telephone service from AT&T.
- d. Each phone instrument includes a voice mail account.
- e. Your phones cannot be transferred to your cell phones.

Request a Service Level Agreement for information regarding service enhancements, including Tenant request for changes or additions to standard network or telephone services.

3. Fax

1. Use of centralized fax services is included in your rent. The incoming faxes will be delivered to your email account. To originate faxes from paper copies, you will need a scanner or use centralized fax.
2. The scanner, color copier and color printer is located in the mail room. There will be a code number designated to each tenant and there will be an associated usage fee. (see receptionist for Sharp Print Driver Installation Instructions and Disk)
3. An analog fax machine is located in the mailroom for tenants who do not wish to use their e-mail accounts for faxing. The phone number is (309) 495-7996.

4. Mail Room

As per United States Parcel Service legal regulations tenants should only access mail addressed to their company.

1. Each tenant will have a mail slot in the mail room labeled with their room number.
2. Mail will be delivered to clients' mail slots and should be picked up daily.
3. Each tenant will be assigned a mail code for outgoing mail. Place your mail code on each piece of outgoing mail and place it in the Bradley University outgoing mailbox.
4. UPS and FedEx forms are stored in the mailroom.
5. The number for FedEx Pickup is 1-800-463-3339.
6. The number for UPS pickup is 1-800-742-5877.

5. Copy Machine

1. Each tenant will be given a code for the Copy Machine.
2. Copy charges will be issued to tenants on a quarterly basis.
3. A statement of your charges will be put in your mailbox and you can submit payment with your rent checks made payable to Bradley University.
4. Charges for black and white copies are seven (7) cents and color charges are fifty (50) cents **per side** (subject to change with prior notification to tenants).

3.4 *Technology Support Services*

Bradley IRT, including the Helpdesk, will be providing support for employees and tenants of the Bradley Technology Commercialization Center.

The IRT staff has office hours at the center on Wednesdays upon request by sending an e-mail to Shirley Meils, BTCC office manager, at sdl@fsmail.bradley.edu.

The following procedures are being documented in an effort to clarify how support will be handled for the PNIC tenants and BTCC staff.

1. The BTCC staff will provide the Helpdesk with a current list of Tenant companies and individuals, along with office and phone numbers, and update the information whenever tenants leave or are added.
2. Tenants of PNIC do not have BUnetIDs and domain accounts.
3. Tenant's workstations, printers, and other owned technology items are not supported by the University, and they are typically not protected by the BU firewall.
4. Supported technology is outlined in the Service Level Agreement (SLA) between tenants and Bradley.
5. Wireless internet is accessible for tenants and guests by signing on as **BU visitor**.
6. BTCC staff and tenant tickets/call logs should be opened as building: PNIC.
7. Weekly reports on tickets and quality assurance (service satisfaction) will be emailed to the BTCC Associate Director.
8. All calls from tenants should be treated as critical (VIP), and a staff member notified immediately if the call is unable to be remedied on the phone by a consultant.
9. Call logs and trouble tickets should be opened for every BTCC and tenant call.
 - a) During 8-5, Monday through Friday, tenant calls should be referred to a Helpdesk professional staff member for management.

- b) After business hours, but when the Helpdesk is open, consultants should call the appropriate Director or designated staff member based on the technology affected (list to follow).
- c) When the Helpdesk is closed, tenants may speak with the University Operators, who have received instruction to treat the calls as critical and to call the appropriate Director.

3.5 *Conference and Meeting Services (non-tenants)*

Conference Rooms and the Commons Area are available for rent subject to availability and approval by the BTCC office manager. Rooms may be rented M-F from 8a-5p. No WEEKENDS or AFTER hours may be rented unless approved and staffed by BTCC office manager.

Facility Fees:		<u>½ Day (4 hrs.)</u>	<u>Full Day</u>
A114	1 st Floor/Full Conference Room	\$150.00	\$225.00
	1 st Floor/Half Conference Room	\$ 75.00	\$125.00
A217	2 nd Floor/Full Conference Room	\$ 75.00	\$125.00
	2 nd Floor/Half Conference Room	\$ 40.00	\$ 80.00
1 st Floor	Common Area	\$100.00	\$200.00

25% discount for use with conference room

Rates include room set-up.

Catering services are arranged for and paid by the reserving party.

Clean-up of the room is the responsibility of the reserving party.

AV Services are based upon Bradley IRT rates. Please notify us of services needed when reserving the conference facilities.

A room reservation form must be completed if you are a tenant or non-tenant to reserve the conference rooms. If you are reserving A114 or A217, please contact the front desk at (309) 495-7238 or email Karen at ksmallberger@fsmail.bradley.edu. If you are requesting the PNIC library, please contact Shirley Meils at (309) 677-4429 or sdl@fsmail.bradley.edu.