

## **CCSAI Event & Engagement Programming FAQ**

### **Questions that might come up at Event Sign-In**

- **I don't have my student ID, how do i get in?**
  - All students must present their physical myCard or digital myCard to gain access to events at the student rate. If they do not have either, they can present a government ID (Ontario driver's license, Ontario ID card, passport) to gain access as a guest
  - If someone does not have any ID, they will not gain access.
  
- **My guest is a student at another college, can they use this ID to get in?**
  - No, they cannot. All guests (those who are not current Centennial College students and cannot present a myCard) must present a government ID (Ontario driver's license, Ontario ID card, passport - OHIP cards are NOT accepted)
  
- **I lost my ticket?**
  - For all ticketed events, the ticket must be presented by the student. To gain access to the event, they may purchase another ticket, otherwise, they will not have access.
  
- **My friend gave me this ticket?**
  - Unfortunately, tickets are non-transferrable. In order to gain access to the event, you will need to purchase another ticket. All ID requirements apply.
  
- **Can I leave my backpack behind you?**
  - No. Large bags and backpacks are not permitted at events unless otherwise indicated. You may put your bag in your locker, however, CCSAI is not responsible for any lost or stolen items.
  
- **I don't have cash; can I go get cash and come back.**
  - You may, however, you must get back in line. You will not be able to cut the line.
  
- **Can I leave and come back?**
  - No. There are no in and out privileges at our events unless otherwise stated. If you leave the event and wish to return, you will have to get in line again and purchase a ticket again (if applicable).
  
- **My friend is outside, can I go give them something?**
  - If you leave the event, you will not be able to come back in.
  
- **My student didn't show up.**

- If you are a guest, you will need to be signed in by a student. If the student you were supposed to come with has chosen not to come to the event, you may sign in with another student with their permission.
- **I'm an alumni, can I still come in.**
  - Unless you are currently registered as a Centennial College student, you will need to attend the event as a guest, and all guest policies will take effect.
- **This is my friend's student card, can I sign in for them?**
  - No, you may not. All students must sign themselves in.

**Questions that might come up at the front desk.**

- **How do I start a club?**
  - If during an active call for applications: Students can go on the website ([ccsai.ca/clubs](http://ccsai.ca/clubs)) to complete the club application. Starting a club is simple - you just need to have an idea for a club, 5 students to make up the executive team, and at least 10 other students to make up the general members.
  - If outside the active call for applications: Students will need to wait for the active call (first month of each semester).
  - If students are looking for another assistance, they can be referred to the Clubs Liaison or Engagement Coordinator
- **How do I join a club?**
  - All of the clubs and emails for their Presidents and Vice Presidents are listed on the CCSAI Clubs Page and you can contact them directly to inquire on how to join their club. If you do not receive a response from the club, connect with the Clubs Liaison or Engagement Coordinator and they can connect you with the club directly. You can also check the Experience Centennial App for any of the club events that you can partake in.
- **I want to host my own event here?**
  - If the student inquiring is part of a CCSAI Club, they must complete the Event Proposal form indicating the CCSAI space they would like to use. All Club Policies take into effect.
  - If the student is not part of a CCSAI club but is doing something for their program/course, they will need to connect with the Office Coordinator. Keep in mind, that generally for students, we offer them a vendor space set-up.
  - If the student just wants to hold any general event, they must go through our rentals procedure which has certain fees attached.
- **How do I volunteer?**
  - To volunteer with CCSAI, you must complete the Volunteer Application form on the CCSAI website ([ccsai.ca/volunteer-app](http://ccsai.ca/volunteer-app)). Whenever there are volunteer

opportunities, an email will be sent to the emailing list informing them of the opportunity and how they can sign up. Spots are often limited.

- **Where do I find out about events coming up?**
  - You can follow us on Social Media to stay up to date with any CCSAI events.
- **How many tickets can I purchase?**
  - It's one student ticket per person, and one guest ticket per student.
- **I can't go to the event; can I get a refund or giveaway my ticket?**
  - There are no refunds or ticket transfers on all CCSAI Tickets
- **I won a prize, where do I pick it up?**
  - You can bring your winning ticket or notification to the CCSAI Office which the event was held to pick up your prize.
- **Can I get more information about this career night?**
  - If the event is a club event, students can be referred to the contact information of the club, or connected with the Clubs Liaison or Engagement Coordinator who can connect them with the club.
  - If the event is a college event, the student can be referred to the specific department that is hosting the career night.
  - If unsure, ask the student for more information on where they had seen this information, and assess accordingly.
- **I'm here to pick up my reimbursement cheque?**
  - Check with the student if they had received an email (either from the Clubs Liaison or Engagement Coordinator) letting them know that their cheque is ready to be picked up. Only the person whose name is on the cheque can pick up the cheque and they must present their ID to verify.
  - At Progress Campus, all reimbursement cheques are in the engagement coordinator's mailbox. For other campuses, they will be with the office coordinator.
- **I'm here to hand in my receipts?**
  - Only CCSAI Clubs will be submitting reimbursement receipts. When a club submits their receipts, please attach them together (staple, paper clip, or put them in an envelope) and indicate which club is submitting the receipts. Receipts are to be put in the Engagement Coordinator's mailbox, or if at another campus, scan a copy to the engagement coordinator, and put the originals in inter-office mail to be sent to the engagement coordinator.
- **Can I use room 2a/2b?**
  - For clubs, Clubs must email the Engagement Coordinator to book the space.

- For students who are not in a club, but are looking for a space to do a project, you may check with the engagement coordinator if the space is available and if students can use the space.
- **How do I book a room in the student centre?**
  - Only clubs and CCSAI Board members are able to book rooms within any CCSAI Student Areas
- **Can my friends come to this event**
  - Students are able to bring one guest, per student to an event.

### **Questions you might get while you're at an event**

- **Can I leave and come back?**
  - Unfortunately, we have a strict no in & out policy at our CCSAI Events. If you leave the venue you will have to re-enter the line and be checked by security again.
- **Do I have to stay the whole night?**
  - You are not required to stay for the entirety of an event, you can leave at any point in time.
- **Can I request a song?**
  - Our DJs do not take song requests, at any events, let a board member know if you have a song you would like to be played, however, we cannot guarantee that it will be played.
- **Can I go on stage?**
  - Students are not allowed on stage unless invited on stage by a CCSAI Fulltime staff.
- **Can I perform?**
  - Unless it is a scheduled open mic, student performers would have been required to sign up ahead of the event in order to perform.

### **Random Q's**

- **How do I register for the event?**
  - Students may purchase tickets or sign up for an event at their campus CCSAI Office.
- **I want to volunteer for this event, but I have to leave halfway through the event, can I still volunteer?**
  - As we have a huge demand for students who would like to volunteer, we do require that volunteers be available for the entire volunteer shift as requested.

- **Are there any jobs available?**
  - CCSAI is one of the largest employers of students on campus. We hire at the beginning of each semester. The job posting can be found on our website [www.ccsai.ca/jobs](http://www.ccsai.ca/jobs)
- **What kind of music will be played?**
  - CCSAI plays a variety of music at all of our events typically the music genres will be posted on the event promotion.
- **Do I have to dress up?**
  - If there is a specific dress code for an event, it will be posted on all the event promotion.