

## Frequently Asked Questions

### Funding

#### **What's going to happen with my purchases?**

SAGA's team is working with all of our organizations on managing purchases. If your purchase has already arrived: SAGA's team will work with your treasurer to identify if your purchase should be returned, or if your organization can use the items for a future event. SAGA's office is still open so you can come pick up your items during regular business hours.

#### **I have pending purchases, what's up with those?**

All pending purchases will be cancelled. If the request was from your revenue, the money will be back in your revenue account. Pending purchases made from SAF will be cancelled, and will not be available next semester.

#### **Will my credit card requests get processed?**

All credit card requests will be cancelled.

#### **Will my contract still get processed?**

SAGA is working with all of our organizations on managing contracts. SAGA's advisors will be reaching out to your organization's treasurer to identify appropriate next steps.

#### **Will I still get reimbursed for an event that already happened?**

If your event has already occurred, you will be reimbursed. Please be patient with SAGA's team. We have a lot to process. If your event has not occurred, you will not be reimbursed.

#### **So my event got cancelled, what should I be doing with the vendors that I've been working with?**

SAGA will be managing all communication with vendors to cancel payments.

#### **What happens if I already paid for an event space for an event that is now cancelled?**

Please review your contract to identify if the organization can be refunded for any deposits that the group paid in advance. SAGA is not able to roll SAF money into the Fall 20 or Spring 21 semester, so any events that get rescheduled will need to go through regular funding cycles in the future. All SAF funds will be reconciled and will not be available for future use.

#### **Can my org be refunded for the things we already purchased?**

SAGA will work with your organization to identify if orders that have been placed for items can be used for alternative events. If the items you purchased cannot be used for future events, SAGA will work with your organization to return the items and get a refund. Refunds for SAF will not go back to your organization. Refunds for revenue will go back to your organization's email account.

## **Funding continued**

**I have packages coming for an event that is now cancelled, can I still pick those items up? Do I need to cancel that order?**

SAGA will work with your vendor on cancelling the order. If items have already been shipped, you can pick them up at SAGA's office during regular business hours. If you want to return the items, SAGA will work with the vendor on returning the items and getting a refund if the funds come from revenue.

**Will the funding that isn't being used due to the event being cancelled roll into next semester?**

Unfortunately, funding from cancelled events cannot be rolled into next semester.

**How will this impact my org's ability to apply for SBR funding?**

The deadline to submit for SBR funding has been moved to Friday, March 20<sup>th</sup> at 5PM. For information about hearing, please contact SGLC's allocations committee. All questions regarding allocations can be directed to [allocations@luc.edu](mailto:allocations@luc.edu).

**Can orgs refund my membership dues through SAGA accounts?**

Refunds for membership dues are at the discretion of each individual organization. If the organization would like SAGA to assist with refunding membership dues out of revenue, SAGA is ready to assist.

## **Recognition**

**How will this impact org renewal?**

The organization recognition process has not been impacted by the coronavirus, as all organization renewal is online and can be completed remotely. Please keep an eye out for future emails about org renewal for registered student organizations, SSOs, and sorority and fraternity life.

**When will we get updates regarding org renewal?**

Updated regarding org renewal will be sent out in coming weeks. Please check LUCommunity for more information.

## **Social events**

**Can I work with campus reservations to reschedule my event to next semester?**

Organizations will be allowed to make room reservations until Friday, March 20<sup>th</sup> at 5:00 PM. After March 20<sup>th</sup>, organizations will lose access to 25 Live, and will be able to make room reservations again after they receive recognition from CAN or Sorority and Fraternity Life.

## **Meetings**

**Can I still host my meeting?**

SAGA encourages organizations to host their meetings online, as all in-person events have been cancelled. Organizations are encouraged to use resources like [zoom meetings](#) or [Google hangouts](#)

### **Can we host our meeting off campus?**

May only host meetings online. Off campus meetings at a physical location are not allowed.

### **How can I move my meeting online?**

SAGA recommends you move your meetings online using zoom or google hangouts. If you need assistance, feel free to email [activities@luc.edu](mailto:activities@luc.edu) and our student staff can walk you through the process.

## **Other events**

### **Can we still table?**

Organizations cannot table during this time. Students will not be on campus anyways.

### **What about new member education?**

New member education scheduled for Spring 2020 may only happen online. All events, including new member education that were scheduled to take place in person, are immediately cancelled as of March 13<sup>th</sup>, 2020. SAGA encourages organizations to re-schedule new member education activities to Fall 2020. Please work with your national headquarters and advisors in SAGA to identify appropriate next steps for new member education.

## **Deliveries**

### **I have a delivery coming for an event that's now cancelled, what do I do?**

SAGA will be open during regular business hours so you can still pick up items. Please work with SAGA's advisors to determine if you would like to keep those items, or return them. Any items that are kept must be stored on LUC's campus. SAGA recommends your advisor's office. Please note that SAGA cannot store any organization's items.

### **Can I keep these items? Am I responsible for returning the items?**

It is up to the discretion of each organization if they would like to keep items that have already been delivered. Organizations who want to return items must work with SAGA's advisors to manage the return process.

### **Can packages be left here during the time that students aren't on campus?**

All packages must be picked up in a timely manner. Please notify SAGA immediately if no one from your organization can pick up the items. Items that are not picked up in a timely manner will be returned to the vendor for a refund. Refunds out of SAF will not go back to organizations for future use. Refunds out of revenue will be placed back into the revenue account.

## **SAGA office**

### **Will the office still be open during this time?**

SAGA's office will be open during regular business hours.

**Can I schedule meetings with SAGA advisors?**

All meetings with SAGA advisors will occur remotely. Please confirm your request to have a meeting with SAGA's advisors through their email.

**Can I still rent out equipment?**

SAGA cannot rent out equipment during this time. All equipment that is currently on loan needs to be returned by Friday, March 20<sup>th</sup> at 5PM.

**Will the commuter student lounge be open?**

No, the commuter student lounge will be closed during this time.

**Seniors**

**Will senior send-off events still happen?**

The Senior Boat Cruise and Chicago Cubs game will be canceled. The [MLB has delayed the start of baseball season for two weeks](#), so it is unclear when the 4/26 game will actually take place. The decision for Senior Toast will be made based on the university decision for Commencement on April 3, 2020.

**When will I get my refund?**

Refunds for the Chicago Cubs game and Senior Boat Cruise will be processed by April 2, 2020. Senior Toast refunds will be optional pending university decisions about Senior Toast.

**When will we get an update about the Senior Toast?**

Decisions around Senior Toast will be made pending university decisions about Commencement. The update will likely be after the Commencement decision is announced.

**Will there be opportunities for seniors to participate in events at a later time?**

At this time, there will no opportunity for seniors to participate in these events at a later time.

**Can I still pick up my champagne flute?**

The flutes are provided by Alumni Relations and will be dispersed according to their policies.

**If this stuff clears up before graduation, will senior send-off events be reinstated?**

At this time, no events over 70 people will be taking place based on university directives. As long as this directive is in place, senior send-off events will not be reinstated.

**Student organization elections**

**My organization is in the middle of elections, what do we do now?**

All elections can be moved onto [LJCommunity](#) by using the polls feature in your portal.

**Can SAGA help facilitate elections for my organization?**

Yes, SAGA is happy to assist through the Campus Activities Network. Please email [CAN@luc.edu](mailto:CAN@luc.edu) for assistance.

**Can we host elections remotely?**

Please refer to your organization's constitution about hosting remote elections. If your constitution states that elections need to occur in person, SAGA encourages you to suspend your elections until the Fall semester.