

CHAPTER 9.

Student Ticket Distribution.¹

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- §9-1.1. **Definitions and Conventions.**
 Within this chapter, the following definitions and conventions shall apply:
- (a) A “**Student Ticket**” shall be defined as any ticket that is distributed to the student body through any of the policies of §9-1 or a Ticket Distribution Rule.
 - (b) The “**Campus Community Committee**” refers to the Student Senate Committee on Campus Community.
 - (c) A “**Large Group**” refers to group of 25-100 students who request to sit together during football ticket distribution.
 - (d) A “**Small Group**” refers to a group of 2-24 students who request to sit together during football ticket distribution.
 - (e) A “**Gratis Point**” refers to a point used to keep track of who has what ticket eligibility. Every valid student starts each football and basketball season with two Gratis Points.
 - (f) A “**Ticket Distribution Rule**” is any subordinate rule adopted by the Campus Community relating to the ticket distribution process pursuant to its rule-making authority.

§9-1.2. **Campus Community Operational Authority.**

The Campus Community Committee shall be authorized to take necessary and proper action to carry out the policies of this chapter. Specifically, the Campus Community Committee shall have the authority to establish the rules and regulations of the online ticket distribution system and retain volunteers to aid in the operation of student gates when necessary.

§9-1.3. **Campus Community Committee Rule Making Authority.**

The Campus Community Committee shall be empowered to enact ticket distribution rules not in conflict with this statute or university policy. Such rules shall require a two-thirds vote of the committee to be set or amended. Public notice of the proposed rule-making shall be given at least forty-eight hours in advance, and shall include a substantially accurate draft of the proposed rule to be voted upon.

Part I. Responsibilities and Expectations.

§9-1.4. **Athletics Expectations.**

The students’ expectations of the athletics department shall be as follows:

- (a) To provide current and accurate data on the total availability of student tickets;
- (b) To provide consumables necessary for the execution of a distribution, including, but not limited to, online ticketing software used to execute the students lottery system, block seating, and online ticket distribution;
- (c) To Provide requested statistics of ticket use including unused claimed ticket information including, but not limited to a list of the unity id’s of the seniors taking advantage of the senior game senior ticket distribution, the number of tickets requested for the general student ticket distribution, the number if tickets requested for block seating, how many tickets were claimed in each period, how many people were penalized by the point system, and how many people accessed penalty points.
- (d) To provide personnel and equipment sufficient to facilitate student gates and the scanning of student tickets at a steady rate;
- (e) To inform the Campus Community Committee or its designee of circumstantial changes that would precipitate an adjustment in a distribution policy.
- (f) To publish all regulatory programs such as the lottery logic system.

¹ As amended by: GB 63, 85th Session (2005-2006); GB 63, 87th Session (2007-2008).

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§9-1.5. Student Government Responsibilities.

Student Government shall be responsible for:

- (a) Providing officials or volunteers to aid in the operation of student gates when necessary.
- (b) Executing and supporting any entertainment functions incorporated into a distribution.
- (c) Maintaining a current version of the ticket policy on the Student Government website.

Part II. Policies and Calendars.

§9-1.6. Distribution Calendar.

Before each season the Campus Community Committee shall have oversight of the establishment of a calendar of distribution dates by athletics consistent with the policies of this chapter.

§9-1.7. Guest Ticket Policy.

The Campus Community Committee shall enact a ticket distribution rule regarding the availability of guest tickets. Guest ticket availability must be determined at least 10 calendar days prior to a game.

§9-1.8. Distribution Methodology.

The Campus Community Committee shall set rules determining a set of methods and procedures for distributing football and basketball tickets. These rules shall include guidelines for the administration of campout.

§9-1.9. Date and Deadline Adjustment.

The Campus Community Committee shall establish a rule defining the policies on short notice adjustment of dates and deadlines.

Part III. Punitive Policies.

§9-1.10. Ticket Scalping and Mishandling Policies.

- (a) *Student Ticket Scalping Definition.* Student ticket scalping is defined as reselling a student ticket at a price higher than the established value.
- (b) *Mishandling of Tickets Definition.* Obtaining student tickets by means other than those processes set out for students in general in this section. This policy shall be enforced in a zero-tolerance manner by the Campus Community Committee.
- (c) *Sanctions.* Any student caught mishandling or scalping tickets will be issued the following penalties:
 - i. First offense will result in the loss of eligibility for a student ticket to any revenue sporting event for a period of no less than twelve (12) months.
 - ii. Second offense will result in the permanent forfeit of student ticket eligibility for the remainder of the student's enrollment at North Carolina State University.
- (c) *Enforcement.* Campus Police and shall be given the authority to enforce this policy and shall report all offenders to the Office of Student Conduct. In addition, any students with information may notify the Campus Community Committee and/or the Office of

Student Conduct and Campus Police, as well as the Event Staff. The Office of Student Conduct shall enforce this policy on all cases involving students selling or participating in the selling of student tickets and vouchers.

- (d) *Appeals.* Written appeals for ticket fraud may be submitted to senate_campus@ncsu.edu and the committee has the right to warrant appeals, reject appeals, and call an interview with accused when deemed necessary upon a majority vote. The accused must be provided 48 hours notice of the interview with the Campus Community Committee. The accused has the right to re-schedule interview

§9-1.11. Point System Policies.

Student "No-Shows" will be penalized as follows:

- (a) First offense: Loss of 1 Gratis Point and loss of Group Seating eligibility for the remainder of the season. The Student may still request an individual game ticket for the remainder of the season. Group Leaders: Loss of Group Leader eligibility status.
- (b) Second offense: Loss of second Gratis Point. The Student becomes ineligible for the remainder of the season for that sport only.

§9-1.12. Appeals Process Policies for Penalty Points.

- (a) *The Purpose of the Appeals System:* The appeal system is a privilege intended to provide students a way to settle contested penalties for being issued a ticket and not making use of that ticket. It is our goal to provide a fair and impartial review for each individual's case.
- (b) *Unwarranted Appeals:* Students may decline their ticket until 24 hours prior to any home game, so appeals are for exceptional cases only. Appeals for the following will not be considered:
 - i. Sickness, without proper documentation.
 - ii. Transportation issues- students are responsible for finding transportation to and from home football games. The Red Terror Transit will also be available for transportation to and from home football games.
 - iii. Unable to print ticket or other computer malfunctions. All NC State students have access to multiple computer labs.
- (c) *Appeals Procedures:*
 - i. A link to the online appeals form is located on the Student Government website under the Campus Community Committee page. The easiest way to access this page is through a link on the Ticket Return website accessed through gopack.com.
 - ii. Appeals must be filed by midnight on the second day after the game. For example, appeals for Saturday games must be submitted by midnight on Monday evening.
 - iii. All appeals will be initially addressed by the Vice Chair of the Campus Community Committee and further reviewed by this committee. An email will be sent notifying the student issuing the appeal on the result of the appeal.

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- iv. If the appeal is warranted, Ticket Return will be notified and no penalty for that game will be enforced.
- v. Documentation related to the appeal must be submitted to the Campus Community Committee box in the Student Government office, which is located on the third floor of Witherspoon Student Center.
- vi. Additional documentation may be requested by the committee at any time.

Part IV. Miscellaneous.

§9-1.13. Volunteer and Compensation Policies.

- (a) Volunteers for aiding student gate operations must be currently enrolled students at NC State University and appointed by the Campus Community Committee as officials involved with ticket distribution. These volunteers will serve only when deemed necessary by the campus community committee by a majority vote.
- (b) Volunteers shall receive a maximum of two (2) student tickets for the current game as compensation for their service.

§9-1.14. Ticket Eligibility.

All students who pay any portion of the athletics fee, have at least one priority point, and are clear of scalping violations will be eligible to participate in ticket distribution.

§9-1.15. Students with Disabilities.

Those students with an apparent disability who are registered with the Athletic Ticket Office and the Disability Student Services (DSS) may request for a second ticket free with their All Campus Card for the use of a person aiding them into and out of Carter-Finley Stadium.

§9-1.16. Concerning Fraudulent Use of the All Campus Card.

Fraudulent use of an All Campus Card will result in loss of ticket privileges for the next event and the immediate confiscation of the All Campus Card. The violation will be referred to the Judicial Board for review. Fraudulent use of the All Campus Card includes but is not limited to students allowing non-students or alumni to use their cards to gain entrance to games or students using All Campus Cards other than their own.

