



Innovation Center

Incubator Client Handbook

Introduction

In 2002, Rogers State University created the Center for Economic & Community Development to foster economic development and address the educational needs of business and industry in northeastern Oklahoma. In October, 2005, the Center moved into the facility that is known as the Innovation Center. The Innovation Center was created specifically for use as a business incubator.

Mission Statement

The mission of the business incubator is to encourage local economic development by assisting early stage companies and entrepreneurs to grow and mature through direct assistance, consultation, development and management support programs and projects so they become viable business entities.

Hours of Operation

The Innovation Center is open to the public between 8:00 a.m. and 5:00 p.m. Monday through Friday. Innovation Center staff and clients will have keyed access to the building 24 hours a day.

Official University Holidays

- Labor Day
- Fall Break (Thursday & Friday around the third week in October)
- Thanksgiving Break (Last Wednesday, Thursday, and Friday of November)
- Christmas Break (approximately the last 10 days of December through New Years)
- Memorial Day
- Independence Day
- Spring Break (closed one week around the middle of March)

The schedule for university holidays are subject to change each year. The Innovation Center's policy is to remain open to accommodate the incubator clients. However, Innovation Center professional personnel observe the same holiday schedule as the rest of RSU and will not be working on university scheduled holidays. The receptionist holiday schedule will vary from RSU professional personnel. Contact the Business Services Coordinator for the receptionist holiday schedule. For a current listing of official holidays contact the Innovation Center Business Services Coordinator. In the event of an emergency during university holidays, contact RSU Police at 343-7624.

Professional Services

The Innovation Center provides clients with the following professional and administrative services. To request services, fill out the Client Request for Services form (Exhibit A) and return the form to the Business Services Coordinator.

Business plan modification assistance and evaluation – The Business Development Specialist will assist incubator clients in the modification and evaluation of the client's business plan for use in guiding the client's company with an eye toward its presentation to an investor or banker.

Personal Business Counseling – The professional staff at the Innovation Center will assist clients in resolving problems and answering questions the client has concerning the daily operations of the clients business.

Business Monitoring – The professional staff at the Innovation Center will help clients monitor activities on a daily, weekly, and monthly basis. Review of operations, marketing, and financial results will be part of the monitoring process.

Quarterly Business Reviews – The Board of Advisors for the Innovation Center will evaluate client performance on a quarterly basis and offer assistance in mending areas of concern. The Board of Advisors consists of the following members (subject to change) :

- John H. Cary, Esq.
- Preston Doerflinger
- Bruce R. Garrison, Ph.D.
- Tim Height
- Barry A. Knight, Ph.D., C.P.A.
- William K. Shortridge, P.E.
- Jack Spinks, P.E.

Business Workshops – Workshops and other educational programs covering areas of interest such as marketing, personnel management, taxes and other business topics will be provided to educate clients and provide networking opportunities.

Manufacturing Assistance – The Oklahoma Manufacturing Alliance will assist any light manufacturing client by educating them in the lean manufacturing process.

Outside Professional services – Specialized and detailed services will be offered by outside experts recruited from the faculty at RSU, Board of Advisors, and other local professionals at a reduced rate.

These services will include:

1. Legal
2. Marketing
3. Financial
4. Accounting
5. Banking
6. Taxes
7. Engineering

Request for professional services must be made to the Business Services Coordinator. Some professional services require at least two weeks advance notice. Professional services will be scheduled at the convenience of the professional provider. Professional service fees are determined on an individual basis based on the type and depth of services required.

Support Services

Request for support services must be made to the Business Services Coordinator at least two days in advance. There is a charge of \$7.00/hr for administrative services.

Clerical Support – An administrative assistant will be available to sign for packages, greet and direct visitors, and answer procedural questions. There is no dedicated secretarial service provided specifically for your company. Clerical assistance is available at a rate of \$7.00 per hour. Please notify the Business Services Coordinator at least two days in advance to arrange these services. *To request services, fill out the Client Request for Services form (Exhibit A).*

Student Internship Programs – Student internship programs are available for certain areas of business. For more information please contact the Business Services Coordinator.

Innovation Center Library – A small business library with a collection of electronic and printed materials are available for the clients use. Please see the Business Services Coordinator to check out any resource books or CD's. Clients are responsible for any library resources checked out and will be charged for lost or damaged items.

Stratton Taylor Library – Clients will be issued complimentary library cards for the campus library. Please see the Business Services Coordinator for assistance acquiring a library card. Library assistants in the Stratton Taylor Library are available to assist you in finding the resources you need.

Conference facilities – Clients may use the conference facilities located in the Innovation Center at no additional charge. This includes use of the video and teleconferencing equipment. In order to use the conference facilities clients must make reservations with the Business Services Coordinator. The university has first rights to the conference facilities and reserves the right to reschedule use of the facilities as necessary. Clients will be responsible for room set-up and will return the room to its original condition after use.

- ◆ Large conference room has a capacity of 36 persons and is used for training, instruction, lectures and demonstrations.
- ◆ Small conference rooms have a capacity of 12 and are used for meetings, luncheons, and executive functions.

Campus Facilities – There are other facilities available for rent on campus. Below is a list of facilities available for rent with approximate capacity figures and rental rates. Capacity figures vary according to the set-up required. Facility rental rates may vary according to equipment needed and food service requirements.

Will Rogers Auditorium: Contact the Office of Administrative Services at 343-7733		
Room	Capacity	Rental Fee
Auditorium	580	\$225.00 (fee includes projection booth tech.)

Break area – A coffee bar area is setup in the center of the Innovation Center, complete with coffee pots and a pop machine.

Mail and Parcel Services – Mail will be delivered by the U.S. Postal Service to the mailboxes located by the service entrance to the Innovation Center. Each client will have their own key. The U.S. Postal Service will place packages that are too large for the client's mailbox into the parcel locker and a key will be placed in the client's mailbox to retrieve the package from the locker. Outgoing mail should be placed in the mail slot for pickup by the postal service. Envelopes and packages sent by courier service will be delivered to the client if available. If the client is not available, the receptionist will sign for the package and hold until you return to the office.

Office Equipment

The Innovation Center workroom and library have necessary office equipment available for client use. Equipment available includes a:

- Copy machine
- Fax machine
- Scanner
- Shredder
- High speed laser printer
- Public Computer
- Broadband Internet access

Copy machine – Turn on the copy machine by pressing the gray on/off button located on the upper right corner of the control panel. You will be prompted to enter your four digit pass code. After you enter the four-digit pass code press “ok” and continue with applying the settings required for your needs. There is a manual in the cabinet located at the bottom of the copy machine if needed. Make sure you return the manual to its proper location. If you require further assistance see the receptionist for help. The receptionist can help you with operation questions but cannot perform copying tasks unless arrangements have been made through the Business Services Coordinator. When you are finished with your copy job turn the copy machine off. Leaving the copy machine on will enable others to make copies using your code. You are responsible for all copies made under your personal code. Clients will be billed monthly for copies at \$0.10 per copy. Clients will receive an invoice from the Innovation Center Business Services Coordinator. Clients will remit payment to the Business Services Coordinator.

Fax Machine – To send a fax, press “9” for an outside line then enter the phone number. If the number is long distance you must first dial (1-918) then the number, for example 9-1-918-555-5555. Faxes must be recorded on the Fax log sheet located next to the fax machine. There is a manual for the fax machine located in the cabinet located at the bottom of the copy machine. Please return the manual to its proper location after use. The number for incoming faxes is (918) 343-7532. Incubator clients will not be charged for faxes sent within the (918) area code. Clients will be billed for any long distance faxes outside the (918) area code.

Central Phone System – The Innovation Center provides full telephone answering and backup. Clients' phone will be answered with the clients' company name and transferred to the client's

office or recorded as a message. The company is responsible for answering their own main line. If the client will not be available to answer their main line, the client's voice mail message can direct the caller to the receptionist who will take a message for you.

Computers & Scanner – Public computers with broadband Internet access complete with a high speed laser printer and scanner is located in the library area for your use. There is a schedule located in the log-in book at the computer work station. If you know in advance that you will need to use the computer, please put your name on the reservation list and specify the times you will need to use the computer. You must also sign the log-in sheet anytime you use the public computer. Please contact the Business Services Coordinator for the user ID and password to log on. Information stored on the hard drive of the public computer will be open to the public unless you “lock” the file or save the file to a CD. You will not be able to download any programs to the public computers without assistance from Innovation Center Staff or Academic Computing Services. Downloads requiring assistance from ACS should be requested at least 48 hours prior to downloading.

Security

Rogers State University Campus Police Department will provide security for the Innovation Center. Additional security is provided by individually keyed locks allowing for 24-hour entry by the incubator clients. Damage to property and equipment within the clients leased space is the responsibility of the client. Access to the facility is available to clients 24 hours daily by keyed access. Keys shall be authorized only to persons with a substantial need for access to specific facilities, and shall be issued only after verification of administrative approval. Keys must be picked up in person from the Business Services Coordinator. Keys remain University property, entrusted to the individual key holder for his or her exclusive use and should never be exchanged or loaned. No one has the authority to produce, duplicate, or alter a University key, except the Physical Plant Office. Only the client listed on the key form may use the key to gain access to the building.

Property Maintenance

Maintenance of the Rogers State University Innovation Center is provided by RSU. If you notice any problems in the facility such as leaks or HVAC problems, please report these to the Business Services Coordinator so the problem can be reported to the RSU Physical Plant. Janitorial services are provided by the university. Cleaning crews work after normal business hours. Crews will clean floors, restrooms, and wastebaskets as needed. Please keep your area picked up to facilitate cleaning. These services are provided as part of the licensing agreement.

Insurance Requirements

University insurance covers only university property. Each client should acquire liability and property insurance to protect him. Proof of liability insurance in the amount of \$1 million will be required for each client with the university named additional insured.

Billing Procedures

Clients will be billed for rent and other services on a monthly basis by the Innovation Center Business Services Coordinator. The client will make checks payable to Rogers State University. Payment can be paid to the Business Services Coordinator of the Innovation Center.

Parking Procedures

Parking for the Innovation Center staff, clients, and visitors is only allowed in designated areas on a first come first serve basis. All vehicles parked on university property must display the appropriate parking permit. Permits are available free of charge at the Campus Police Office, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Traffic Regulations

Campus Police enforces the traffic regulations of the University and Oklahoma vehicle laws applicable to street traffic, make arrests, issue citations for traffic violations, and investigate accidents. Copies of the Rogers State University Traffic Code can be obtained in the Campus Security Office.

Emergency Procedures

In the event of an emergency, Innovation Center management has the responsibility to give instructions to incubator clients and provide safety measures until otherwise directed by the Campus Police or other properly identified emergency personnel. The Innovation Center will follow the guidelines set forth in the Rogers State University Campus Emergency Plan.

Rogers State University Campus Emergency Plan

Deans, Department Heads, Supervisors, and Area Coordinators have the responsibility to maintain emergency procedure information at the workplace site. Faculty and staff have the responsibility to be knowledgeable of the emergency procedures for their site. Employees are responsible to give instructions to students, close and lock doors, and provide other required safety measures to their level of expertise unless otherwise directed by the RSU Police Department or other properly identified emergency personnel. **SOME EMERGENCIES MAY REQUIRE EVACUATION OF THE BUILDING. IN THIS EVENT:**

1. Fire alarms or verbal notice will be used to sound the evacuation.
2. Remain calm and orderly. Walk quickly, but do not run.
3. Exit via stairway. **DO NOT USE ELEVATORS.**
4. Follow instructions of RSU Police Department Officer(s) or other properly identified emergency personnel.
5. Seek out and give assistance to disabled or injured people in the area.
6. If time permits, turn off the power to electrical equipment that should not run unattended.
7. Close doors behind you as you leave the area.
8. Go to a pre-determined assembly area away from the building.
9. Keep all roadways and walkways clear for emergency vehicles.
10. **WAIT FOR INSTRUCTIONS** from emergency personnel. **NEVER ENTER BUILDING** until instructed to do so by the Fire Department and/or RSU Police Department.
11. If emergency situations not covered by this booklet occur, call the appropriate emergency number for instructions.

Fire Alarm – When a fire alarm is sounded, everyone should clear the building by the nearest exit and proceed to the parking lot located east of the Innovation Center. Employees and clients

of the Innovation Center should stay clear of the danger area. Innovation Center staff and clients should keep all roadways and walkways clear for emergency vehicles. No person shall re-enter the building until instructed to do so by Campus Police or other properly identified emergency personnel.

Tornado Warning – A civil defense siren is sounded when a tornado had been spotted or when a very strong storm cell is over the area. When the warning is sounded, Center staff and clients should immediately proceed to an interior space with no external walls or glass such as the workroom or library.

EXPLOSION-EARTHQUAKE-SEVERE BUILDING DAMAGE

IN THE EVENT OF AN EARTHQUAKE OR EXPLOSION, TAKE THE FOLLOWING ACTIONS:

1. **If you are outside, stay outside.** Move away from trees, signs, buildings, electrical poles and wires. Protect your head with your arms from falling bricks, glass, plaster, and other debris.
2. Move away from fire and smoke.
3. Once outside, move **at least 300 feet** away from the affected building.
4. Check for injuries and give or seek first aid.
5. Be alert for safety hazards (fires, electrical, gas leaks, etc.).
6. Do not use telephones or use roadways unless absolutely necessary.
7. Be prepared for aftershocks.
8. Cooperate with emergency response personnel, keep informed, and remain calm.

IF INDOORS:

1. Immediately take cover under tables, desks or other such objects for protection against flying glass and debris.
2. If you are not near a sturdy object, make yourself as small as possible and cover your head and neck.
3. In an earthquake, if you stand in a doorway, brace yourself against the frame and watch out for swinging doors or other people.

4. Avoid overhead fixtures, windows, tall furniture, bookcases and heavy objects that could fall or shatter.
5. If possible, stabilize laboratory procedures that could lead to further danger (turn off gas or electrical equipment).
6. After the effects have subsided, evacuate the immediate area and call RSU Police 343-7624.
7. Seek and assist injured and disabled persons in evacuating the building.
8. Do not light matches and DO NOT turn lights on or off.
9. Keep roadways and walkways clear for emergency vehicles. Wait for further instructions from RSU Police or other properly identified emergency personnel. DO NOT RE-ENTER the building until instructed to do so.

EMERGENCY EVACUATION OF PERSONS WITH LIMITED MOBILITY/SPECIAL NEEDS

VISUALLY IMPAIRED PERSONS:

In an emergency, tell the person the nature of the emergency and offer to guide them to the nearest emergency exit. Have the person take your arm and escort them out. This is the preferred method when acting as a “sighted guide”. Be sure and give detailed instructions as you evacuate this visually impaired person.

HEARING IMPAIRED PERSONS:

1. Turn light switch off and on to gain the person’s attention and then use gestures to show what to do.
2. Write a note, telling what the emergency is and the nearest evacuation route. For example: “Fire - go out rear door to the right, and down, NOW”.

AMBULATORY PERSONS USING CRUTCHES, CANES, OR WALKERS:

Carrying options include a two-person locked arm position if trained in this procedure or having the person sit in a sturdy chair, preferable an arm chair. If time permits call RSU Police Department for assistance.

NON-AMBULATORY PERSONS (e.g., wheelchairs):

If possible, transport non-ambulatory persons to the designated area of refuge in the building where the emergency exists. Immediately notify the fire department personnel arriving on the scene as to the location of the non-ambulatory persons for rapid and safe evacuation.

UTILITY FAILURE - GAS LEAK - PERSONS STRANDED IN ELEVATOR

POWER OUTAGE:

1. Notify Physical Plant at 343-7818. After hours notify the RSU Police Department at 343-7624.
2. If phones are not working properly use a cell phone to contact RSU police.
3. If evacuation of the building is required, utilize the General Building Evacuation Plan. Remember to exit using the stairways. Seek out persons who need assistance in the evacuation.
4. Notify fire department if a power outage occurs in a laboratory setting and mechanical ventilation is interrupted as vapors of chemicals may reach hazardous concentration levels and a hazardous materials team is needed. Laboratory personnel should secure experiments or activities that may present a danger with the electrical power off or when it is restored unexpectedly. Close sashes on fume hoods and clean up or put away chemicals. Notify the lab supervisor immediately. Do not perform procedures using hazardous materials until power is restored.

FLOODING:

1. If flooding occurs because of a plumbing failure or other problem, stop using all electrical devices.
2. Notify the Physical Plant of the problem (343-7818) and the specific location.
3. As necessary, evacuate the area or building. See the GENERAL BUILDING EVACUATION section of this document.

GAS LEAK:

1. Cease all operations immediately and evacuate the area using the General Building Evacuation Plan.

2. Do not switch lights on or off. Do not take time to open windows or close doors.
3. Leave the area to report the gas leak. Call 911 and notify RSU Police at 343-7624 by using a cellular phone or one of the Emergency Call Boxes after evacuating.
4. DO NOT re-enter the building until cleared to do so by the fire department or RSU Police or other proper authorities.

INJURY REPORTING: SLIPS, TRIPS AND FALLS

Spilled liquids and wet floors are one of the major causes of slips, trips and falls. If you spill something, please clean it up immediately. If you discover a spill or wet floor and need assistance, please contact the Physical Plant at the appropriate number(s) listed above. Report all other trip and fall hazards (malfunctioning elevators, holes in the sidewalk, loose carpet, etc.) to Physical Plant immediately at the number(s) above.

BOMB THREAT SUSPICIOUS PACKAGE

IF YOU FIND OR OPEN A SUSPICIOUS PACKAGE, LETTER, BOX, OR CONTAINER:

1. Do not handle the package. Call 911 and the RSU Police Department at 343-7624.
2. If you have opened a suspicious package or letter:
 - ◆ Leave the package or envelope in place. Be careful not to touch any objects or surfaces to avoid further contamination.
 - ◆ Slowly leave the room and notify others in the vicinity to leave the room as well.
3. Do not operate any power switches.
4. Do not activate the fire alarm.
5. Move to a safe area outside the building and call 911 and the RSU Police Department.
6. Do not allow reenter the area/location where the package is located.
7. Follow the instructions you will receive for decontamination from the fire department or RSU Police or other recognized authorities in case the material is hazardous.

IF A BOMB THREAT IS RECEIVED OVER THE TELEPHONE, TAKE THE FOLLOWING ACTIONS:

1. Stay calm. Try to pay close attention to all details. They may be important.
2. Take notes. Attempt to get the following information from the caller:
 - Who are you?
 - Why are you doing this?
 - What time is the bomb set to explode?
 - What does it look like?
 - Who else have you told?
 - What is your organization?
 - Where is the bomb placed?
 - What type of bomb is it?
 - From where are you calling?
3. Have a co-worker or another person contact the RSU Police Department at 343-7624, using another phone.
4. Write information down as the caller says it and have the co-worker relay information to RSU Police.
5. Try to keep the caller on the phone. Listen for any background noises, voice inflection or accents, and/or anything that would help determine the origin of the call.
6. Evacuate the building only upon the instruction from properly identified emergency personnel or as deemed appropriate in individual situations.

IF YOU ARE TOLD TO EVACUATE:

1. Be aware of your surroundings as you evacuate. Avoid and do not touch suspicious or unfamiliar items.
2. Take personal belongings when you leave if it will not delay your departure. You might not be allowed back in for an extended period.
3. Leave doors and windows open.
4. **Do not** turn on or off lights.
5. Move well away from the building to your departmental Emergency Assembly Area and wait for further instructions from RSU Police or other recognized authorities. See GENERAL BUILDING EVACUATION in this brochure for your departmental Emergency Assembly Area.

CHEMICAL, BIOLOGICAL, RADIOLOGICAL SPILLS

CHEMICAL SPILLS:

1. Upon recognition of the spill, call 911 and RSU Police Department and secure the area. Do not allow additional people to enter the building as they may become

contaminated. Chemical spills may be hazardous and require special decontamination procedures. Contact with others may spread the chemical. Do not leave the site until properly decontaminated or released by emergency personnel.

2. Evacuate the area, as needed moving uphill, upwind or upstream. Allow designated emergency personnel to remove injured persons.
3. For questions on spill response, call Physical Plant at 343-7818.

CHEMICAL SPILL OR SPLASH ON BODY/EYES:

1. Know the location of any eyewash or safety showers in your area. Remove contaminated clothing. Brush off any remaining dry chemical. Flush skin or eyes with water for at least 15 minutes.
2. Make sure chemicals have not accumulated in the shoes.
3. Seek medical attention for all splashes in the eye(s).
4. **For questions on spill response, call Physical Plant at 343-7818.**

**BIOSAFETY LEVEL 1 ORGANISM SPILL:
(low risk agents for healthy adults)**

1. Wear disposable gloves.
2. Place paper towels over the spill and soak with an appropriate disinfectant.
3. Place towels in a plastic bag for disposal.
4. Clean up spill area with fresh towels soaked in disinfectant.
5. If disinfectant does not completely decontaminate the waste material, autoclave wastes prior to disposal.

**BIOSAFETY LEVEL 2 ORGANISM SPILL:
(moderate risk agents)**

1. Alert people in immediate area of spill.
2. Put on protective equipment.
3. Cover spill with paper towels or other absorbent materials. Avoid splashing.

4. Carefully pour a freshly prepared 1 to 10 dilution of household bleach or other appropriate disinfectant around the edges of the spill and then into the spill.
5. Allow a 20-minute contact period.
6. After the spill has been absorbed, clean up the spill area with fresh towels soaked in disinfectant.
7. Place towels in a plastic bag and decontaminate in an autoclave.

**BIOSAFETY LEVEL 3 ORGANISM:
(serious or lethal agents)**

1. Hold your breath. Do not inhale. Leave the room immediately and close the door.
2. Notify others in the area to evacuate immediately, and assist others, if necessary.
3. Remove personal protective equipment in the airlock or access zone. Turn potentially contaminated clothing outward. Remove gloves last and wash any exposed skin areas with antiseptic soap and warm water.
4. Call RSU Police (343-7624) and alert them of the situation.
5. Warn others not to enter the contaminated area. Place an appropriate sign on the door.
6. Wait at least 30 minutes to allow dissipation of aerosols created by the spill.
7. Coordinate cleanup with Physical Plant at 343-7818.

A list of emergency phone numbers is located in Exhibit B.

Provisions for Individuals with Disabilities

The Innovation Center is committed to the goal of achieving equal opportunities and full participation for individuals with disabilities. Consistent with the applicable provisions of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the Innovation ensures that no “qualified individual with a disability” will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination solely on the basis of disability under any program or activity offered by The University Center.

The Innovation Center will reasonably accommodate otherwise qualified individuals with a disability unless such accommodation would pose an undue hardship, would result in a fundamental alteration in the nature of the service, program, or activity or in undue financial or administrative burdens. The term “reasonable accommodation” is used in its general sense in this policy to apply to employees, clients, and visitors.

Individuals who have complaints alleging discrimination based upon a disability may file the complaint under the Equal Opportunity Grievance Procedure.

Loss of electrical power

Upon loss of power, notify Innovation Center staff. They will contact the proper department on campus. Turn off all non-essential equipment until the power has been restored.

Visitors

Children are allowed only for brief visits. Daily visits or temporary child care is not permitted.

Posting of Notices in the Innovation Center

Posting of notices, flyers or other materials may not be posted in any area of the Innovation Center or other campus facilities without the approval of the Center's Director.

Tobacco Use

In accordance with the state Smoking in Public Places Act, the University has established a Smoking in Public Places Policy. All buildings located on university property will be free from smoking or other tobacco use. Smoking within twenty-five feet of an entrance to a building is prohibited. "Building" is defined for the purpose of this policy as an enclosed, indoor area owned or operated by the University and used by the general public, serving as a place of work for University employees or a meeting place for a public body including but not limited to offices, classrooms, laboratories, libraries, auditoriums, arenas, theaters, performance/exhibit halls, museums, meeting rooms, cafeterias, or public conveyances (elevators, school vehicles, etc.). "Smoking" means the carrying by a person of a lighted cigar, cigarette, pipe, or other lighted smoking device. "Tobacco" is defined as any tobacco product which is used orally or inhaled.