

General Guidelines

To help every participant have a positive experience in the 2019 Staunton Citizen University (SCU) session, we ask for your cooperation in following these program guidelines:

1. **Please be on time.** Our departments have a lot of information to share and a limited amount of time in which to do so. We need to start promptly to cover all topics and allow for questions and answers. For classes that include tours, please arrive 10 minutes early.
2. **Let us know if you're going to be late or absent.** If you will not be able to attend a class or will be significantly late, please contact us as soon as possible at communications@ci.staunton.va.us or call us at 540.332.3812.
3. **Leave your family at home.** While we understand that emergencies arise and babysitters fall through, please keep in mind that many of the classes and tours are not child-friendly and anyone under the age of 18 is not eligible to participate. We also want to avoid disruptions to presenters and participants.
4. **Be respectful.** We all have different points of view. Please be courteous and civil to your fellow participants, presenters and City staff, regardless of differing opinions.
5. **Ask questions during the Q&A period, but avoid personal grievances.** This is your chance to hear directly from the people who do the work, and our presenters welcome your questions during the designated Q&A period. That said, **this is not a time to air personal grievances.** If you have a concern with one of our departments, please bring it to our attention outside of class and we will address it with you.
6. **Attend at least 10 of the 12 classes.** If you fail to attend at least 10 classes, you will not be eligible for a certificate of completion. Please try to make all of the evenings, and join us, if possible, for the optional Saturday tours. (Saturday tours do not count as classes.)
7. **Silence your phones.** As a courtesy to your neighbor and the presenter, please silence your cell phone while classes are in progress.
8. **Be honest.** We'll be sending you a brief evaluation survey after each class. Your candid and constructive feedback will help us make SCU worthwhile for current and future participants.
9. **Have fun.** This program is about you. Enjoy yourself, make new friends and discover Staunton!

☐ I understand and agree to the guidelines listed above. I understand that failure to attend 10 of the 12 classes may result in my ineligibility to receive a certificate of completion for the SCU program. I also understand that disruptive and disrespectful conduct will not be tolerated and may result in immediate dismissal from the SCU program.

Signature _____

Printed Name _____