UNCA Esports Center Policy and Procedures Guide

Introduction

Welcome to the UNC Asheville Esports Center! This manual provides policies and procedures to guide the operation and management of our state-of-the-art facility. Our esports center is designed to provide a supportive and competitive environment for students and gaming enthusiasts to engage in esports and related activities.

1.1 Purpose of the Manual

The purpose of this manual is to establish clear guidelines for the effective and safe utilization of the esports center. It outlines the expectations, rules, and procedures for staff, players, and visitors, ensuring a positive and inclusive experience for all.

1.2 Overview of the Esports Center

The UNC Asheville Esports Center is equipped with cutting-edge gaming technology and facilities to enhance the esports experience. Our center features:

1.2.1 Gaming PCs

We have 15 high-end gaming PCs featuring Alienware Aurora R12 builds. These PCs are equipped with 16GB Dual Channel DDR4 XMP at 3200MHz RAM, NVIDIA GeForce RTX 2080 SUPER 8GB GDDR6 graphics cards, 1TB M.2 PCIe NVMe SSD storage, and 11th Gen Intel

Core i7 11700KF processors. They are complemented by Dark Side of the Moon chassis with high-performance CPU liquid cooling and 1000W power supply. Each PC comes with a wired multimedia keyboard, an optical mouse, and Windows 10 Pro (64bit) English operating system. Additionally, we have a 27" AW2521HFLA high-performance gaming monitor with a refresh rate of 240Hz for optimal gameplay.

1.2.2 Simracing Rigs

We have two Simracing rigs with triple monitors, matching the specifications of our gaming PCs. These rigs provide an immersive racing experience and are equipped with the necessary hardware to simulate realistic driving scenarios. Players can enjoy various racing games using the Fanatec rig, which includes multiple steering wheels for NASCAR and Formula 1 simulations.

1.2.3 Nintendo Switch Consoles

Our esports center is equipped with four Nintendo Switch consoles, each accompanied by pro controllers, GameCube controllers, and various extra controls, grips, and accessories. These consoles offer a versatile gaming experience for popular Nintendo titles and multiplayer gaming sessions.

1.2.4 PlayStation 5 and TVs

We have two large TVs, each with its own PlayStation 5 console. These consoles are capable of accommodating up to four players simultaneously, providing an enjoyable multiplayer gaming experience.

1.3 Importance of Policies and Procedures

Establishing comprehensive policies and procedures is vital to ensure the smooth operation, fair competition, and safe environment of the esports center. These guidelines promote responsible behavior, equitable access, and efficient resource management. By adhering to these policies, we aim to foster a positive and inclusive gaming culture within our esports community.

As we proceed, the manual will address various aspects, including general policies, facility management, player policies, tournament and event policies, technology and network usage, training and development, marketing and public relations, and financial and administrative

procedures. It is essential that all staff, players, and visitors familiarize themselves with these policies to ensure a successful and enjoyable esports experience at UNC Asheville.

General Policies

2.1 Mission and Vision

The mission of the UNC Asheville Esports Center is to build a cooperative center where all UNC Asheville students can explore and learn through a gaming experience by enjoying it the way that they want, whether it is casual, competitive, or just to meet new people. Our vision is to hold competitive teams in popular titles among nationally regulated leagues, allowing students from different career paths and studies to meet and mingle, and creating new pathways to build new skills, strengthen mental health, and reduce stress.

2.2 Roles and Responsibilities

2.2.1 Staff

The staff members of the esports center have the responsibility to provide a safe and inclusive environment for all users. They will oversee the operations of the center, organize events and tournaments, enforce policies, and provide support and guidance to players and visitors.

2.2.2 Players

Players utilizing the esports center are expected to follow the established policies and procedures, exhibit sportsmanship, and respect the rights and well-being of others. They should adhere to game-specific rules, engage in fair play, and contribute positively to the overall community.

2.2.3 Other Stakeholders

Other stakeholders, including university administration, sponsors, and partners, have a shared responsibility to support the mission and vision of the esports center. They should collaborate with the center, provide resources when possible, and promote the growth and development of the esports community at UNC Asheville.

2.3 Code of Conduct and Behavior Expectations

All individuals utilizing the esports center are expected to adhere to a code of conduct. This includes but is not limited to:

- Treating others with courtesy, respect, and inclusivity.
- Refraining from engaging in disruptive behavior or conduct that may harm others or the facility.
- Practicing good sportsmanship and fair play during gameplay and competitions.
- Respecting the equipment and facilities of the esports center.
- Following the instructions and guidelines provided by staff members.

2.4 Equal Opportunity and Non-Discrimination Policy

The esports center upholds a strict equal opportunity and non-discrimination policy. All individuals, regardless of their background, gender, race, ethnicity, religion, or any other protected characteristic, have equal access to the facilities, resources, and opportunities offered by the center. Discrimination or unfair treatment based on any protected characteristic is strictly prohibited.

2.5 Anti-Harassment and Anti-Bullying Policies

The esports center maintains a zero-tolerance policy towards harassment and bullying. Any form of harassment, including verbal, physical, or online, is strictly prohibited. This policy applies to all interactions within the center, whether in-person or through online platforms. Users are encouraged to report any incidents of harassment or bullying to the staff for appropriate action to be taken.

2.6 Intellectual Property Rights and Licensing

Respecting intellectual property rights is crucial within the esports center. All users must comply with copyright laws and licensing agreements when using software, games, or other copyrighted

materials. Unauthorized distribution, reproduction, or modification of copyrighted content is strictly prohibited.

By integrating the mission and vision with the original structure of the general policies, the esports center establishes a framework that emphasizes inclusivity, behavior expectations, equal opportunity, anti-harassment measures, and respect for intellectual property rights. These policies and guidelines will ensure a safe, welcoming, and supportive environment for all individuals involved in the UNC Asheville Esports Center.

Facility Management

3.1 Hours of Operation

The esports center will be open from 3:00 PM to 10:00 PM, providing ample time for students to engage in gaming activities. These hours of operation allow for flexibility while ensuring the availability of the facility for a significant portion of the day.

3.2 Access Control and Security Procedures

To ensure the security of the esports center and its equipment, all users must present their UNC Asheville ID and OneCard to check out any gear or register to play on any system. This access control measure helps in monitoring the usage of resources and maintaining a secure environment.

3.3 Equipment Usage Guidelines

To accommodate as many students as possible, there will be a time limit on equipment usage. Each student can utilize the equipment for up to four hours per day, with a maximum of one hour at a time if others are waiting. This guideline aims to promote fairness and equal access to the equipment for all users.

3.4 Maintenance and Repair Protocols

In the event of any damages to the equipment, it is essential to notify the esports director immediately. Prompt reporting of damages allows for swift action to be taken, ensuring that the equipment remains in optimal condition and minimizing any disruption to the center's operations.

3.5 Health and Safety Regulations

The [UNC Asheville Environmental Health and Safety](#) page serves as the reference for health and safety regulations within the esports center. All users must adhere to the guidelines outlined in the guide to ensure a safe environment for everyone. It is recommended that all staff and users familiarize themselves with the guide to promote a culture of safety and well-being.

3.6 Emergency Procedures and Evacuation Plans

In case of emergencies or the need for evacuation, the [UNC Asheville Environmental Health and Safety](#) page provides comprehensive instructions. Users should follow the protocols outlined in the guide and, if necessary, contact campus police at (828) 251-6710 or dial 911 for immediate assistance.

Additionally, the esports center staff should work in coordination with campus authorities to ensure the well-being of all individuals in emergency situations.

By adhering to these facility management policies and procedures, the esports center at UNC Asheville can maintain a safe, secure, and well-functioning environment for all users. Users should consult the [UNC Asheville Environmental Health and Safety](#) page for detailed information on emergency procedures, reporting incidents, and addressing environmental, health, or safety concerns.

Player Policies

4.1 Eligibility Requirements

To participate in esports activities at the UNC Asheville Esports Center, players must meet certain eligibility requirements. These requirements may include being a currently enrolled

student at UNC Asheville, maintaining satisfactory academic standing, and complying with any additional regulations set by governing bodies or leagues.

4.2 Team Formation and Tryout Procedures

The esports center will facilitate team formation and tryout procedures to establish competitive teams. Details regarding tryouts, team formations, and specific game titles will be communicated through official channels such as announcements, emails, or the esports center's website. Fair and transparent tryout processes will be implemented to ensure all interested players have an equal opportunity to showcase their skills and join a team.

4.3 Player Code of Conduct

All players are expected to adhere to a player code of conduct that promotes sportsmanship, respect, and fair play. This code of conduct should include guidelines on communication, behavior during practices and competitions, and interactions with other players, staff, and opponents. Respectful conduct, positive attitudes, and ethical behavior are paramount.

4.4 Discipline and Consequences for Rule Violations

In the event of rule violations or misconduct, the esports center will implement a disciplinary process. Consequences may range from warnings and probation to temporary or permanent suspension from esports activities, depending on the severity of the violation. The disciplinary process should be clearly defined, ensuring fairness and providing an opportunity for players to present their case.

4.5 Grievance and Dispute Resolution Processes

A well-defined grievance and dispute resolution process should be in place to address conflicts or concerns that arise among players or between players and staff. This process should provide a confidential and impartial platform for individuals to report grievances, initiate investigations, and seek resolution. Mediation or arbitration may be utilized as part of the resolution process.

4.6 Practice and Competition Schedules

The esports center will establish practice and competition schedules to ensure effective team training and participation in organized events. These schedules should be communicated well in advance, taking into account players' academic commitments and other obligations. Regular practice sessions and opportunities for skill development are essential for team growth and success.

4.7 Travel Policies

For travel policies involving any esports program at UNC Asheville, please consult the Esports Travel Policy guide.

4.8 Player Live Streaming

Players engaging in live streaming of their gameplay are encouraged to share their gaming experiences and connect with their audience. However, to ensure compliance with legal and ethical standards, the following guidelines must be followed:

4.8.1 Content Standards

Players must adhere to the established code of conduct when live streaming. They should refrain from engaging in behavior that violates the code, including but not limited to harassment, discrimination, cheating, or any form of misconduct. Additionally, players must respect intellectual property rights and refrain from using unauthorized UNC Asheville creative assets during their streams.

4.8.2 Personal Privacy and Consent

Players must respect the privacy and consent of others when live streaming. This includes obtaining appropriate permissions from fellow players, staff, and any other individuals who may appear in their stream. Players should refrain from broadcasting personal information or sensitive content without the explicit consent of those involved.

4.8.3 Compliance with Platform Policies

Players must comply with the terms of service and community guidelines of the streaming platform they utilize. They should familiarize themselves with the platform's rules regarding content, behavior, and copyright infringement. Violations of platform policies may result in disciplinary action in accordance with the player discipline and consequences policy.

4.8.4 Representation of UNC Asheville

When live streaming, players are seen as representatives of UNC Asheville and should maintain a positive image and uphold the values of the university. They should not engage in behavior that reflects poorly on the university, the esports center, or their respective teams. Players should exercise good sportsmanship, professionalism, and respect for all viewers and participants.

Tournament and Event Policies

5.1 Hosting and Participating in Esports Tournaments

The esports center at UNC Asheville may host or participate in esports tournaments and events. These activities provide opportunities for competition, skill development, and community engagement. The center will establish guidelines and procedures to ensure fair and well-organized tournaments that align with the mission and values of the esports center.

5.2 Registration and Qualification Criteria

Clear registration and qualification criteria will be established for tournaments and events. These criteria may include factors such as team or player rankings, skill levels, eligibility requirements, and registration deadlines. By implementing transparent and consistent criteria, the esports center can promote fair competition and maximize participation opportunities.

5.3 Tournament Formats and Rules

Tournament formats and rules will be determined for each specific event. The formats may include single elimination, double elimination, round-robin, or other formats, depending on the nature of the tournament. The rules governing gameplay, including game-specific rules and

regulations, should be clearly communicated to all participants before the start of the tournament.

5.4 Prize Distribution and Sponsorship Guidelines

Prize distribution and sponsorship guidelines will be established to ensure fairness, transparency, and compliance with any relevant regulations. These guidelines will outline how prizes will be awarded, any requirements or restrictions related to sponsorship agreements, and the management of financial aspects of the tournaments. It is crucial to ensure that all prize distribution and sponsorship practices align with ethical and legal standards.

5.5 Broadcasting and Streaming Policies

The esports center may engage in broadcasting and streaming activities during tournaments and events. Policies will be implemented to regulate these activities, including guidelines for the use of streaming platforms, content sharing, copyright compliance, and privacy considerations. Additionally, to ensure the integrity of official tournament matches, individuals within the esports center are prohibited from streaming such matches on their personal channels. Furthermore, any streaming conducted must adhere to authorized UNC Asheville creative assets and must not violate the code of conduct.

5.6 Spectator Guidelines and Behavior Expectations

Spectators, whether online or attending events in person, are expected to adhere to the highest standards of behavior in line with the code of conduct. The esports center promotes an inclusive and respectful environment and expects spectators to contribute to a positive and enjoyable atmosphere. Spectators should refrain from disruptive behavior, maintain sportsmanship, and show respect towards players, staff, and other spectators. Constructive feedback and support are encouraged, while any form of harassment, bullying, or unauthorized streaming of official tournament matches is strictly prohibited. By following these behavior expectations, spectators can contribute to the vibrant and respectful community within the esports center.

By implementing comprehensive tournament and event policies, the esports center at UNC Asheville can provide opportunities for competitive gameplay, community engagement, and skill development. These policies address hosting and participation guidelines, registration and qualification criteria, tournament formats and rules, prize distribution and sponsorship guidelines, broadcasting and streaming policies, and spectator guidelines. These guidelines promote fair play, inclusivity, and a positive experience for all participants and spectators.

Technology and Network Usage

6.1 Acceptable Use Policy for Computer Systems and Network Resources

All users of the esports center are required to adhere to an acceptable use policy for computer systems and network resources. This policy outlines the proper and acceptable use of the provided technology infrastructure, including computers, servers, networking equipment, and associated resources. Users must utilize these resources responsibly, respect system integrity, and refrain from engaging in activities that may disrupt or compromise the network or systems.

6.2 Software and Hardware Installation Guidelines

Installation of software and hardware within the esports center must comply with established guidelines. Users should seek prior approval from designated personnel or follow specific procedures for installing or configuring software and hardware. This ensures compatibility, security, and efficient resource management within the center's technology infrastructure.

6.3 Data Privacy and Security Protocols

Data privacy and security protocols are of utmost importance within the esports center. Users must adhere to these protocols to safeguard sensitive information and protect the privacy of individuals. This includes following guidelines for data storage, transmission, access control, and encryption. Users should report any suspected security breaches or data privacy concerns to the designated personnel promptly.

6.4 Internet Usage and Content Filtering Policies

Internet usage within the esports center must align with established policies and guidelines. Users should utilize the internet responsibly, refraining from accessing or distributing inappropriate, offensive, or illegal content. The center may implement content filtering measures

to ensure compliance with applicable laws and to maintain a safe and appropriate online environment.

6.5 Prohibited Activities

Certain activities are strictly prohibited within the esports center's technology and network environment. These activities may include, but are not limited to:

- Hacking or unauthorized access to systems, networks, or accounts.
- Cheating, exploiting, or engaging in unfair practices in gaming or esports competitions.
- Unauthorized sharing, distribution, or use of copyrighted material.
- Distribution of malware, viruses, or other malicious software.
- Engaging in any activity that may compromise the security or integrity of the technology infrastructure.

Users must understand and respect these prohibitions to maintain a secure and productive technology and network environment within the esports center.
By implementing and adhering to these technology and network usage policies, the esports center promotes responsible and secure utilization of computer systems, network resources, and associated technologies. These policies address acceptable use, software and hardware installation, data privacy and security, internet usage and content filtering, as well as prohibited activities.

The policies and guidelines related to technology and network usage at the esports center align with the Student Computing and Network Usage Policy outlined by UNC Asheville. For detailed information on the policy, please refer to the UNC Asheville website at the following link: UNC Asheville Student Computing and Network Usage Policy.

The UNC Asheville Student Computing and Network Usage Policy provides comprehensive guidelines regarding acceptable use, software and hardware installation, data privacy and security, internet usage, and prohibited activities. It serves as the foundation for the technology and network usage policies implemented within the esports center.

Review and Revision

7.1 Regular Review Cycle for the Manual

The esports center recognizes the importance of keeping policies and procedures up to date. A regular review cycle will be established to ensure the relevance and effectiveness of the manual. The manual will be reviewed at least once a year, or more frequently if necessary, to incorporate any changes, address emerging issues, and reflect the evolving needs of the esports center.

7.2 Process for Updating Policies and Procedures

To maintain a dynamic and responsive policy framework, a well-defined process for updating policies and procedures will be established. This process will involve collaboration among relevant stakeholders, such as staff, players, and university administration. Proposed changes or revisions will be carefully evaluated, taking into consideration feedback and input from these stakeholders. The process will also ensure compliance with relevant laws, regulations, and university policies.

7.3 Communication Strategies for Policy Changes

Effective communication is vital to ensure that all stakeholders are informed of policy changes and updates. The esports center will employ various communication strategies to disseminate information about policy changes. These strategies may include:

- **Direct communication:** Policies and updates will be communicated directly to staff, players, and other relevant parties through email, official announcements, or staff meetings.
- **Website and online platforms**: The esports center's website and other online platforms will serve as central sources of information, providing access to the latest policies and updates.
- **Training and orientation sessions**: New policies and updates will be incorporated into staff training and orientation programs. This ensures that all personnel are aware of the changes and understand their implications.
- **Publicity and awareness campaigns**: The esports center may engage in awareness campaigns to highlight policy changes and encourage adherence. This may involve posters, flyers, or social media campaigns to reach a wider audience.

By establishing a regular review cycle, an efficient process for updating policies, and effective communication strategies, the esports center can ensure that its policies and procedures remain relevant, transparent, and accessible to all stakeholders. Regular review and clear communication help to maintain a consistent and well-informed esports community at UNC Asheville.