

Simon Fraser Student Society Club Executive Onboarding Booklet





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About the SFSS

The Simon Fraser Student Society is a student-led organization that represents and advocates for the interests of the 25,000+ undergraduate students at SFU. We are your not-for-profit support network and voice at SFU and provide services and support to make your student life better.

Clubs & the SFSS

The purpose of a club is to bring together a diverse group of Simon Fraser University (SFU) and Fraser International College (FIC) students who share a common interest, specific to the established mandate of the club. Clubs must adhere to the Simon Fraser Student Society (SFSS) by-laws, policies and regulations as well as SFU policies. The approval of clubs will be at the discretion of the SFSS Member Services Club Coordinators. Clubs can only be initiated by SFSS Members (not including FIC students) Club events shall be reasonably related to the established mandate of the club.

All clubs must agree to abide by the rules set out in the SFSS Club Terms of Reference in order to be an approved club. Clubs are permitted to create additional rules and establish their own Club Constitutions. Club Constitutions and rules shall not conflict with the SFSS Clubs Terms of reference or any SFSS mandate.

In addition to this document, Club Executives can access the SFSS Canvas Course.

SFSS Resources

The SFSS provides many resources to student groups. As an SFSS organization, you have access to the following services:

- Room & space bookings
- Audio visual equipment
- Facilities
- Catering
- Contract signing
- Waivers
- Health/Safety guidelines, forms, procedures and permits
- Grants and event funding

The SFSS Club Terms of Reference can be found under the Clubs 101 section on sfss.ca.



Club Portals

Accessing Your Club Portal

Club Executive Authorities

Updating Your Club Executive List

Updating Your Club Membership List



Accessing Your Club Portal

Your club portal can be accessed through <u>go.sfss.ca</u>, or through the <u>SFSS website</u> by going through Clubs & SUs \rightarrow CLUBS/ SU PORTAL.

Club Executive Authorities

Any inquiries regarding each authority should be addressed only to the responsible club executive. Club members without the authority/ not on the executive list should not contact the SFSS.

Authority	Description	Allocation
Room Bookings	Room booking & events requests	3 Executives
Funds & Facilities	Grant & reimbursement submissions	2 Executives
Email	Email renewal & confirmations	1 Executive
Membership	Membership list management, access to the club portal	Unlimited Executives

How to Update Your Club Executive List

In order to update your executive list you must be a current executive in the club database.

1) Email <u>studentcentre@sfss.ca</u> and include the following information:

- If you would like to remove an executive, make sure you have a discussion with them and they are in agreement that they will be removed as an executive. Please provide us with their full name and indicate that they are to be removed.
- If you would like to add an executive, please provide this information for each person you want to add:
 - First and Last Name
 - SFU Computing ID Email must end with @sfu.ca and NOT contain an underscore
 - Phone Number
 - Position/Title (E.g. President, Vice President, etc.)
 - Club Authorities:
 - Room Booking
 - Funds/Facilities
 - Email
 - Membership



How to Update Your Club Membership List

In order to update your club membership list you must be an executive member with membership authorities.

Steps:

- 1) Login to the Club Portal.
- 2) Under the "Club Management" section on the right, scroll down to "Club Management Tools & Forms":
- To ADD members:
 - Click "Add Member" to add one member at a time.
 - Click "Bulk Add Member" to add many members at a time (by typing in their information manually).
 - Click "Import Members" to add many members at once (by importing a spreadsheet; this will save you a lot of time).
- To REMOVE members:
 - Click "Manage Club Members". On the left, check off the box next to the members you want to remove.
 - Click "Add Tags" and select the "remove" tag.
 - Click on "View/Manage Tags" and export the list.
 - Email the list to <u>studentcentre@sfss.ca</u> asking to have those members removed.

Note:

- Members can also add themselves by going to sfss.ca > Clubs & SUs > Club Directory > Select club they want to join > Login with SFU computing ID > Click "Join Club".
- Members can also remove themselves as a member of a club by logging into the Club Portal and clicking "leave club" underneath the club they want to leave.



Events 101

SFU Spaces

Meeting Rooms Open Space Gym Bookings SFU Harbour Centre SFU Surrey Campus

Student Union Building Bookings

Self-Serve Meeting Rooms Boardroom Style Rooms Tabling in the SUB Event Spaces & Bookings

Audio Visual Equipment

Facilities Services

SFU Catering

Self-Catering

Waivers

Photo Consent

External Events

Venue Contracts Certificates of Insurance

Online Events

Travelling as a Student Organization

For full event planning resources, visit sfss.ca/events-101/



Events Planning

SFU Space Bookings

There are several options for booking meeting rooms on different SFU Campuses.

- Requests for meeting rooms within SFU spaces (WMC, AQ, etc.) can be booked through your club portal.
- The executive with room booking authority must submit through the club portal and be responsible for any communications with the SFSS Student Centre regarding the booking.

Spring 2023 Room Booking Restrictions:

- Room bookings can be scheduled between Monday Friday from 8:00am -10:00pm and Saturday Sunday from 8:00am 6:00pm.
- Catering services are available 7 days a week, from 6:30am 9:00pm
- Please note that AV, facilities and catering services on the weekends are not guaranteed, but SFU MECS will do their best to accommodate.

Meeting Room: Classrooms, tutorial rooms, lecture halls

Meeting rooms are available for bookings within SFU owned spaces and requests can be submitted through your club portal

- Includes: WMC Tutorial Rooms, AQ Tutorial Rooms etc.
- Must be made a minimum of 5 business days prior to the booking

Open Space: Larger SFU spaces for events that are not classrooms

Open space rooms can be booked through your club portal.

- Includes: Convocation Mall, WMC Atrium, Saywell Hall Atrium etc.
- Must be made a minimum of 10 business days prior to the booking

Gym Bookings: East, West, Education Gyms

- Clubs book the space with SFU Recreation OR through club portal.
 - Form on SFU Recreation <u>https://athletics.sfu.ca/sb_output.aspx?form=50</u>
 - Email them <u>rec@sfu.ca</u>

SFU Vancouver Campuses: Harbour Centre and Segal Building

- Vancouver Campus bookings can be made through your club portal.
- Rooms at SFU Harbour Centre can be viewed here:
 <u>https://www.sfu.ca/mecs/vancouver-main/harbour-centre/meeting-rooms.html</u>
- Groups cannot book any spaces in the Goldcorp Centre for Arts due to the limitations and restrictive booking requirements of the space.

SFU Surrey Campus: Rooms at SFU Surrey Central and SFU Engineering Building

- Rooms for SFU Surrey campus can be made through the club portal.
- Must be made a minimum of 5 business days prior to the booking



Student Union Building Bookings

There are several options for booking spaces within the SFSS Student Union Building.

Self-Serve Meeting Rooms

- Self-serve meeting rooms can be booked through the online form found here.
- Online Self Serve Booking is open until 11:59 the day prior to your booking. To use an available space on the day you are interested, please go to the Orange Desk on Level 3000.
- SFSS reserves the right to cancel your booking at any point if guidelines are not followed.

Boardroom Style Rooms

Boardroom style rooms are available for booking

- Boardroom Style Meeting and Activity Room *requests must be received 5 business days before your requested date* (the 5 days does not include the date the request is received – Monday to Friday – or the date of your event).
- Currently these rooms are available "as is" and are suitable for meetings and small scale activities that can be done with a boardroom style set up.
- Tables and Meeting rooms can be booked through the Clubs/SU Portal by Club/SU Executives only.
- Go to your Club/SU dashboard under Club/SU Management and look for Student Union Building (SUB) Space Bookings.
- For Sub Tenants and SFSS Affiliated Groups that do not have access to the portal please email *sub.bookings@sfss.ca* for more information.

Tabling in the SUB

Tabling *requests must be received 5 business days before your requested date* (the 5 days does not include the date the request is received – Monday to Friday – or the date of your event).

- Maximum 3 days of tabling in one week per group
- Please ensure your group follows all tabling guidelines

Large Scale Event Bookings in the SUB

BASIC EVENT requests must be received 10 business days before your requested date Little or no set up, no catering (pizza, snacks, individual fast food are allowed), no outside vendor or SFU department involvement, no extra resources to be provided by SFSS, only group and SFU community members in attendance

LARGE/COMPLEX requests must be received 20 business days before your requested date (the 20 business days does not include the date the request is received – Monday to Friday – or the date of your event)

May involve one or all of the following: set up, catering, external vendors and/or SFU department involvement, additional SFU resources, more than one room, more than one day, guests who are not SFU community members, guest speakers etc



SUB Event Spaces are as followed:

- 2120 standard set up Boardroom Style 16
- 2420 and 2440- standard set up Boardroom Style 18, video conferencing equipped
- 4200 standard set up Boardroom Style 26, space capacity varies based on set up
- SUB Ballroom Max capacity 220, capacity (up to maximum) dependent on set up (catering kitchen available for use by professional caterers only)
 - The ballroom is unfurnished and any furniture requests/set up must be included in your request and will be facilitated by SFSS or SFU departments as required
- Social Stage Lounge: across from Blenz at 3000 level entrance centre space and stage area only (orange lounge chairs remain) capacity varies dependent on set up

Audio Visual Equipment

Audio Visual Equipment (AV) can be requested at the time of the booking submission through your portal.

Services include but are not limited to:

- Microphones
- Speakers
- Projectors

All AV requests will require a set-up diagram to be submitted. The SFSS Student Centre will facilitate communication for your set-up diagram.

 Microphones and speakers cannot be ordered for classrooms - only lecture rooms due to noise disruptions

Facilities

Services include but are not limited to:

- Rolling Boards
- Tables
- Chairs
- Extension cords

All facilities requests will require a set-up diagram to be submitted. The SFSS Student Centre will facilitate communication for your set-up diagram.

• Groups cannot have any tables or chairs added to classrooms because of fire hazards

Catering

Catering Restrictions:

- For bookings in **classrooms/lecture rooms** with **30 people or less**, groups can self-cater
- For bookings in **classrooms/lecture rooms** with **over 30 people**, groups must use MECS catering
- For bookings in **MECS Signature Spaces or open spaces** (indoor or outdoor), groups must use MECS catering, **regardless of attendance size.**

MECS Catering menus vary depending on which campus and location your event is happening at. Catering menus are as follows:



SFU Burnaby Menu: https://www.sfu.ca/mecs/burnaby/catering1.html

SFU Vancouver Menu: <u>https://www.sfu.ca/mecs/vancouver-main/catering.html</u> SFU Surrey Menu: <u>https://www.sfu.ca/mecs/Surrey/catering.html</u>

Catering orders can be submitted via email to the Student Centre: <u>studentcentre@sfss.ca</u>. *When submitting your catering order to the Student Centre, be sure to include the time you would like your order to be dropped off at.

<u>Waivers</u>

Event waivers are not required for all events but student groups planning to organise non-routine or meeting activities and events should consider having attendees sign waivers.

- a. Examples of activities that may require waivers include: hikes, camping,
- b. Waiver signing ensures that participants are aware of the potential risks with attending and participating in the event and provide protection to the group and participants
 - i. Risk notices can be shared with event attendees or activity participants through email, advertisements, or webpages
 - ii. Acknowledgement of risk forms share information with participants to ensure they understand any risks associated with their participation
- c. Waivers can be provided by the SFSS. Clubs & Student Unions should not use self-made waivers. Contact the SFSS Student Group Events Coordinator.

Photo Consent

Consent is required if you are taking photos or posting photos of your attendees at your event. Consent can be provided to your attendees in one of the following ways:

- **Photo Release Forms:** photo release forms can be provided by request from the SFSS Student Group Events Coordinator. These forms have event participants sign to provide written consent to their photo being taken and posted prior to the event.
- Email Notification: can be sent to attendees prior to the event.
- **Photography Signage at event:** attendees can be advised at the time of the event with posted signage notifying them of photos that will be taken
- **Event Announcement:** an announcement can be made at the time of the event informing attendees that their photos will be taken and posted. If attendees do not wish to have their photos taken, they can then advise the photographer/videographer at that time

Posting Event Photos

If consent to post photos from the event is given by event attendees through one of the above means, the image can be posted by your student group through print formats, digital posting to websites, social media, etc. If consent has not been obtained by a person who is featured in a photo, respect the attendee's privacy and blur the face or crop the photo so the person is not recognizable.



External Events

Venue Contracts

All venue contracts must be submitted and signed by the SFSS. Club Executives do not have signing authority, it is required legally that all venue contracts for the student club are signed by the SFSS.

The following types of contracts must be signed by the SFSS:

- External Venues (Ex. Hotels)
- SFU Recreation Gym Contracts
- Restaurants
- Community Centres
- Contracts that additionally need to be reviewed:
 - Contracts exceeding venue costs > \$1,000.00
 - Events exceeding 50 attendees

Notes about contracting:

- Unauthorized individuals who sign contracts will assume full responsibility for meeting the terms of the contract including all financial obligations
- Approved SFSS Clubs and Student Unions for on and off campus shall be signed by the SFSS
- All contracts must be received by the SFSS at least 14 calendar day prior to the event
 - Failure to submit on time will result in postponement or cancellation of the activity or event
 - Other disciplinary action for the club may be discussed under appropriate circumstances

Contract Submission

- 1. SFSS Club/ Union Executive submits contract, invoices, contact information for venue to SFSS Student Group Events Coordinator at <u>msc.studentevents@sfss.ca</u>
 - a. INCLUDE:
 - i. Event date
 - ii. Event information type of event, associated grant, room bookings, attendance numbers
 - 1. Type of event
 - 2. Associated grant
 - 3. Room Bookings
 - 4. Attendance Numbers
 - 5. Attendee Fee
 - 6. Budget
 - 7. Other supplementary documentation
 - iii. Contract Contact Information
 - 1. Name



- 2. Position
- 3. Company
- 4. Email address
- 5. Phone number
- 2. SFSS Student Group Events Coordinator reviews for proper paperwork and funding
- 3. SFSS Student Group Events Coordinator inquires to group for any other additional information and screening questions as required, and updated contract information
- 4. SFSS Student Group Events Coordinator and SFSS Executive VP approve and sign the contract
- 5. SFSS Student Group Events Coordinator sends contract directly to the venue CC-ing the student group to confirm the booking

Certificates of Insurance

Certificates of Insurance can be provided by the SFSS for external bookings that require to do so. Email the SFSS Student Group Events Coordinator to request for a Certificate of Insurance to be provided.

Online Events

Please contact the SFSS Student Centre if you are booking a request for an online event. It takes approximately 5 weeks to process.

- Platform Availability: Hopin & Zoom
- Student groups must go through the SFSS to book these SFU services.

Travelling as a Student Organization

Student organization travel for the 2022 - 2023 Academic year is considered and approved on a case by case basis and must be approved by the SFSS Member Services Team, prior to the student organization leaving and booking any lodging and transportation accommodations.

Before Travel

Prior to requesting for travel, include the following information in your grant request:

- Designation, dates, purpose
- Attendee List
- Travel accommodations
- Transportation
- Rooming Lists



Grants & Funding

Funding Categories

Trust Account Resource Funding Petty Cash

How to Apply for a Grant

Application Process Grant Approval Timeline Application Tips

How to Apply for an Accessibility Grant

Applying for Reimbursements

Sponsorship Agreements



SFSS Accounts

Each student club has three accounts within their club portal.

Trust Account	Resource Funding (Clubs Only)	Petty Cash (Clubs Only)
Money that belongs to the group that is held by the SFSS.	\$400 provided to every club each semester.	\$100 provided to every club each semester
If the group disbands, the amount will be absorbed by the SFSS.	Can only be used for venue, A/V, printing costs, or SFU locker rental costs.	Can be spent on snacks, decorations, or other small expenses.
Can be used at the group's discretion, including for items we do not reimburse people for (gasoline, alcohol,	Expires at the end of every semester and is renewed each semester. Unused amounts do not carry over.	Expires at the end of every semester and is renewed each semester. Unused amounts do not carry over.
etc.). Each club needs 2 executives to sign off on reimbursements from this account. At least one executive must have fund/facilities authorities.	Cannot be used for charitable donations, catering/food expenses, etc.	Cannot be used for charitable donations, catering/food expenses, etc.

How To Apply for a Grant

Now that your club has settled on an idea for an event, it's time to look into a grant! Only club or student union executives with 'Fund/Facilities' can access the Grant Request form in the portal.

- 1. Log into the club portal: <u>https://go.sfss.ca/</u>
- 2. Under the "Club Management" section, select "Request Grant"
- 3. Complete the online form and click submit when completed
 - a. You are able to save a grant as a draft at any time, however "draft grants" are not viewable by the SFSS staff.

Grant Approval Timelines

Requested Amount	Days Needed	
< \$1500	10 Business Days	
\$1500-4999	20 Business Days	
\$5000 and over	40 Business Days	

Please do not change your event date on the grant in hopes for an earlier approval.

See the SFSS Club and Student Union Funding Guidelines for more details on the Clubs 101 page



Tips for Writing A Successful Grant

- The key to writing a successful grant is providing your information in a clear way, with a good rationale for why your club deserves the funding.
- The grant pool is generated by student funding, the SFSS, as caretakers of that fund, are more likely to grant money to events which are on-campus, benefit a large number of SFU students, increase campus community, reflect well upon the club, the SFSS, and SFU as a whole.
- Help us understand how your club and/or the campus community will be strengthened by your event.
- List out all your revenue, including any sponsorships or grants from a corporate sponsor, SFU department, or other contributors.
- Include all your projected expenses as well, in detail.
- If your Revenue exceeds your Expenses, you will not receive any funding as your club would be able to cover all costs.

Make sure to complete all required fields in the form, and make sure that you are submitting the grant by the deadline, otherwise you will not be able to submit.

How to Apply for an Accessibility Grant

Students with disabilities and any event organiser (Clubs, Student Unions, and the SFSS) can use this fund to increase accessibility and remove barriers to participation in Student Society activities, meetings, and events for students with disabilities.

- 1. Fill out an Accessibility Grant Form <u>(choose the most accessible format for you from the website, in the Accessibility Grant tab).</u>
- 2. Email your completed form to <u>access@sfss.ca</u> (ideally at least two weeks before the event, but not required).
- 3. If your event is not approved, you can make the needed edits to the application and resubmit it, or submit an appeal form (which can also be found on the website).
- 4. If your event is approved, submit a post-event report after the event (also found on the website).

As part of filling out the form, students will have to explain whether they already know who they're connecting with to provide an accessibility service, or if we need to connect them. If we need to connect them, most service providers require at least two weeks' notice (hence why we ask for them to submit at least two weeks in advance). They can also decide to either pay the service provider themselves and get reimbursed, or, if it's a service provider we have experience with (a list of these can be found under the "Accessibility Vendor List" point in the accessibility grant tab I linked above)

If students require assistance with filling out an accessibility form, the SFSS Accessibility Coordinator can be contacted at <u>access@sfss.ca</u>.



Applying for Reimbursements

Please note the reimbursement process for clubs can take 2-4 weeks.

Funds are not provided in advance, SFSS approves the grant and then you submit for reimbursement later on.

- 1. Fill out required forms (see the Required Documentation Checklist table below).
- 2. Submit documentation in-person to the SFSS Student Centre (Monday to Friday, 10:00 am to 4:00 pm) or the blue mailbox by the orange SUB GO desk (9:00 am to 10:00 pm).
- 3. The Student Centre will process the reimbursement.
- 4. SFSS Coordinators send the completed documentation and approved reimbursement to the SFSS Finance department to create the cheque.
- 5. SFSS Student Centre receives the cheque and either mails it out to you or notifies you to pick it up, depending on what was on the submitted Cheque Requisition Form.

Reimbursement Type	Required Documentation
Grants	 Cheque Requisition Form Event & Project Summary Form Original Itemised Receipts
Petty Cash	 Cheque Requisition Form Original Itemised Receipts
Resource Funding*	 Cheque Requisition Form Original Itemised Receipts
Trust Account	 Cheque Requisition Form + two signatures from 2 Club Executives authorising the removal of funds Original Itemised Receipts
*Resource funding may be deducted automatically to pay for venue, A/V or facilities costs.	

Required Documentation Checklist

Itemised Receipts & Invoices

In order to be reimbursed from your SFSS grants and accounts, original itemised receipts must be provided. An itemised receipt or invoice lists out the individual items purchased. A Card Machine receipt by itself will not be sufficient to process reimbursements.

Specifically for Itemised Invoices, bank statements may be required if the submitted receipt is insufficient and does not show the payment has been approved. No photos or scanned receipts will be accepted.

Trust Account Deposits

Money that you would like to be held by the SFSS can be deposited into your trust account. Cash or cheques made out to the Simon Fraser Student Society can be brought to the SFSS Student Centre. The Student Centre will then deposit the funds into your account.



Sponsorship Agreements

A sponsorship agreement governs the relationship between a sponsor and a student organisation and the entitlements of sponsoring your event. This may be a monetary or in-kind agreement.Once a sponsorship agreement has been received by your organisation, it must be signed by the SFSS.

- 1. SFSS Club/ Union Executive submits contract, invoices, contact information for venue to SFSS Student Group Events Coordinator at msc.studentevents@sfss.ca
 - a. INCLUDE:
 - i. Sponsorship Information
 - 1. Type of sponsorship (monetary, in-kind)
 - 2. Sponsorship amount or items
 - ii. Sponsor/ Company Contact Information
 - 1. Contact name
 - 2. Email
 - 3. Phone
- 2. SFSS Student Group Events Coordinator reviews for proper paperwork and funding
- 3. SFSS Student Group Events Coordinator inquires to group for any other additional information and screening questions as required, and updated contract information
- 4. SFSS Student Group Events Coordinator and SFSS Executive VP approve and sign the contract
- 5. SFSS Student Group Events Coordinator sends contract directly to the agreement with the venue CC-ing the student group to confirm the agreement

When submitting for a grant request, you must disclose the sponsored amount.

If your sponsor is providing a cheque, it must be written out to:

Pay to the Order Of: Simon Fraser Student Society Memo: Club Name

If your sponsor is providing funds through a bank transfer, please inquire to a Member Services Clubs Coordinator for assistance.

Tips for Your Cheque Requisition Submission

Form	Tips	
Cheque Requisition	 Must be completed up to the Cheque to be Picked Up/Cheque to be Mailed sections. Do not fill out the Invoice section. In the Description section, please include what reimbursement type is to be used, the grant number (if applicable), and the club it is for. 	
Event Summary	 In the Associated Item Category section on the <expenses> page, please clearly identify the category in the grant with your purchase.</expenses> 	
Gift Card Receipt Form	 Gift card purchases require an additional Gift Card Form to be received when gift cards are purchased. Gift card recipients cannot be current Club Executives. 	
Honorarium Form	 Honorarium Form is required if it is to pay a DJ, photographer, or any other professional providing similar services who is being paid by cash 	

Communication with the SFSS

Group	When to Contact	Contact Information
SFSS Student Centre	All general inquiries Space booking questions Club Executive/ Portal inquiries Media/ marketing requests	studentcentre@sfss.ca
Clubs Coordinators*	Grant Approvals Club Issues	msc.clubs1@sfss.ca msc.clubs2@sfss.ca msc.clubs3@sfss.ca
Student Group Events Coordinator	Venue Contracts Waivers Event consultation	msc.studentevents@sfss.ca
Building Events Coordinator	SUB Events & Inquiries Boardroom Bookings	<u>sub.bookings@sfss.ca</u>

Note: SFU Meeting, Events, Conferences Services (MECS) should not be contacted directly in any situation.

*Please reach out to the SFSS Student Centre prior to contacting the Club Coordinators.



Other Services Provided by the SFSS

Co-Curricular Records

Co-Curricular records, or CCR is the reference document for your co-curricular involvement at SFU, listing your activities outside of classes. It is an official university document.

In order to be eligible for CCR, executives must have completed the following criteria verified by the SFSS Coordinator:

- Be listed in the Club Portal as an executive
- Complete a minimum of 10 hours of club activity per semester
- Complete the SFSS Orientation Canvas Course
- Submit your request to have your club executive experience listed on your CCR through the Websurvey

Club Lockers

You can request a club locker through the Club Portal. Executives with fund/facilities authority can request using the "Renew/Request Locker" link under the "Club Management Tools & Forms" section.

The available lockers will be assigned on a first-come, first-served basis, but it is not guaranteed that you will get one due to limited supply. The lockers are turned over on an annual basis in April each year.

Groups that are allocated alternate storage space by other departments on campus are not eligible for a SUB locker. (E.g. groups that have common rooms, other lockers, or storage).

Lockers are also available through SFU Recreation Offices at an additional cost. If your group would like a locker through REC, it can be reimbursed through your Club's Resource Funding.

How to Request or Renew an SFU Club Email

Account renewals only need to be done once a year in October. The Student Centre will send out an email a few weeks before, reminding all clubs to submit their renewal requests.

If you are requesting a club email for the first time, through your club portal, select the new account button and type in your top 2 choices for your club's SFU computing ID.

Email requests are submitted in batches, so it can take 2-3 weeks for your SFU email address to be created. You will be sent a confirmation email with your email credentials when your request has been processed.