

E-Hub FAQs and User Agreement

Version 1.0, April 2018

This document should contain everything you need to know to become an affiliated user of the E-Hub (LUMS B91).

What's the purpose of the E-Hub?

The E-Hub is a room provided by Lancaster University Management School and managed by the Enterprise Team in Research & Enterprise Services to serve as a hot-desking space for affiliated student and graduate entrepreneurs and business owners when on campus.

The space should enable both quiet working as well as new opportunities for interaction between visitors, staff and students at the University, and all the serendipitous value such interactions frequently yield.

Who is it for?

There are four main affiliated user-groups:

Graduate Entrepreneurs

Our Graduate Entrepreneurs are members of the University Enterprise Team's Scale-Up community and have all founded ventures in the last two years. They are predominantly recent graduates, but there are a few returning alumni and even current students among them. They are still in the process of establishing sustainable business models and have yet to take-on their own premises. The E-Hub gives them access to a space away from home where they can work on and in their businesses throughout the week. [Examples here](#)

Entrepreneurs in Residence

Running since 2008, we now have 50 people acting as Entrepreneurs in Residence each year. Activities include giving masterclass talks to other business owners and senior directors, contributing a spark to classroom activities and student research, and helping to make our offerings the best possible fit and deliver value for business. The entrepreneurs have their own dedicated space in LUMS to work and run meetings. [Read more](#)

Executives in Residence

Our Executives in Residence initiative is a small network of 12 senior executives with experience of working in and with large organisations, who provide strategic guidance on business engagement, research impact and support the development of executive education programmes. [Read more](#)

Leaders in Residence

The Leaders in Residence networks draws together from across a wide range of sectors in order to enriched the student experience - in particular, the Future Global Leaders module. The network is growing rapidly with the target of 90 leaders by the end of 2019. [Link pending].

When can I use it?

E-Hub is open and accessible to affiliates (those who have signed the User Agreement) around the normal working hours of staff in the LUMS building, i.e. 8:30am-5:30pm. Access outside these hours may be possible, depending on whether the building is already open and staffed at that time.

At this point, there are no limits to the amount of time any individual can spend in the space while we gain a better understanding of take-up and usage patterns (see below). However, as these emerge and the user community continues to grow and give us feedback, we expect there will come a time when we need to place some constraints around this to ensure fairness or access.

How do I get into the room?

Access is via a door code that will be provided to you when you a member of the Enterprise Team or DESI countersigns this User Agreement.

You agree not to share this code with anyone who is not an affiliated user. Anyone found to be in breach of this agreement will have their access revoked.

What's in the space?

We have kept the space relatively minimalist to give maximum flexibility; however, you will find:

- Three tables and five office chairs providing five clear workspaces to work on alongside other users.
- Two low soft chairs and a coffee table.
- Six stackable chairs.
- A wall-mounted HD screen for laptop screen sharing via USB wifi transmitter or HDMI cable (both provided).
- A telephone for internal and external calls (press 8). Your honesty and fair usage in this matter is appreciated.
- Access to visitor wifi (for those with no University account, please register via [LU Guest](#))
- Shelves for individual storage boxes (Graduate Entrepreneurs only)
- A whiteboard wall (on your left as you enter), plus post-its, non-permanent markers and a board rubber. Please don't accidentally use permanent markers!!

- A waste bin. Please use it!!

You will not find any computers or other devices. Please bring your own, and where possible, make calls on your own phone (we recognize some networks have a poorer signal than others on campus).

Given that there will be other people in the room, we'd strongly recommend you bring headphones if you are likely to be disturbed.

How do I check-in and support usage tracking?

We will eventually look to install an iBeacon in the room so that users can simply tap to check-in. For the time being, we'd appreciate your help with a more lo-fi solution.

To the right of the door as you enter, you will find a printed calendar for the current week. Please write your name in the slot corresponding with your time of entry. If you can remember to write the time you leave too, that would be extremely helpful, but we recognize you will sometimes forget.

We will follow-up on a monthly basis to confirm that our records are correct, to find out about how you used the space, and get your feedback on anything we can change to make it better for you. Please kindly take the time to respond to this information request. Sustained failure do so may result in us revoking your access.

Where can I get food and drink?

There is a Costa downstairs in the LUMS Hub, and plenty of other outlets for food and drink on campus, including [those run by the University](#) and independents, e.g. Pizzetta Republic, GoBurrito, Wok Inn, Sultans, Ketchup, etc.

Can I leave things in the room?

If you are basing yourself in the space for the day but need to head out occasionally for meetings, refreshments, etc, then yes.

Otherwise, with the exception of Graduate Entrepreneurs who do not have other formal places of work, no. Graduate Entrepreneurs can be issued with a personal storage box to minimize the amount of things they need to take to and from home. Please ask when you sign the User Agreement and we will provide it.

In all cases, we do not recommend, and cannot be held liable for loss of, valuables left in the room.

Can I make E-Hub my registered business address?

No, but the Enterprise Team can grant the right to use a campus address for your business as part of a separate process. Please contact us directly about this matter.

How do I contribute to harmonious working?

- Use the bin or take your rubbish with you.
- Don't eat/leave anything too smelly in the room.
- If you make a mess, clean it up (if you have a disaster, do call for help!).
- Remember to check in (and out if you can).
- Don't accidentally walk off with the screen sharing kit/HDMI cable.
- Wipe the boardwall down once you've used it.
- Respect other users' right to work in peace. Headphones do leak sound.
- Go elsewhere if you need to make lots of loud calls, or negotiate with your peers to have some time in the room alone.
- Make it as easy as possible for other users to use the facilities. Don't put your beach towel on a desk and go out for the day.

What if I have a problem?

Please call:

- Fleur Hodgson - 01524 5(92848)
- Miranda Cooper - 01524 5(94968)

Or email enterpriseteam@lancaster.ac.uk

Does this agreement expire?

This agreement is valid for 12 months from date of signature, with the first two months considered a probationary period. We reserve the right to terminate the agreement after two months if there is good cause (e.g. complaints from other users).

Affiliate status does not roll-on automatically from year to year and approval for the next year will depend on levels of demand and what we have learned over the preceding year. If demand begins to exceed capacity, we will implement a transparent decision-making process that ensures those most likely to benefit do so.

Anything else?

While we can't envisage situation when it would be necessary, we reserve the right to ask you to vacate the room in line with other priority requirements at short notice.

If any of the above terms change, we'll notify you by email to get your approval by response.

SIGN-OFF

I confirm that I am happy to agree to these terms of use:

- Signature:
- Name:
- Business:
- Date:

University counter-signature:

- Signature
- Name:
- Department
- Date: