STATION MANUAL FOR STUDENTS

2018

Fall, 2018

Contents

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Facilities (Building problems)
(203) (203) 932-7087

Campus Police
(203) 932-7070 (Emergency)
(203) 932-7014 (Non-emergency)

The Station

About

- **WNHU** is the 1,700 watt FM Noncommercial Educational radio station licensed to the University of New Haven by the FCC.

  Our mission is to prepare students for life after graduation by entrusting them with the operation of a professionally run, governmentally regulated broadcast facility.

  WNHU also exists as a platform for curricular and co-curricular education, as well as an opportunity for student expression and creativity.

  Additionally, WNHU offers diverse programming from community volunteers geared towards underserved populations in our listening area.

- The **WNHU leadership team** is made up of a full time general manager, a half-time chief engineer, and paid part-time student positions, including station manager, operations manager, program director, and production director.

- **WNHU-2** is our online-only stream dedicated to student experimentation, training - and fun!

Code of Conduct and Disciplinary Action

Having a show on WNHU or WNHU-2 is a privilege granted by the University of New Haven and must be treated as such. *This privilege may be revoked at any time*.

Absences/Lateness (For FM Hosts)

We ask that you arrive 10-15 minutes before you show. Being late for your show is unacceptable: if you arrive at the station after your starting time, you should leave the station, let the automation play and notify us of your absence.

If you know in advance that you will miss a show, or if a last minute emergency arises, ***you MUST email the operations manager (operationsmanager@wnhu.org), and cc the station manager (nicoleritsick@wnhu.org) as soon as you know you can't make it.*** **You should also cc the general manager (bbarber@newhaven.edu).

It is completely acceptable to miss your show as long as you let us know. Failure to notify us in a timely fashion, however, may result in the revocation of your broadcast privileges.

Airchecks (For FM Hosts)

The leadership team will aircheck all FM programming, and will issue written warnings—with the possibility of disciplinary action—should violations of station policies be discovered.

Automation (For FM Hosts)

It is required that all FM hosts be familiar with transitioning into - and out of - our automation system.

If you are GOING FROM AUTOMATION INTO A LIVE SHOW, you should fade down automation between 00:59:00 and 01:00:00, start your show just after 01:00:00 with a legal ID.

If you are GOING FROM A LIVE SHOW INTO AUTOMATION, you should perform your final talk break *no later than 00:50:00*. You should fade out your last song and fade up automation between 00:59:00 and 01:00:00.
Under no circumstances are you to utilize the automation PC for anything other than dismissing messages on the main screen unless you have been given permission or asked to do so by the leadership team.

**In the rare event the automation stops working, you should bring up the PC on the far right fader and click the icon that says "Backup Automation". Instructions for doing so can be found in the "Resources" section of this manual.

Breaks (For FM Hosts)

You should "break" to talk on a consistent basis—but not too often! A good rule of thumb is to break after every two songs at the most, and every four songs at the least, with 3 songs being the "sweet spot".

When you break, identify the station first: "*You're listening to eighty eight point seven WNHU. That was…*". Stick to **one idea per break** so as not to confuse your audience. Finish your break by announcing your next song followed by "*You're listening to eighty eight point seven WNHU, playing the music we love.*".

Campus Card

All WNHU personnel must have a valid Campus Card, issued by the University at the Campus Card office, located in the rear of the Bookstore. If you encounter a problem with your card, you should revisit this office, or call them during business hours: **(203) 932-8324.**

If difficulties persist, please email Bruce Barber: bbarber@newhaven.edu

Campus Police and Facilities

Please call campus police immediately should security concerns arise at (203) 932-7070

If you are locked out of the building, use the non emergency number, (203) 932-7014

You can also call campus police by pressing the assigned key on the phone in the main studio.

In case of a serious emergency, call 911.

If you experience a problem involving the physical space (heating and cooling, plumbing, etc.), please notify the UNH Facilities Department at (203) 932-7087

Contests and Giveaways

You may not conduct contests or offer giveaways—on your show or using websites and social media—without exception. Additionally, you may not receive promotional consideration of any kind for your creation of WNHU-related content.

Controversial Content (For FM Hosts)

You may not air controversial content of any kind on WNHU.

Students may air controversial content on WNHU-2, as long as it conforms to the University's standards set forth in the Charger Compact, and is preceded (and followed) by the "WNHU-2 Explicit Language Disclaimer";

"This program contains explicit material, and may not be suitable for some listeners

The views expressed on WNHU-2 are those of our students alone, and don't necessarily reflect the views of the station or the University of New Haven."

Copyrighted Music

It is illegal to offer copyrighted music in any form for download, and/or on-demand streaming, without first obtaining individual licenses for each song played. As a result, WNHU and WNHU-2 hosts may not offer their music-based programming in podcast form.

For programs that do not contain music or other copyrighted material, you may offer your show in podcast form if—and only if—written permission is given by the leadership team.

Correspondence, Communications and use of your affiliation

Students must provide us with a working email address that is checked on a daily basis, as well as a phone number.

You are required to employ proper etiquette in all matters relating to station business. This applies to email messages, postings on social media, and interactions with members of our listening audience, as well as our volunteers and members of our leadership team. (WNHU has a zero tolerance policy for divisiveness.)

CRIS

WNHU and the University of New Haven provide studio space, free of charge, to CRIS, the Connecticut Reading Information Service. CRIS provides "Audio access for people who are blind or print-challenged". If you are interested in becoming a CRIS volunteer, please contact Bruce Barber (bbarber@newhaven.edu)

Damages

You may be held financially responsible for any damage that occurs to University property during your time in the building.

Disciplinary Action

Any staff member found in violation of FCC, station or University rules and policies may be subject to disciplinary actions such as, but not limited to: warnings, suspensions, or loss of your privileges.

Serious incidents - at the discretion of the general manager - will be referred to campus security and the University's administration for adjudication. Less serious incidents will be handled by the WNHU leadership team.

Disciplinary action may result from;

1. Violation of or disregard for station policies outlined in the station manual.
2. Violation of or disregard for University rules and/or the Charger Compact; https://www.newhaven.edu/student-life/student-affairs/dean-of-students/charger-compact.php
3. Violation or disregard for FCC rules and regulations while on the air. (If a fine is levied by the FCC, the individual who is guilty of the infraction can also be held liable for payment of the fine.)
4. Misuse of station equipment and/or facilities.
5. Disrespect shown to WNHU, the University, team members, our directors and managers, in either action or language. (This may result in the immediate—and permanent—revocation of your broadcasting privileges.)

Incidents are to be reported to the station manager and copied to the general manager via email.

A first offense will result in a warning via email, and repeated offenses may result in immediate disciplinary action that may include suspension or termination. Notices will be issued by the leadership team via email stating the reason for the action taken, along with terms for reinstatement, if applicable.

Doors

Studio doors must be kept closed during shows, and left open when studios are unoccupied.

Drugs and Alcohol

As per the University's policies, drugs and/or alcohol are not allowed on the premises. Smoking in (or near) the building is also prohibited.

Equipment

You may not alter station equipment, PCs or software in any way. (This includes presets on the Axia boards in the main studio, WNHU-2 and production.) Altering station equipment in any way is grounds for immediate dismissal from the station.

Explicit Lyrics and Controversial Content on WNHU-2

Hate speech will not be tolerated on WNHU-2, but the stream should be considered a place to foster freedom of expression in an environment where many of the rules relating to broadcasting on an FCC-regulated FM station do not apply.

On WNHU-2, students may play music with explicit lyrics and use language not suitable for the FM if (and only if) you read the disclaimer in the studio before and after said content.

Despite the fact that WNHU-2 is an online-only stream, not subject to FCC rules and regulations, we still expect students to be aware of the fact that they are in a University of New Haven facility, which means they are still subject to the rules regarding acceptable conduct outlined in The Charger Compact.

Explicit Lyrics and Controversial Content (For FM Hosts)

You may not play music with explicit lyrics on WNHU, and, as a result, it is your responsibility to screen all of your music. Playing music with explicit lyrics may result in an immediate suspension of your broadcasting privileges.

External Devices

You must get written permission from the leadership team to use external devices (such as third party turntables and deejay rigs).

FCC (For FM Hosts)

All FM operators must be aware of the FCC's rules and regulations governing the operation of the station, including, but not limited to, top of the hour ID's, the public file, payola, plugola, invasion of privacy, slander and public endangerment.

You may not air offensive, discriminatory, inflammatory or hateful content based on race, gender, ethnicity, or sexual orientation on these airwaves, and you may not seek to cause mental, physical, or financial damage to any institution or individual, including the University.

A full list of the FCC's guidelines can be found on here;

https://www.fcc.gov/media/radio/public-and-broadcasting

**You must also be aware of— and observe—all guidelines regarding the Emergency Alert System;

https://www.fcc.gov/consumers/guides/emergency-alert-system-eas

A link to our **public file** is available on the front page of our website website, per FCC regulations, along with instructions for people with disabilities who wish to access the file.

It is the duty of each FM host to perform (or play) a legal ID—outlined under "Legal IDs and Station IDs" in this manual—at the beginning of each hour. Failure to perform the legal ID at or near the top of the hour will result in the immediate suspension of your broadcasting privileges.

File Labeling Protocol

Any audio files created at WNHU should observe the following protocol:

YEAR-AIR-DATE-Contents-Expiration-date; e.g., 2018-0101-Your-Show-Exp-0107

Food and Beverages

Food and drinks are not permitted in any of the WNHU studios at any time!

Formatics (For FM Hosts)

When performing a show on the FM, formatics are tied to the type of show you're doing;

General

"Set the stage" for your listeners. Regular listeners know who you are and what your show is about, but people who find you by punching through stations are much more likely to continue listening if you give them context. Be in the moment - there is no need to tease the audience with what's "coming up next".

Music

You should limit your mic breaks to stories about the music: why you chose it, what the artist is all about, etc. Stick with one train of thought per break, and get to your next song when you've said what you need to say. You should talk as necessary, but stick to one concept per break.

Music and Talk

A music and talk format is extremely difficult to perform well, as your mic breaks are competing with music. As a result, what you're saying should be compelling.

Talk

Talk shows on WNHU need to stick with the format they've chosen, whether it's sports, fitness, politics, etc. In other words, sports talk show hosts shouldn't be talking about politics.

Headphones

Headphones must be worn whenever the mics are on, without exception. You need to be able to monitor (and balance) the levels from the audio sources you're using, and your headphones provide valuable real time feedback in this regard.

Holidays

It is perfectly acceptable to take holidays off from your program if they occur when the University is in session, as long as you let us know beforehand. You are also encouraged to plan special holiday themed programming. The leadership team will consider proposals on a case-by-case basis.

Illness and inclement Weather

Your health and safety is more important than your show, so if you are sick or if the weather is bad, please stay home and notify the station manager (nicoleritsick@wnhu.org) and cc the general manager (brucebarber@newhaven.edu.) If there is a question regarding whether or not the University is in operation, call the Campus Police non-emergency number, (203) 932-7014.

Interviews (For FM Hosts)

All live or pre-recorded interviews must be approved in writing, in advance, by a member of the leadership team.

Legal IDs and Station IDs (For FM Hosts)

There are three main rules regarding the on air identification of WNHU;

1. At the top of each hour, you MUST say "**From the University of New Haven, you're listening to 88.7 WNHU West Haven**" between :55 and :05. (If you perform your program in another language, the legal ID must be spoken in English.) This is considered a *Legal ID*.
2. During the rest of each hour, every time you open the mic, you are required to say "**From the University of New Haven, you're listening to eighty eight point seven WNHU—Playing the music we love!**". This is a *Station ID*.
3. When you go back into music, the last thing you should say is "**eighty eight point seven WNHU—Playing the music we love!**".

You can add "**Listen online at WNHU.org**" when appropriate.

Levels

Levels in a digital environment should peak at between - 10 and - 15 db. If you see levels in the red, reduce the fader until the levels are in the proper range.

Monitors

Speakers are located under the studio consoles, and are controlled by the "MONITORS" knob when PGM 1 is selected. Volume should be kept at a reasonable level, as WNHU shares space with University professors on the second floor.

If you wish to preview material before airing it, select PGM 2 on the fader for that source and press PGM 2 above "MONITORS" to listen over the speakers. (You can perform the same function by selecting "PREVIEW IN HEADPHONES" above the "HEADPHONES" volume control.)

Mistakes and Technical Difficulties

Don't call attention to technical errors or verbal "flubs"; doing so only serves to draw attention to the fact that something is wrong. If you experience problems, play a song and move on!.

Personal Views, Shout Outs and Live Calls (For FM Hosts)

You may not preach or proselytize.

You may not air live phone calls of any kind.

Dedications, birthday wishes and "shout outs" are also prohibited.

You may not play a musical instrument on the air unless it is prerecorded and approved by the leadership team.

Photo, Show Description and Promo (For FM Hosts)

All FM hosts are required to submit a digital photo and show description for the WNHU website. *Failure to provide these materials will result in the suspension of your show until the materials are received.* You are encouraged to include links to social media sites and your email address so that your audience can contact you directly. This information should be sent to Chris Gamelin: operationsmanager@wnhu.org

FM hosts are also required to record a show promo ID and an ID to run during missed shows.

Podcasting

University of New Haven students are eligible to use the WNHU production studio (and WNHU-2, when not in use) for podcast production. Interested students will need to register with the station manager, and are subject to the terms of this station manual.

Political Talk (For FM Hosts)

Political talk on WNHU should be limited to those shows that have been approved for this type of programming, and approved in advance by the leadership team. If political talk has been approved, you must air a disclaimer going into and out of breaks, stating the *"the views expressed on this program are my own, and not necessarily those of WNHU and/or the University of New Haven"*.

Preemptions (For FM Hosts)

The leadership team reserves the right to preempt your show for University-related events, technical/infrastructure upgrades and special programming. We will notify you in advance if this becomes necessary.

Pre Recorded Shows (For FM Hosts)

If you wish to pre record a show, permission must first be granted by the leadership team.

If permission is given, you must provide us with professional sounding audio: levels should be in the approved range, and you should begin each hour with a legal ID - *"WNHU West Haven"*

Hourly segments should be no less than 59 minutes in length, and not exceed 60 minutes. (Segments longer than an hour cause difficulties with our automation.) They should be saved in the MP3 format at 192 kbps, with "Constant Bit Rate" checked.

Files are to be transferred via Google Drive, Dropbox or Wetransfer to Chris Gamelin, our operations manager (operationsmanager@wnhu.org). These files must be received no less than 5 days before the scheduled air date, without exception.

Production Studio

You will find a production studio calendar on our website;

http://wnhu.org/production-studio-reservations/

You may sign up for the production studio by emailing Bruce Barber: bbarber@newhaven.edu

You may reserve the production studio from 9 am to 7 pm weekdays.

Professionalism (For FM Hosts)

You must perform your program in a professional manner. If a lack of professionalism is evident, or your program seems better suited to the stream, you may be reassigned to WNHU-2 for additional training.

Promotions

You may not promote businesses, services, or events unless directed to do so by the leadership team.

You may not offer promotional giveaways of any kind.

You may not accept tickets, CDs, promotional items or compensation of any kind.

You may not fundraise for the station unless directed to do so by the leadership team.

You must play all recorded promotional announcements as directed by the leadership team.

Recycling

Please place paper recyclables in the blue trash can in the hallway near the water cooler.

Security Cameras

We have access to the security cameras located throughout the building, and will check footage should problems arise.

Show Transitions (For FM Hosts)

When transitioning from a live show to automation, choose a song to finish your show, and make a note of the song length. Your last talk break should conclude at a point in time that would allow you to play the song and fade it out just after the top of the hour.
Each hour will start with ten seconds of silence, followed by a legal ID, so you should fade out your last song and bring up the Zetta fader and automation will take over.

When transitioning from automation to a live show, simply wait for the silence at the top of the hour, fade down automation, open your mic, perform a legal ID, and start your show.

When transitioning from a live show to another live show, finish your show with a final song timed to end at (or close to) the top of the hour. When your last song is playing, the next host should take control of the board. When that song ends, the next host should perform a legal ID and begin their show. (If both hosts are using laptops, the second Aux fader should be used to ease the transition.)

SoundExchange

Sound Exchange is described on its website as being "...the independent nonprofit collective management organization that collects and distributes digital performance royalties to featured artists and copyright holders."

In short, SoundExchange provides us with an annual license (for a fee) that enables us to play copyrighted music on our streams.

On both WNHU and WNHU-2, It is your responsibility to be in compliance with the rules stated in the "Licensing 101" section of the SoundExchange website, *which includes limitations on the number of songs you can play by an artist—or from an album—in a given period of time*;

https://www.soundexchange.com/service-provider/licensing-101/

Non-compliance with SoundExchange guidelines will be treated as a serious matter, and could put your broadcasting privileges in jeopardy.

Student Employment Opportunities

University of New Haven students are eligible for paid leadership positions at WNHU. Jobs will be listed on the website, as well as the University's Career Development website, starting each Fall on the date student's register for spring semester classes.

Student employment will be overseen by the general manager, who will propose and authorize weekly tasks in person or via email. Student employees are required to email the general manager by Monday morning of each week with a detailed list of tasks performed and hours worked. (Student hours will not be approved until this communication is received.)

Studios

The WNHU studios must ALWAYS be left in a clean, orderly condition:

Chairs and microphones should be neatly arranged, and the microphones and laptop stand returned to their proper positions. Your personal items should be removed, along with any pens, notebooks, and printed forecasts.

If you are transitioning from a live show into automation, it is your responsibility to make sure the automation is working properly, and that the levels are in the accepted range. Faders should be down (except for automation) and set to "PGM 1" only.

When you leave the studio after your show, the volume should be set low, CD player drawers closed, the lights turned off, the door propped open, and guest headphones returned to the hall cabinet.

Studio PCs (Main Studio and WNHU-2)

The PC with the standalone monitor on the right in the main studio is for web surfing. The web PC in WNHU-2 is to the left of the board.

These PCs can also be used to play—and record—audio.

You should log on using your University username and password.

The main Zetta PC is housed in the engineering room, and is accessed using the keyboard and mouse in the studio. ***You should NEVER access this computer unless given instructions to do so by a prompt on the screen or a member of the leadership team.***

Substitutes

Substitute hosts are not permitted unless permission has been granted—in advance and in writing—by the leadership team.

Technical Problems

If you experience technical problems of any kind, ***it is your responsibility to report the issues immediately to John Ramsey, our Chief Engineer, and Chris Gamelin, our Operations Manager***;

John Ramsey: JRamsey@newhaven.edu and jramsey@wccc.com

Chris Gamelin: operationsmanager@wnhu.org

Track Lighting

You may not adjust the track lighting anywhere in the building under any circumstances.

Volume

We ask that you maintain a reasonable volume in the studios, as there are professors above us and other studios may be affected by bleed-through sound. If you wish to listen at high volume, please use your own headphones.

Visitors and Guests

Guests are welcome on WNHU-2 as long as they are currently enrolled at the University. No more than three guests may be in a studio at any given time, and all guests must be aware of station policies, including those regarding food and drinks in the studio, acceptable language, volume levels, parking, and the possession/use of drugs and alcohol.

FM hosts may not have visitors and/or guests unless permission has been granted—in advance—by the program director.

Websites and Social Media Accounts

You may not post controversial comments/material on social media accounts and web pages associated with your show, the University of New Haven or WNHU unless it is part of an approved format.

In addition, FM hosts may not promote personal websites and social media accounts on the air.

You may, however, create a show-specific social media account for the FM, which we will link to from your WNHU show page on WNHU.org.

These social media accounts *may* be used for some of the things not permitted on the FM, including "shout outs", birthdays, dedications, events calendars, etc.

Reference Materials

FM Legal ID (Top of the hour);

From the University of New Haven, you're Listening to WNHU West Haven

In and out of music;

From the University of New Haven, you're listening to eighty eight point seven WNHU

Optional;

Playing the music we love...

Website identification;

Listen online at WNHU.org

WNHU-2

You're Listening to WNHU-2, the online student stream from the University of New Haven

WNHU-2 Explicit Language Disclaimer

This program contains explicit material, and may not be suitable for some listeners

The views expressed on WNHU-2 are those of our students alone, and don't necessarily reflect the views of the station or the University of New Haven

Boards

The 3 WNHU studios (FM, stream and production) all run on the "Axia Audio" platform from the Telos Alliance;

Way back in 2003, Axia Audio, the studio audio division of the Telos Alliance, invented Audio over IP for Broadcast. We did what no one had ever done before—create professional radio gear that networks using standard Ethernet, for use in digital audio routing, mixing, and distribution systems for Broadcast and other Pro Audio applications.

https://www.telosalliance.com/Axia

There are several aspects of our Axia-based studio setups that you'll need to be familiar with to perform a live show on the FM or the stream, or to pre-record programming and create promos, IDs and sweepers in production.

The first concept to understand is that each board puts out audio via program 1, or "PGM 1", to that studio's primary function. At WNHU, PGM 1 in the FM studio feeds the main FM and its accompanying stream, PGM 1 in the WNHU-2 studio feeds the WNHU-2 stream, and PGM 1 in the production studio feeds the PC in production, for recording purposes.

All of the faders you wish to use in a given session should be set to the destination for that session.

Each fader represents a channel connected to an audio source: a microphone, CD player, PC or an auxiliary device such as a laptop, phone or tablet. The faders each have a unique LED label, and should be kept down when not in use.
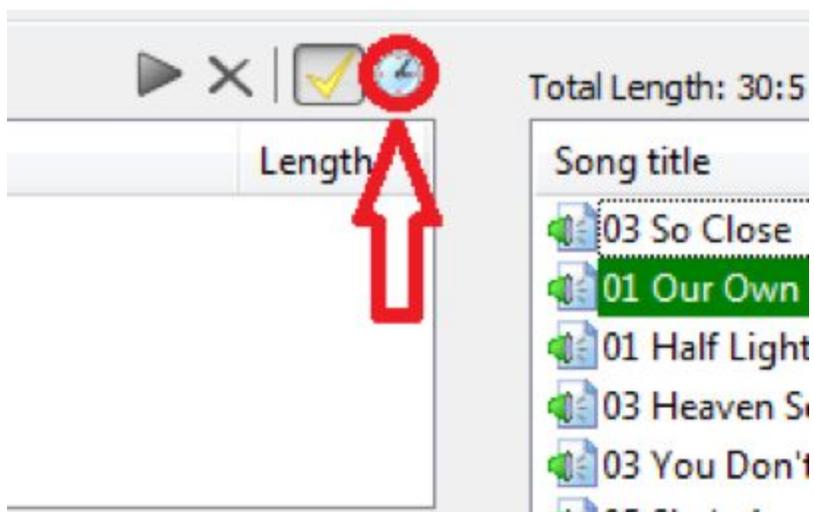
**PGM 2 can be enabled by advanced users to record audio without interrupting the air (or stream) signal.

Starting Backup automation in the main studio (For FM Hosts)

1. Click Icon titled "Backup Automation"

2. Once open, click the clock icon;

3. Click "Open"

4. Click "Backup Automation Sweepers", then "Open", then "OK";

5. Click "Play";

Transferring a copy of your show for personal use

Due to copyright restrictions, you may not post WNHU programming on social media accounts and or podcasting services

1. On the desktop of the Web PC in the main studio, as well as the PCs in production and WNHU-2, click on the icon that corresponds with your show;

2. Locate the date of your show and double click on that file

3. Locate the hour(s) of your show and double click on those files to preview

4. Drag the proper files to the desktop

5. Transfer the files using a web browser and service such as Google Drive, Dropbox, YouSendIt, or WeTransfer

(If your show starts early or ends late, you can also take the previous or following hour.)