UNIVERSITY AT ALBANY
State University of New York

Signage & Wayfinding Program
Promulgated by the Signage & Wayfinding Advisory Committee
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I.   SIGNAGE AND WAYFINDING POLICIES AND PROCEDURES

A. Signage and Wayfinding Mission

The purpose of the University at Albany Signage and Wayfinding Program is to support and maintain a welcoming campus image and improve the on-campus experiences for both regular users and visitors through a uniform signage and wayfinding system. The program is guided by standards set forth in the University's Signage Manual, referred to hereunder as the "USM", and these policies and procedures. The USM is accessible in PDF format.
Interior Signage Manual-
http://www.albany.edu/facilities/campusplanning/documents/InteriorSignage.pdf
Exterior Signage Manual-
http://www.albany.edu/facilities/campusplanning/documents/ExteriorSignage.pdf

B. Goals and Objectives:

1. To provide simple, consistent, and clear vehicular and pedestrian directional information to the campus community and to visitors, and to create a welcoming campus environment.
2. To promote campus safety and public health by regulating points of contact between pedestrians and motor vehicles, and by encouraging the use of campus paths and walkways for physical activity.
3. To provide a cohesive, aesthetically appropriate, comprehensive system to simplify the process of maintaining signage and wayfinding on campus.
4. To provide a clear set of regulations regarding authority and responsibility for the oversight and maintenance of the signage and wayfinding system.
5. To preserve and complement the built environment of the University at Albany campus, by utilizing signage that is respectful of and not damaging to the existing architectural character.
6. To eliminate visual clutter and the proliferation of multiple, inconsistent signage systems that lead to users' confusion and frustration.
7. To bring signage into compliance with building code, ADA, and life-safety requirements.
8. To ensure that campus signage is consistent with the University's Graphic Identity Manual created with broad University input by the Office of Communications and Marketing.

C. Signage and Wayfinding Oversight

1. The Facilities' Office of Campus Planning (OCP) is responsible for planning, designing and updating the University's Signage Manual (USM). Capital projects and upgrades managed by the Facilities Office will be in accordance with these policies and procedures and also with the USM.
2. A campus wide Signage and Wayfinding Advisory Committee meets on an as-needed basis to review any special issues or requests associated with the USM or these policies and procedures.
3. All sign types and sign standards are set forth in the USM, and are also available on the OCP website
   http://www.albany.edu/facilities/campusstandards/referencedocs.htmlh

D. Signage Updates and Removals

1. Units wanting to remove, replace or upgrade signage in their area(s) must fill out a Facilities Work Order. Signage replacement and upgrade costs are posted on the Facilities Management Master Reference Documents site
   http://www.albany.edu/facilities/campusstandards/referencedocs.html
2. Permanently affixed signs and postings inconsistent with the USM and these policies and procedures, shall be removed with notification to the impacted office/unit, and any associated costs of this removal will be billed to the responsible unit and/or individual.

E. Temporary Signage

1. Requests for temporary interior and/or exterior signage, including signs for events and other initiatives, should be placed through the Facilities Work Order system. Associated costs will be billed to the requesting unit, as appropriate.

2. Exterior posting of flyers for student activities, events, and general information is restricted to designated bulletin boards, which are mounted on certain columns on and around the podium. The bulletin boards are located at the most highly trafficked and visible points on campus. They are limited in number, in order to reduce visual clutter on the podium.

3. Posting of exterior flyers must comply with the "Exterior Posting Guidelines" created by the Office of Student Involvement, which are available online http://www.albany.edu/involvement/policies.shtml.The Office of Student Involvement takes responsibility for enforcing its guidelines.

4. Interior posting of flyers for departmental or student activities events, and general information are restricted to designated bulletin boards, which are mounted in public corridors throughout academic buildings.

5. Academic bulletin boards, made available to all departments, are glass enclosed and key-controlled, provide restrictions on access/posting. Keys will be distributed to the

departments within the buildings. The Facilities Management Department is responsible for maintenance and repair of these bulletin boards.

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6. "Open-posting" bulletin boards, provided in every building, will comply with the following requirements based on the NFPA Fire Code.
    a. A maximum of 20% of the wall area within a corridor, exclusive of doors and windows, is allowed to be covered by open-posting bulletin boards.
    b. Open-posting bulletin boards should adhere to setbacks of ten feet minimum from exits and two feet minimum from ceilings.

F. Campus Maps

1. Official Campus Maps that are consistent with the University at Albany Signage and Wayfinding system are available on the Campus Maps www.albany.edu/map. Any print, online, or other media publication that includes maps should use this official version found on the website.
2. Updating these Official Campus Maps is the responsibility of OCP. Any major changes to campus buildings and grounds shall be reported to OCP so that maps may be updated accordingly.

G. Partnership Signage (internal and external)
Internal and external partners who have been approved to be on campus and need or require signage on campus:
- Permanent Signs –Partner must submit their signage requests to OCP and the Office of Communications and Marketing for approval.
    o These requests will be reviewed jointly by these two offices and recommendations of graphic layouts will be made to ensure that partnership signage is consistent with the USM.
    o The external partner is then responsible for submitting draft graphic signage layouts for approval.
- Temporary Signs –All temporary sign postings on campus including banners shall conform to the display sizes of existing interior and exterior temporary sign holders.
    o Descriptions and sizes of interior and exterior temporary sign and banner holders are available

II. SIGN TYPE PROTOCOL FOR ROOMS
The interior signage system for rooms is hierarchical. See the attached Interior Sign Type Array for further details regarding each sign type listed below.

➢ **ID-1 Primary Room Identifier (primary destinations)** *USM page 3:10*
    ID-1 sign types will not have any individual's name
    ▪ Main department and unit offices
    ▪ Major public destinations such as ballrooms and theaters
    ▪ Special conditions such as Office of the President and Office of the Provost

➢ **ID-2 Secondary Room Identifier (secondary destinations)** *USM page 3:10*
    ID-2 sign types will not have any individual's name

- Center
- Journal Office
- Class Lab
- Research Lab
- Computer Lab
- Offices with the following titles:
    - Vice President
    - Dean
    - Department Chair (only if located outside of main department office suite)
- TA/GA office suite
- Conference room

> **ID-3 Office/Room Identifier** *USM page 3:11*
> Only first name and surname of an individual will be included (no job title, duty, qualification or suffix)

- Classroom
- Seminar room
- Electrical room
- Electrical closet
- Faculty office
- Professional staff office
- TA/GA individual office
- Transformer room
- Fire command room
- Mechanical room
- Department chair (if located within the main department office)
- Trash room
- Boiler room
- Storage room
- Janitor's Closet
- Telecommunication Room

> **ID-4 Room Number Identifier** *USM page 3:11*
- Closet
- Telecommunication Closet

> **ID-5 Desk Plate Identifier** *USM page 3:11*
> Only first name and surname of an individual will be included (no job title, duty, qualification or suffix), except in special cases such as secretary or reception.

- Reception desk plate
- Cubicle (where there is no PSI designated space number)

III.   **SIGN TYPE PROTOCOL FOR CAMPUS WAYFINDING**
The wayfinding system is hierarchical and flexible. It is designed to guide visitors from their first point of entry on campus to their primary campus destination(s). The system also accommodates signage and wayfinding needs for special campus events.

Each exterior wayfinding sign is designed with extra destination panels into which highly visible purple message labels can be placed for special events.   See the attached Sign Type Arrays from the USM for further details regarding each sign type listed below.

A. The first goal is to direct the visitor in their vehicle, to the designated parking area utilizing DV and IP signs (Vehicular Directional and Parking Identifier (*USM pages 2:40 - 2:41 and 2:29-2:30 respectively)).*

B. The second goal is to direct the visitor, now a pedestrian, to the building or outdoor space where the activity is occurring utilizing "TV signs" (Temporary Message Signs (*USM page 2:46)) NOTE:* For very large events where traffic control may become a concern such as graduation ceremonies or sporting or entertainment events, TV signs can also be utilized out at University Drive to direct traffic to designated parking areas. This decision will be made by Facilities event planners in consultation with the appropriate campus unit(s).

C. The third goal is to direct the visitor to the space within the building utilizing TN, LB and DW signs (Temporary Message Signs, Directories and Wall Directional (USM *page 3:17, 3:3 – 3:5, 3:2 respectively))*