NC State Student Ticketing
Process and Policy

Based on the recommendations from the Student Ticket Advisory Committee on 05/22/2014, the 2014-15 NC State Student Ticketing Process and Policy is below. The Student Ticket Advisory Committee is comprised of 6 members of the Student Body, as well as 7 university staff members.

Online Student Ticket Distribution
- Students will use their online account at www.GoPack.com/students to manage their tickets for football and men’s basketball.
- Students have secure accounts used to a) manage their account information, b) track their attendance history, c) view their Loyalty Point total, d) request and claim tickets; e) cancel a previously claimed ticket, and f) purchase student guest tickets and away game tickets, if available.

Student Wolfpack Club Ticket Distribution & Policies
- http://studentwolfpackclub.com/about/policies-procedures/

Online Student Ticket Allotment and Seating
- Up to 10,000 tickets will be allotted to students for football games.
  - Up to 610 seats to the Band, 780 seats to the Student Wolfpack Club, and 8,610 to Online Student Ticket Distribution
  - Tickets are General Admission; based on arrival time, students will be assigned to a general section (7/8, NOR, SEZ, or 321-6)
- Up to 4,500 tickets will be allotted to students for men’s basketball games.
  - Up to 192 seats to the Band, 452 seats to the Student Wolfpack Club, 92 to the Cheerleaders & Dance Team, and 3,764 to Online Student Ticket Distribution
  - Seating will be General Admission in each section; however, based on Phase (1 or 2) and arrival time, students will be assigned to a section (Sideline, Baseline Floor, Lower Level Baseline, Upper Level Baseline)

Phase 1 Entry
- Parking lots for the PNC Arena open 2.5 hours before tip-off. Students with a Phase 1 ticket will have a protected 30-minute queuing window/area starting two (2) hours before tip-off. PNC Arena event staff will begin lining up ONLY students with a Phase 1 ticket during this 30-minute.

Phase 2 Entry
- Students with a Phase 2 ticket may begin queuing 2 hours before tip-off, and will be instructed to line up immediately behind Phase 1 ticket holders after the Phase 1 30-minute reservation window has been exhausted.

Loyalty Distribution
- A STUDENT ID IS REQUIRED WITH EACH STUDENT TICKET FOR ADMISSION TO NC STATE ATHLETICS VENUES.
- IF demand for tickets exceeds the supply, a lottery based on a student’s individual Loyalty Points will take place.
- Beginning of each sport season Loyalty Point totals:
  - Seniors/Grad School 9 points
  - Juniors 7 points
  - Sophomores 5 points
  - Freshmen 3 points
  * Class status is based on Registration and Records credit hours accrued.
  ** Transfer students will receive points corresponding to their academic standing from Registration and Records.

Previous Season’s Loyalty Point Award Levels
- If a student reaches the previous year’s loyalty point award thresholds (determined each year by NC State Athletics and Student Government), they will be awarded bonus loyalty points at the start of the next sport season.
  - Level 1 Goal – 1 extra point; Level 2 Goal – 2 extra points; Level 3 Goal – 3 extra points
  - I.E.: A senior who reached the previous year’s Level 3 Loyalty Point goal would begin their year with 12 Points.

Student Wolfpack Club Loyalty Point
- Members of the Student Wolfpack Club will be awarded .5 loyalty points for their membership

Band and Dance Team Loyalty Points (Football Only-trial)
- Members of the NCSU Band and Dance Teams will be awarded up to 2 loyalty points per game for their mandatory participation at football games (points calculated at the conclusion of the season based on arrival and attendance)

Top Loyalty Point Accounts Automatic Ticket Award
- The first 25% (and ties) of the student ticket allotment is awarded to the top point totals in straight loyalty point order, and then awards the remaining 75% via weighted lottery.

During Season Added/Deducted Loyalty Point Policy
- 1 Loyalty Point will be added if the student attended an event.
- 1 Loyalty Point will be added if the student arrives to the event 45 minutes before the start of the event.
- 1 Loyalty point will be deducted if the student is a no-show for any event.

“No-Show” Policy
- “No-Show” = arriving at the conclusion of the first half or not at all.
- Season Policy - Students will be allowed two (2) “no-shows” in a football season and three (3) in a men’s basketball season.
After exceeding their “no-show” limit a student will lose their eligibility to request student tickets for that sport season.
- Cumulative Policy – On a student’s 5th career “no-show” for football and on a student’s 8th career “no-show” for men’s basketball ticket privileges will be permanently revoked.

- Appeal Process
  - If any student feels that he or she was inaccurately deducted a point, the student may appeal to the Student Government Athletics Commission by emailing ncsuathleticscommission@gmail.com.

- Improper Sale or Distribution of Student Tickets
  - Violations of these rules or other student ticketing policies will result in the student being referred to the Office of Student Conduct for adjudication under the Code of Student Conduct.
  - Student tickets are available for eligible NC State students only. As a result, students are prohibited from providing a student ticket to anyone who is not an eligible NC State student.
  - Students are prohibited from selling any ticket at a price that is higher than the established value of the ticket. Student tickets are priced at $0.
  - Students are prohibited from obtaining student tickets by any means other than the processes that have been set out for students and which are available on the Student Ticketing website.

**Online Ticketing Schedule**
- **Request Period:** Eligible students may request one (1) student ticket.
- **Lottery:**
  - IF DEMAND FOR TICKETS IS LESS THAN THE SUPPLY OF SEATS – Students will automatically be awarded a ticket
  - IF DEMAND FOR TICKETS EXCEEDS THE SUPPLY OF SEATS
    - 25% (and ties) of student tickets goes to the Top Loyalty Point Accounts Distribution followed by 75% of ticket allotment awarded thru a weighted lottery
- **Notification:** Students receive tickets that have been awarded to them by email.
- **Return Tickets:** Students must return tickets or release them from their account prior to the time indicated in the ticket distribution schedule to avoid penalty.
- **On-Demand Students:** Students who have not already requested or received tickets may claim surplus tickets. (subject to availability)
- **On-Demand Guests:** Students have the opportunity to purchase one (1) guest ticket from surplus tickets (subject to availability)
- **Cancellation:** Received tickets may be cancelled without penalty until noon the day prior to the game.
  - Students who win a ticket that is not used for admittance to the game are penalized by one point (see ‘No-Show’ Policy).
- **Standby Line:** See www.GoPack.com/students for more information regarding day of game opportunities to attend games.

**Special Request Allocations**
- Tickets will be allocated to select student groups from the student allotment for the following special events only:
  - Military Appreciation Day (250 tickets total), Basketball Campout (up to 2,000 tickets total), Ram Roast (50 tickets total), Scholar-Athlete Recognition (300 tickets total), Bowl Victory Recognition (115 tickets total) - Other requests subject to approval by Student Government and Athletics.
- **Away Game allotment:** Up to 100 tickets to be made available for purchase for each away game. Students request and pay for the tickets online and seating will be assigned based on loyalty points.

**Football Gate Arrival Policy**
- No student may arrive prior to 5 hours before any NC State home contest to line up for seating. Violators will be asked to leave the property and future ticket privileges may be affected.

**Basketball Gate Arrival Policy**
- No student may arrive prior to 2.5 hours before any NC State home contest to line up for seating. Violators will be asked to leave the property and future ticket privileges may be affected.

**Basketball Loyalty Incentive Campout**
- Each fall, student government will host a loyalty point bonus campout (point total 6); giving students the opportunity to significantly increase their likelihood of receiving tickets in the student lottery for ALL men’s basketball games.