

## **THE MILL**

### **Entrepreneurship Center**

The Mill provides workspace for entrepreneurs and early-stage companies to nurture their ideas, educational opportunities, and access to other small business resources and partners. Its goal is to provide these resources for new companies for up to 36 months so they can strengthen into sustainable and growing businesses.

The Mill is located at Salt Lake Community College (“SLCC”) Miller Campus, 9690 South 300 West, Sandy, Utah 84070. The 15,000-square-foot workspace offers consulting services and professional office space.

### **Client Rights and Responsibilities**

#### A. Client Expectations

Each Client must perform the following responsibilities.

##### 1. Review the following videos:

- a. Goals: [Goals Workshop - The Mill.mp4 \(sharepoint.com\)](#)  
Identify one goal you can achieve over six months that will increase your company towards additional revenue or growth and help accomplish The Mill's objective. Organize your time to reach your goal, and determine how you will reach your goal
- b. Sales: [Sales Workshop - The Mill.mp4 \(sharepoint.com\)](#)  
The sales process outlines how you will get your customers to buy your product. This is where your role in the sales process becomes crucial. From obtaining a lead to closing the deal, you are instrumental in creating awareness in your customer segments, delivering your product or service, and receiving positive reviews or referrals. This is a process and a mission we're all part of. Let's document it and pass it along to others so they can join us in this mission.
- c. Business Process: [Business Workshop - The Mill.mp4 \(sharepoint.com\)](#)  
This is the sustainable way of getting your product or service into the hands of your customers. Once they have clicked "purchase" on your website, what happens next is crucial. Understanding and improving this process is not just a task, but a key part of our company's success. It's about empowering you to make a difference. Print the label, package the merchandise, affix the label, and get to the post office. Set an appointment and collect the down payment, gather requirements, create a timeline, do the work, get a buy-off, and collect the final payment.

2. **Report yearly Economic Impact Data:** As part of its annual impact report, The Mill tracks the aggregate scale of clients generated at The Mill. This data includes increase in revenue, employees, and capital (debt and equity financing).
3. **Attend at least four (4) Mission, Objectives, and Key Results (“MOKR”): MOKR meetings are held each Monday during the calendar year.** MOKR Mondays are a chance to meet in a group setting with other like-minded entrepreneurs, discuss ideas and challenges.
4. Be current on billing.
5. Attend educational and networking opportunities.
6. Create a community culture of support and trust among all Clients.
7. Act as a resource for current Clients.
8. Respect the open environment, Clients, and their customers.
9. Keep the incubator space safe, neat, and clean.
10. Abide by SLCC policies.

B. Building/Office Hours:

1. Clients have 24/7 access to the facility; however, normal operations of the facility are from 7:00 am to 9:00 pm, excluding weekends and holidays.
  - a. The Mill Staff is typically available from 8 am to 5 pm, Monday - Friday.
2. No members of the public may enter the premises on weekends or holidays.

C. Executive Rooms and Training Rooms

1. The Executive Board Room #314, and Training Rooms #330 and #333 are for Client use only. Rooms are available on a first come first serve basis.
  - a. Rooms are reserved by contacting the Operations Administrator Monique James.
2. For scheduling a conference, public event, or extended training, please contact Jackie Jolly at SLCC Miller Conferencing: (801)957-5222 or [jackie.jolly@slcc.edu](mailto:jackie.jolly@slcc.edu)
3. The Executive Board and Training rooms are for training purposes ONLY and are limited to reservations of three (3) hours at a time.

4. The podcast studio (MCPC 320D) is for recording only. This is not to be used as a meeting space.
  5. No outside food or drink allowed.
  6. Training must be confined within the room. Access to the common area of The Mill is reserved for co-working space clients only.
  7. No outside music players, stereos, or speakers. Each room has multi-media capabilities.
  8. Tables and chairs will be returned to classroom-style seating by the last user at the conclusion of your meeting or event.
  9. Building Maintenance: The Mill is maintained and cleaned by the SLCC janitorial staff. Notify the Mill Staff immediately regarding your custodial or maintenance needs.
- D. Payment: All payments must be set up via automatic monthly payment. If a payment is delinquent, Client will be notified immediately and has 3 days to correct the issue. See Operations Administrator for details or questions.
- E. Contract Termination: The Mill reserves the right to terminate any agreement at any time by giving written notice of termination. Please refer to your contract for additional contract terms and conditions.
- F. Mail: Each Client is provided with one (1) mailing address. Mail is delivered to your mailbox Monday - Friday. For packages, they will be delivered to the Operations Administrator. You will be notified once your package is ready for pick-up. This process ensures that you are informed and can retrieve your items in a timely manner.
- G. Parking: There is no charge for parking at the Miller Campus. There is no overnight parking or storage in the parking lot. Unauthorized vehicles will be towed at the owner's expense.
- H. Lunchroom: A lunchroom and coffee bar are available for clients which includes two microwaves and a refrigerator. Each Client is responsible for keeping the refrigerator, microwaves, coffee bar, and community spaces clean.
- I. Podcast Studio: Clients have access to the podcast studio for free. Orientation on podcast equipment will be required prior to your first podcast session. Training may be scheduled with the Operations Administrator.

- J. Solicitation: The Mill maintains a “no solicitation” policy for Client-to-Client or Client-to-The Mill employees. A Client who solicits another Client’s or The Mill’s employees may have their Use Agreement terminated by The Mill.
- K. Pets: Pets of any type are not permitted in the Mill’s or SLCC’s Buildings or offices. The only exceptions are service animals for individuals with disabilities. See SLCC’s [Employee ADA Access and Reasonable Accommodation Policy](#) and Accessibility and Disability Services’ [SLCC SERVICE ANIMALS](#) webpage.
- L. Smoking: In compliance with the Utah Clean Air Act, there is NO SMOKING, vaping, or e-cigarettes allowed in the building. Smoking is permitted outside, 25 feet from the building.
- M. Alcohol: Consumption of alcoholic beverages is not allowed at The Mill, or on SLCC campus.
- N. Drugs: Unauthorized or illegal use of drugs is prohibited.
- O. Additional SLCC policies can be found at <http://www.slcc.edu/policies/>

## **The Mill Staff**

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