Introduction

The UMass Lowell brand standards promote an instantly recognizable identity for our university in New England and throughout the world. The success of our brand is the product of years of disciplined effort and significant investments in marketing and media.

The purpose of this guide is to ensure consistency in the look, feel and messaging of the university's official communications. By adhering to these standards—in publications, letterhead, business cards, websites, newsletters, social media and more—you increase the reach and power of our brand.

Need help with an upcoming project?

The Office of University Relations is here to help. Please visit uml.edu/university-relations and fill out a project form or submit a media ticket for videographic projects. If you have a branding question or concern, please give us a call at 978-934-3224 or contact us at university_relations@uml.edu.
One University, One Brand

UMass Lowell has risen on the strength of a “one university, one brand” strategy. The university does not permit departments, centers, units or research groups to brand independently of the university and these standards. By collecting our many strengths under one banner, we build long-term value and recognition for every stakeholder of UMass Lowell.

Brand Elements
We employ several common brand elements:

• The positioning statement is for internal use. It defines our competitive niche, our institutional persona and our value proposition.

• The messaging system includes intentional concept and language choices, specific talking points, a general description of the university and the tag line.

• The visual standards specify the proper use of the university logo, colors and typefaces.

Standards Matter

Great brands are built on consistency. Standards make this possible.

The UMass Lowell brand standards are developed and implemented by the Office of University Relations, in consultation with the 2020 Marketing Committee and the executive cabinet. They are based on extensive market research, focus testing and industry best practice.

The standards are not optional or open to creative interpretation. If you are in doubt about how to fit your communications into these guidelines, please contact University Relations. We are here to help you.

POSITIONING STATEMENT

The positioning statement distills the essential components of our brand: What we do, who we are for and why we are special. Although the positioning statement is not used publicly, it points toward the “true north” for our brand. It is the foundational statement on which the rest of the brand elements are built.

“For students who take a purposeful approach to their lives and the world, UMass Lowell is a public research university that works as hard as they do, providing them with a 21st century blend of challenging academics, learning beyond the classroom and career preparation at an accessible price.”
The messaging system establishes a coherent theme for storytelling and marketing messages about UMass Lowell. This allows for consistency in the broad sense but also adaptability for specific audiences and situations.

**MESSAGING SYSTEM**

The messaging system emphasizes:
- Hands-on applied skills, experiential learning and the social good.
- Wisdom as a companion to knowledge.
- Perspective beyond self-interest.
- Shining concrete examples of UMass Lowell and its people—especially students—physically touching the world and taking its future into their hands.
- The message system leans toward specific examples, which illuminate the larger theme. This new message system is flexible, but its success ultimately depends upon well-told personal stories. You must show hands-on learning and scholarship in action, in the world. Abstraction will not do.

For any other audience.

From 2010-2016, the university messaging system was built on the theme of “Work Ready, Life Ready, World Ready.” That messaging system and its associated graphic elements are now retired and should be eliminated from use immediately.

**Our new topline themes, adopted in 2017:**
- The World in Your Hands for students and prospective students.
- The World in Our Hands for any other audience.

**How to Use the Message System:**
University Relations is happy to work with you to create materials with The World in Your Hands as the core message. This message system is flexible, but its success ultimately depends upon well-told personal stories. You must show hands-on learning and scholarship in action, in the world. Abstraction will not do.

**TIPS**
- Use brief, concrete examples of applied, beyond-the-classroom experiences.
- The World in Your Hands can be used as a headline, or a phrase in text, or not at all.
- Tell the impact on the student and on the world. Express both in relatable, everyday terms.
- Photos should be journalistic, not posed, with focus on “hands doing” where possible.
- Use text and due sparingly, and do not use academic jargon at all.
UMass Lowell is among the most innovative universities of the 21st century. Our students fit the public university ideal: Hardworking, curious and determined to make a better future for themselves and their communities. Our academic programs—mixing the best of hands-on and classroom education—are designed to produce skillful graduates who are leaders and innovators. Our accessible price enables every driven, talented student to realize their full potential. That’s learning with purpose.

Field study: Antarctica

PROJECTED TO AS A SNOWBALL UNDER THE SUN, as a protective layer of snow has preserved a patch of dry polar desert for millions of years. Over the decades, some of the dunes were moved on by winds, and others have been eroded by ice. From Antarctica, Myles Danforth collected samples for a study of how much of today’s atmosphere has changed over time—and to how much of today’s climate change is caused by humans. The research will contribute to the scientific understanding of whether global warming poses serious threats to Earth’s future.

Much like the ice samples he collected. In those crystals are clues, preserved for hundreds of thousands of years, to how Earth’s climate has changed over the ages. “Things look a lot closer and smaller than they really are,” he says. “With no trees or buildings for perspective, distances and sizes across the barren landscape can be deceiving,” he says. “When you’re suddenly faced with the problems of problem-solving, the climate change is caused by humans. The research will contribute to the scientific understanding of whether global warming poses serious threats to Earth’s future.”

“With no trees or buildings for perspective, distances and sizes across the barren landscape can be deceiving,” he says. “With no trees or buildings for perspective, distances and sizes across the barren landscape can be deceiving,” he says. “When you’re suddenly faced with the problems of problem-solving, the climate change is caused by humans. The research will contribute to the scientific understanding of whether global warming poses serious threats to Earth’s future.”

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Department, Center, Laboratory and Research Group Logos

The development or use of customized and special purpose logos (as detailed on the previous page) must conform to a standardized format, which combines the name of the entity with the UMass Lowell logo. This ensures branding integration and avoids any appearance of the university branding against itself. Unity, not uniqueness, across sub-brands is the university’s strategy. Exceptions to this policy are rare and generally are made only when a sub-entity of the university has a compelling reason, such as a partnership with another institution. Please consult with University Relations for assistance with any department, center, laboratory and research group logo requests.

Color Palette

A variety of complementary colors, included but not limited to the ones shown here, may be used in conjunction with the logo to enhance visual interest.
TYPOGRAPHY

Sabon and Frutiger are the typefaces of UMass Lowell and the UMass System. Open Sans is the approved web font.

Serif type family, Sabon

Sabon
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Sabon Bold
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Sabon Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Sabon Bold Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Sans serif type family, Frutiger

Frutiger Light
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Frutiger Roman
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Frutiger Bold
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Frutiger Roman Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Frutiger Bold Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Frutiger Bold Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Open Sans Light
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Open Sans Regular
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Open Sans Bold
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Open Sans Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%

Open Sans Bold Italic
ABCDEFGHJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 $@%
Slide presentations prepared by or for the university should reflect UMass Lowell branding. University Relations has prepared templates to make this easier.

Understanding Development Marketing
- Value Hype: Market UMass Lowell
- Market Propositions
- Opportunities

Lean Generation
- Intricacy of Revenue Generating
- Leveraging Credibility
- Strategic Network
- New Initiatives
- Current Buckets of Leasing
- Value Proposition

Official university letterhead

BUSINESS CORRESPONDENCE

Materials used in official university business and correspondence must conform to standardized templates created by University Relations. These materials include stationery, letterhead, envelopes, thank you cards and note cards.

Please contact University Relations for assistance with letterhead and envelopes.

Please contact UMass Lowell Office Services, 978-934-2300, for assistance with business cards.

Downloads
A template with multiple page style options can be downloaded. The template is optimized for widescreen monitors and will work on Mac or PC platforms. Visit us:

Download UMass Lowell Logos, Photos and Videos

One University Avenue
Lowell, Massachusetts 01854
Tel: 978-831-5000
Fax: 978-831-5000

Francis College of Engineering
Department of Plastics Engineering

1.5" 1.5" 1.5" 1.5"
0.5" 0.5" 0.5" 0.5"
4.25" 4.25" 4.25" 4.25"
8.75" 8.75" 8.75" 8.75"

11pt Sabon
9.75pt Sabon Italic
8pt Text 8/9.25 Sabon

1312
BUSINESS CORRESPONDENCE  

BUSINESS CORRESPONDENCE  

Letter Text Format  
The text of a formal letter written on university stationery should follow the format shown.

One University Avenue  
Lowell, Massachusetts 01854  
tel. 978.934.3224  
fax: 978.934.3033  
UNIVERSITY RELATIONS

Date
Addressee's Name
Addressee's Title
Company Name
Street Address
City, State, Zip Code
Salutation,
Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean euismod nibh quis ante. Morbi
Nunc lorem ligula, ultricies ac, convallis a, gravida at, urna. Ut sagittis magna. Nam lacinia.
Donec vulputate neque ut nisi. Cras fermentum adipiscing libero. Phasellus lacinia volutpat
congue, consectetuer vel, sagittis id, nulla. Phasellus diam. Nullam sodales. Fusce laoreet ornare
diam. Sed semper, pede ut venenatis ullamcorper, sapien lacus egestas nunc, non cursus velit
enim accumsan magna. Suspendisse sem. Suspendisse porta nibh luctus nunc.
Closing,

Sender's Name
Sender's Title
P.S. Any postscript text should be placed one line space below the sender's printed name and title.

Instructions

Font: Times Roman
or Sabon Roman 10/12

One line space

Two line spaces

Three line spaces

Letter Text Format  
The text of a formal letter written on university stationery should follow the format shown.

BUSINESS CORRESPONDENCE  

TIPS  
for the university's official email signatures go to:

uml.edu/email-signature

and follow the instructions provided. All other email signatures should be retired from use immediately,
unless special exception is made by University Relations.

Exception: Athletics staff may use an alternative signature.

Exception: Advancement staff may use an alternative signature.

Email Signatures  
Email is the dominant medium of business communication. Therefore, the look and feel of UMass Lowell emails
must be standardized, professional and properly branded.

Official email signature

Employee Name  
Employee Title

Sending:  
E: Employee_Name@uml.edu
T: 978-634-1234  
O: 978-634-4221

Exception: Athletics staff may use an alternative signature.

Exception: Advancement staff may use an alternative signature.

Send to:  
T: 978-634-1234  
O: 978-634-4221

Send to:  
T: 978-634-1234  
O: 978-634-4221

Send to:  
T: 978-634-1234  
O: 978-634-4221

uml.edu/university-relations

uml.edu/university-relations
Part of what we do is help you produce handle all the troubleshooting. University Relations. We’ll print orders must be That’s why all commercial print vendor list—and it also translates to the best prices for printer and coordinating its production with outside vendors. Please contact University Relations for assistance with your print project.

A NOTE ABOUT PRINTERS
University Relations maintains a list of approved print vendors, and it also monitors print orders with these vendors. That translates to the best prices and highest quality, and we can assure all departments that printing needs are consistently met.

That’s why all commercial print orders must be coordinated through University Relations. We’ll help you plan your project budget and help you avoid any costly mistakes. In the process, we’ll also make sure your project meets all university rules and standards.

A NOTE ABOUT NEWSLETTERS
University Relations suggests newsworthy magazine and periodicals designed to enhance UMass Lowell and departmental promotional materials. If you need assistance with (and permission from) a department or research and data models, please restate in a book practice. These models—which look innovative, visually attractive, and immediately marketable—can be designed for free access or online use. When working with email, social media, or social media, as an alternative, University Relations recommends:

• Keeping your website fresh and appealing
• Adding department news to your website
• Developing a newsletter that is interesting news to the University Relations
• Visiting the distribution through university and college publications
• Connecting with the college’s department, event or research-specific news as it happens via blogs or social media
A university-wide template has been designed with the flexibility to organize information in a variety of ways. The template works on all devices, meets federal accessibility standards and is optimized for search engines. Each site can be customized with photos, graphics and other content to maximize impact.

Banner/Masthead Design
If your department has specific pictures or images, the designer will make every effort to incorporate them into your page design. The designer may use stock photography if images from your department are not available. Clip art is not acceptable for website use.

Subdomains
To eliminate confusion and optimize search engine rankings, Web Services does not grant new subdomains (anynone.uml.edu).

Site Design
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Alias Policy
An alias (also known as a redirect or short link) automatically brings users to the right place in a website by typing a shortened address (www.uml.edu/anynone). Aliases are appropriate for print publications and advertising. They can be set up at the discretion of Web Services. Aliases should be intuitive and follow the traditional format, www.uml.edu/anynone. Web Services staff can help you determine the best alias for your project. Please alert Web Services prior to referencing an alias in print materials or advertising to ensure that the alias is working and does not already point to a different location.

For more information and additional policies, visit uml.edu/university-relations/help/web-services.
University Relations maintains the official institutional accounts of UMass Lowell on all major social platforms: Facebook, Twitter, LinkedIn, Instagram, Snapchat and others. It also maintains the chancellor’s official Facebook page.

Offices and departments are generally empowered to create their own social media presences and are responsible for the content therein.

Getting Started

1. Define your goal. What do you want to accomplish, with what audience, over what time frame? The answers to these questions will help you choose a platform. If your need is temporary—a.e., to promote a single event—ask for support from the university’s official accounts.

2. Develop a long-term strategy and make it someone’s job to see it through.

3. Set up your account and provide at least two people with administrative privileges or password access. This prevents accounts getting locked out if the account creator leaves the university.

4. Add the UMass Lowell logo. The logo should not be altered. Backgrounds are also available for download.

5. Link back to the university or your department website.

6. Use discretion. The university reserves the right to remove any content posted on a blog or social network that violates university policy or the law.

7. Plan for criticism. Avoid engaging with negative comments except to correct inaccurate information. Steer dissatisfied commenters toward offline conversations or to people who can solve their problem. In extreme cases, hide, block or delete inappropriate content.

8. Have a plan to promote your presence and build up your audience. Social media success depends upon followers, likes, shares, retweets and connections.

9. Delete any account you can no longer maintain. Abandoned accounts reflect poorly on the university.

DO’S & DON’TS

When posting or responding on behalf of UMass Lowell or UMass Lowell Alumni, please follow these guidelines:

DO:
• Keep your personal account and professional accounts separate.
• Share or re-posting posts from the university accounts.
• Post content benefiting the university; avoid disparaging or defamatory comments.
• Ensure that shared content is free of plagiarism or that appropriate permissions have been explicitly secured from the copyright owner.
• Configure to remove direct mentions of the university you are using.

DO NOT:
• Post university news before it has been made public on official accounts.
• Post updates of any kind during a university emergency.
• Post materials that contain offensive, profane, culturally insensitive or defamatory content.
• Use university accounts to promote a personal or business gain.
• Sell advertising or sponsorship announcements on university-controlled profiles or accounts.
• Endorse goods or services unaffiliated with UML.

SOCIAL MEDIA

Social media platforms provide invaluable tools for building community and promoting the university. However, their strengths—ease of use, interactivity, immediacy—can also create vulnerabilities for the university unless care and coordination are exercised.

SOCIAL MEDIA PLATFORMS

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SOCIAL MEDIA UNIFORM GUIDELINES AND STANDARDS

SOCIAL MEDIA UNIVERSITY-CONTROLLED ACCOUNTS

SOCIAL MEDIA UMLowell UNIVERSITY OF MASSACHUSETTS LOWELL

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SOCIAL MEDIA UNIFORM GUIDELINES AND STANDARDS

SOCIAL MEDIA UNIVERSITY-CONTROLLED ACCOUNTS

SOCIAL MEDIA UNIVERSITY-CONTROLLED ACCOUNTS
PHOTOGRAPHY

Photographs are used in virtually all university communications. Care must be taken in their composition and the selection of subjects.

People in the photos should appear upbeat and engaged, and students in informal settings should look happy and enthusiastic. Preference will be given to photos that communicate people in action, in hands-on or collaborative settings. Photos should celebrate and reveal UMass Lowell’s naturally diverse community.

Although the university does not have a full-time staff photographer, University Relations staff are available to consult with you about photography and to assist with booking a qualified commercial photographer who can meet your need.

REQUIREMENTS

Digital photos taken for use in print or on the web must be shot at high resolution, 300 dpi and above.

DOWNLOADS

High-resolution images are available for download at uml.edu/campus-pics.

TIPS

Settings should be chosen that reflect the best of UMass Lowell. Avoid, for example, outdated, dim or cluttered spaces. In lab photography, all safety requirements must be observed to the letter.

It is unnecessary and undesirable to artificially compose images specifically to increase the appearance of diversity.
Videos produced to market the university must meet a professional standard. Official university-branded videos should be produced by the University Relations staff or by qualified external vendors. The work of students or interested amateurs is not permissible unless supervised by University Relations or a qualified professional videographer.

Videos can create immediacy and connection in ways that other forms of storytelling cannot. However, video projects are often more expensive and time-consuming than people expect, and their shelf life is often short.

Before you decide to pursue a video project, ask yourself these questions:

• What story do I want to tell?
• Why would my audience want to watch it?
• Do I have the time, budget and expertise to proceed with confidence?
• How will I promote my video?
• Do I expect something to change in the next year (e.g., a department name or program) that would make my video obsolete?

REQUIREMENTS

• Videos must be shot in 16:9 aspect ratio in HD resolution.
• The UMass Lowell logos should appear at the beginning or end of the video, and a “logo bug” should appear in the lower right corner throughout the production. Both graphics can be provided by University Relations.
• University videos may not use material of any kind without written permission or license from the copyright holder.
• University videos must be closed-captioned in order to comply with federal accessibility requirements.
• All videos embedded on uml.edu pages must be approved by University Relations.
• University videos may not use copyrighted material of any kind without written permission or license from the copyright holder.

PROMOTIONAL ITEMS

Branded giveaways like pens, USB keys and t-shirts may be produced for special events, as gifts on certain occasions or for fundraising.

All promotional items should bear the university logo. Depending upon the nature and color of the item, the logo may be black and blue, solid black or white reversed out of a blue or black background. On certain special items, such as university chairs, it is permissible to use the university seal.

Examples of branded video template

Rachel Miller ‘15, Civil Engineering
2018 Miss Massachusetts ETV contestant

Example of branded video template

Examples of promotional logo applications

TIPS

University Relations has an approved stable of modeling casual wear, all of which have been vetted for quality, cost and dependability. Please contact University Relations for recommendations on casual wear that can best meet your needs.

Example of promotional logo applications
**APPAREL**

University Relations staff can recommend outside vendors who will work with your budget, providing a variety of quality and styles and delivering your merchandise when you need it. The staff can provide an approved official department logotype.

**EVENTS**

Signs and exhibits at university events should prominently display the university identity. This is particularly important in the case of banners, posters, signage and lecterns used at news conferences, convocations, symposia and major events. The University Relations staff can assist in creating specific sizes, materials, fabrication and installation for all event materials.
Indoor Displays
Branded displays (pop-up banners, tabletop signage, tablecloths) may be used at conferences, seminars, public meetings and other occasions involving both university personnel and external audiences. Contact University Relations for assistance with your display.

Outdoor Signage—Permanent
The university worked with Cambridge-based specialists Roll-Barresi Associates Inc. to establish standards and requirements for all exterior and interior permanent signage.

SIGNAGE

Requirements
All new signs must adhere to our wayfinding standards and must be approved by the Facilities Department. For help with signage, call Facilities at ext. 978-934-2601.
Outdoor Signage—Temporary
Temporary signage on buildings, light poles and other fixtures is sometimes appropriate in the promotion of high-visibility university events and priorities. University Relations and Facilities work together to plan and execute all large-scale temporary signage programs.

Vehicle Identification
The UMass Lowell vehicle fleet represents the university to the public. The vehicle’s department may be identified in a line next to the logo.

Affixing the logo on an oddly shaped surface may pose a challenge. University Relations designers are able to offer solutions, up to and including full vehicle wraps for buses and large vehicles.
ATHLETICS BRANDING

Through the years, UMass Lowell has changed its athletic nickname and logos several times. Past nicknames include the Lowell Tech Terrors, the Lowell State Indians and the University of Lowell Chiefs. The current university nickname is the River Hawks, and the River Hawk mascot’s name is Rowdy.

The River Hawk nickname and logo were selected in the spring of 1994 following a lengthy process, a contest and a final vote by the UMass Lowell student body. Not representative of any specific bird, the River Hawk is envisioned as a mythical bird of strength, speed and courage. It soars to great heights but never loses its connection to the river and the land below. Straddling both sides of the Merrimack River, UMass Lowell has been a thriving educational and research center for over a century with strong ties to the river and to the industries that line its banks.

Use of the nickname, logo and all marks must be consistent with university licensing and reproduction guidelines.

REQUIREMENTS

Spirit identifiers, such as Rowdy the River Hawk, are used in connection with club and varsity sports and spirit-centered events, but are not acceptable substitutes for the university logo and should never be used in conjunction with academic or administrative activities.

Alteration to the logo for any use must receive advance approval from the Athletics Marketing Office.

The university’s athletic colors:
• Blue (PMS 293) and white
• Red (PMS 186) may only be used as accent colors with the use being minimal.

For further information about athletics graphics standards, contact the Athletics Department at ext. 978-934-2337.

The above logos are registered trademarks of the University of Massachusetts Lowell.