Meeting Planning 102
at Villanova University

Presented by
the Office of Conference Services (OCS)
Part I.

About the Office of Conference Services (OCS)
Who we are …

McKenzie Suber-Robinson, 610-519-7580
Director of Conference Services

Suzanne Earnest, 610-519-7895
Assistant Director of Conference Operations

Stef Austinaat, 610-519-7790
Assistant Director of Conference Reservations

Plus a summer student staff of approx. 15 Shift Leaders, Conference Assistants and Service Desk Assistants.
Where we are …

- Galberry Hall 3rd – Administrative Offices
- Galberry Hall 2nd – Summer Service Desk
- Galberry Hall 2nd – Summer SL Desk

- and all around campus!
Our Mission

1. To generate revenue for Villanova by marketing and managing the use of campus meeting/event space, housing accommodations, dining and meeting/event-related services.

2. To support and consult with client organizations and VU faculty/staff in the planning and delivery of conference-related services.

3. To efficiently facilitate the University’s transition from an academic year state of housing and dining operations to a summer guest mode, and back again.
Our Mission

4. To meet or exceed the expectations of meeting planners and attendees by delivering professional, one-stop-shop, planning assistance and quality service.

5. To enhance University public relations with the array of Villanova’s constituencies.
Types of Guest Groups …

- Villanova University Department Events
- VU Department-Sponsored Organizations
- External Organizations
  - SMERF Market
  - Corporate
  - Camp Villanova

www.camp.villanova.edu
Conference Services Resources at Your Disposal:

Conference Services Website
www.conferenceservices.villanova.edu

Brochures and Publications
Guest Guide
Getting Around Guide
Campus Map
Map Key (in alphabetical order with building numbers)

Alumni Hall .............................................(20)
Andrew J. Talley Athletic Center ..............(35)
Arch Hall ...................................................(67)
Austin Hall ................................................................(1)
(Office of Undergraduate Admission)
Bartley Hall ...................................................(28)
(Villanova School of Business)
Burns Hall ....................................................(62)
Canon Hall ......................................................(69)
Cauthlin Hall ...................................................(41)
CEER: Center for Engineering Education and Research .........................................(6)
(College of Engineering)
Chapter Hall ...................................................(70)
Chemical Engineering Building .................(13)
Connelly Center ............................................(24)
Corr Hall .........................................................(21)
Cupola Hall ......................................................(71)
Davis Center for Athletics and Fitness ..........(32)
Delaney Hall ....................................................(11)
Donahue Hall ...................................................(43)
Dougherty Hall ..............................................(23)
Driscol Hall ................................................................(29)
(M. Louise Fitzpatrick College of Nursing)
Facilities Management Building ..................(65)
Falvey Memorial Library ...................................(18)
Faris Structural Engineering Teaching and Research Laboratory .........................(30)
Farley Hall ......................................................(55)
Farrell Hall ......................................................(48)
Fedigan Hall ....................................................(12)
Finneran Pavilion ..........................................(33)
Fiori Hall ........................................................(72)
(The Refectory; Parliament Coffee)
Gallen Hall .....................................................(56)
Garey Hall (Public Safety, Parking) ..........(52)
Geraghty Hall ...................................................(47)
Good Counsel Hall .........................................(44)
Griffin Hall .......................................................(46)
Health Services Building ..............................(31)
Jackson Hall ....................................................(59)
Jake Nevin Field House .................................(36)
John Barry Hall ..............................................(15)
Katharine Hall ..............................................(40)
Kennedy Hall ...............................................(22)
(Office of Financial Assistance, University Shop, Bursar's Office)
Kleekotka Hall .................................................(54)
Law School Building .....................................(51)
(Charles Widger School of Law)
McGuire Hall ...............................................(42)
Mendel Science Center .................................(16)
(College of Liberal Arts and Sciences)
Middleton Hall ..............................................(9)
Military Sciences Building .........................(10)
Moriarty Hall ...............................................(45)
Moulden Hall ...............................................(57)
O'Dwyer Hall ...................................................(8)
Old Falvey ......................................................(17)
Performing Arts Center ...............................(73)
Pickett Hall at Dandale .................................(63)
Rudolph Hall ...............................................(58)
St. Augustine Center for the Liberal Arts .......(19)
(College of Liberal Arts and Sciences)
St. Clare Hall ...............................................(60)
St. Mary's Hall .............................................(53)
St. Monica Hall ...........................................(39)
St. Rita's Hall ..............................................(2)
St. Thomas of Villanova Church ..................(3)
St. Thomas of Villanova Monastery ............(4)
Sheehan Hall ...............................................(26)
Simpson Hall ...............................................(7)
Stanford Hall ...............................................(38)
Steam Plant ...................................................(64)
Stone Hall .....................................................(49)
Sullivan Hall ...............................................(27)
Technology Services Building ....................(50)
Tolentine Hall ..............................................(5)
(Office of the President, Office of the Provost)
Trinity Hall ...............................................(68)
Vasey Hall ....................................................(25)
Villanova Center (Human Resources) .........(66)
Villanova Stadium .......................................(34)
Welsh Hall .....................................................(61)
White Hall ....................................................(14)

Directions

BY CAR:

For GPS systems, our address is: 800 E. Lancaster Avenue, Villanova, PA 19085 (Lancaster and Ithan Avenues). Many navigation apps also recognize and can direct to individual campus buildings by name.

From New York and New England: Take the New Jersey Turnpike (I-95) to Exit 6 (Pennsylvania Turnpike (I-276). Take the Pennsylvania Turnpike (I-276) Westbound to Exit 20 (Mid-County Interchange I-476 South/Chester). Follow I-476 South to Exit 13 (Villanova/St. Davids). At the bottom of ramp turn right and proceed east on Lancaster Avenue (US-30) for just over a mile to Ithan Avenue and turn right. Proceed half a block south on Ithan Avenue and the Ithan Avenue Parking Garage will be on your left.

From the West: Take the Pennsylvania Turnpike (I-76) to Exit 326 (Valley Forge). Take I-76 (Schuylkill Expressway) to Exit 331A (I-476 South/Chester). Follow I-476 South to Exit 13 (Villanova/St. Davids). At the bottom of ramp turn right and proceed east on Lancaster Avenue (US-30) for just over a mile to Ithan Avenue and turn right. Proceed half a block south on Ithan Avenue and the Ithan Avenue Parking Garage will be on your left.

From the South: Take I-95 North to Exit 7 (I-476 North Plymouth Meeting). Take I-476 North to Exit 13 (Villanova/St. Davids). At the bottom of ramp turn right and proceed east on Lancaster Avenue (US-30) for just over a mile to Ithan Avenue and turn right. Proceed half a block south on Ithan Avenue and the Ithan Avenue Parking Garage will be on your left.

BY TRAIN:

Take AMTRAK or New Jersey Transit (via SEPTA) to the 30th Street Station in Philadelphia. Ask the attendant to direct you to the Regional Rail Trains (SEPTA). Take the Paoli/Thorndale Local train to the Villanova Station, located on our campus (wheelchair accessible).
Part II.

What we do

- Possible Components of Meeting Planning at Villanova and Assistance available through the Office of Conference Services
Meeting Space

Possible meeting/event locations

- Classrooms
- Connelly Center
- Garey 10A
- Dougherty Hall Lounges
- Athletic/Recreational Spaces and Fields
- Unique sites (Driscoll Hall, Picotte Hall, St. Mary’s Grotto, HSB 200 …)
Meeting Space

Reservation Protocol

- Room reservations
  - Academic Year
  - Summer

- Room set-up
  - Academic Year
  - Summer
A/V Equipment and Media Technologies

Built-In equipment in many locations
- Classrooms
- Connelly Center
- Meeting Rooms

Portable equipment also available
- LCD Projectors and Screens
- PA Systems
- TVs, DVD Players

UNIT Services and Support (Video recordings, Mediasite rooms etc.) via Center for Instructional Technologies
Housing

Summer Housing Options for Guest Groups
- West Campus Apartments (A/C)
- The Commons (A/C)
- Traditional Dorms (A/C – South/Main Campus)

Amenities (Guest Wi-Fi, Cable TV, Fitness Center Access, Library Use etc.)

Access (Wildcards for Bldg/Dining Hall, Door Combos)

Housing Registrations/Room Assignments
Commuters

Any attendees and staff not staying on campus; still provided with:

– Event Materials
– Wildcards, for any Dining Hall Meals or Access
– Amenities (Guest Wi-Fi, Fitness Center Access, Library Use etc.)
Registration Elements

Pre-Event (Guest Groups manage)
- Conference/Program Registration
  - Online (in-house or external) or
  - Paper forms (fax, mail, e-mail)
- Housing Registration
  - Online (in-house or external) or
  - Paper forms (fax, mail, e-mail)

On-site (Housing and Program Check-Ins)
- Preparations (Guest Groups manage)
  - Name badges, packets, binders, sign-in sheets etc.
- Staffing (Guest Groups and/or Conference Services)
Dining/Catering

• Options
  – University Catering
    • Contact: Catering Department
  – Dining Hall Meals
    • Contact: Summer – Conference Services
      Academic Year – Dining Services
  – Cash Customers at Dining Hall or Cash Operations
    • Contact: Dining Services

• Important Considerations
  – Meal Time Scheduling
  – Guarantee Numbers of Diners
  – Special Dietary Needs
  – Access (via Wildcards)
Wildcards

Uses of Conference Services Wildcards:
  (Access granted on a group-by-group basis)
  - Building Access (Housing and Meeting Rooms)
  - Dining Hall Access
  - Library Access
  - Gym Access (adults)

With funds (“Nova Bucks”) deposited:
  - Laundry
  - Bookstore
  - Dining Services Cash Operations
  - Off-Campus Merchants
Publications/Printing and Signage

Graphic Services
- Copy/Print Services
- Brochures/Programs
- Session Handouts
- Banners
- Signage etc.

Posting of Signage on Campus
- Flyers (w/ stamp approval from Student Life)
- Outdoor Signage
- Locations and Removal
On-Campus Advertising/Promotion

- VU Event Calendar
- VU Homepage
- Digital Signage
- Departmental Website
- Campus Currents
- Wildcat Newswire
- Flyers and Mailings
Local Resources, Arrangements, Services

- Valley Forge Tourism & Convention Board
- Philadelphia Convention & Visitors Bureau
- www.visitphilly.com
- MPI / ACCED-I resources through Conference Services
Transportation

• Regional Rail Station on West Campus
• NHSL Stations on Central/South Campus
• 105 Bus on Lancaster Avenue

• Campus shuttle during academic year
• No campus shuttle service in summer; groups can hire own service.
Parking

• Ithan Ave Garage, South lots, West lots, as applicable

• Very little Main/Central Campus parking; limited VIP permits or check-in day parking may be available on a group-by-group basis

• Blue handicapped tags allow for parking in any accessible spots, including those on Main Campus

• Contacts for Parking Permits
  – Academic Year: Parking Office
  – Summer: Conference Services
Public Safety

- First Point of Contact for Guests and Visitors to Villanova
- Residence Hall Security
- Campus Safety
- Classroom Access
- Traffic Assistance and Parking Enforcement
- Link to after-hours Facilities Assistance
- Link to Radnor Police Department
Facilities

• Check with Facilities about campus projects that may impact your event

• Emergency Maintenance Requests
  – Call Facilities at 9-4420 – 7am-4pm M-Fr
  – Public Safety after 4pm M-Fr and anytime on weekends to radio Facilities
Grounds (Facilities)

• Need tables and chairs? Staging?
  – Do a work order for Grounds
  – Can call Grounds to find out what they have and the availability

• Campus Tree Tour
  – Can be booked for events

• Grounds: 9-4426
Custodial (Facilities)

• How they can help your event?
  – Always include them in your planning.
  – They can’t help if they don’t know.

• Do online work orders
  – for trash removal, bathroom and meeting space maintenance
    – for before and after the event
  – to request a day porter during the event

• Visit the Custodial website for the details of their operation or call 9-4460
  – www1.villanova.edu/Villanova/FMO/custodial.html
Billing

• One master invoice for groups/events through Conference Services
  – incl. any housing, dining, catering, meeting space, graphics, UNIT, Public Safety, Facilities charges

• Individual invoices for all other groups/events
Taxes

VU Department Events and VU Department-Sponsored Organizations:
- No occupancy/sales tax

External Organizations:
  Housing
  - 9% occupancy tax, always applicable to external groups

  Meeting Space
  - 6% occupancy tax, always applicable to external groups

  Graphic Services
  - 6% sales tax, applicable to external groups without sales tax exemption (from any state)

  Dining/Catering
  - 6% sales tax, applicable to external groups without sales tax exemption (from any state)
Liability Insurance

• Insurance certificate required from all
  - VU Department-Sponsored Organizations
  - External Organizations
• Insurance certificate not required from
  - VU Department Events
• $1 million each accident, $2 million aggregate liability coverage
• VU added as additionally insured
• TULIP insurance options
Considerations for Guest Groups primarily serving Minors

• Criminal Background Checks
• Reference Checks
• Youth Protection Training
• Adult-to-Minor Staffing Ratios
• SAM Insurance ($1 million)
• Minor and Staff Rosters
• Development and Distribution by Group of Group Rules/Disciplinary Measures
• VU Emergency Procedures Bulletin and Terms and Conditions of Occupancy (all groups)
• Child Abuse Reporting (all groups)
Your turn:

Q&A
With any additional questions, give us a call at 610-519-7580 or contact us through www.conferenceservices.villanova.edu

Thank you!