Meeting Planning 102

Presented by
the Office of Conference Services (OCS)
at Villanova University
Part I.
About the Office of Conference Services (OCS)

• Who we are
• Where we are
• Our Mission
• Types of Guest Groups
• OCS Resources
Who we are …

Ron Diment, 9-7580
Director of Conference Services

Sue Scollon, 9-7895
Conference Services Manager

Stefanie Austinat, 9-7790
Conference Reservations Coordinator

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 Staff Office

• and all around campus!
Our Mission …

1. To generate revenue toward the financial goals of the University through marketing, managing and coordinating the usage of campus day and overnight meeting accommodations to external organizations and University-affiliated groups, especially during the summer months and other times of opportunity year round.
Our Mission …

2. To offer meeting management services and consultation to support program directors, camp directors, faculty, staff, meeting and event organizers in the planning and delivery of conferences, special events, youth camps, motivational and educational programs utilizing Villanova’s campus facilities and service departments along with local off-campus resources.
Our Mission …

3. To efficiently facilitate, staff, and equip the University’s annual transition from an academic year state of facilities usage and service department operations to a summer guest service operational mode, and back again.

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

5. To serve as a meeting planning resource and consultant for faculty, staff, and students at Villanova University.

6. To enhance the University’s public relations and favorable image in the eyes of Villanova’s constituencies: the general public, educational organizations, religious groups, businesses, non-profit entities, professional associations, governmental agencies, faculty, staff and alumni.
Types of Guest Groups …

• Villanova University Department Events
• VU Department-Sponsored Organizations
• External Organizations
  • SMERF Market
  • Corporate
  • Camp Villanova
OCS Resources at Your Disposal:

OCS Website
www.conferenceservices.villanova.edu

Brochures and Publications
Part II.
What we do - Possible Components of Meeting Planning at Villanova:

- Meeting Space
- Media Technologies
- Housing
- Registration (pre-conference and on-site)
- Dining / Catering
- Wildcards
- Parking
- Transportation
- Publications/Printing and Signage
- Advertising/Promotion
- Taxes
- Liability Insurance
- Minors on Campus considerations / Background Checks etc.
- Local Resources/Arrangements/Services
Meeting Space

Possible meeting/event locations
- Classrooms
- Connelly Center
- Garey 10A
- Dougherty Hall Lounges
- Athletic/Recreational Space
- Unique sites (Picotte Hall, St. Mary’s Grotto, HSB 200 …)
Meeting Space

Reservation Protocol
- Room reservations
  - Academic Year
  - Summer
- Room set-up
  - Academic Year
  - Summer
Media Technologies

Built-In
- Classrooms
- Connelly Center
- Meeting Rooms

Portable
- LCD Projector
- PA System
- TVs, VCRs, DVDs

Support
Housing

Summer Housing Options for Guest Groups
- West Campus Apartments (A/C)
- Traditional Dorms (A/C – South/Central Campus, St. Mary’s)
- Traditional Dorms (no A/C – very few on Central Campus)

Amenities (Internet, Fitness Center, Library)

Housing Reservations/Assignments
Registration

Pre-Event
- Conference/Program Registration
  - Online
  - Paper forms (fax, mail, e-mail)
- Housing Registration
  - Online
  - Paper forms (fax, mail, e-mail)

On-site (Housing/Program separate or combined)
- Preparations
  - Name badges, packets, binders, sign-in sheet etc.
- Staffing
Dining/Catering

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

• Important Considerations
  – Access (Wildcards, Vouchers etc.)
  – Meal schedule by day
  – Meal time scheduling
  – Guarantee numbers of diners
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

With funds ("Nova Bucks") deposited:
- Laundry
- Printing/Copying
- Vending
- Dining Services Cash Operations
- UShop
- Off-Campus Merchants
Parking

• Main Lot and/or Housing Lots, as applicable

• No Central Campus parking; limited VIP permits may be available on a group-by-group basis

• Blue handicap tags allow for parking in any handicap spots, including those on Central Campus

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

- Classroom Access
- First Point of Contact for Guests and Visitors to Villanova
- On-Site/Residence Hall Security
Transportation

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

No on-campus shuttle service in summer; groups can hire own service.
Publications/Printing and Signage

Publications/Printing
- Binders
- Session printouts

Graphic Services

Posting of signage on campus
- Locations
- Removal
On-Campus Advertising/Promotion

- VU Homepage
- Departmental Website
- Flyers
- Campus Currents
- Wildcat Newswire
- Mailings
Taxes

Housing
- 9% occupancy tax
- always applicable to external groups

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

Graphic Services
- 6% sales tax
- always applicable to external groups

Dining/Catering
- 6% sales tax
- applicable to external groups without sales tax exemption
Liability Insurance

• Insurance certificate required from all
  - VU Department-Sponsored Organizations
  - External Organizations
• Insurance certificate not required from
  - VU Departments
• $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)
Local Resources, Arrangements, Services

- Valley Forge/Philadelphia/Brandywine Convention and Visitors Bureaus
- www.visitphilly.com
- www.uwishunu.com
- Radnor Township (e.g. police coverage)
- MPI / ACCED-I resources through OCS
THANK YOU!

Questions? Comments?

Give us a call at 9-7580 or 610-519-7580.