

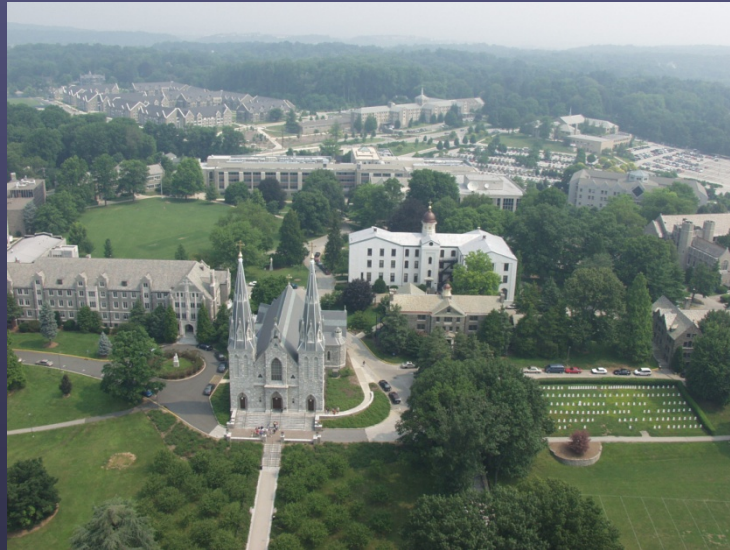
# Meeting Planning 102 at Villanova University

Presented by  
the Office of Conference Services (OCS)

rev. 2/20

# 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 Austinat, 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 3<sup>rd</sup> – Administrative Offices
- Galberry Hall 2<sup>nd</sup> – Summer Service Desk
- Galberry Hall 2<sup>nd</sup> – 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



# Conference Services Resources at Your Disposal:

## Conference Services Website

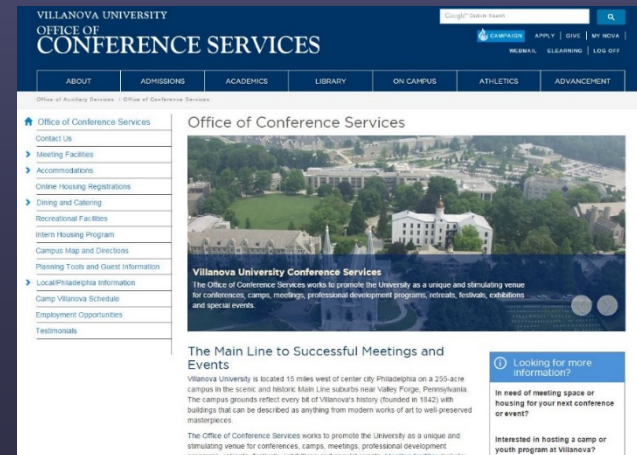
[www.conferenceservices.villanova.edu](http://www.conferenceservices.villanova.edu)

## Brochures and Publications

Guest Guide

Getting Around Guide

Campus Map



The screenshot shows the Villanova University Office of Conference Services website. The header includes the university name and a search bar. The main navigation menu lists: ABOUT, ADMISSIONS, ACADEMICS, LIBRARY, ON CAMPUS, ATHLETICS, and ADVANCEMENT. The page content features a large image of the campus with the text: "Office of Conference Services" and "Villanova University Conference Services". Below this, there is a section titled "The Main Line to Successful Meetings and Events" and a sidebar with a list of links: Office of Conference Services, Contact Us, Meeting Facilities, Accommodations, Online Housing Reservations, Dining and Catering, Recreational Facilities, Intern Housing Program, Campus Map and Directions, Parking Tools and Guest Information, Local/Philadelphia Information, Camp/Villanova Schedule, Employment Opportunities, and Testimonials. A blue call-to-action box in the bottom right corner asks: "Looking for more information? In need of meeting space or housing for your next conference or event? Interested in hosting a camp or youth program at Villanova?"





← Approximately one mile to **The Inn at Villanova University**



**Athletics Parking Areas**

- A-1 Jake Nevin Field House Lot
  - A-2 Rear of Pavilion Lot
  - A-3 Stadium and Galberry Area Lot
- Ithan Avenue Parking Areas**
- I-1 Ithan Garage (Primary Student & Visitor Lot - Daily Fee Parking)
  - I-2 South Campus Lot

**Lancaster Avenue Parking Areas**

- L-1 Technical Services Building Lot
- L-2 Admissions Visitor Lot (Permit Required - Mon-Fri)
- L-3 Bridge Lot (Parish Events & Daily Fee Parking)
- L-4 The Commons

**Main Campus Parking Lots**

- M-1 HSB Garage
- M-2 SAC Garage
- M-3 Kennedy Hall Lot
- M-4 Dougherty Drive
- M-5 Facilities/Steam Plant Lot

**Spring Mill Road Parking Lots**

- S-1 Monastery Lot
- S-2 Tolentine and CEER Lot
- S-3 Mendel Lot
- S-4 North Campus Parking Garage
- S-5 Law School Surface Lot
- S-6 Garey Hall Lot

**West Campus Parking Lots**

- W-1 Saint Mary's Hall Lot
- W-2 Resident Student Parking Lot
- W-3 Picotte Hall Lot

- Section 1, Main Campus
- Section 2, Main Campus
- Section 3, Main Campus
- Section 4, Athletics Campus
- Section 5, South Campus
- Section 6, Lancaster Avenue Campus
- Section 7, West Campus
- Off-Campus Facilities
- SEPTA Commuter Rail Stations
- Parking
- Information

**CONFERENCE SERVICES** Galberry Hall, 3rd floor (building 37)  
610.519.7895 or 610.519.7580 or 610.519.7790

**SUMMER CONFERENCE SERVICE DESK** Galberry Hall, 2nd floor (building 37)  
610.519.5554

**PUBLIC SAFETY**  
610.519.6979 (non-emergency) 610.519.4444 (emergency)

[www.conferenceservices.villanova.edu](http://www.conferenceservices.villanova.edu)

**Villanova University Conference Services**

*Building key and directions on back.*

800 E. Lancaster Avenue (Lancaster and Ithan Avenues)  
Villanova, PA 19085

## Map Key (in alphabetical order with building numbers)

Alumni Hall.....(20)	Driscoll Hall.....(29)	Katharine Hall.....(40)	St. Mary's Hall.....(53)
Andrew J. Talley Athletic Center.....(35)	(M. Louise Fitzpatrick College of Nursing)	Kennedy Hall.....(22)	St. Monica Hall.....(39)
Arch Hall.....(67)	Facilities Management Building.....(65)	(Office of Financial Assistance, University Shop, Bursar's Office)	St. Rita's Hall.....(2)
Austin Hall.....(1)	Falvey Memorial Library.....(18)	Klekotka Hall.....(54)	St. Thomas of Villanova Church.....(3)
(Office of Undergraduate Admission)	Faris Structural Engineering Teaching and Research Laboratory.....(30)	Law School Building.....(51)	St. Thomas of Villanova Monastery.....(4)
Bartley Hall.....(28)	Farley Hall.....(55)	(Charles Widger School of Law)	Sheehan Hall.....(26)
(Villanova School of Business)	Farrell Hall.....(48)	McGuire Hall.....(42)	Simpson Hall.....(7)
Burns Hall.....(62)	Fedigan Hall.....(12)	Mendel Science Center.....(16)	Stanford Hall.....(38)
Canon Hall.....(69)	Finneran Pavilion.....(33)	(College of Liberal Arts and Sciences)	Steam Plant.....(64)
Caughlin Hall.....(41)	Friar Hall.....(72)	Middleton Hall.....(9)	Stone Hall.....(49)
CEER: Center for Engineering Education and Research.....(6)	(The Refectory; Parliament Coffee)	Military Sciences Building.....(10)	Sullivan Hall.....(27)
(College of Engineering)	Galberry Hall.....(37)	Moriarty Hall.....(45)	Technology Services Building.....(50)
Chapter Hall.....(70)	Gallen Hall.....(56)	Moulden Hall.....(57)	Tolentine Hall.....(5)
Chemical Engineering Building.....(13)	Garey Hall (Public Safety, Parking).....(52)	O'Dwyer Hall.....(8)	(Office of the President, Office of the Provost)
Connelly Center.....(24)	Geraghty Hall.....(47)	Old Falvey.....(17)	Trinity Hall.....(68)
Corr Hall.....(21)	Good Counsel Hall.....(44)	Performing Arts Center.....(73)	Vasey Hall.....(25)
Cupola Hall.....(71)	Griffin Hall.....(46)	Picotte Hall at Dundale.....(63)	Villanova Center (Human Resources).....(66)
Davis Center for Athletics and Fitness.....(32)	Health Services Building.....(31)	Rudolph Hall.....(58)	Villanova Stadium.....(34)
Delurey Hall.....(11)	Jackson Hall.....(59)	St. Augustine Center for the Liberal Arts.....(19)	Welsh Hall.....(61)
Donahue Hall.....(43)	Jake Nevin Field House.....(36)	(College of Liberal Arts and Sciences)	White Hall.....(14)
Dougherty Hall.....(23)	John Barry Hall.....(15)	St. Clare Hall.....(60)	

## 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.

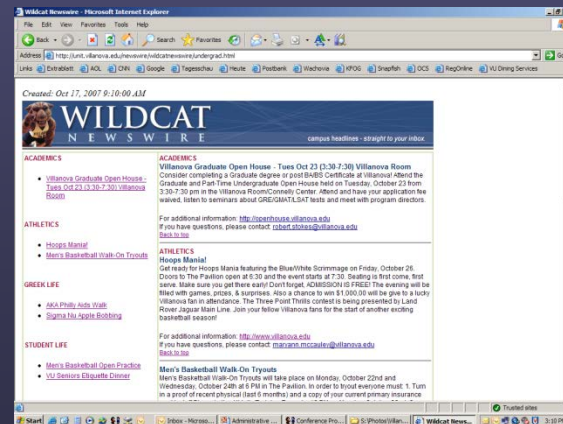
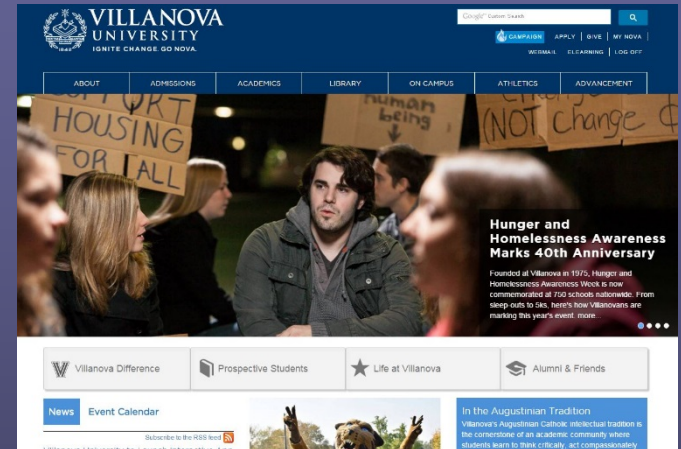


## Posting of Signage on Campus

- Flyers (w/ stamp approval from Student Life)
- Outdoor Signage
- Locations and Removal

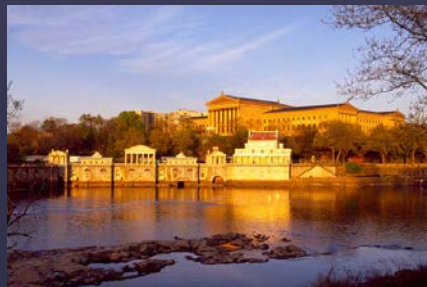
# On-Campus Advertising/Promotion

- 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](http://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](http://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](http://www.conferenceservices.villanova.edu)**

**Thank you!**

