

As the campus of Marian University is growing and seeing more unitization of the different spaces for events, it is important to make sure everyone is on the same page when it comes to planning. In an effort to better serve you and the guests of Marian, the Office of Conferences & Events has put together a simple, step-by-step guide to assist you. Please use this manual as a guide to help make your conference or event a success!

EXTERNAL

Any event that is not being hosted by a Marian University department (i.e. not being paid for with a departmental budget code/PO Number) is considered an **external event**. If you are in contact with an organization or company that is interested in using one of MU's spaces, please direct them to Nikki Jo McCrady in the Office of Conferences & Events. Please see below for an overview of the process all external groups go through:

- The group is renting Marian University Space for a fee
- Must sign a contract
- Must provide liability insurance
- The client works directly with Nikki Jo McCrady to provide details
- Nikki Jo places work orders, catering orders, IT tickets, communicates with Campus PD for parking needs, and collects payment

Contact Information:

Event & Conference Coordinator
Nikki Jo McCrady
Allison Mansion
Nmccrady2@marian.edu
317-955-6324

INTERNAL

There are certain steps to take when planning your internal event or meeting here on campus. Please be sure to go through the listed steps to ensure that not only you are prepared, but also the necessary departments are prepared as well. If you have any questions at all, please call Nikki Jo McCrady in the Office of Conferences & Events at 317-955-6324.

An event is considered **internal** if:

- A Marian University department or Office is hosting an event here on campus and paying for the event with a department budget code/PO Number
 - No contract is needed
 - No insurance is needed
 - That Department or Office is responsible for any hard costs
 - A member of the MU faculty/staff must be present for the duration of the event OR the Office of Conferences & Events can provide a host for a fee (contact Nikki Jo McCrady)
 - MU faculty/staff member is responsible for placing work orders, IT tickets, catering orders, communicating with Campus Police for parking needs

RESERVE YOUR SPACE

As a college campus, we see a lot of activity and creative use of all of our spaces. Our growing population makes it vital that all groups are reserving the spaces needed for meetings, events, and conferences in order to keep organized and avoid conflict. You can look at the spaces that are available by using [Virtual EMS](#), then email your request to reserve a space by contacting Room Reservations. Please see the Room Reservation process details below.

- Contact Selena Martinez at RoomReservations@marian.edu to request your meeting or event location.
- WHAT to include on your reservation request:
 - Event name
 - Brief description of the event (to give an idea if Campus Ops/Catering would be needed) (obviously this wouldn't apply to all events, just the larger ones)
 - The internal group hosting an event
 - Setup/teardown time (if Campus Ops is needed)
 - Time of actual event
 - Preferred location (whether that is a specific room or just a general request like 'a classroom in Clare Hall')
 - Alternative Space
 - Student Organizations need to cc' their faculty advisor with initial request
- WHEN to send in your requests: Ideally event requests should be made at least two weeks in advance Alumni Hall requests should be made at least a month in advance
 - **Please note:** Not all rooms can be immediately reserved. If there is a delay on a reservation request, it might be due to Selena waiting on approval for a space.

Contact Information:

Room Reservations

Selena Martinez

RoomReservations@marian.edu

317-955-6791

REQUEST YOUR SETUP

Almost all spaces on Marian University's campus are versatile and able to be set up the way you would like. After you have reserved your space with Room Reservations, the Campus Operations team will set your space per your request if you submit a [Work Order](#). The link to submit work orders can be found at:

www.marian.edu/campus-operations → Submit a service request

- WHAT to include on your Work Order:
 - Date and Time (Start – Finish)
 - Location
 - Number of Attendees
 - Number of Chairs, Tables (5ft round or 6ft rectangular), Podiums, Backdrops, etc. needed
 - Specific count for each item
 - Organization of Set-Up
 - Diagrams are welcomed via e-mail attachment!
 - Account Number to Charge for Set-up if:

- Event is NOT in Allison Mansion or Stokely Mansion
- Ten or more items are requested
- WHEN:
 - Anytime you are needing a setup in the location you have reserved that is different than its existing setup you need to submit a Work Order.
 - Work Orders must be submitted two weeks in advance of the event date
 - If you need to update the work order after submission, please e-mail Carrie Brunke at cabrunke@marian.edu

Contact Information:

Campus Operations

Carrie Brunke

cabrunke@marian.edu

317-955-6362

ORDER CATERING

Classic Fare Catering is the exclusive food service provider on the Marian University campus. In order to offer you a professional and personalized event, we ask you that you review the policies outlined below. If we have left any questions unanswered, please feel free to contact our Catering Department. All orders with Classic Fare can be placed at www.mariancatering.catertrax.com

WHEN ORDERING

- Be sure to place your order online at <https://mariancatering.catertrax.com/>
- Classic Fare Catering is the exclusive food service provider on the Marian University campus. You must order your catering through Classic Fare or receive approval from the Catering Director for any outside vendors prior to your event.
- When placing your order be sure to have your department charge code, date, time, location.
- Be sure to check that it is a “campus-related event”.
- Only use the “custom order” if it is not an item on our menus. This option is if we are creating a special menu for your event. If you order items on here that are located on the menus there will be a \$25.00 admin fee added to your order.

POLICIES

The success of your function is important to us! In order to offer you a professional and personalized event, we ask you that you review the policies outlined below. If we have left any questions unanswered, please feel free to contact our Catering Department.

- **Guarantee:** An estimated guest count is required at the time that services are scheduled. A final guaranteed count must be provided to the Catering Office at least seven business days prior to the event. Adding guests to your party after your guaranteed count has been received may result in necessary menu or service revisions. If you have more guests than were guaranteed, we will do our best to accommodate them. You will be billed for the guaranteed number or the actual guest count, whichever is higher.
- **Confirmations:** Please review your catering order carefully to assure the date, time, location, and menu details are accurate. Once the confirmation has been sent, you will be responsible for letting the Catering Office know if changes or corrections are necessary.

- **Payment:** On-campus clients will need to provide their account numbers prior to placing an order with the catering office.
- **Cancellations:** Cancellations must be made 48 Hours prior to the event or you will be billed for all costs incurred at the time of the cancellation. Your cancellation must be confirmed by Classic Fare personnel to be considered accepted.
- **Perishable Food Policy:** In adherence to Marion County Health Department regulations, it is our strict policy that there will be no credit given or carry out of perishable food not consumed at your event. The quantities of food and beverage prepared are based on the guaranteed number of guests in ample amounts to ensure that all guests at the event enjoy an attractive selection of food.
- **Service ware:** At no time should service ware be removed from the original location of the event without the permission of the Catering Department. Items removed must be returned to the Catering Office within one business day or a \$25 charge will be assessed. Event holders who fail to return service ware for extended periods of time may be liable for the full replacement cost of these items. In the instance that service ware is picked up at a secondary location a \$15 charge will apply.
- **Late Order Availability:** In order to ensure the quality of your event, the Catering Office must have sufficient time in order to procure food and service personnel. Events booked without sufficient notice will be subject to limited menu and service availability. There will also be a \$25.00 late booking fee assessed to orders placed with less than 48-hour notice.
- **Linen and China Rental:** Menu prices include plastic ware service unless specifically stated.
 - If china and/or glassware are desired, there is an additional \$4.50 cost per person.
 - Linens may be rented for an additional fee.
 - House Linen: \$4.50 per linen
 - Specialty (floor-length and colored linen): Please contact the catering team.
- **Dietary Considerations:** Adjustments to menus can be made to accommodate special dietary needs. Please let us know if this will be necessary when you are booking your party.
- **Special Menu Requests:** Should you require a customized menu, let us know at 317.955.6342. Our catering staff will work with you to handle these arrangements. All special requests will be charged accordingly.

ALCOHOL NEEDS

- Fill out the alcohol request form and send to Katie Smith at krsmith@marian.edu

Contact Information:

Brandi Bullard

Bullard-brandi@aramark.com

317-955-6342

REQUEST IT/AV

Information Technology HELPDESK

The mission of the HELPDESK is to support the technological needs of the Student, Faculty, and Staff populations of Marian University. If you are in need of assistance you may visit us on the 3rd floor of Marian Hall or call us during business hours at (317) 955-6444. You may also submit a ticket at any time at <http://helpdesk.marian.edu>.

How to Plan an Event: IT Work Orders

- **What should be included in an IT Work order for my event?**
 - IT Work Orders for events can range in size and equipment requirements, but the primary things that are included in IT Work Orders for events are:
 - Projector/Video requests
 - Audio/Sound requests
 - Speakers/Microphone requests
 - Phone Conferencing/Web Conferencing assistance
 - General assistance at the beginning of an event to ensure things start smoothly.
- **When should I put in an IT Work Order for my event?**
 - You should put in a work order **immediately** when you receive confirmation to use a room on campus.
 - IT Work Orders for events should be placed **no later** than 14 days prior to an event. This will give us more than enough time to ensure things are in place and also provides time for us to brainstorm on how to help your event run smoothly and
- **How should I put in an IT Work Order for my event?**
 - Send a detailed request to <http://helpdesk.marian.edu> and include::
 - Date of the event
 - Time of the event
 - Location of the event (Room/Building)
 - Items requested for the event.
- **How do I track my tickets?**
 - Any ticket associated with a Marian University student, faculty, or staff person can be found here: <http://helpdesk.marian.edu>
- Here is an example of a perfect **IT Work Order**

We need a Polycom and help with setting up a video conference for a meeting.
The meeting details are below.

MEETING DATE: Thursday, September 13, 2018

MEETING START TIME: 11:30 a.m.

MEETING END TIME: 1:00 p.m.

MEETING LOCATION: Norman Center Board Room (NC-222)

MEETING DESCRIPTION: Institutional Advancement Committee Meeting

Contact Information:

HelpDesk
Marian Hall, Room 301
Evans center, Room 139
317-955-6444

Hours of operation Marian Hall room 301:

M-F - 7:30am - 6:30pm
Sat - 7:30am - 2:30pm

Hours of operation Evans Center room 139:

M-F - 7:30am - 4:30pm

SECURITY & PARKING

MU Police Department is here on campus 24 hours a day, 7 days a week. When it comes to events, the main responsibilities for events are the following:

- Reserving parking spaces
- Directing traffic
- Officer presence where alcohol is served (**required**)

To request an officer for any reason, please fill out the Officer Request Form and send it to MUPD@marian.edu at least 30 days prior to your event.

Contact Information:

Dispatch@marian.edu
Norman Center
317-955-6784

MARKETING COMMUNICATIONS

MarCom can help communicate and promote your event through a variety of channels—social media, internal and external newsletters, email, info on the website, printed pieces, signage, photography, and more!

www.marian.edu/marcom → Submit a request/suggestions

- You can submit a project request through the MarCom project request form at marian.edu/marcom. A representative from MarCom will then contact you to coordinate the next steps.
 - *Pro's Tip: The more time we have to plan, promote, and communicate the better we can help. Please make the MarCom project request form one of your first stops when planning an event.*

Contact Information:

Mark Apple
Oldenburg Hall, room 237
mapple@marian.edu
317-955-6775

BUSINESS OFFICE

The business office is involved in the event planning process in a variety of ways. Please be sure to read through the following information on how the business office can help you!

- **Cash Box Requests**

- Purpose: People paying cash to enter your event and/or items being sold at your event
- How: Complete 'Cash Box Request' form from the portal and turn in to the Business Office
- Return cash box to the Business Office on the following business day
- When returning cash box: Complete 'Deposit Form' from portal with full Marian University account number: X-XX-XX-XXX-XXXX

- **Electronic Payment Methods with Cash Boxes**

- Call or e-mail Tayler Wilson (twilson2@marian.edu) in the Business Office to request an iPod with square card reader
- Payments received electronically are received by the Finance Office and allocated accordingly

- **Weekly Aramark Invoices**

- Invoice available through Classic Fare Portal
- Invoice must include full Marian University account number: X-XX-XX-XXX-XXXX
- Amount is booked to budget at time the order is placed
- Aramark invoices Marian University weekly

- **Bar Bills**

- Conference and Events Team will provide cost to Finance Office and they will charge monthly

- **Event Set-up**

- Contact Conference and Events in order to get set-up requested through Campus Operations
- Campus Operations will provide cost to Finance Office and they will charge monthly

- **Vendor Payment**

- Request for Payment should be submitted to the Finance Office **at least 2 weeks** prior to needed payment

Contact Information:

Business Office
Marian Hall Room 103
busoff@marian.edu
317.955.6020