Conference Services
Our Mission is to provide our clients with professional, high-quality, cost effective services customized to meet each of our clients needs. Our experienced staff is ready to assist you with the details and delivery of your conference, institute, or meeting, in Central Florida or anywhere your event takes you.

Pre-Conference Planning

Program Planning
- Participate in planning meetings
- Establish planning meeting agendas and distribute minutes
- Develop planning benchmark dates
- Assist in determining conference theme, tracks, objectives and schedule
- Assist in researching conference dates and location

Financial Services
- Assist with conference budget creation
- Set up Budget and establish account with Finance and Accounting
- Fee Collection- registration
- Financial Reports- (Prepare, reconcile, distribute)
- Monitor Expenses/Disburse account funds

Registration Services
- Accept registrations via fax, mail, online or on site
- Provide toll free number for registration
- Maintain up to date registration database
- Input registrations, answer and make phone calls re: registration
- Process all payments
- Create process/policy for refunds/ Process all refunds
- Provide periodic registrant updates to Program Sponsor
- Send/e-mail confirmations letters to registrants
- Print registration roster/ sign in sheets and evaluations
- Print name badges for all participants, exhibitors, presenters, sponsors, committee members and VIPs
- Secure online services
Pre-Conference Planning (cont.)

**Marketing**
- Assist in the creation of a marketing plan and timeline
- Use of DCE established mailing lists: We will work with you to determine which lists are for your target market
- Assist in creating the standard elements used in the design of conference materials
- Aid with the identification of potential target market
- Coordinate the design, development and printing of conference promotion materials (including announcements, posters, “Call for Presentation” brochures, participant and exhibitor registration brochures)
- Develop interactive website with on-line registration capabilities and custom URL
- Create custom conference graphics
- Online Surveys and Polls
- E-mail blasts
- Conference email management
- Obtain mailing lists of targeted audiences
- Coordinate and update mailing lists
- Coordinate with mail house

**Exhibits/Sponsors**
- Design and develop exhibitor packet
- Compile mailing lists of potential exhibitors from committee members
- Coordinate marketing campaign to potential exhibitors and assist with booth sales
- Solicit meal, social or break sponsors
- Assist in the sale of ad space in the conference program
- Process exhibitor registrations and confirmations
- Format exhibitor directory for program book and conference brochure
- Add confirmed exhibitors and descriptions to conference web page
- Coordinate logistics of exhibiting space with facility
- Coordinate with exhibit company
- Secure outside sources to provide exhibitors with additional equipment/services
Pre-Conference Planning (cont.)

**Speaker Management and Support**

- Provide planning committee with resources for potential presenters
- Manage “Call for Presentations” (includes marketing, mailings, database development and acceptance/denial notifications)
- Send speaker acceptance letters
- Manage presentation scheduler and build conference program
- Contract with confirmed presenters in regards to honoraria, travel expenses, audio-visual needs, etc.
- Compile requested presenter vitae, presentation description, introduction information and photograph
- Issue honorarium checks
- Coordinate travel and lodging arrangements
- Orchestrates duplication of presenters’ handouts
- Confirm final conference details with presenters
- Serve as a main contact and information resource for presenters
- Online Call for Papers system

**Facility**

- Research and select site(s) most able to meet conference needs
- Perform onsite visits to conference facilities to aid with site selection
- Negotiate contracts with facilities for meeting rooms, exhibitor space, food and lodging, sleeping rooms
- Coordinate with facility for appropriate room sets
- Reserve audio-visual equipment and on-site support
- Arrange for video and audio taping of program sessions
- Coordinate on-site use of photocopy and fax machines, special phone services, and shipping services
- Work with catering services to select menus for breaks, luncheons, socials and banquets
- Work with catering services to find menu selections that are within the conference budget and are both creative and cost effective for the group
- Provide facility with guaranteed numbers on meal counts
- Arrange for special needs (i.e. storage space, dietary requirements, handicap services)
Pre-Conference Planning (cont.)

**CONTINUING EDUCATION UNITS**

- Compile necessary qualifying information from presenters
- Complete and submit forms for Continuing Education Unit approval
- Arrange to process CEU applications on-site
- Print CEU certificates and transcripts

**OTHER LOGISTICAL ARRANGEMENTS**

- Order supplies (plaques, ribbons, bags, notepads, etc.)
- Create design and coordinate printing of signs, banners
- Arrange for special entertainment options, transportation to area attractions
- Arrange for conference photographers
- Coordinate set up for poster sessions
Onsite Support

**Registration Services**
- Provide staff to run registration table during published registration hours
- Check-in pre-registered participants and hand out name badge and conference materials
- Process on-site registrations including fee collection, receipts and name badges
- Process onsite orders for Continuing Education Units

**Other**
- Program Coordinator assigned to be your liaison with the hotel, outside vendors and speakers
- Verify meeting room set up and exhibit space
- Verify final food counts
- Assist with attendee questions and staff a conference help desk
- Post welcome, registration and directional signs
- Oversee exhibit set-up and tear-down
- Provide on-site trouble shooting
- Provide on-site IT support for presenters
- Provide email lab and support
- Provide clean-up of registration area
- Distribute and collect session evaluation forms
Post-Conference Services

**Financial Services**
- Process approved refunds and collections
- Process travel reimbursements for presenters
- Transfer net conference income to organization’s account
- Prepare final conference budget/registration reports
- Budget Closing

**Evaluations**
- Summarize all conference evaluation forms
- Distribute general conference evals to conference committee
- Distribute session evals to session presenters

**Conference Analysis**
- Attend post-conference committee meetings and make suggestions for improvement
- Provide attendee summary reports based on specified demographics
Conferences Hosted by UCF Continuing Education

- 11th International Symposium on Electron Devices for Microwave and Optoelectronic Applications
- Sloan-C International Conference on Online Learning
- 2nd Annual Florida Water Resources Monitoring Council (FWRMC) Retreat
- 3rd Biennial Stormwater Academy Research Symposium: Performance & Policy
- 6th Annual Central Florida Community Partners Nonprofit Conference
- 7th Annual Central Florida Community Partners Nonprofit Conference
- 9th Biennial Conference on Stormwater Research & Watershed Management,
- Annual Office Professionals Seminar
- Annual Partners in Education and Research Conference
- AP Summer Institute
- Central Florida Electronic Medical Records Conference
- Distinguished Research Lecture Series in Stormwater Management
- Driving Simulator Conference North America 2005
- First International Conference on Virtual and Remote Weigh Stations
- Florida Educational Technology Corporation 2006 Conference
- Graduate School Preparation Academy
- Heresy, Blasphemy and Freedom of Expression Conference
- Managing, Developing and Revising the Business Continuity/Disaster Recovery/Security Plan
- MASCOTS
- Medical Laboratory Sciences Continuing Education Symposium
- Multi-Unit Restaurant Management
- Rehabilitation Symposium: Select Topics in Neurological Rehabilitation
- Robot Summer Camp
- SECOPA 2008
- SUL OPAC Visioning Summit
- Terrorism: A Local Approach to a Global Problem
- The 12th International Symposium on Victimology
- The Burnett Honors College Summer Institute 2006
- The Changing Face of Public Administration: Innovation in Government
- The First Central Florida Electronic Medical Records Conference
- The Ninth International Congress on Sound and Vibration (ICSV9)
- The Seminole County Patient Safety Summit
- Understanding Gang Violence - Prevention and Intervention: A community response
12th International Symposium on Victimology

The 12th International Symposium on Victimology, offered August 20-26, 2006, was designed for Policy Makers, Practitioners, Judges, Academics, Law Enforcement, Community Leaders, Social Workers, Students, and others who are interested in the field of Victimology and Victim Assistance. The conference was offered in English and Spanish.

247 attendees from the following countries joined us in Orlando:

Brazil  Canada  Chile  China  Colombia  Croatia  France  Germany  Guatemala  India  Israel  Italy  Mexico  Netherlands  New Zealand  Norway  Peru  Salvador  Slovenia  South Africa  Spain  Sweden  Switzerland  Thailand  United Kingdom  United States of America  Venezuela  West Indies
The 13th International Conference on Online Learning

In 2007, Conference attendance increased by 38% in 2007 and attracted attendees from over 475 institutions, 48 states and 10 countries representing college level faculty and administrators, instructional technology professionals and instructional designers.

*Reference contacts available upon request.*
CONTACT Us for more information on how we can assist you with your conference, institute, or meeting.

UCF Continuing Education
3280 Progress Drive, Suite 700
Orlando, FL 32826

www.ce.ucf.edu/Conference-Services | 407.882.0260