



## Conference Support Partnership

Partner with CSU Continuing and Professional Education (CPE) for your conference. Our goal is to create a seamless and smooth experience for you and your participants.

The information below outlines conference support services available through a partnership with Continuing and Professional Education (CPE).

### **Before Conference Services:**

- Assist in the development of a comprehensive conference plan
- Participate in conference planning meetings (as needed)
- Publish conference information in the CPE registration system
- Adhere to PCI guidelines, offering a safe and secure way for attendees to pay for services
- Provide excellent and timely conference customer service to attendees
- Process registrations via phone and in-person with cash, check, money orders, and credit cards (CPE will cover all credit card processing fees)
- E-mail conference registration confirmation to attendees
- Process conference cancellation refunds and absorb all refund fees
- Maintain roster of conference attendees, noting special needs and requests
- Provide bi-weekly reporting of registration information
- Provide final roster of attendee list to Conference Chair
- Print marketing materials, utilizing CSU Print Services
- Provide name badge inserts, create tags and gift bags as needed
- Develop conference evaluations

### **During Conference Services:**

- Provide on-site check-in and walk-in registration services
- Provide excellent customer service to all attendees: distribute materials, provide directions, and answer questions
- Provide room/door presentation schedule signage including exhibitors
- Monitor technology/audio-visual needs for speakers and exhibitors
- Act as liaison with on-site management staff
- Process requests for additional customized reports

### **After Conference Services:**

- Collect and compile conference evaluations
- Provide final reports of attendees to Conference Chair
- Pay vendors for services rendered or supplies received upon invoice receipt
- Process an internal transfer for CSU departments or issue payment directly to external organization within ten (10) business days after conference



- Maintain database of conference attendees for two years
- Provide certificates of attendance and/or CEU credits
- Present final conference financial statement with revenue and expenses

**Additional services:**

Additional services may be available by request. CPE will provide an estimate for additional services such as coordinating travel, housing, food, and excursions, etc. on an as needed basis. Actual add-on charges will be stated on the final contract.

**Pricing:**

Continuing & Professional Education will provide all “Before, During, and After” Conference Services for a revenue share of 20% of the total conference registration fees collected. This includes all associated credit card fees. Vendor/supply costs will be paid from remaining conference profit.

**Contact Information:**

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