Save **time** and focus on the **true experience** of your conference.

Conferences remain a viable and often crucial vehicle for your organization to communicate with, educate, and receive feedback from your membership or employees. Yet with today’s fast-paced work schedule, you often don’t have the time, resources and staff to dedicate to conference planning.

Let us help you! Bismarck State College Continuing Education, Training & Innovation (CETI) is your comprehensive provider of Conference Management Services.

From pre-conference planning and on-site support to post-conference reporting, your conference manager will work to ensure that the smallest details are handled efficiently, professionally and responsively.

Let us handle the details so you can concentrate on the conference experience!

### Pre–Conference Planning
- Participate in the planning meetings.
- Develop planning timeline.
- Assist in determining and carrying out specific conference objectives.
- Establish meeting agenda.
- Assist in researching resourceful information.

### Financial Services
- Assist committee with budget development.
- Serve as a fiscal agent for conference-related billings.
- Manage total income and expenses.
- Process payroll forms, requested payments and invoices.
- Assist in researching resourceful information.

### Presenters
- Provide planning committee with resources for potential presenters.
- Manage "Call for Presentations".
- Contract with confirmed presenters in regards to honoraria, travel expenses, audio-visual needs.
- Compile requested presenter vitae, presentation description, introduction information.
- Serve as contact and information resource for presenters.
- Orchestrate duplication of presenters’ materials.
- Confirm final conference details with presenters.
- Coordinate travel and lodging arrangements.
- Issue honorarium checks.
Exhibitors

- Design and develop exhibitor registration brochure.
- Compile mailing lists of potential exhibitors.
- Process exhibitor registrations and confirmations.
- Format exhibitor directory for program book.
- Coordinate logistics of exhibiting space with facility.
- Provide information to exhibitors for outside equipment sources.

Credits

- Work with appropriate institution to get graduate and/or continuing education credits.
- Compile necessary qualifying information from presenters.
- Complete and submit forms for credit approval.
- Arrange for institution issuing credit to process credit applications.

Facility, Audio–Visual Equipment & Food Services

- Select site(s) most able to meet conference needs.
- Negotiate contracts with facilities for meeting rooms, exhibitor space, food and lodging accommodations.
- Obtain negotiated rates for lodging.
- Coordinate with facility for appropriate room sets.
- Reserve audio-visual equipment and on-site technician.
- 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.
- Coordinate meals, socials and breaks.
- Update facility with accurate meal counts.
- Arrange for special needs (i.e. storage space, dietary requirements, handicap services).

Marketing & Promotion

- Provide input for marketing plan.
- Assist in creating the standard elements used in the design of conference materials.
- Aid with the identification of potential target market.
- Coordinate and/or assist committee with the design, development and printing of conference promotion materials (including announcements, posters, "Call for Presentation" brochures, participant and exhibitor registration brochures, and a conference web site should you require one).
- Arrange for public relation materials (press kits, news releases and advertisements for print, radio and television).
Printing

- Coordinate bidding process for printed materials.
- Work with chosen printer/graphic artist to develop, design, write and edit conference materials including brochures, program books, table tents, etc.

Mailings

- Obtain mailing lists of targeted audience from committee members or other resources.
- Input mailing list into database.
- Maintain and update mailing list.
- Coordinate with internal and external mailing services.

Pre-Registration

- Input all registrations into a database using professional registration software.
- Mail confirmation letters to participants and exhibitors.
- Prepare roster of pre-registered participants and/or exhibitors.
- Process all registrations received through fax, mail, telephone and on-line.
- Supply professionally printed name tags for participants, exhibitors, presenters and committee members.
Answer conference-related inquires.

Other Services

- Design and print evaluation forms.
- Order special supplies (i.e. plaques, trophies, ribbons, folders).
- Develop signs, banners, table tents, drawing tickets.
- Assist with identifying providers of special events services such as disc jockeys, entertainers, photographers.
- Make arrangements for special events and tours to area attractions.
- Schedule transportation.

**Conference On-Site Support**

Set Up

- Verify setup for meeting rooms and exhibiting space.
- Produce final meal count.
- Assist in set up registration and information desk area.
- Post welcome, registration and meeting room signs.

Registration & Check-In:

- Provide staff members to run registration table during registration hours.
- Check in pre-registered participants, exhibitors and presenters.
- Process on-site registrations including fee collection, receipts and name tags.
- Distribute program books and other conference materials including presenter handouts, supplies, certificates and area.
On–Site Support (continued)

- Process graduate and/or continuing education credits.
- Assist with door prize drawings.
- Furnish basic on-site office supplies and first aid kit.
- Provide on-site trouble-shooting.
- Distribute and collect conference evaluations.
- Assist with tear down of registration area and signs.
- Oversee exhibitor tear down.

Post–Conference Reporting

Financial Services

- Process approved refunds and billings.
- Transfer registration income to organization’s account.
- Tabulate summary reports for requested categories.
- Compile expenses into one final invoice for organization.
- Generate final financial report within 60 days of conference close.

Presenters

- Process travel reimbursements.
- Send thank you letters and session evaluations.

Conference Analysis

- Attend post-conference meeting(s) with new ideas and suggestions for improvement.
- Provide final attendee roster to reflect on-site changes/additions.
- Produce attendee summary reports based on specified demographics.
- Generate final written summary of conference evaluations.

Why not plan your next conference or event with the advantage of having experts by your side?

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