

SECTION 26

SUPPORT SERVICES

Scheduling

- Room and setup (tables, chairs, podiums, etc.) requests are via [Astra](#).
- The University of Texas at Tyler Police Department (UT Tyler Police) provides door unlock assistance. Please indicate on the Astra event request form that you need the door unlocked – if needed, detail specific building entrance doors in the Setup Details portion of the form.
- Reserved (blocked) parking is requested via Astra. Please indicate the number of spaces needed and the parking lot number on the Astra event request form or complete the Parking request form located in the Astra.
- Audio Visual equipment is requested via Astra. Please indicate on your event request form if any additional equipment is needed for your event.
- Zoom assistance by Technology Support is reserved via Astra. Please indicate on the Astra event request form if their assistance is needed. There is a **mandatory 5-day lead time** for this request. TS reserves the right to decline the request if not submitted within 5 days of the event date.
- Porter (Housekeeping) services are reserved via Astra.
- Any item associated with an event is scheduled via Astra. Contact Scheduling & Conference Services (SCS) for any questions at eventmgmt@uttyler.edu.

Event Setup

- In cases of **large-scaled events (i.e., 500+ attendees)** an **Operational Plan must be completed** by the hosting department and **logistic meetings must be scheduled** for all departments involved.
 - Physical Plant, Environmental Health & Safety (EH&S), SCS, UT Tyler Police, Risk Management, Purchasing, Facilities, and any other department that could be affected by the event (e.g., HPC, Cowan Center)
 - **Please contact vbond@uttyler.edu for an Operational Plan template at least two (2) months prior to your event.**
- For any deliveries to the inside of campus (e.g., furniture delivery to the Plaza), it is **mandatory** that someone from the Physical Plant be onsite as a “walker” to safeguard pedestrians.
- Event Setup Teams
 - Facilities Setup Team handles setups in locations other than the University Center.
 - The UC Ops Team handles setups inside the University Center.
- Non-UT Tyler events requiring setup outside of normal business hours (before 7:00 a.m. and after 3:00 p.m.) and on the weekends will be required to pay an overtime fee to cover associated costs. To obtain a quote, contact eventmgmt@uttyler.edu.

- Nonstandard setups should be coordinated with SCS.
 - A layout needs to be submitted to SCS and EH&S for approval. Once approval has been given, the layout cannot be changed without prior approval from EH&S.
 - All setups must comply with fire code room capacity and egress requirements. All events must meet the Americans with Disabilities Act (ADA) accessibility guidelines.
- A rental company's name and date/time of delivery/pickup must be provided to the event setup team.

It is a violation of the Fire Code to add chairs or to stand in any room with fixed seating. Doing so endangers attendees and puts your event at risk of being cancelled immediately without being rescheduled.

Porter/Housekeeping Services

The Facilities Department provides event porter/housekeeping services. The number of porters to work an event and the number of hours worked is at their discretion.

- **Faculty/Staff/Student Organizations:** To safeguard UT Tyler's facilities, events serving food, events of more than 100 persons, or events occurring outside of normal business hours may require an onsite porter.
- **Cowan Center:** Porter services are mandatory for any event held in the Vaughn Auditorium, White Lobby, or Green Room.
- **External Client:** Event porter services will be charged for a joint-sponsored or external-client event. A quote can be obtained by contacting Scheduling & Conference Services.

Feel free to contact eventmgmt@uttyler.edu to obtain a quote for porter services.