

SECTION 27

SUPPORT SERVICES

A list of contact information can be found on the [Event Management](#) website.

Scheduling

- **Room, Setup, and Furniture** (tables, chairs, podiums, etc.) requests are via [Astra](#).
- **Door Unlock Assistance** is provided by The University of Texas at Tyler Police Department (UTPD). 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. One (1) day notice is needed.
- **Reserved (Blocked) Event 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 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/Teams Assistance** by Technology Support (TS) 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 the case of a **large-scale event (i.e., 500+ attendees)** an **Operational Plan must be completed** by the hosting department and **logistic meetings must be scheduled** for all departments involved.
 - Environmental Health & Safety (EH&S), SCS, UTPD, Risk Management, Purchasing, Facilities, and any other department needed for the event's success (e.g., HPC, Cowan Center) are a few.
 - **Please contact vbond@uttyler.edu for an Operational Plan template at least two (2) months prior to your event along with a list of individuals who need a copy of the Operational Plan.**
- For any deliveries to the inside of campus (e.g., furniture delivery to the Plaza, food truck on The Met Patio), it is **mandatory** that someone from Facilities be onsite as a “walker” to safeguard pedestrians.
- Event Setup Teams
 - The Facilities Setup Team is responsible for managing and completing all event setups at the Main Campus locations, except the University Center.
 - All event setups within the University Center are coordinated and executed by the UC Operations Team.
 - Sodexo Housekeeping oversees and completes setups at Health Science Center locations.

- For non-UT Tyler events that require setup/teardown outside of normal business hours (before 7:00 a.m. and after 3:00 p.m.) and on the weekends, an overtime fee may be charged to cover associated costs. To obtain a quote, contact eventmgmt@uttyler.edu.
- Nonstandard setups should be coordinated with SCS. All setups must comply with fire code room capacity and egress requirements. All events must meet the Americans with Disabilities Act (ADA) accessibility guidelines.
- An off-campus rental company's name and date/time of delivery/pickup must be provided to the specific 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 on the Main Campus. Sodexo provides event porter/housekeeping services at the Health Science Center. 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, Event Management will request an onsite porter for all events serving food, events with 50+ people, or events occurring outside of normal business hours.
- **Cowan Center:** Porter services are mandatory for any event held in the Vaughn Auditorium, White Lobby, or Green Room.
- **External Client:** Event porter services may 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.