



**NACAS WEST
Board Meeting
Agenda**

Monday, January 22, 2024
Zoom Call
1:00 – 2:00 p.m. MST

Attendees: Amber Grenhart, Andy Lachman, Casey Kelly, Eileen Richey, Elysa Doss, Tariq Marji, Thomas Sekayan, Suzie Mize, Shannon Dunn, Lynette Smith, Tranitra Avery

Excused: Jim Dwyer, Jenifer Gray, Sid Mehta

Absent: Tranitra Avery, Tariq Marji

- I. Call meeting to order Eileen
 - a. 1:04 MST

- II. Approval of minutes: December 18, 2023 Eileen
 - a. Lisa Goberis first, Suzie Mize second of approval of minutes

- III. NACAS Board President Brett Jackson Intro by Eileen
 - a. Love the team as I jumped on. Great to see everyone come together
 - b. Appreciate the work that we've done as a region and as a board
 - c. She is here to offer support to see if there is anything else they can do at the national level
 - d. NACAS National
 - i. CEO – Rich Steele starts on Feb 5th. Already attending meetings and drinking from the fire hose already
 - ii. Will join us for LTM – Feb 6th and 7th
 - e. Focus for the coming year:
 - i. Grow and develop the CEO role
 - ii. Begin to organize the group – we've gone through a lot of transition. Where we are, where we want to go
 - iii. Rich has a lot of knowledge of aux services. Want to ensure that he launches his time in the right way that they are there to support us
 - iv. NACAS and Aux are meaningful to our campuses
 - f. Take a look at the bio in the magazine on her bio

- IV. Updates
 - a. CX West 2024 Sonoma Casey, Jennifer, Lynette
 - i. Casey Updates:
 - Only 130 days away from the conference!
 - Steering committee registration and they plan on opening it on Friday!
 - Amy Gutierrez is guest speaker – still working on finalizing speech and talking points – once its finalized contract will be signed
 - Wants to bring back an outreach plan – board takes a few members and reaches out to them directly. Goal is to increase attendance for the conference. Casey will work on a plan and send that out.

- Sonoma contract still hasn't been signed for that Tuesday. Casey followed up with them this morning again.
- Eileen appreciates Casey's feedback and very good job on the registration draft – we appreciate you!

ii. Lynette updates:

- Registration is rocking and rolling and testing the links. Open it this week!
- Waiting to hear for updates on the schedule so they can populate that into the website
- Website updates will be ongoing as we get updates
- Starting to get our footing for West CX. Hotel and registration link were shared. Please **do not book your hotel!** We have a special block as a board. More info to come
- Asked that Casey ensure we reserve a spot for Rich Steele and Brett Jackson on hotels. They will be running the state of association at the conference. Not sure on exact dates they will be attending.

iii. Business Partners

Thomas

- Talked with Chartwheels at AOA
- BP for AOA – met with them. Partnership forming to help each other out to get business partners. Why can't we get 10% AOA over to NACAS West? He sees all his colleagues at AOA and not at West. There used to be an MOU with NACAS national and AOA – how can we visit that to focus on regional level?
- A few BP's very interested.
- Groome transportation – very gracious. Heard about the shuttle concerns and they are helping us out! They will now provide transportation (for free) to all participants. It will be a QR code/promo. Rolling out the red carpet for us (whatever that means). When they've officially signed up as a BP, we will send out email for transportation from hotel/airport. And to hotel/campus or evening function. Both airports will be included for this deal.
- It will be Groome first time coming to West and they want to focus on the area. They will give specific names for ppl/groups to come to the conference. Mutual benefit.
- Wolfgang Puck – can't be guest speaker. Another engagement already.

iv. Program

Elysa

- Drafted call for programs email and send it to Eileen and Casey or feedback. Great feedback.
- Sent email to Lynette to see what the next steps are.

b. CX West 2025 Vancouver RFP

Lynette, Eileen

- In the packet is the draft of the RFP. Would like to look at the hotel numbers and receive feedback on it. These numbers were pulled from Seattle conference.
- Lynette - RFP For Vancouver – this RFP is the standard form that we use. We want to be mindful of how many ppl we tend to expect for Canada. Feedback on what we think the numbers could be. Want to ensure we have enough rooms covered.
- Was reviewed that in 2020 we were in Vancouver. It was scheduled to be at UBC campus. Really good deal on rooms and it was before budget cuts and COVID. Numbers from that could be a little high.
- This year it was decided to have the conference in town to offer that experience

- v. Shannon – there is another dining conference happening in June – Shannon will see if they have a lead on it.
- vi. Eileen - In Toronto a lot of Canadians came and wondered if they would be more inclined to come to Vancouver? Guess is yes from Shannon. Staying within Canada will be a cost savings for them.
- vii. Andy – would be hesitant to go up because we don't want to pay attrition. Drop the attrition rate down a little to give us more room?
- viii. Suzie – look at registration for Toronto and see how many people from west participated and then compare that to a US conference
- ix. Suzie – Really negotiate the rates (and anything). Hotels might be more flexible after covid.
- x. Shannon – On May 1st in short term rentals are changing. That will have impact the hotel business. Increased demand for hotels.
- xi. Amber – suggest adjusting BP numbers. Usually we have more BP's than institution members.
- xii. Andy recommended we could look into doing an educational session geared towards them so they can take away from education level. Related to the higher ed industry. Business relationships. Added value for them. Andy is willing to work on it with Thomas.

V. Reports

a. NACAS Board Rep Report

Andy

- i. Rich Steele coming on board and very active. First day Feb 5th. Attending national board meetings and reaching out to ppl. Very exciting time for him to come on board. A lot of ppl did a lot of hard work to get him on there so thank you to all of you!
- ii. Learning and development – Sheena is developing an emerging leader summit. Online bases. Good opportunity for ppl who are entering the profession to get exposure and training. It will be an option for campuses to send them to that training. Build on the knowledge they are getting. Excited to see how that come as a benefit to our members.
- iii. LTM coming up - this year is virtual. Looking forward to get on that cycle. Get the regional and national and committees together to receive sense of direction for the organization. Hope everyone can attend! You should have received invite – if you didn't let Lynette or Andy know.
- iv. Looking at updating some policies – bylaws and employee handbook
- v. Department of Education – Cash management issue - <https://www2.ed.gov/policy/highered/reg/hearulemaking/2023/program-integrity-and-institutional-quality-session-1-issue-paper-cash-management-final.pdf>
 - Andy - Where that falls on the national level – in the past they haven't been an advocacy on the policy level. Expressed desires to have more policy influence for our membership. For reference, the issue in California for unionization of student workers – national board weighed in it.
 - Andy - This one affects the entire country – Title IV funds and how they can be used. Impacts aux - this is apart of Biden administration – desire to reduce fees. They've connected some of that to Title IV funds in higher education.
 - Andy - Institution's receiving those funds – there will be restrictions on how meal plan money can be used. No longer could those funds be lapsed back into institution. This could really affect costs and operations for a lot of us.
 - Andy - Restrictions on inclusive access and equitable programs for bookstores – they can't automatically be added into that. This could really impact the student outcomes.
 - Andy - National might take a stance on these rule changes and advocate on behalf of our membership
 - Eileen - On every campus – there are food insecurities. If students know

if they don't eat they will get money back.. this could create a larger issue/concern for students.

- Thomas - you use financial aid to purchase those meal plans – reimbursed on the unused portion of that. If you used cash you would not get it back.
- Andy - Date of effective; Still in rule making process.
- Eileen – Vital source let her know about this. She'll see about meeting links for us to join. Next round is Feb 5th – 8th – she will see about getting links to those.
- Thomas – calls for comment happened in January. If anyone receives these links – please pass them along to the board to see all can be aware.
- Eileen – there are convos in the lounge about this that we can read up on

b. NACAS Foundation Report Jim

i. No report – not in attendance

c. C3X 2024 Orlando Suzie

i. Wasn't included in the first invite and will now be on the calls

ii. Note for national – didn't like to hear it not come from national first and we had to find it via google

d. NACAS CCC Update Eileen

e. NACAS National Staff Report Lynette

i. See report added below with info that was emailed by Lynette (thank you!)

ii. She said that she would check in about the announcement with Rich for Suzie. Not the only one. Maybe it is a setting in your membership?

VI. Around the Virtual Room – Questions, Reminders and Announcements Board

a. Eileen - Board apparel – pitched a couple ideas on Suzie and Jim. New shirt or vest. Will send out a link.

b. Eileen - Reminder – vacancy on board and appointment by president for the marketing position. Please send her ideas. Would like a representative from an area/institution that isn't currently on the board.

VII. Adjourn Eileen

a. 2:02 p.m. MST

Notes: Next Meeting February 26th at 12:00 p.m. MT

National Office Update – NACAS West Region (Monday, January 22, 2024)

NACAS West Shared Drive

https://drive.google.com/drive/folders/17Ljnplu_J4f9Uf7TgcssUPp8c_AR4j5

2024 Membership Rosters

https://drive.google.com/drive/folders/10c-dh03PArVX_p3Y6HQPgTcytsZ_JNIH?usp=sharing

LTM Meeting 2024 (Virtual)

February 6-7, 2024 – Calendar invites have been sent. If you haven't received a calendar invitation, please let Lynete know ASAP.

NACAS West CX 2024 – Sonoma, CA

- **Conference dates:** June 9-11, 2024 | DoubleTree by Hilton Sonoma – Wine Country.
- **Campus Tour: Sonoma State University.** Please let Lynete know when this information has been confirmed so it can be added to the website. All Tuesday events/programming will happen here.
- **Speakers (Keynote):** Amy Guerreroz will be the Keynote Speaker. Contract negotiations are in progress and details will be added to the website once confirmed. NACAS will also add speakers to the website as they are confirmed.
- **Conference Schedule: In progress** – details will be updated as they become available. There will be a link to the Schedule-At-A-Glance on the website.
- **Registration Open Date & Link to Book Hotel Stay:** Once the registration is open, we will send emails to promote "Registration Live" date and the hotel booking link will be listed on the confirmation page after they complete registration.
- **Hotel Booking Information:**
- Below is the booking link to distribute to attendees:
<https://group.doubletree.com/q0py8m>

Guests that prefer to book online:

- Please enter **Group Code: CDT914** to receive the group rate.

Guests that prefer to call in their reservations:

- Please have them call our Reservations Coordinator, **Natalia Rogers at (707) 586-4614** and provide her with the **Group Code CDT914** to be included in the room block at the group rate.
- **Reservations within the room block need to be made before May 7th, 2024. The registration date for booking your hotel stay at DoubleTree is May 17, 2024.**
- **Call for Programs:** Email launch date February 1st – 4th 2024. Close date is **March 6th**. If we need to extend the deadline, we can.
 - **Breakout Speakers:** Details will be added to the website and conference app as details are confirmed.
- **Website Updates:** On-going. NACAS will update the CX 2024 page as updates are received. The new NACAS website is now live.

- **Social Media Channels:**

Social Media URLs	
Linkedin	https://www.linkedin.com/company/nacas/
Instagram	https://www.instagram.com/nacasorg/
Twitter	https://twitter.com/nacasorg/
Facebook	https://www.facebook.com/NACASorg/

Future NACAS C3X Annual Conference Dates

C3X 2024 Annual Conference & Expo: October 27-30, 2024 (Orlando, FL)

C3X 2025 Annual Conference & Expo: Pending Hotel Location & Dates (Las Vegas, NV)

C3X 2026 Annual Conference & Expo: September 26-30, 2026 (Chicago, IL)

C3X 2027 Annual Conference & Expo: October 31-Nov. 3, 2027 (Washington, DC)

C3X 2028 Annual Conference & Expo: October 15-18, 2028 (Denver, CO)

Request for Proposal

2025 NACAS CX West Regional Conference



2025 NACAS CX West Regional Conference

Cover Memo

To: Convention and Visitors Bureau

Event: 2025 CX West Regional Conference

General Information: NACAS CX West Regional Conference is held every year, typically, in June

Preferred Dates: June 1-3, 2025 (1st choice)
June 8-10, 2025 (2nd choice)
June 22-24, 2025 (3rd choice)

Pattern: Friday – Sunday arrivals with most departures on Wednesday (large conference portion begins Sunday afternoon)

Required Information:

1. Proposal (with sleeping room rates and meeting room availability)
2. Hotel information packet (containing floor plans, current catering menus, AV information, etc.)
3. Sample contract of terms and conditions

Proposal Submission Deadline: **February 2, 2024**

Submissions should be sent to both:

Eileen Richey
NACAS West Board President
San Juan College
4601 College Blvd.
Farmington, NM 87402
505-566-3680
richey@sanjuancollege.edu

Lynette Smith
NACAS Director of Regions
NACAS National Office
435 Merchant Walk Sq., Suite 300-139
Charlottesville, VA 22902
214-864-8465
lynette.smith@nacas.org

NACAS will be pleased to receive proposals from *destinations/hotel chains that fit the attached specifications only*. **I would appreciate you collecting the responses on my behalf and submitting them to me as part of a single, consolidated proposal sent by you.**

Proposal Submission Deadline: February 21, 2024

Possible Site Visit: **TBD**

Finalist Site Determined: April 30, 2024

Contracts Finalized & Site Announced: May 15, 2024

Thank you for your consideration. We look forward to the possibility of working with you.

PROPOSAL SUBMISSION DEADLINE: February 21, 2024

About NACAS

About NACAS

Founded in 1969 as the National Association of College Auxiliary Services, NACAS is a professional trade association that supports the non-academic segment of higher education responsible for generating business through diverse array of campus services that students need and value – such as food services, bookstores, housing and transportation. As the leading organization supporting all campus services, NACAS is the community-of-choice for strategic leaders who advance campus environments to improve the quality of life for students.

Our Mission

To advance campus experiences that enrich the quality of life for students, and that provide institutional resources to support student success and the academic mission of our members' institutions.

West Region Conference

The NACAS West Region helps to lay the foundation for volunteerism, governance and quality interaction of the membership. Our Regional conference has strong participation with attendees from Western US and Canada. Educational sessions presented at the spring regional conference help to create the basis for outstanding educational programs at the national conference each fall. These activities continue to grow and provide opportunities for members to network, improve their skills, and develop relationships.

NACAS CX West Regional Conference

West CX Conference and Expo features education sessions, keynote speakers, networking experiences, and an exhibit hall. Content will be regionally focused across operational areas that can help event attendees develop skills in areas such as management, leadership, innovative technology, revenue generation and sustainability.

Specifications at a glance

- ATTENDEES:** Auxiliary service personnel from post-secondary institutions from West region of the United States and Canada
- PURPOSE:** Education and professional development; Networking
- TIME OF YEAR:** June 2025
- TIME OF MONTH:** June 1-3, 2025; June 8-10, 2025; June 22-24, 2025
- ESTIMATED ATTENDEES:** 150 people
- PEAK ARRIVALS:** Sunday and Monday
- PEAK DEPARTURES:** Wednesday
- PEAK ROOM BLOCK:** Sunday and Monday
- ROOM BLOCK:** **TOTAL: 185 – We need to reconfigure the numbers below.....**

	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
Standard King	0	5	23	55	55	45	5
Complimentary Suite			1	1	1	1	

- GROUP RATE AVAILABILITY:** Group room rates should apply three (3) days prior and three (3) days after the conference dates based on availability of group rooms at the time of request
- GROUP ROOM BILLING:** IPO: All individuals attending the meeting will be responsible for their own room, tax and incidental charges upon check-out.
- ROOM BLOCK PREFERENCE:** NACAS West will release any unused rooms three (3) weeks prior to the conference dates. 80% attrition clause
- EXHIBIT SPACE:** Room for 35 exhibitors that will need 8” tables and potential lunch provided for all guest attendees and business partners.
- MOVE IN DAYS:** Sunday, Monday
- EXPO DAY:** Monday
- MOVE OUT DAYS:** Monday by 6:00pm PST

CONFERENCE DAYS: Sunday – Tuesday

ATTENDANCE ESTIMATES: Whole conference: 90
 Institutional Members: 55
 Business Partners: 35

Meeting Space Needs

<u>Date</u>	<u>Start Time</u>	<u>End Time</u>	<u>Function</u>	<u>Set-up</u>	<u>Guests</u>	<u>Location</u>
Saturday	All day	24-hour	West Staff Office (Board Mtg)	Custom	12	Hotel
Sunday	12:00am	12:00am	West Staff Office	Custom	12	Hotel
Sunday	All day	5:00pm	Registration area (Locked Space)	Custom	10	Hotel
Sunday	12:00am	12:00am	West Staff Office	Custom	12	Hotel
Sunday	All day	5:00pm	Registration Area (locked space)	Registration		Hotel
Sunday	1:00pm	2:30pm	Opening/General Session	Theater	60	Hotel
Sunday	2:30pm	2:45pm	Transition		60	Hotel lobby
Sunday	2:45pm	3:30pm	Flash Session: Track A	Theater	20	Hotel
Sunday	2:30pm	3:30pm	Flash Session: Track B	Theater	20	Hotel
Sunday	2:30pm	3:30pm	Flash Session: Track C	Theater	20	Hotel
Sunday	3:30pm	3:45pm	Transition			
Sunday	3:45pm	4:30pm	Flash Session 2: Track A	Theater	20	Hotel
Sunday	3:45pm	4:30pm	Flash Session 2: Track B	Theater	20	Hotel
Sunday	3:45pm	4:30pm	Flash Session 2: Track C	Theater	20	Hotel
Sunday	5:30pm	6:30pm	First Timers/Welcome Reception	Reception	25	On or Off-Site
Sunday	6:30pm	9:30pm	Off-Site Opening Event		50	On or Off-Site
Sunday	10:00pm	12:00am	Hospitality Suite	Reception	30	TBD
Monday	All day	24-hour	West Staff Office	Custom	12	Hotel
Monday	All day	24-hour	Registration Area (Locked Space)	Registration		Hotel
Monday	7:00am	11:00am	Expo – Set up	Exhibits	85	Hotel
Monday	8:30am	9:30am	General Session	Theater	20	Hotel
Monday	9:30am	9:45am	Transition			
Monday	9:45am	10:45am	Breakout Session 3: Track A	Theater	20	Hotel
Monday	9:45am	10:45am	Breakout Session 3: Track B	Theater	20	Hotel
Monday	9:45am	10:45am	Breakout Session 3: Track C	Theater	20	Hotel
Monday	10:45am	11:00am	Transition			
Monday	11:00 am	2:15pm	Business Partner Expo	Exhibits	85	Hotel
Monday	12:00pm	1:30pm	Lunch in Expo	Rounds	85	Hotel
Monday	2:15pm	5:00pm	Expo – Tear Down	Exhibits	85	Hotel
Monday	2:15pm	2:30pm	Transition			
Monday	2:30pm	3:30pm	Breakout Session 4: Track A	Theater	20	Hotel
Monday	2:30pm	3:30pm	Breakout Session 4: Track B	Theater	20	Hotel

Monday	2:30pm	3:30pm	Breakout Session 4: Track C	Theater	20	Hotel
Monday	3:30pm	3:45pm	Transition			
Monday	3:45pm	4:45pm	Town Hall – National Office	Theater	60	Hotel
Monday	5:00pm	10:00pm	Open Night			Off-Site
Monday	10:00pm	12:00am	Hospitality Suite	Reception	30	TBD
Tuesday	All day	24-hour	West Staff Office	Custom	12	Hotel
Tuesday	All day	24-hour	Registration Area (Locked Space)	Registration		Hotel
Tuesday	8:30am	10:00am	General Session	Rounds	60	Hotel
Tuesday	10:00am	10:15	Transition			
Tuesday	10:15am	11:15am	Breakout Session 5: Track A	Theater	20	Hotel
Tuesday	10:15am	11:15am	Breakout Session 5: Track B	Theater	20	Hotel
Tuesday	10:15am	11:15am	Breakout Session 5: Track C	Theater	20	Hotel
Tuesday	11:15am	11:30am	Transition			
Tuesday	11:30am	1:00pm	Lunch (buffet) & Business Meeting	Rounds	60	Hotel
Tuesday	1:00pm	1:15pm	Transition			
Tuesday	1:15pm	2:30pm	Breakout Session 6: Track A	Theater	20	Hotel
Tuesday	1:15pm	2:30pm	Breakout Session 6: Track B	Theater	20	Hotel
Tuesday	1:15pm	2:30pm	Breakout Session 6: Track C	Theater	20	Hotel
Tuesday	2:30pm	5:30pm	Institution Connection - TBD			Off-Site
Tuesday	6:00pm	10:00pm	Closing Event		70	Off-Site

NACAS is accustomed to receiving the follow concessions:

- All items incidental to and typically required for conference – type meetings, such as risers, skirting, tables, chairs, etc.
- Complimentary 1/40 (cumulatively) sleeping room ratio throughout the conference (to be assigned to scholarship recipients)
- For the conference (Sunday – Wednesday) two (2) complimentary Presidential Suites beyond the complimentary room units earned.
- Cumulative 80% attrition clause
- Room rate available three (3) days pre and post meeting, based on availability.
- No resort fees.
- Complimentary meeting and expo hall space during conference
- Complimentary high-speed internet connections for 20 devices to be used by staff members throughout meeting space and 1 hardwire connection for office printer (registration printer)
- Complimentary guest room internet
- Discounts on daily parking for overnight hotel guests and drive-in attendees
- If NACAS chooses to use a third-party vendor for audio/visual needs, any fees to use third-party vendor will be waived.
- No handling fees for shipping
- No charge to re-key office
- Discounted banquet menu prices
- Corkage fees and sample food negotiated for our Food Service Business Partner Sponsorships

- Complimentary office space for group from Saturday to Tuesday (24 hr. hold)
- Complimentary wireless internet in group's office, meeting spaces and guestrooms.

General Questions to include:

- We would prefer full hot breakfast buffet vouchers for guest use in an on-site restaurant. Is this something you can accommodate?
 - Is/could this be included in the roomrate?
 - If not, what is the cost per redeemed voucher?
- Most of the attendees from the West Region are Government employees. Will the Government Rate your hotel offers be the same or equal to the group rate offered?
- Do you offer transportation to/from Vancouver International Airport? What are the related costs?
- What is the cost for self-parking at hotel(s)?
- Do you have an area for easy bus loading and unloading for off-site activities? We may be traveling to a local university for campus tours and/or education sessions.
- Do you offer room upgrades for special guests?
- How close is your hotel property to the University of Vancouver or Simon Fraser University?
- Please note any additional benefits your property offers that our group would value.

Statement of Confidentiality

All Information contained in this proposal is confidential in nature. All recipients of this Request for Proposal agree that this information may only be used internally for purposes of responding to NACAS and may not be shared with individuals outside the company to which it is addressed.