

Room Reservation Frequently Asked Questions (FAQs)

- **How do I confirm my reservation is correct?** Look over permit confirmation carefully. Any changes or questions, please be sent to gcsched@wiu.edu. (Please do not reply to the permit confirmation itself.)
- **What if I need to change my reservation or cancel?** Please provide permit confirmation number and email to gcsched@wiu.edu.
- **What if I would like to see the room reserved before the event?** Please contact Steve Whan or Joe Ackerman to schedule time to view the space.
- **What if I need additional rooms or just want to change my room?** Please make those arrangements in advance, allowing the 4 working days' notice.
- **What time does access to the buildings begin?** 7:30 a.m.
- **Will tech staff be available to help me the day of the event?** Tech staff has first priority with classroom technology. Should you need assistance, please reach out to tech staff 3 working days before your meeting or event.
- **What if I want to use a caterer?** You are welcome to use a caterer of your choice. We ask the following if food is being delivered to campus:
 - Have someone from your group at the entrance to meet caterer when they arrive.
 - Carts are available near entrances to help transport items.
- **What if we have coffee or drink urns brought?** Please let facilities personnel know so they can have drip mats available to save the carpets & floors from spills. Arrangements should be made in advance.
- **Is there a charge for room usage?** No. We provide our space free of charge.
- **What items are provided by WIU – QC?** We provide the space. Guests should bring all needed supplies including photocopies, printing, flipcharts, extension cords, or any other type of office supplies.
- **Can we make copies at WIU – QC and then be billed?** No. We do not have a system to bill for supplies and services.
- **Can furniture be rearranged in a classroom?** Yes, but the furnishings in the room should be return to original configuration at the end of the day.
- **Do all rooms have whiteboards?** There are whiteboards in most rooms. Room 213 Riverfront Hall does not have a whiteboard.
- **What if I want a specific configuration for Rooms 103 / 104 Riverfront Hall?** Please let Steve Whan or Joe Ackerman know at least 3 working days before your event. They will set up in classroom style configuration if they do not hear differently.
- **If I have reserved space for consecutive days, can I assume no one will be using the space during the evening?** No, we have many evening classes. Our spaces are also used for WIU – QC classes.
- **Where can guests park?** A WIU parking permit is required on all campus parking lots Monday – Friday. You are encouraged to park using city parking lots available at Ben Butterworth Parkway.

- **What happens if I park in a WIU lot without a parking permit?** Those without a parking tag will be ticketed.
- **What about handicapped parking?** Handicapped spaces are available in WIU lots to any individual displaying a State of Illinois issued handicapped parking permit.
- **Is smoking or vaping allowed on campus?** All state universities in Illinois are smoke free anywhere on the property. Participants in your event should be told this as well.
- **Is there a lactation room on campus?** Yes, it is located in QC Complex, Building C.
- **What about university closure due to inclement weather?** Closures will be posted at www.wiu.edu and on local media outlets should this occur.