



GW SCHOOL OF BUSINESS OPERATIONS GUIDE

GWSB Operations Location & Hours

Duquès Hall Suite 355
2201 G Street NW
202-994-8252

Monday - Friday: 9:00am - 6:00pm
Saturday: As needed for major events
Sunday: CLOSED

Duquès & Funger Building Hours

Monday - Friday: 7:00 a.m. - 11:00 p.m.
Saturday: 8:30 a.m. - 10:00 p.m.
Sunday: 8:30 a.m. - 9:00 p.m.

**Building hours are traditionally expanded ahead of and including finals periods in the fall and spring term to allow students additional space for study and preparation.*

GW School of Business Operations

GW School of Business (GWSB) Operations provides a variety of support and logistical assistance for events hosted by GWSB faculty, staff, and students or student organizations including oversight of the scheduling system for GWSB managed spaces and executing Dean's sponsored events, serving as lead for university-level activity such as Commencement. In addition, this team is the primary liaison for GW Facilities which includes Event Support, Buildings and Grounds, and Custodial Services to ensure excellence in building maintenance and operations.

For event inquiries: sbevents@gwu.edu

For facilities and/or custodial services inquiries: gwsbops@gwu.edu

GWSB Operations Team			
Ocieola Newby	Director	onewby@gwu.edu	<p>Approves major event space requests</p> <p>Consults with clients on event space request needs</p>
Lincoln Mansch	Program Manager	lmansch@gwu.edu	<p>Schedules GWSB managed events spaces</p> <p>Consults with clients on event space request needs</p> <p>Creates event diagrams</p> <p>Coordinates equipment, setup, breakdown, and custodial services needs</p>
Patrick Varone	Program Manager	pvarone@gwu.edu	<p>Schedules GWSB managed events spaces</p> <p>Consults with clients on event space request needs</p> <p>Creates event diagrams</p> <p>Coordinates equipment, setup, breakdown, and custodial services needs</p>
Margaret Richardson	Program Associate	mdr1@gwu.edu	<p>Works on facilities projects, such as building improvements, capital projects, non-capitalized furniture & equipment requests</p> <p>Supports GWSB events</p>

EVENT PLANNING

Event Host (s)

Any GWSB faculty, staff, or student organization may reserve spaces to host events or meetings within Duquès and Fungler Halls.

At the discretion of the GWSB Operations Director, other members of the campus community including non-GWSB student organizations, may reserve spaces to hold events or meetings within GWSB managed spaces. External, non-GW groups are not allowed to hold events in GWSB managed spaces unless hosted by a GWSB academic department or other administrative unit, who will reserve spaces, be present and responsible for the event.

Regardless of the classification of the event (faculty, staff, student/student organizations, or external), an Event Host must be identified. The Event Host is the lead for communication and operations for the event, and will be expected to: manage, plan and execute all components of their event, to include setup and breakdown of event materials, staffing plans, catering, etc.

The Event Host is expected to be present on-site for the duration of the event, including set up and take down. If the Event Host requires assistance or support from GWSB Operations or GWIT, the Event Host must communicate this in advance, and arrive on-site at the agreed event setup and/or event time to coordinate this assistance.

Any questions about the responsibilities of the Event Host should be directed to the GWSB Operations Director. If a planning meeting is necessary, GWSB Operations will email the Event Host to request a date and time that works for them. Please note: space requests for meetings do not require planning meetings.

Note for Student Organizations:

- Student organizations cannot rent space for performances or rehearsals. These requests should be directed to Gelman Library or University Student Center Center.
- Refer to the [Organization Policies & Resources webpage](#) and the [Student Code of Conduct](#) as resources for planning an event.
- To ensure that all GWSB students have fair access to the facilities, event spaces may only be reserved up to two weeks for repeat reservations (i.e., rooms cannot be reserved for the same event every week at the same time for a whole semester).

SPACE RESERVATIONS

Space reservation requests are made through three channels: GWSB Operations, SB Scheduling (sbsched@gwu.edu) or the university's Academic Scheduling office. Please review the types of reservation requests for each channel below.

GWSB Operations: Reservations for Events or Non-class Related Activities

- Refer to the [Duquès and Fungler Hall Rooms Chart](#) to determine which space best fits your

needs.

- Complete the GWSB Operations [Duquès/Funger Space Request Form](#).
- The following spaces can be requested through GWSB Operations:
 - Duquès: First floor registration and/or tabling space, 150, 155, 153, 154, 252, 253, 254, 255, 256, 257, 258, 261, 350, 351, 353, 356, 357, 364, 451, 453, 553, 562, 651, 652, 653, 654
 - Funger: 320, 420, 520, 620
- The following event spaces require approval from GWSB Operations:
 - Duquès Hall: Oglethorpe Great Hall (First Floor Lobby); First Floor Registration and/or Tabling Space; Second, Third, Fourth, Fifth and Sixth Floor Lobby Spaces; Executive Boardroom 650
 - Funger Hall: Lobby Space
 - FedEx Plaza

Please note: If your event or an activity has been reserved in a classroom and it is needed for class or class related activities, your reservation may be canceled and/or relocated.

SB Scheduling: Reservations for Class or Class Related Activities

- Email your request to sbsched@gwu.edu with the following information:
 - Type of request, reservation date, time, # of attendees
 - Include: CRN, Course code, Day/Time of course
- The following classrooms can be requested through SBsched:
 - Duquès Hall: 155, 254, 255, 258, 351, 353, 356, 357, 453, 651, 652

Academic Scheduling: General Reservations

- Submit your request through the university Academic Scheduling office [EMS online portal](#):
 - The following classrooms should be reserved through Academic Scheduling:
 - Duquès Hall: 151, 152, 250, 251, 259, 359, 360, 361, 362
 - Funger Hall: 103, 108, 207, 208, 209, 210, 220, 221, 222, 223
- If the Event Host needs to use any of the event spaces listed below in conjunction with these spaces managed by Academic Scheduling, they will need to acquire approval from the GWSB Operations Director and complete the GWSB Operations [Duquès/Funger Space Request Form](#).
 - Duquès Hall: First Floor Registration and/or Tabling Space, Oglethorpe Great Hall (First Floor Lobby), Second, Third, Fourth, Fifth and Sixth Floor Lobby Spaces, Executive Boardroom 650
 - Funger Hall: Lobby space
 - FedEx Plaza

Please note: For GWSB Operations and SB Scheduling managed spaces, DO NOT use the Virtual EMS Reservations portal. Doing so may result in your request being canceled.

GWSB MANAGED SPACES

Team Rooms:

- **Duquès 153, 154, 562, 653, 654**
 - Intended for GWSB Graduate Students
 - Rooms are available for GWSB graduate student use and will remain unlocked
 - Rooms are reservable by submitting an [Event Request Form](#).
- **Duquès 252, 253, 256, and 257**
 - Intended for GWSB Undergraduate Students
 - Rooms are available for GWSB student use and will remain unlocked
 - Rooms are reservable by submitting an [Event Request Form](#).

Meeting Rooms:

- **Duquès 261, 364 and 458**
 - Intended for GWSB Staff and Faculty
 - Rooms are available for GWSB staff and faculty use and will remain unlocked
 - Rooms are reservable by submitting an [Event Request Form](#).
- **Crain Center Duquès 150**
 - Room is used for open student study space. Room is only scheduled with prior approval from the GWSB Operations Director.
 - Room is reservable by submitting an [Event Request Form](#).

GWSB Classrooms:

- **Duquès 254, 255, 258, 351, 353, 356, 651, 652**
 - Scheduling required - NO FOOD IS PERMITTED IN THESE ROOMS
 - Rooms are reservable by submitting an [Event Request Form](#). Requests need to be made at least 30 days in advance.
 - May be used for events if space is available. Events may be moved if space is needed for a class.

Conference Rooms:

- **Funger 320, 420, 520, 620 & Duquès 451 (Minerva Room)**
 - Rooms may be scheduled by GWSB faculty and staff through GWSB Operations. *The furniture in the space is not to be removed.*
 - Rooms are reservable by submitting an [Event Request Form](#).

Conference Board Rooms:

- **Duquès 357 (Behavioral Laboratory)**
 - Room may be scheduled by GWSB faculty and staff for events and meetings through GWSB Operations. In addition, designated Marketing classes and Focus Group meetings might be scheduled in conjunction with **Duquès 356**.
- **Duquès 553**
 - Room may be scheduled by GWSB faculty and staff for events and meetings through GWSB Operations.
 - Rooms are reservable by submitting an [Event Request Form](#).

Executive Board Room:

- **Duquès 650**
 - The Executive Board Room (Duquès 650) requires prior approval from the GWSB Operations Director and is not used for general events, student events or classes. *This space is for Dean's or Dean's sponsored events only. This space is always locked and will be unlocked by GW School of Business Operations or Dean's Offices staff for events or meetings.*

Study Lounge:

- **Duquès 552 (Graduate Programs)**
 - Ramsey Room is open for study purposes only. Cannot be reserved.

Study Lounges (Fishbowls):

- **Duquès 260 Herman** is the Undergraduate Student Lounge. *Cannot be reserved.*
- **Duquès 363 Druker** is an open quiet study space. **Available for alternate use** by the F. David Fowler Career Center for on-campus recruiting only.
- **Duquès 457 Zychick** is the Undergraduate Student Lounge. *Cannot be reserved.*
- **Duquès 561 Tycher** is an open quiet study space. *Cannot be reserved.*
- **Duquès 661 Phillips** is an open quiet study space. Major events may use space only with prior approval from the GWSB Director of Operations. *The furniture in the space is not to be removed.*

Computer Labs:

- Scheduling required - NO FOOD PERMITTED IN THESE ROOMS
 - **Duquès 155 (Capital Markets Room)**
 - Room may be scheduled for courses and events requiring technology.
 - Room reservable by emailing [GWSB Graduate Program Scheduling Office](#).
 - **Duquès 350 (Computer Laboratory)**
 - Room may be scheduled for technology courses, open lab when not in use.
 - Rooms are reservable by submitting an [Event Request Form](#). Requests need to be made at least 30 days in advance.

Multipurpose Space:

- **Duquès 453**
 - Room may be scheduled for GWSB approved events and classes.
 - Rooms are reservable by submitting an [Event Request Form](#).

Major Event Spaces:

- **Oglethorpe Great Hall (First Floor Duquès Lobby)**
 - Please note this space is no longer reservable for events, with the exception of major Dean's or Dean's sponsored events. *This space is not reservable for events. The furniture in the space cannot be removed.*
- **FedEx Plaza (Outside between Duquès & Fungler)** may be scheduled by GWSB faculty and staff for outdoor events. Tents may be arranged with costs charged to the reserving organization.

Requires prior approval from GWSB Operations Director. *Space cannot be used when classes are in session in 151, 152 or 155.*

- **Second Floor Duquès Lobby** is for major events. Requires prior approval from the GWSB Operations Director. *Space cannot be used when classes are in session.*
- **Fourth Floor Duquès Lobby** is for major events. Requires prior approval from the GWSB Operations Director. *Space cannot be used when classes are in session.*
- **Fifth Floor Duquès Lobby** is for major events. Requires prior approval from the GWSB Operations Director.
- **Sixth Floor Duquès Lobby** is for major events. Requires prior approval from the GWSB Operations Director. *Space cannot be used when classes are in session.*
- **First Floor Fungler Lobby** is for Dean's sponsored major events. Requires prior approval from the GWSB Operations Director and is subject to classes on the First floor. *Space cannot be used when classes are in session.*

EVENT SETUP

- The Event Host will be asked to identify a preferred room layout.
 - Please note: due to current staffing resource constraints, event setups in open spaces will require 30 day advance notice and are subject to approval.
- The Event Host is responsible for the following at the conclusion of any scheduled event so that every room is ready for the next class, meeting or event:
 - All furniture must be returned to the original room layout. Furniture cannot be removed from the room.
 - All food and trash must be removed.
 - Surfaces are wiped clean.
- If assistance is required for any of the Event Host responsibilities (i.e. custodial services) it may be arranged, with approval, and will incur a charge for GW Facilities services. Your oracle code will be requested for these services.
- If there are damages to any space during an event, the Event Host is responsible for the ensuing cost of any additional clean-up or repairs, and they may lose their reservation/rental privileges.
- GWSB Operations reserves the right to charge cleanup or maintenance fees to the Event Host and/or sponsoring department or unit.

MARKETING

GWSB Calendar

- GWSB hopes to maintain a current and publicly-available calendar of events. As a first step in the planning process, all Event Hosts should review the [GWSB Calendar](#) to ensure that their event does not overlap with another event. After reviewing the calendar, they should login and submit their calendar event request. Any questions about the GWSB Event Calendar should be addressed to GWSB Marketing and Communications. Please email Seren Snow, Senior Digital Marketing Specialist at seren.snow@gwu.edu.

Bulletin Boards

- The posting of marketing materials (signs, flyers) on the bulletin boards throughout Duquès and Fungler Halls must be approved by GWSB Operations. The Event Host can drop off their hard-copy

flyers in the drop box outside of the GWSB Operations office, Duquès Hall 355, to be approved and stamped for posting on bulletin boards.

- Please note: the Event Host may not hang any pictures, posters, or other types of displays on the walls of the classrooms or hallways. GWSB Operations reserves the right to charge cleanup or maintenance fees from student organizations or departments/programs associated with posting.

WAYFINDING (SIGNAGE BOARDS AND EASELS)

- Pending approval, signage boards and easels can be reserved on a first-come, first-served basis, ideally three weeks in advance via email, sbevents@gwu.edu, by the Event Host for use during the event.
- Once use of items has been approved, the Event Host can stop by the GWSB Operations office, Duquès Hall 355, to sign out the boards and/or easels. Upon completion of their event, they can return item(s) and sign them back in.
- Signage boards and easels can be displayed near the Duquès First Floor tabling space.
- The Event Host can request a template of signage three weeks in advance via email to sbevents@gwu.edu.

NAME BADGES

- Event Hosts may request a template for name badge production three weeks in advance via email to sbevents@gwu.edu. Event Hosts must purchase name badges and holders and are responsible for printing and assembling their name badges for their event.

AUDIOVISUAL//IT SUPPORT

- The Event Host should reserve AV/IT support through GWSB Office of Information Technology Services: oitshelp@gwu.edu. Most rooms are equipped with a computer, projector, and screen or TV. For more information, visit [Information Technology - Classroom Technology](#).

CONTRACTS

- Event and travel restrictions may change with little notice. The Event Host should look for flexible cancellation policies when paying registration fees and when booking speakers, venues, catering, etc. The Event Host remains financially responsible for payment if cancellations or refunds are not possible.

COSTS AND PAYMENTS

- In the event where charges are incurred (custodial services or event setup and breakdown), the Event Host must provide an oracle number in advance.
- GWSB Operations reserves the right to charge fees for events to the Event Host, if the majority of attendees are not members of the GWSB or GW community.

RENTALS & OTHER SERVICES

Linen Tablecloths

- GWSB Operations does not provide linens. The Event Host will need to rent linens or request them through their caterer.
- Linens can be rented through:
 - [Curated Events](#) (formerly known as Capital Party Rentals)
 - [Party Rental Ltd.](#)

Balloons

- Large helium-filled balloons may be used in Duquès and Fungler Halls only if they are securely anchored. If special equipment needs to be brought in to remove balloon(s) from the ceiling, the Event Host will be charged for removal.

Banners/Large Posters

- Neither banners nor large posters can be taped or hung from the walls in Duquès and Fungler Halls.

CATERING

- The Event Host is responsible for contracting services and may consult with GWSB Operations on a caterer that will best suit their needs.
- A [list of caterers](#) is available to consider for events. When reviewing your catering options, please remember that the university:
 - Has a commitment to eliminate single-use plastics (see below) such as plastic utensils and plastic water bottles.
 - Is a tax-exempt organization.
 - Requires at least three bids for contracts at, or above, \$25,000.00. If you choose not to select the lowest bid, you should complete the Supplier Selection Memo.
- If the Event Host is using a caterer that is not on the preferred catering list, GWSB Operations reserves the right to meet with their caterer to review policies and guidelines with the Event Host and the caterer. The Event Host will also need to provide a copy of the caterer's certificate of liability to the GWSB Operations office at gwsbops@gwu.edu.
- GW mandates that no food or beverages are allowed in classroom spaces. Eating and drinking at events are subject to university policy.
- Please note: the caterer the Event Host contracts with cannot drop off items that require open flame, i.e., sterno and leave these items unattended. Catering staff are **REQUIRED** to set up, monitor, extinguish, and dispose of sterno.
- Event Host cannot serve alcoholic beverages at their event; they must have the catering staff serve as a bartender.
- The Event Host must be onsite to greet the caterer when they arrive prior to their event and they must stay until all catering equipment has been removed from the event site and the catering staff have departed.

Single-Use Plastics Policy:

- GW has committed to eliminating all single-use plastics. This commitment includes all non-essential, non-compostable, single-use plastics with available alternatives. Disposable and compostable utensils, napkins, and plates are acceptable in lieu of plastic ones. Eliminating single-use plastics on campus will require individual and collective action. The purpose of [this policy](#) is to set the expectations for the GW community, including student organizations, in order to meet this commitment.
- When the Event Host is selecting a vendor for catering services, they need to abide by the policy above in requesting more sustainable items. Review more information in [GW's Green Event Guide](#).

PARKING

- Parking associated with events is the responsibility of the Event Host. If required, the Event Host must contact GW Transportation and Parking Services (parking@gwu.edu) at least three business days in advance to request parking validation tickets.
- When tickets are ready, they can pick them up at G Street Garage, 2008 G Street, NW, Level P1/Suite 001.
- Event attendees can only park in [visitor parking garages](#). Attendees should pull a visitor ticket when entering the garage. The Event Host can then provide them with a parking voucher (chaser ticket) before they leave the building. At the garage exit, the guest will scan or enter the pulled ticket first, then the chaser ticket. The garage gate will then raise allowing them to exit.

SECURITY AND CAMPUS ACCESS

- Duquès and Fonger Halls are secured buildings before 7:30 a.m. and after 6 p.m. The Event Host is responsible for managing non-university attendees' access to buildings and event spaces.
- If the scheduled event will be held at a time when security is required, arrangements must be made by the Event Host in coordination with the George Washington University Police Department (GWPD) at (202) 994-4533. GWPD will charge an hourly rate for security arrangements, with a minimum of four hours. Security is required Sundays in all buildings except Rome and Phillips, and Saturdays in the Media and Public Affairs Building and 1957 E Street NW. Additional information about GWPD Security, including the request form, can be found on their [website](#).
- Attendees must follow protocols and may require an escort in areas controlled/secured by GWorld. Learn more about [campus access](#).
- Event Hosts of large events or meetings with external attendees, should keep a record of who was in attendance.
- Use the RSVP function of any electronic invitation services or keep a sign-in sheet with names and email addresses. Pre-registration and event attendance for in-person events or meetings is best practice regardless of the audience.
- Attendees should also understand that by registering to attend an in-person event, they are agreeing to comply with any rules, regulations or policies that the University may establish for the use of the Licensed Space. Failure to comply with [University's Campus Commitment & Policy](#) shall result in immediate cancellation of the event and termination of this Agreement.

SPACE CLEANLINESS, CUSTODIAL SERVICES & FACILITIES

- GWSB Operations asks that the Event Host assist our community by taking responsibility for the cleanliness of spaces and classrooms.
- Keep our spaces clean by picking up any trash or recyclables and discarding them in the appropriate receptacle. Additional receptacles can be requested in advance of your event. Wipe down surfaces after use.
- If the Event Host leaves a space with trash or cleaning needs, the originating group will be charged for applicable custodial services fees.
- If the Event Host knows they will have bulk trash in the form of boxed catering, pizza boxes, etc., they must notify GWSB Operations via email (sbevents@gwu.edu) three weeks in advance of need, so arrangements for custodial services can be secured. The Event Host will be charged for applicable custodial services housekeeping fees.
- Heating, AC, electricity, and normal custodial services are provided, but are not maintained or serviced by GWSB Operations. GWSB Operations partners with GW Facilities & Custodial Services to ensure that these services are provided before, during and after the Event Host's event. GW Facilities will not provide refunds if these services are not satisfactory.

VIRTUAL EVENT & MEETING PLATFORMS

Zoom or Webex

- The university provides virtual event platforms like [Zoom](#) and [Webex](#). However if an event requires formal breakout spaces, conference or broadcast format, the Event Host may consider using Hopin. Hopin is a sophisticated platform that will only be authorized by GWSB Operations for events that require its technology.

HOPIN

- If the Event Host would like to use Hopin, they should contact GWSB Operations to discuss whether or not it would be a good fit for their event and review the [Hopin Functionality & Setup FAQs](#).
- Use of Hopin will require that the Virtual Event Host be trained and confident in utilizing Hopin functionality.

GWSB Operations can answer any questions and walk the Event Host through the process, however, Operations does not provide event support for virtual events.

PROMOTIONAL ITEMS AND APPROVAL PROCESS

- Beginning September 1, 2023, GWSB Operations will no longer be providing promotional items for events. Please visit the [GW School of Business store](#), the preferred vehicle for promotional items.
- If you would still like to order promotional items from one of the [GW licensed preferred vendors](#), the approval process is as follows:
 - **New Orders/Concepts:**
 - Connect with Mary Catherine Chase, GWSB Director of Marketing and Communications, mcchase@gwu.edu.
 - Before submitting an order through [GW Marketing & Creative Service](#) portal, she will work with their graphic designers to create new promotional items. Our

marketing and communications team helps us produce high-quality and brand accurate digital and print promotional items that represent the school to internal and external audiences.

- The purpose of this process is to ensure that we are providing promotional items that are on brand and orders must go through official procurement channels.
- **Reordering:**
 - For projects that you have completed previously and want to reorder, please seek approvals from your manager. You do not need to work directly with Marketing and Communications. You can place the order directly with the vendor.

FACILITIES & CUSTODIAL SERVICES

- In addition to scheduling and event management services, GWSB Operations liaises with Facilities, Planning, Construction and Management (FPCM) on building maintenance and custodial services needs.

Facilities Planning, Construction, and Management (FPCM)

- FPCM is a part of Division of Safety and Facilities, under the Executive Vice President and Chief Financial Officer's portfolio, builds, manages and maintains GW's property and grounds on all three of GW's campuses. While efforts vary from construction management to recycling/waste management and many things in between, their overall goal is to ensure that the GW community (students, faculty, and staff) live and work in a clean and enjoyable environment.
- GWSB Operations partners with FPCM for building maintenance and custodial services needs.

Custodial Services

- Custodial services is a subfamily of FPCM. Staff are responsible for the appearance and cleanliness of interior areas on campus. Duties include planning, monitoring or participating in general classroom or building cleaning, bathroom cleaning and sanitation and simple floor care. Staff may involve trash and recycling material removal and room set-up. Non-supervisory staff are covered by Service Employees International Union (SEIU) collective bargaining agreement.

Landscaping/Grounds

- Landscaping/Grounds is a subfamily of FPCM. Staff are responsible for maintaining a high standard of appearance, cleanliness and safety of campus grounds. Duties include grounds and irrigation system maintenance, landscape design and installation, snow removal and emergency response such as cleaning up storm damage.

The GWSB community interacts with FPCM through the submission of Fix-It tickets.

FIXIT TICKETS

- When faculty or staff need maintenance or repair work done, they can submit a [FixIt](#) ticket online. Once they are on the FixIt site they will need to provide their UserID and password. Once logged in, simply follow the instructions. An email confirmation will be sent once the service request has been submitted.

- If reporting a water leak, significant physical damage or non-life threatening facilities emergency, call GW Facilities Central at 202-994-6706 option 2. This line is staffed 24 hours a day. Submit a [FixIt](#) to file a maintenance request.
- Departmental managers are expected to support faculty in the submission of any tickets associated with their office or instructional space.

LOCK OUTS

- If a faculty or staff member is locked out of a room they are authorized to use, such as their office or classroom they should contact GWPD at 202-994-6110.

ELEVATORS

- Elevator technicians are on campus from 7:00 a.m. to 6:00 p.m., Monday through Friday. Any non-emergency elevator requests (examples below) submitted outside of that timeframe will be addressed when technicians are back on campus. You should still submit a [FixIt](#) request for any elevator problems you notice on weekends so they can get taken care of as soon as possible.
 - An elevator not operating when there are more than one in the building
 - Elevator buttons not lighting
 - Elevator doors opening and closing slowly
 - Elevators making unusual noises
 - Dropped keys, GWorld down an elevator shaft (if faculty or staff believe this is a unique individual situation call Facilities Central at 202-994-6706 option 2 for guidance). If you've dropped your keys, GWorld Card, or credit card down an elevator shaft, make sure to include which elevator you were in so technicians know which pit to check.
 - Found keys will be dropped off at the Support Building (2025 F Street NW, Suite 101).
 - Elevator related requests may be submitted through [FixIt](#).
- For emergencies, call Facilities Central at 202-994-6706 option 2. This line is staffed 24 hours a day.

HVAC (HEATING AND COOLING)

- In many university buildings, heating and air conditioning cannot operate simultaneously. FPCM uses extended weather forecasts and historical weather data to determine when the systems should be switched each fall and spring. Generally, heat is turned on in mid-October, and air conditioning is turned on in mid-April, although allowances are made for variable weather patterns.
- All HVAC systems air filters are cleaned and replaced regularly. If you believe your air vents need to be cleaned, place a [FixIt](#) request.
- Any facilities-related requests should always be submitted to [FixIt](#).

For emergencies only, call Facilities Central at 202-994-6706 option 2. This line is staffed 24 hours a day.

LOST AND FOUND

Support Building, 2025 F Street, Suite 101 (previously located at GW Police).

- Items found anywhere on campus may be turned into a [Lost & Found location](#) for safekeeping. Operational hours are from 9:00 a.m. to 9:00 p.m., seven days a week.

- There is an after-hours drop box for found property at the same location.
- If you have lost an item somewhere on the Foggy Bottom campus, please check the [Found Property Log](#).

EMERGENCY SITUATIONS

- If you are reporting a water leak, significant physical damage or non-life threatening facilities emergency, call GW Facilities emergencies at 202-994-6706, option 2.
- If you have a life threatening emergency, such as a fire, gas leaks, evidence of a break-in or theft, immediately call GWPD at 202-994-6111.
- Review the [GW Emergency Response Handbook](#) for action steps on what to do in a variety of situations.

GWORLD CARD ACCESS/KEYS

- GWSB Operations is responsible for granting GWorld access to suites and providing office keys within Duquès and Fungler Halls to new faculty, staff, and student workers.
- Only supervisors and department administrative managers have key request authorization. If a key is in the GWSB Operations inventory, it will be delivered immediately. Ordering a new or replacement key can take up to two weeks.
- Departments and offices need to complete the [GWorld Access & Key Request Form](#).

Permanently Lost or Stolen Cards/Keys

- When your GWorld card is stolen or permanently lost, go to the GWorld Card Office during business hours (Monday-Friday 8:30 am - 5:00 p.m. and Saturday 10:00 a.m. - 2:00 p.m.) to obtain a replacement.
- When your key is stolen or permanently lost for a suite entrance, Facilities Services will change the lock. Call Key Depot at 202-994-6706, select option 1.
- Follow the instructions below, if your key is stolen/lost, or your GWorld ID and key are stolen together, or if you are temporarily locked out of your office or suite.

Stolen Key along with GWorld Card

If your key and GWorld card are both lost or stolen, this is considered to be a key emergency. Please follow the steps below:

- If your key and GWorld card have been stolen together, you must file a theft report with GWPD (202-994-6111) and make a note of the claim number for verification with Key Depot.
- Next, call Key Depot at 202-994-6706, option 1, or come to the appropriate Key Depot window (Foggy Bottom Campus: Support Building, 2025 F Street). Please have your claim number ready for verification if applicable.
- A university locksmith will be dispatched to change your lock as soon as possible (typically within four hours).
- The Key Depot will issue a loaner key, and if needed, a temporary GWorld access card that must be picked up by the resident at the appropriate Key Depot for use until the lock has been changed.
- The locksmith will leave a hang tag on your door once your lock has been changed and an email notification will be sent to all occupants of the room. After receiving this notice, all room occupants must pick up new room key(s) from the appropriate Key Depot office.

- GWorld card or GWID verification with picture ID will be required.

Stolen or Lost Keys Only

If only your key has been lost or stolen, this qualifies as an escalated service call depending on the circumstances. Please follow the steps below:

- Call Key Depot at 202-994-6706, option 1, or come to the appropriate Key Depot window (Foggy Bottom Campus: Support Building, 2025 F Street).
- The Key Depot will issue a loaner key that must be picked up by faculty or staff at the appropriate Key Depot for use until the lock has been changed.
- A university locksmith will leave a hang tag on your door once your lock has been changed and an email notification(s) will be sent to you. After receiving this notice, you must pick up a new office key(s) from the appropriate Key Depot office.
- GWorld card or GWID verification with picture ID will be required.

GWorld Card Replacement for Suites with Tap Access Entry

During [GWorld Card Office Hours](#), go to their office in the University Student Center, Lower Level for assistance.

- After GWorld Card Office hours, go to the Support Building Key Depot (2025 F Street) to get a temporary GWorld access card (GWorld card or GWID with a picture ID is required).

Key Related Charges

- GWorld Card replacement fee: \$25
- Lock change for key and GWorld card stolen together accompanied by GWPD claim number: \$0
- Lock change for permanently lost or stolen key or unreturned loaner key: \$75
- Key not returned for replacement after a lock change: \$10
- Unreturned loaner GWorld access card: \$50

SAFETY REMINDERS

How GW communicates with you in emergency situations

For situations that are urgent, critical, or an emergency, GW will communicate through:

- Text messages
- Email
- [Guardian app](#)
- [Campus Advisories website](#)
- Other available methods

Examples of critical situations include sheltering in place due to a weather emergency or an ongoing dangerous situation.

For situations that require general awareness but not immediate action, GW will communicate through:

- Email
- [Guardian app](#)
- [Campus Advisories website](#)

Examples of awareness situations include police or fire department activity that does not significantly impact the GW community.

GW's Office of Emergency Management will alert the university community through the methods above in compliance with the Federal Communications Commission (FCC) enforcement criteria to help SMS carriers protect consumers from spam text messages.

To download the [Guardian app](#), visit the [App Store](#) or [Google Play Store](#), or search "Rave Guardian" in your smartphone's app store.

To register or update phone numbers, visit safety.gwu.edu/gw-alert-instructions.

Appendix A: Event Host Planning Deliverables

Event Planning Deliverables	Event Host	GWSB Operations	Marketing & Communications
Review Duquès/Funger Room Chart	X	Provides guidance to Event Host	
Determine room sets	X	Provides guidance to Event Host	
Submit space requests	X	Emails confirmation to Event Host	
Determine event goals	X		
Request Dean Mehrotra's attendance, if applicable. Determine how the Dean would be involved in the event.	X		Works with Event Host on request & event details
Develop run-of show/programming to include staffing plan	X		
Create registration links, name badges, registration materials; check-in guests at event	X		

Market the event and invite guests.	X		Provides guidance to Event Host on marketing components & marketing the event
Submit IT/AV needs, after receiving confirmation	X		
Schedule planning meeting with GWSB Operations, if necessary		Discuss event deliverables, room layouts, setup needs, other services provided by GWSB Operations	
Request photographer or videographer, if applicable	X		Works with Event Host on request & event details
Invite speakers/speakers handler	X		
Write script, briefing	X		Consults with Event Host, if Dean Mehrotra has a speaking role on his remarks

Secures external services (e.g., catering, linen rentals, photo booths, etc.) after consulting with GWSB Operations	X	Consults with Event Host	
Coordinates setup and breakdown of equipment, i.e., tables, chairs, etc.		X	
Coordinates custodial services, i.e., trash pick up, cleaning before, during and after event		X	
Determine building access needs	X	Guidance can be provided to Event Host	
Request promotional items	X	Works with Event Host	Works with Event Host

		on request & event details	on request & event details
Select caterer to include dietary restrictions.	X	Works with Event Host on request & event details	
Submit caterer certificate of liability to GWSB Operations	X		
Manage programming components at event, i.e., setup, run the show, manage registration, participants, caterer, volunteers, breakdown	X	Consults with Event Host	
Email thank you notes to all parties that were involved in the event	X		