

# WEST INSTITUTE



U.S. CHAMBER OF COMMERCE FOUNDATION  
Institute for Organization Management

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## 2018 PRE-SITE INFORMATION TOOLKIT

### Welcome

Welcome to 2018 West Institute! We are excited you will be joining us July 8-12, 2018, at Loyola Marymount University in Los Angeles. In the weeks before Institute begins, you will hear from your Class Advisor, an Institute graduate that is ready to help you with questions you may have. In the meantime, this packet contains many details that will help make your Institute experience fulfilling and worthwhile.

Feel free to contact Institute staff at 202-463-5570 if you have any questions. We look forward to seeing you in L.A.!

Sincerely,  
Institute Staff

### Attendee Service Center

After completing your registration, you should have received a confirmation email with the Attendee Service Center [link](#) and password. Due to PCI compliance guidelines, Institute staff members do not have access to your password. If you do not remember your password, please click “Forgot Password?” to reset it.

In the [Attendee Service Center](#) you can review and update your registration, view your invoice or make a payment, download handouts, and much more.

Note about handouts: Printed class materials are not provided on-site. They can be found online in the Attendee Service Center and in the app one week prior to site (but please check back as close to Institute as possible for any changes). You can print handouts ahead of time or view them on your personal device during class.

### Week at a Glance

Your Institute experience begins with on-site registration from 2:00 – 4:00 p.m. on Sunday, July 8 2018 at University Hall (1 LMU Drive, Los Angeles, CA 90045). Please note that **classes will end at 11:30 am on Thursday, July 12**. The schedule for the Institute week can be found [here](#).

### Lodging and Travel

Be sure to start planning your travel and lodging arrangements. Visit the [West Institute page](#) for details about how to get to L.A., preferred options for accommodations, and more. Our reserved block of rooms tends to fill quickly, so we suggest booking a room as soon as possible.

You are responsible for transportation to and from the site, housing, and incidental expenses.



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### Meals

The following meals are included with your Institute tuition:

- Lunch on the following days: Monday, Tuesday, Wednesday.
- Morning and afternoon snacks: Monday, Tuesday, Wednesday, Thursday.
- Dinner at the Big Bash on Wednesday.

Starting in 2018, Institute will no longer host a welcome/kickoff reception. Attendees are encouraged to enjoy the evening after Homeroom as they see fit.

### Attire

Institute for Organization Management is a continuing education program. All participants are expected to conduct themselves in a professional manner with regard to attire and appearance. The recommended dress code can be found below.

Classroom attire at Institute for Organization Management is business casual. Business casual is defined as follows:

- Pants: Casual slacks, trousers and jeans without holes, frays, etc. Shorts, while permitted, are discouraged due to the temperature of classrooms.
- Shirts: All shirts with collars, business casual crewneck or V-neck shirts, blouses, Institute class t-shirts, golf and polo shirts. Examples of unacceptable shirts include shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops. Institute recommends bringing additional layers, as classrooms can be cold.

Graduation/Big Bash attire is cocktail attire. Cocktail attire is defined as follows:

- Knee length dresses, slacks with blouses, or suits. For visual representation please visit Institute's [Facebook](#) page.

### Industry Consultations

Attendees are encouraged to take advantage of the industry consultation program. While on-site, participants will have the opportunity to meet one-on-one in a private setting with a subject matter expert and have a candid conversation about the topic of their choosing. Sign-up forms will be available on-site.

### Fundraising

There will be a silent auction on-site that will run through the week of Institute. Attendees are invited to bring an item to donate to the auction. All proceeds from the silent auction go to the West Institute Scholarship Fund.

Institute is pleased to have an [online apparel store](#) with Institute branded merchandise. Approximately 30% of purchases will go toward Institute scholarships.

Attendees can also donate to Institute all year round through this [link](#) on the Institute website.

### Scholarships



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The deadline to apply for scholarships is Friday, April 27, 2018. Apply [here](#).

Institute for Organization Management is proud to offer scholarships to participants each year. All scholarships are evaluated by the scholarship committee with the same criteria and are awarded based on an evaluation of an applicant's financial need, involvement in industry professional organizations, community service, and professional background.

Each application requires applicants to upload a resume and two letters of recommendation. All documents must be submitted electronically. Please do not send documents to the Institute office. All information, including your recommendation letters, must be submitted prior to midnight on April 27 to be considered for a scholarship. Scholarship recipients will be notified prior to the early enrollment deadline on May 25.

To find additional resources regarding financial assistance, please take a look at Institute's [Enrollment Incentives](#).

### **What to Know Before You Go**

In order to make the most out of Institute, be sure to arrive on-site knowing the following information about your organization. This will ensure you have the background knowledge to fully participate in class discussions.

Things you need to know:

- Your organization's membership size.
- Your organization's budget.
- The number of people on your board.
- How often your board meets.

Things which are good to know:

- Your organization's mission statement.
- Information about your organization's Form 990.
- Your organization's market penetration percentage.
- The amount or percentage your organization has in reserves.

### **App**

There is an on-site app available for download. Through the app, you will be able to create your class schedule, access class handouts, engage in social media, and much more. A few days prior to Institute, your Class Advisor will email you with download instructions.

### **Policies**

By registering for Institute, you agree to Institute's [Policies and Procedures](#). Please contact the Institute office at 202-463-5570 if you have any questions related to Institute's policies.



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### **Cancellation**

If an attendee is unable to attend his or her scheduled Institute session, notification of cancellation must be received by the Institute staff in writing by emailing [iom@uschamber.com](mailto:iom@uschamber.com). Attendees may transfer their registration tuition to another site, a colleague from their organization, or to the following year up until 14 days prior to their scheduled Institute session without incurring a fee. If an attendee's cancellation or tuition transfer occurs within the 14 day window prior to site, a \$250 late cancellation fee will be imposed. No-show attendees who fail to cancel within or before the 14 day deadline will forfeit all paid tuition.

### **Attendance Policy**

To maintain the credibility of the IOM recognition and the 96 credit hours it represents, class attendance is recorded and taken seriously. At the completion of the program, participants will have earned 96 of the required 100 hours toward their Certified Association Executive (CAE) certification and 28 points toward their Certified Chamber Executive (CCE) certification.

Participants must attend all classes to receive full credit toward their IOM recognition and required hours toward an industry certification. Please be sure your travel arrangements provide adequate time to complete all classes.

Missed class time will result in required make-up work in order to receive credit. Please contact the Institute staff with questions.

### **Helpful Hints**

- Have your Class Advisor's cell phone handy at all times.
- Be prepared to walk and wear comfortable shoes.
- Get connected with classmates on LinkedIn, Facebook, Twitter, etc.
- Bring some petty cash (between \$50 and \$100) to use throughout the week.
- Try not to be distracted with work back at the office while you're at Institute. If possible, keep the focus on the education and networking.
- Don't worry if you initially feel overwhelmed with meeting new people at Institute. Find commonalities with your classmates and use the week to network and build friendships.
- Before attending Institute, think about the strategic challenges and opportunities you and your organization face. You'll get more out of class and you can sign up for industry consultations with board members on-site.
- Do your best to attend evening events, such as the class dinner and Big Bash. The networking and sharing of best practices extends beyond the classroom.

Thank you again for registering for West Institute.

See you in L.A.!