



2009 Conference Schedule

Monday, June 22, 2009

- 9:00am - Noon Early Registration for TEAM Coalition Certification– Check in at Woodside Ranch
- 1:00pm – 5:00pm TEAM Coalition Certification
- Noon – 5:00pm Registration – Check in at Woodside Ranch
- 6:30pm Welcome Dinner at Woodside Ranch
- 7:30pm Welcome Reception at Trading Post

Professional Customer Services Tuesday, June 23, 2009

- 7:45am/8:00am Breakfast Ride
Location: Stables
- 9:00am Opening Remarks/Introductions – CAOS Organizing Committee
- 9:15am – 11:30 pm Professional Panel – Scott DeBolt, Crew Stadium, Columbus, OH
- Introductions
 - Career development
 - Importance of Customer Services
 - Differences between hosting collegiate event and professional event
 - Open forum for Q&A
- 11:30am – 12:00pm Sponsor
- 12:00pm – 12:30pm CAOS World Games Review and Random Team Drawing
- 12:45pm - 1:45pm Lunch at Ranch House
- 2:00pm – 4:00pm Safety Panel – Captain Jeff Severs, University of Tennessee / Lt. Danny Camden, University of West Virginia / Deputy Chief Richard Mormon, The Ohio State University / Lt. Wiley, Pasadena Police Department
- Importance of Customer Services (being friendly, helpful, etc)
 - Maintaining the collegiate atmosphere while maintaining a safe and fan-friendly environment
 - Alcohol management
 - Protecting the court/field/fans – stopping fans from rushing
 - Open forum for Q&A
- 4:00pm – 4:30pm Sponsor



2009 Conference Schedule

5:00pm – 6:30pm CAOS World Games: Canoe Races at the Lake

6:30pm-7:30pm Dinner at Woodside Ranch

7:30pm Conference Attendee Picture

7:45pm CAOS World Games: Rodeo Barrel Racing

Money Wednesday, June 24, 2009

7:45am/8:00am Breakfast Ride
Location: Stables

9:00am Remarks/Recap of Tuesday

9:15am – 11:45pm Managing Resources – (2 Presentations) – CAOS Organizing Committee

- Doing more for less
- Game management budgeting for Olympic Sports

11:45am – 12:15pm Sponsor

12:30pm - 1:30pm Lunch at Ranch House

1:30pm – 2:00pm Relax

2:00pm – 4:00pm Roundtable/Open discussion – CAOS Organizing Committee

- Budgeting
- Money saving ideas
- Cost containment vs. risk management

4:00pm – 5:00pm Sponsor

5:00pm – 6:00pm CAOS World Games: Super Shot

6:30pm-7:30pm Dinner at Woodside Ranch

7:30pm Reception in Trading Post

7:30pm CAOS World Games: Ping Pong



2009 Conference Schedule

Championship Thursday, June 25, 2009

- 7:45am/8:00am Breakfast Ride
Location: Stables
- 9:00am Remarks/Recap of Wednesday
- 9:15am – 11:45pm NCAA Championships Presentation – Shonna Brown, Assistant Dir. of Championships
- Introductions
 - Preparations
 - Bid process/budget
 - Selection day
 - Preliminary rounds
 - Championship
 - Evaluations
 - Financial statement
- 11:45am – 12:15pm Sponsor
- 12:30pm - 1:30pm Lunch at Ranch House
- 1:30pm – 2:00pm Relax
- 2:00pm – 4:00pm Conference Championships Panel – Wendy Fallen, Assistant Commissioner- Championships, Big Ten Conference / Donyale Canada, Associate Commissioner, Mid-American Conference
- Introductions
 - Preparations
 - Differences in who hosts
 - Budgeting
 - Championship
 - Evaluations
 - Open forum for Q&A
- 4:00pm – 5:00pm Sponsor
- 5:00pm – 6:00pm Relax
- 6:00pm-until Done CAOS World Games: Horseshoes and Team Volleyball
- 6:30pm Dinner at Woodside Ranch – CAOS World Game Site
- Swag Exchange – Conference Center, Auditorium



2009 Conference Schedule

Friday, June 26, 2009

8:00am	Breakfast at Ranch House
9:00am	Remarks/Recap of Thursday
9:15am-10:00am	Dr. Jackson on Internships
10:00am-11:00am	Business Meeting/Survey/Conference Closing
11:30am	Lunch "to-go" at Ranch House
12:00pm-3:00pm	Shuttles depart from Woodside Ranch to Madison Airport