When we host visitors to the department, it is an opportunity to impress the visitor and strengthen the reputation and brand of the department. Therefore, this document sets guidelines for minimum expectations for planning a visit and hosting a guest to the department.

We want to make our guests feel completely cared for, so each visit must be organized such that we anticipate our guests needs and organize the visit to meet the goals of the visit while providing the guest with a delightful experience visiting our department.

This is not only important when hosting well established investigators, but also when hosting faculty candidates. We are competing with institutions in better climates, with more money, and with competitive academic reputations. We can set ourselves apart by making all guests feel completely welcome and at ease.

**Basic tasks:**

**Travel:** make sure the travel mode and dates work for the individual, and prepay as much as we can to minimize their out of pocket expenses. Examples include airfare, hotel, and taxi. Desmond will work with the visitor to find a flight that meets the needs of the visitor and which we can purchase through the UW. This includes the visitor providing preferences on departure airports, times, and airlines. The visitor may book travel as long as the travel complies with UW requirements and the visitor consults with the fiscal representative on allowable expenses.

Work with our fiscal representative to make travel arrangements and hotel reservations as far in advance as possible, and share the information with the visitor. **If the visitor makes the travel/hotel arrangements, be sure the visitor knows the rules about booking flights and hotels, and informs the organizer about the details.** Email fiscal@biostat.wisc.edu with travel booking requests and questions.

**Taxi:** if the visitor is taking a taxi to the airport, call ahead to have the taxi ready when the visitor is ready to leave and make sure someone from our department sees to it that the visitor finds the taxi. Use Union Cab, which we can bill us directly. Details are in the Contact Information Section of this document.

**Reimbursement for out-of-pocket expenses:** provide the visitor with complete information on how to request reimbursement, including any specific requirements for certain types of expenses, such as food or taxi, and a list of expenses that are allowable and unallowable. This information is available from our fiscal representative.

First-time visitors who are not UW-Madison employees must complete a non-employee profile form to be eligible for reimbursement. Others who have visited before, may already have this on file. If not, they will need to provide the completed form when they submit their receipts. If a
visitor has completed the non-employee profile form already and their information has changed, the visitor should complete the profile change request form. Both forms are attached to this document.

If the visitor has allowable out-of-pocket expenses, the visitor must submit the receipts and appropriate non-employee profile form (if required) to fiscal@biostat.wisc.edu for processing.

**Itinerary:** Set up an itinerary that minimizes travel between different parts of campus where appropriate and possible. When travel is necessary, make sure a faculty or staff member accompanies the guest to the destination and that they arrive on time. If a visitor or UW faculty/staff member is going to be late, be in communication with those involved in the meeting so there are no surprises.

- **Finalize and share the visitor’s itinerary with all concerned, including the visitor, at least a week before the visitor arrives**
- **Include cell phone numbers for all people on the visitor’s itinerary**
- **If the visitor’s itinerary is NOT final at that point, share the draft itinerary with all concerned at least a week before the visitor arrives and provide updates as appropriate**
- **Confirm all meeting times with those on the schedule**
- **Make sure that those responsible for moving the visitor from one place to another are aware and have agreed to do so**

**Meals:** Ensure that the visitor knows which meals they will take on their own and which meals they will have with faculty/staff from the department/university. Ensure that the visitor is accompanied/picked up for meals with faculty/staff.

**Seminars:** If the visitor is giving a seminar, do the following as far in advance as possible:

- **Get information required for seminar poster (presenter name, degree(s), work title, seminar title, bio, and date, time, and location of the seminar). Get support from faculty host to get this information timely.**
- **Make the poster using the BMI poster template**
- **Distribute the poster:**
  - SMPH Media Services for display at the Health Sciences Learning Center
  - BMI Google Slides displayed at WARF
  - BMI all-staff and seminar email lists
  - Appropriate departments for posting/distribution
    - Ask faculty host for guidance on appropriate departments
    - Contact departments for appropriate recipient and send to that person with request to post/share with their departments
  - UW events calendar, which feeds BMI events calendar
- **Ask faculty host if there are specific people to invite to the seminar and determine who will send the invitations (faculty host or organizer)**
- **Reserve seminar room and set up live stream/recording unless you get a request to not record/live stream the seminar**
• If the seminar is a special event, such as an annual lecture, be sure all things unique to that event are taken care of, such as acquiring a plaque, creating a special poster, scheduling post-seminar refreshments, and/or any other items appropriate for the event. Confirm with the faculty host what is necessary. Keep in mind that all purchases must comply with UW purchasing requirements.

**UW/BMI Systems Access:** If the visitor is here to collaborate with a BMI faculty member and needs access to data, work with the Biomedical Computing Group to ensure that the visitor has appropriate access through a guest NetID and in collaboration with the BMI faculty member.

**Contact Information:**

Fiscal Representative (Travel arrangements, reimbursement, taxi):
• Desmond Rogers, Financial Specialist, fiscal@biostat.wisc.edu, 608-265-8064

Poster Creation/Distribution, Room Reservations, Seminar recording/live stream setup:
• Chris Lindstrom, Assistant to the Chair, clindstrom@biostat.wisc.edu, 608-263-1706

Guest access to BMI systems:
• Biomedical Computing Group, sysreq@biostat.wisc.edu
• Guest NetID, https://it.wisc.edu/services/guest-account-guest-netid/

Taxi Company: contact number/email/webpage:
• Union Cab: (Tel: 608-242-2000)
  o Account number to charge: 7907
  o Arrivals - exit door #7 and look for yellow taxis labeled Union Cab
  o If none are there, call the company to request one