

Conference Desk

The Maple-Willow-Larch (MWL) Conference Desk provides services to the guests of Maple, Willow, Larch, Linden, Barton, Freeman, and Oak-Elm Halls. The Desk is located on the second level of the Maple-Willow-Larch (MWL) Commons.



The Conference Desk can be reached at 515-294-8401 (dial 4-8401 if calling from a campus phone). Unless otherwise arranged, desk hours are 7:00 a.m. until 10:00 p.m. every day when guests are living in the area. For after-hours assistance, call 515-294-8401 and follow the recorded instructions.

Conference Staff are eager to help serve the guests in our halls. Stop at the Conference Desk for local area information and maps of Ames and the campus areas.

ATM

An ATM machine is located in the MWL Commons near the Conference Desk.

Bus Service

Ames Transit (Cy-Ride) provides fixed-route bus service throughout campus and the city of Ames. Maps and timetables are available at the Conference Desk.

Check-Out

Before checking out, be sure to remove all personal items from the room, close the window, turn off the lights, and lock the door. Return your keys to Conference Staff at check-out time, or to staff at the Conference Desk.

Convenience Store (C-Store)

A convenience store called the "West Side Market" is located in the Union Drive Community Center. The West Side Market carries a wide variety of snacks, beverages, bakery items, and personal care products. Hours will vary throughout the summer. To contact the West Side Market, call 515-294-8330. For other dining options, see the ISU Dining website at <http://www.dining.iastate.edu/>.

Copies

You may ask staff at the Conference Desk to make a small number of photocopies for \$.10 per copy.

Dining Services

A Dining Center called Union Drive Marketplace in the Union Drive Community Center will be open from Monday, May 20 through Friday, June 28. Between Saturday, June 29 through Friday, August 9, the Dining Center called Friley Windows on the east side of Friley Hall will be open.

Most guests who have purchased a meal plan will receive meals at these locations (except for Special Olympics Iowa and 4-H); consult with the head of your program for specific information about your location, meal plan, and serving times.

For most conferences, lost meal cards/tickets/wristbands can be replaced at the Conference Desk for \$10.00.

Emergencies

If you have an emergency such as a fire or immediate safety problem, call 911.

In the event of a tornado warning, proceed to an interior hallway on the lower floors of your building; stay away from glass windows and doors.

In case of a fire, please note the exit routes from the building. Use the staircase to exit the building; do not use an elevator in the event of a fire. Predetermine a place away from the building to meet with other members in your party.

Facilities Problems

For facilities problems, such as a non-functioning air-conditioner, window not closing, etc., you may contact the Department of Residence Service Center at 515-294-3322 for assistance. (Dial 4-3322 if calling from a campus phone.)

Internet Access

Residence halls have wireless Internet access. All residence hall guest rooms have plug-in access to the Internet using the data jack in each room. ISU has a service that allows campus visitors access to the Internet to browse the web and check email. To set up guest access follow these steps:

1. Navigate to Network Settings on your wireless device and click "ISU Guest".
2. Iowa State's Network Registration page will automatically open for most devices. If not, please open a web browser and go to <https://netreg.iastate.edu>.
3. Select the specific event you are attending if it is listed and click "Register Here", or if it is not listed click "Guest Registration Here".
4. Enter your local contact information and click "Next".
5. Read the terms and click "I Agree". You will be taken to a registration confirmation page.
6. Shut down your device completely for at least 5 minutes.
7. When you reboot your device you will have access through the ISUguest network.

Initial guest access is 7 days and after the 7-day period, visitors will not be able to re-register for guest access for 90 days. Questions regarding registration for guest access may be directed to the Information Technology Services Solution Center at 515-294-4000.

Keys

Replacements for lost keys or keycards may be obtained at the Conference Desk.

Laundry

Laundry facilities are available on the ground floor of most residence halls and are operated with a guest card (or may be free). Guest cards may be purchased at the West Side Market (convenience store) in the Union Drive Community Center. Contact the Conference Desk for additional information.

Linens

If your conference sponsor selected a linen package for your conference, you will have received a pillow, pillowcase, sheets, towels, washcloth, and soap at check-in. A blanket is also supplied. For conference groups with the Standard Service option, you may exchange your used towels and washcloths daily at the Conference Desk area.

Lost and Found

Lost and found items may be turned in or claimed at the Conference Desk.

Mail

Messages received at the Conference Desk will be conveyed to the rooms periodically throughout the day and evening.

Noise

Noise that can be heard outside a closed residence hall room may be considered too loud by your neighbors. Please help everyone enjoy their stay by maintaining appropriate sound levels. If you need assistance in asking other residents to be quiet, you may contact the Conference Desk.

Parking

Parking is available to the north and east of the Maple-Willow-Larch Residence Halls. Lot 63 is open for guest parking, except the first several rows on the west end of the lot which is reserved for staff use. Be sure to display your conference guest pass in your windshield.

Security & Safety

For your own personal safety, remember to keep your room door locked at all times. You should carry your room and keycard with you at all times. Most entry doors to residence halls are locked 24 hours a day. Doors into the Maple-Willow-Larch Commons will remain unlocked so guests may visit the Conference Desk for services.

The Iowa State University Police may be contacted at 515-294-4428.

For safety reasons, do not change the current room furniture set-up (for example, loft or de-loft beds.)

For safety reasons, removal of window screens is prohibited and fines of \$50 per removal will be assessed.

Smoking & Alcohol

ISU is a smoke-free campus. Smoking is prohibited on all university grounds, including parking lots, and in all university-owned or operated buildings, residence halls and apartments. Consumption of alcohol in the halls is prohibited.

Temperature Control

For those guests staying in Maple-Willow-Larch, the air-conditioning controls may be adjusted. If you need assistance, contact the Conference Desk.

Telephone Service

Telephone lines are not active in guest rooms. Security phones for local calls are located near the main entrances to each residence hall and in the hallway of each floor or "house". Long distance calls will require a calling card. Refer to the following for use of residence hall telephones:

Emergency: Dial 911

Local Call:

On-campus, dial the last five digits of the number

Off-campus, dial 8 + local number

Calling the Operator:

Iowa State University Operator Dial 0

Off-campus Operator Dial 8 + 0

Placing a Collect Call:

Dial 8 + 0 + area code + 7 digit number

Listen for operator assistance

Placing an International Call (calling card required):

Dial 8 + 0

Using a Calling Card:

Dial 8 + 1 + directions on the back of the calling card

Text Telephone (TT) Users:

Relay Iowa provides full telephone accessibility to people who are deaf, hard of hearing or speech impaired.

Dial 8 + 1-800-735-2942 (TTD)

8 + 1-800-735-2943 (Voice)

Vending

Vending machines are located on the 3rd level of the MWL Commons and may also be on the main floor of each building. The Conference Desk does not make change.

Enjoy your stay!

5/17/2019
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Information & Services for Conference Desk in Maple-Willow-Larch Commons

The Conference Desk serving Maple, Willow, Larch, Linden, Barton, Freeman & Oak-Elm Halls is located at C2125 Maple-Willow-Larch Commons

Telephone Number: 515-294-8401

Hours for Summer 2019
Sunday – Saturday 7:00 a.m. – 10:00 p.m.

Welcome to our residence halls! We have prepared this brochure to provide you with information you will need during your stay in our facilities. It is our goal to make your stay comfortable and enjoyable. Please let us know if we can do anything to make your stay better!
