



Planning Center Calendar

Standard Operating Practices and Procedures

Ver. 1.05

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Overview

The Planning Center Calendar exists as our staff's master calendar, as well as our request system for event assets. This process and resource accounts for communications, worship, production, general room facility request items, and building access.

As a team, we are striving to have better communication strategies with each passing event and the Planning Center Calendar application is an effective resource for us to do this well.

Goals for this Guide

1. **Educate**

- a. Understand the depth of facility and staff needs that go into your events.
- b. Review the timelines for event support requests and when you can expect reasonable turnarounds.
- c. See how scheduling worship and production resources can be done with consideration for all event cadences.
- d. Learn your personal responsibilities for event planning and staff requests.

2. **Assist**

- a. Give you, the event organizer, the comfort of knowing certain aspects of your event are being cared for.
- b. Certainty that room resources and event resources will be available and facilitated upon arrival of your guests.
- c. Clear communication and feedback on processes and how to problem-solve efficiently.

Best Practices & Procedures

Information Required to Submit an Event on PCO Calendar:

1. Must know both a date, time, and duration in which your event is taking place.
2. Must select at least a single room for your event, unless it is a staff involved off-site event (I.E. Staff Conference, student ministry bible study, SuperStart conference, etc.)
3. Must select all rooms needed for your event, to the best of your knowledge.
4. Must select all known resources for your event, with the questions answered to the best of your knowledge.

** We understand that as events develop, information and requirements can change. But actively pursuing the information listed above, allows for staff and volunteers to begin working on your behalf to support your event.*

*** While these are requirements for submitting the event request, if a change were to take place, as long as changes are made within PCO Calendar in a reasonable timeframe to allow for development, this is still an acceptable process.*

Event Submission Timeframes & Turnarounds:

1. *If your event requires any level of worship, production, communication, child care or signage it will be necessary to complete your submission process 6 weeks or more before the occurrence of the event.*
2. *In the case of recurring events, you must indicate any occurrence-specific event variances for *worship, production, communication, child care or signage* within the same previously stated 6 weeks or more time frame. If occurrence-specific needs are not articulated, each occurrence will be viewed the same throughout the entirety of the event.*
3. *If your event does not require any form of worship, production, communication, or signage, we would ask that you complete your submission process 2 weeks or more before your event.*

Clarifying questions:

Who is eligible to submit event requests to PCO Calendar?

While anyone within corresponding departments are able to submit events to PCO Calendar, the accuracy and efficiency of the submissions are the responsibility of the department head.

Examples in practice:

<i>Event</i>	<i>Department</i>	<i>Staff Lead</i>	<i>PCO Submission</i>
Night of Worship	Worship	Micah Hasty	Nikki Austin
Men's Breakfast	Group Life	Alex Cook	Alex Cook
Amplify	Student Ministry	Judy McClintock	Austin Hovermale
Summerblast	Children's Ministry	Judy McClintock	Elaina Conroy

Event Resource Selection & Resource Questions

Every event requires differing levels of support; support that can be requested in a PCO Calendar event. Event resources provide detail and specifications of support needed. These differ from room resources, in that they are designed for the entire event's support structure as opposed to equipping rooms with the needs requested.

Facilities Resource Request

In the event resources section, you will find a folder of itemized items available to request. At this time, for the sake of clarity and management of the event, ***the need for requesting anything relating to facilities has been reduced to only needing to request door access.***

Child Care Request

If you plan to have any need for child care while other members of the family are participating in the event, this resource will need to be assigned.

With this event resource, there are some important details to keep in mind before assigning it to your event.

- *Child Care cannot be assigned to an external event.*
- *This resource will need to be assigned to your event 6 weeks before your event takes place.*
- *The typical fees incurred for this resource are \$100 up to 3 hours*
- *Max Children - 20 (under age 12)*

Once your child care resource is added to the event, there will be some additional details to be clarified on the resource. Here are the questions you will need to answer:

- How many children are you expecting for this event?
- What are the age ranges that you expect? (Be as specific as you can be)
- What time will child care coverage begin/end?
- What budget code will you be expensing fees to?

****It is also worth noting that child care utilizes rooms for the resource request. Because of this, a separate 'event' should be created by the resource facilitator that correlates with the needs for child care.***

Worship & Production Resource Request

If your event structure requires any level of worship or production, these resources are meant for you. This particular list of resources takes into account the most as it relates to volunteer & staff collaboration to support your event. As such, please review the accuracy of your submission to allow for your support team to plan in the most efficient manner.

If your event requires any form of formal worship or production, a PCO services plan will need to be created to allow for proper planning and volunteer/staff management to support your event.

Listed below are the various forms of support that you are able to select, and the questions that need to be answered to accurately begin the process.

External Event (Non-NCC) Musician/Worship Lead:

- A Worship Leader or musicians, can facilitate worship or musical needs for non-NCC events.
- This should be scheduled out a month, or more, in advance to accommodate for scheduling requests etc.
- This is a paid resource at the amount of \$200 per event. There is an additional fee of \$50 per musician requested.
- If an external musician/worship leader is filling this role, the fee may be waived. However, they must interact with NCC production/worship departments to provide an understanding of the needs for the event.

External Event (Non-NCC) Production Coverage:

- An audio technician can facilitate technical needs for non-NCC events.
- This should be scheduled out a month, or more, in advance to accommodate for scheduling requests etc.
- This is a paid resource at the amount of \$200 per event.

On-Site Audio Technician:

- An audio technician will facilitate audio needs for events.
- This should be scheduled out a month, or more, in advance to accommodate for scheduling requests etc.
- This can also be filled by event leads as they are trained in the audio systems by a member of the production department.

On-site ProPresenter Operator:

- A ProPresenter Operator will facilitate running ProPresenter for events.
- This should be scheduled a month, or more, in advance to accommodate for scheduling requests etc.
- This can also be filled by event leads and volunteers as they are trained in ProPresenter operation by a member of the production department.
- All needed ProPresenter assets must be loaded prior to the event by the ministry lead or volunteer.
- The ProPresenter Operator is not responsible for loading event assets.

Planning Center Services Event Consultation:

- If you need music or technical requests for your events, you need a planning center services event plan.
- If you need help in the development of that plan, this is a resource for you.

ProPresenter Media Consultation:

- If your event requires any media to be shown on projectors, this resource allows for your assets to be loaded and developed.
- Due to the varying needs and availability required to develop and facilitate this request, this should be scheduled a month or more in advance to accommodate your needs and the workflows of corresponding departments.

Production Training for Events:

- This is a resource to help you learn how to better facilitate your own technical needs for your event or environment.
- This is a training with a member of the production department on how to utilize production resources within select spaces.
- If you need a refresher or a complete training this is for you.
- May be scheduled 3 weeks in advance to accommodate for scheduling needs.

Set Design Consultation:

- While we strive to accommodate all design requests, we can't always fulfill every aspect of the desired request.
- If you are wanting different set design elements than those that presently exist, this resource will help determine if that's possible and to what extent.
- If you are wanting to add additional elements to the stage design, this will require specific detail on the concept you are trying to achieve to determine how it will affect week to week programming.

Worship - Worship Leader

- This resource request accounts for worship led by a worship leader, typically a single person with an acoustic guitar or keyboard.
- This should be requested a month, or more, in advance in order to accommodate volunteer requests.

Worship - with Full Band

- This resource request accounts for worship led by a worship leader in addition to a full band.
- This should be requested a month, or more, in advance in order to accommodate volunteer requests.

Communications - Resource Request & Questions

With the communications event resource, our goal is to help organizers achieve the best communication for the event's specific needs. By answering the questions below, we can collaboratively correspond in discerning how best to approach communications development.

The questions listed below are required questions to answer if you are pursuing communications support for your event.

- *What is the target audience for this event?*
 - Based on how you are developing the event, who is this event meant for? (I.E. Families, Men, Students, etc)
- *What is the goal for this event?*
 - Based on your event development, what is the goal for your event? (Outreach, Internal Community Development, Discipleship, Volunteer Training, etc.)
- *What is your anticipated attendance?*
- *When are you requesting to begin promoting this event?*
- *Is an online registration needed for this event?*
- *Will you be selling merchandise at this event?*
- *Is this a repeating event?*

On-Site Signage Resource Request & Questions

When an event takes place on NCC grounds, it is often helpful to have informational and directional signs to inform people of details while your event is taking place. Selecting this resource can help provide clarity and coverage on these needs.

- What information would you like to be presented on your signs?
- Where would you like these signs to be located?

Room Selection & Room Resource Questions

As mentioned in the requirements for submitting a PCO Calendar request, you must select a room to complete an event submission. When selecting your room, there are a series of questions that can help supporting staff know how to equip the room and your needs respectively. Each question is required to answer for each room, and are listed below.

Adult Classroom 1-4:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?
- Will you be using the TV resources in the room?

Classroom 122 - Pre-Teen Room:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?
- Will you be using the TV resources in the room?

Classroom 100 - MegaBlast Room:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?
- Will you be using the TV resources in the room?

Kitchen:

- What will you be using this room for?
- Will food be served in the room?

Student Center:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?

**If there are resources needed in this room from Worship & Production, please utilize the event's resources rather than the room's.*

Family Life Center:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?

**If there are resources needed in this room from Worship & Production, please utilize the event's resources rather than the room's.*

Sanctuary:

- What will you be using this room for?
- How many people are anticipated to use the room?
- Will food be served in the room?

**If there are resources needed in this room from Worship & Production, please utilize the event's resources rather than the room's.*