



Workshop Frequently Asked Questions (FAQs)

How do I register for a workshop?

Registration for all ISACS workshops is done by the participant online at www.isacs.org.

Please note: During the last step of the online registration process, you must click “**confirm registration**” in order to finalize and submit your registration.

What if I am registering more than one person?

The ISACS online registration process allows you to register an unlimited number of people at the same time. If the workshop offers a discounted registration fee for more than 1 person from your school you can register everyone at the same time, or at different times. The online process will automatically calculate the discount amount if you register at the same time or different times.

How can I pay the registration fee?

You can select from credit card or check. ISACS generally does not invoice the school unless payment has not been received in a timely fashion. A printable invoice is available during Step 3 of the registration process. If at a later date, your school requires an invoice, please contact the ISACS office, as we are happy to provide you with one.

Credit card payments

If you use a credit card payment, the credit card is now automatically charged. If you enter an email address during your registration, you will receive notification from our credit card processor.

Will I receive a confirmation email?

The contact person will receive an automatic initial, basic confirmation email after online registration is complete. A more detailed confirmation email with directions/parking information will be sent approximately one month prior to an event to the workshop registrant. A final confirmation email is sent within a week of the workshop as a final reminder to the workshop registrant.

If I cannot attend, what should I do?

First, consider transferring your registration and sending another representative from your school. If a substitution can be made, simply email (programinfo@isacs.org) or call the ISACS

office (312-750-1190) and inform us of the change – include name of new participant, email address, title and any dietary requests.

If you are unable to make a substitution, cancellations must be received to ISACS at programinfo@isacs.org or by calling 312-750-1190 ten business days prior to the event to receive a 50% refund. Cancellations received after that date will not receive a refund. If you or another member from your school are unable to attend, please call the ISACS office immediately.

Do workshops reach capacity?

Many of our one-day workshops reached capacity. Registration for all ISACS workshops is based on a first-come, first-served basis. We highly encourage individuals to register early for workshops to guarantee his/her participation.

If a workshop reaches capacity, ISACS reviews options for relocating the workshop to a larger location. In some cases, ISACS may be able to move a location.

When workshops reach capacity, the registration system allows your name to be added to a wait list. You must click the link during registration to send your waitlist request to ISACS. To confirm your place on a wait list, please call the ISACS office.

What if I am on the wait list?

If ISACS receives a cancellation, ISACS staff promptly calls the first person on the wait list.

ISACS usually receives a limited number of cancellations for its workshops so it is a good idea to secure/confirm a position on the wait list.

Most one-day workshops will start at 9:30 A.M. Why?

ISACS does its best to accommodate travel in/out of Chicago on the same day. The 9:30 A.M. start time allows participants to travel in/out on the same day and save both the expense of overnight accommodations and additional time away from school/home.

We encourage registrants to plan their travel schedules to attend workshops in their entirety.

Please note: In some instances start times vary.

Why do ISACS workshops end at 3:00 P.M.?

Workshops end in order to allow participants time to travel home – either beating rush hour traffic or getting to the airport for an early evening flight. Also, presenters prefer a five hour format.

We encourage registrants to plan travel schedules to attend workshops in their entirety.

Please note: In some instances end times vary.

If I need to stay overnight what does ISACS do regarding hotel accommodations?

ISACS secures a limited number of discounted hotel rooms at local hotels. Chicago has become a very popular destination and during peak months (September-November) and (May-July) reasonable rates for hotel rooms are hard to find. If you are planning to attend a workshop and require hotel accommodations, we recommend making a hotel reservation at one of our discounted hotels as early as possible. Hotel information is listed in printed materials, marketing emails, and on our website. For more information on discounts at neighborhood hotels, visit: www.isacs.org/neighborhoodhotels

It is the responsibility of the participant to secure his/her own hotel accommodations. If you have any questions about the hotels, please contact the ISACS office.

Why does ISACS host most of its workshops in downtown Chicago?

There are several factors contributing to the location of workshops in downtown Chicago. Chicago is a travel hub for cities throughout our region (with members able to access Midway and O’Hare airports). For example, many schools can access low fares on Southwest and travel in/out of Chicago on the same day. There are also many members who can drive (or take the train) to/from Chicago without having to travel via airplane. In addition, Chicago is a destination for many of our national experts who are able to get to Chicago easily. Moreover, the resources of the ISACS staff are in Chicago and it is efficient for us to hold workshops in the city.

Does ISACS cancel workshops?

In a few instances, due to low registration or hazardous weather, ISACS has had to cancel a workshop. ISACS provides a full refund of the registration fee in such cases.

Certificates of Attendance

ISACS will provide each attendee with a link to a printable Certificate of Attendance. The link will be sent to all attendees at the conclusion of the workshop.

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**If you have any questions regarding ISACS workshops, please contact ISACS at:
312-750-1190 or programinfo@isacs.org**

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