

BOOKABLE ASSETS

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Owner.

Category:	C. Campus Infrastructure
Parent Policy:	C07
Approval Date:	February 9, 2024
Effective Date:	February 9, 2024
Procedure Owner:	Registrar & Director, Student Services Director, Campus Development & Facilities

Overview:	This document outlines Olds College of Agriculture & Technology (the “College”) procedures for maintaining the campus Booking Software, and for the allocation of bookable assets.
Procedures:	<p>General Asset Use Procedures</p> <ol style="list-style-type: none"> Users are responsible for adhering to all of the College policies while using assets. All reservations including Event Name will be visible in the Booking Software to all users. Unless otherwise instructed by the Asset Administrator, rooms, assets and resources should always be left or returned as found with all trash appropriately disposed of. Any dishes that belong to a room should be washed and put away. It is the responsibility of all users to contribute towards the care and maintenance of assets. If a user notes that an asset or resource requires attention, the matter should be reported as follows: <ol style="list-style-type: none"> Audio Visual Equipment: itsupport@oldscollege.ca College Vehicles: as required under Policy C02 College Vehicles. Other Assets: to Campus Development & Facilities through an Asset Essentials Work Order submission. <p>Academic Programing and Continuing Education Space Guidelines</p> <ol style="list-style-type: none"> All space requirements for credit programming are managed according to policy A03 Academic Scheduling. If non-credit Continuing Education & Corporate Training space requirements become known during the academic scheduling process, load sheets requesting space should be completed and submitted to the Scheduling Lead in accordance with the timelines outlined in policy A03 Academic Scheduling. Academic Spaces cannot be booked for ad hoc use until all academic (includes ministry-approved Continuing Education programming), Industry Training and research scheduling has been completed.

4. All course scheduling requirements (e.g. room type, delivery pattern, time block, etc.) are recommended by the College Program Curriculum Committees (PCCs) to the program's respective Dean and then shared with the Office of the Registrar, according to policy A03 Academic Scheduling.
5. In the event that other stakeholders, such as Conference Services or Continuing Education & Corporate Training, require space which has a hold on it during academic scheduling, requests may be made by email to the Scheduling Lead.
6. Community Learning Campus (CLC) managed meeting rooms in the e-Learning Centre will not be assigned as regular classroom space or booked on an ad hoc basis for credit programming (non-credit programming offered by Continuing Education & Corporate Training is permitted).

Ad Hoc Asset Booking Guidelines

1. [Ad Hoc Booking Permissions](#) indicate who is permitted to book a resource without approval, who is permitted to request a resource and who approves requests for bookings.
2. Approval is typically required to book assets in the following cases:
 - a. Where users share the use of the same space at the same time.
 - b. When spaces are booked for which setup services are required by staff (e.g. audio-visual, catering services and set-up/tear-down). In these cases, before the booking can be approved, the appropriate service areas must ensure that the space can accommodate the needs of the user.
 - c. When the booking involves the use of expensive equipment or equipment that can harm users is regularly present in a space.
 - d. CLC managed spaces with the exception of e-Learning meeting rooms.
3. If approval for Ad Hoc use is required, users are required to submit a request through the Booking Software.
4. Generally, approvers should approve requests within one business day with the exception of requests which include services that take time to coordinate (see Room Setup below).
5. Approval should be granted within the prescribed time frame unless the asset cannot be made available for the requested use. Acceptable reasons for declining a request include:
 - a. A Collaborative Use may render a space inappropriate for the requester's purpose.
 - b. The approver may feel an asset is not the best alternative to the user. In this case the Asset Administrator should assist the user in finding an alternate asset that may be more appropriate.
6. If an Asset Administrator declines a request for an asset, a reason must be provided to the requester.
7. Any cancellations should be done for Ad Hoc Asset Bookings in the Booking Software by the owner of the reservation at least three (3) working days ahead of the reservation date except when unforeseen circumstances prohibit this.

Room Setup

1. [Setup Types](#) have been defined. Each space has a default setup type which provides information to users on how space is used.

2. All space should be set up as indicated in the Booking Software by the default Setup Type.
3. Users may request setup services from Caretaking if the default Setup Type in the Booking Software includes the word FLEX. Users will be notified if the request cannot be accommodated.
4. Setup services must be requested by Everyday Users through the Booking Software at least three (3) days before the event.
5. Space should not be set up any further in advance than necessary and with minimal impact to students.
6. If it is necessary to set up a space in advance, the service provider may book a reservation in the Booking Software to block the space from being used until the event start time. In this case the user should use the Event Type "Setup/Take Down". Service Providers reserve the right to charge internal departments a fee for setup requests. If a chargeback will be applied, the service provider must notify the requester in writing at the time the service is approved.

Resources (Equipment or Services to be used with a Booked Asset)

1. Catering, caretaking and audio/visual requests submitted by Everyday Users through the Booking Software must be made at least three (3) working days in advance of the event.
2. For any catering request cancellations, Everyday Users must cancel the request through the Booking Software seven (7) working days in advance of the event.
3. If a Resource is required for an asset that does not exist in the Booking Software, an Administrative User may choose the location called "TBD" and rename it with an appropriate description.
4. When liquor is being served in a booked space, notice must be given through Booking Software to Campus Security at a minimum of twenty one (21) days in advance of the booking date. This does not apply to instructional spaces where alcohol service is a part of the teaching and learning experience.
5. In the event that maintenance is required, the Service Provider must contact Campus Facilities to book the applicable asset in the Booking Software. If there are bookings for the asset that are being taken offline, Campus Facilities should contact the Booking Software Administrator and request that the bookings be cancelled and the user be notified that they need to rebook.

Booking Software System Maintenance

1. Conference & Events Services (College and CLC Conference Services)
 - a. Maintain all fields pertinent to Event Management.
 - b. Maintain a notification to Caretaking when set up services are required for any space, a minimum of seven (7) days before the event, through the Booking Software.
 - c. Maintain a notification to Business Services when a customer is set up or a change is made in the Booking Software.
 - d. Maintain required reports for Business Services to facilitate invoice preparation.
2. Scheduling Lead (Office of the Registrar)
 - a. Maintain all academic configuration and optimization rules.
 - b. Report any problems with the Booking Software and any of its data interfaces to IT.

- c. Maintain Campus Planning Interface reporting and functionality.
3. Asset Administrators (Various Departments)
 - a. Ensure the assets they are administrating are accurately represented in the Booking Software.
 - b. Assist users who require assistance with their bookings or who can't find a self-serve solution for their needs. Escalate unresolved issues to the Booking Software Administrator.
 - c. Approve booking requests within one business day of the request being submitted through the Booking Software.
 - d. Review the Booking Software reservation book for their assets and make adjustments for bookings that are an inefficient use of an asset or contrary to this procedure.
4. Booking Software Administrator/Scheduling Lead (Registrar's Office)
 - a. Provide primary functional support to the College campus as required.
 - b. Make authorized changes to the asset, resource and workflow configuration in the Booking Software.
 - c. Expert Users should only be logged into the Booking Software when necessary as there is a limited number of concurrent licenses available.
 - d. Liaison with the Booking Software vendor for support as required.
 - e. Assisting Asset Administrators who can't find a self-serve solution for their user's needs.
5. IT System Analyst (IT)
 - a. Provide technical support to the college campus as required. Maintain Banner and Google interfaces.
 - b. Maintain the Groups in the Active Directory that are synchronized with the Booking Software. If a Group is added, deleted or if the name is changed in the Booking Software, the change must also be done in the Active Directory.
 - c. Maintain the mapping of Process Templates to Groups in the People & Culture Toolkit. Any additions, deletions or name changes to process templates in the Booking Software must also be done in the People & Culture Toolkit.
 - d. Liaison with the Booking Software vendor for support as required.

Definitions:

Asset Administrators: Are individuals that have responsibilities for assigned spaces as outlined in this procedure.

Academic Scheduling Software: Refers to the academic schedule building software used to build the timetable of courses (Instructor, Course Registration Number, Timeblock, Pre-assigned room).

Academic Spaces: Are spaces that are primarily used for regularly scheduled classes.

Booking Software: The system and tools used to track, assign and manage campus spaces.

Collaborative Use: Refers to a use in a room where more than one user group uses the space at the same time.

Community Learning Campus (CLC) Managed Spaces: Includes all Fine Arts MultiMedia Centre spaces, all Ralph Klein Centre spaces, Outdoor Sports

Fields (excluding Tennis Courts), e-Learning Centre, Frank Grisdale Hall Gymnasium, Olds High School Carpentry Lab located in Land Sciences.

Everyday User: Is a user that accesses the Booking Software through a web application, mobile application or their google calendar. Everyday Users have the ability to book assets and resources. Every College employee will have an Everyday User account.

Expert User: Is a user that, in addition to having an Everyday User account, can also access the Booking Software through a program installed on their computer and has the ability to manage events, run reports and/or approve bookings. Expert Users include IT, the Booking Software Administrator, Asset Administrators, Event Managers and select Service Providers who manage their services in the Booking Software.

Group: Refers to a group of staff members in the Booking Software who have the same access to processes in the Booking Software. This includes which resources can be booked or requested. A Group in the Booking Software is the same as a Group in the College Active Directory.

Industry Training: Refers to training facilitated by the School of Trades with industry partners in the Industry Training Centre or select WJ Elliot labs and classrooms.

Internal College Meetings and Events: Refers to meetings or events that are organized and conducted by College faculty, staff, trustees or students for College activities/business.

Resources: Are additional assets, human resources or services that may be requested when a room or asset is booked in the Booking Software.

Room Types: Have been assigned to each asset in the Booking Software. The Room Type gives information about the kind of space it is and how it is used and an indication as to whether there are booking restrictions on the asset.

Specialized Spaces: Refers to spaces that are used primarily for regularly scheduled classes, Continuing Education courses or Industry Training that require special equipment or specific room features for student participation, experimentation, observation or practice in an academic discipline. Specialized spaces do not include regular classrooms, lecture theatres or computer labs.

Related Information:

A03 Academic Scheduling Policy
[Appendix A Asset Administrators - Assigned Assets](#)
[Appendix B Room Types](#)
[Appendix C Ad Hoc Booking Permissions](#)
[Appendix D Setup Types](#)
[Appendix E Booking Software System Maintenance](#)

Review Period:

3 years

Revision History:

New: November 2019
 Revised: May 2020
 Revised: February 2024