OLDS COLLEGE
OF AGRICULTURE & TECHNOLOGY

BOOKABLE ASSET

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

Category:	A. General
Parent Policy:	A45
Approval Date:	June 9, 2020
Effective Date:	June 9, 2020
Procedure Owner:	CFO Director, Business Services Registrar & Director, Student Services

Overview:	This document outlines College procedures for maintaining the Booking Software and for booking Bookable Assets.

Procedures:	**General Asset Use Procedures**
	● Users are responsible for adhering to all Olds College policies while using assets.
	● All reservations including Event Name will be visible in the Booking Software to all users with the exception of the Executive Boardrooms.
	● 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:
	    ○ Audio Visual Equipment: itsupport@oldscollege.ca
	    ○ College Vehicles: as required under Policy C23 College Vehicles
	    ○ Other Assets: to Campus Development and Facilities through a KISSFlow Work Order
	
	Academic Programing and Continuing Education Space Guidelines
	● All space requirements for credit programing are managed according to policy D24.
	● If non-credit Continuing Education space requirements become known during the academic scheduling process, load sheets requesting space should be completed and submitted to the Scheduling Officer in

accordance with the timelines outlined in policy D24.

- Academic Spaces cannot be booked for ad hoc use until all academic (includes ministry-approved Continuing Education programing), industry training and research scheduling has been completed.
- All course scheduling requirements (e.g. room type, delivery pattern, time block, etc) are approved by Olds College Program Curriculum Committees (PCCs).
- In the event that other stakeholders such as Conference Services or Continuing Education require space which has a hold on it during academic scheduling, requests may be made by email to the Scheduling Officer.
- CLC Managed meeting rooms in the e-Learning Building 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 is permitted).

Ad Hoc Asset Booking Guidelines

- [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.
- Approval is typically required to book assets in the following cases:
    - Where users share the use of the same space at the same time.
    - When spaces are booked for which setup services are always required by staff. In these cases, before the booking can be approved, the appropriate staff must ensure that the space can accommodate the needs of the user.
    - When the booking involves expensive equipment or equipment that can harm users regularly present in a space.
    - CLC Managed Spaces with the exception of e-Learning meeting rooms.
- If approval is required, users will be required to submit a request to book an asset through the Booking Software.
- Approvers should approve requests within one business day with the exception of requests which include services that take time to coordinate.
- 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 Collaborative Use may render a space inappropriate for the requester's purpose.
    - 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.
- If an Asset Administrator declines a request for an asset, a reason must be provided to the requester.
- If an asset is not going to be used, 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

- [Setup Types](#) have been defined. Each space has a default setup type which provides information to users on how space is used.
- All space should be used set up as indicated in the Booking Software by the default Setup Type.
- 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.
- Setup services must be requested by Everyday Users through the Booking Software at least 3 days before the event.
- Space should not be setup any further in advance than necessary and with minimal impact to students.
- If it is necessary to setup 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 an interdepartmental charge 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)

- Catering, Caretaking, and Audio/Visual requests submitted by Everyday Users through the Booking Software must be made at least 3 working days in advance of the event.
- Catering requests submitted by Everyday Users through the Booking Software must be cancelled 7 working days in advance of the event.
- 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.
- Notice to Campus Security of liquor being served in a booked space must be given through Booking Software at least 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.
- 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 is 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](#)

- **Conference & Events Services (Olds College and CLC Conference Services)**

    - Maintaining all fields pertinent to Event Management.
    - Maintaining a notification to Business Services when a customer is setup up or a change is made in the Booking Software.
    - Maintaining required reports for Business Services to facilitate invoice preparation.

- **Scheduling Officer (Office of the Registrar)**
  - Maintain all academic configuration and optimization rules.
  - Report any problems with the Booking Software\Banner interface to IT.
  - Maintain Campus Planning Interface reporting and functionality.

- **Asset Administrators (Various Departments)**
  - Ensure the assets they are administrator for are accurately represented in the Booking Software.
  - 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.
  - Approve booking requests within one business day of the request being submitted through the Booking Software.
  - 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.

- **Booking Software Administrator (Registrar's Office)**
  - Provide primary functional support to the college campus as required.
  - Make authorized changes to the asset, resource and workflow configuration in the Booking Software.
  - Expert users should only be logged into the Booking Software when necessary as there is a limited number of concurrent licenses available.
  - Liaison with the Booking Software vendor for support as required.
  - Assisting Asset Administrators who can't find a self serve solution for their user's needs.

- **IT System Analyst (IT)**
  - Provide technical support to the college campus as required. Maintain Banner and Google interfaces.
  - 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.
  - Maintain the mapping of Process Templates to Groups in the HR Toolkit. Any additions, deletions or name changes to process templates in the Booking Software must also be done in the HR Toolkit.
  - Liaison with the Booking Software vendor for support as required.

Definitions:

Asset Administrators: Are individuals that have responsibilities as outlined in the procedures of this Policy for assigned spaces.

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 as determined by the procedures attached to this policy.

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.

D24: Refers to Olds College Policy D24 – Academic Scheduling**.**

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 Olds 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 Olds College Active Directory.

Group Managers: Refers to the staff member that has the authority to add members to a Group in the 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:	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
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