



WAKE FOREST

U N I V E R S I T Y

Wake Forest University UCC Reynolda Campus Information Systems Training Facility Reservation and Use Procedure

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1. Introduction and Purpose

This document describes how to request a training room in the University Corporate Center for all Information Systems staff and Finance staff, all non Information Systems administrative departments and for non academic usage.

2. Document Owner

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| Document owner | Knowledge and Service Support/Information Systems Learning Team, Manager |
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3. Scope

Information Systems and all other WFU administrative and academic departments should use this procedure to request training rooms 1009 and 1018 in the University Corporate Center.

4. Definitions

- i. Facility Reservation and Use: Training rooms must be requested via e-mail sent to is-learning@wfu.edu. E-mail must contain the following information:
 - Requester name
 - Requester telephone number
 - Requested date of the event
 - Requested start and end time of the event
 - Name of the event
 - Number of attendees

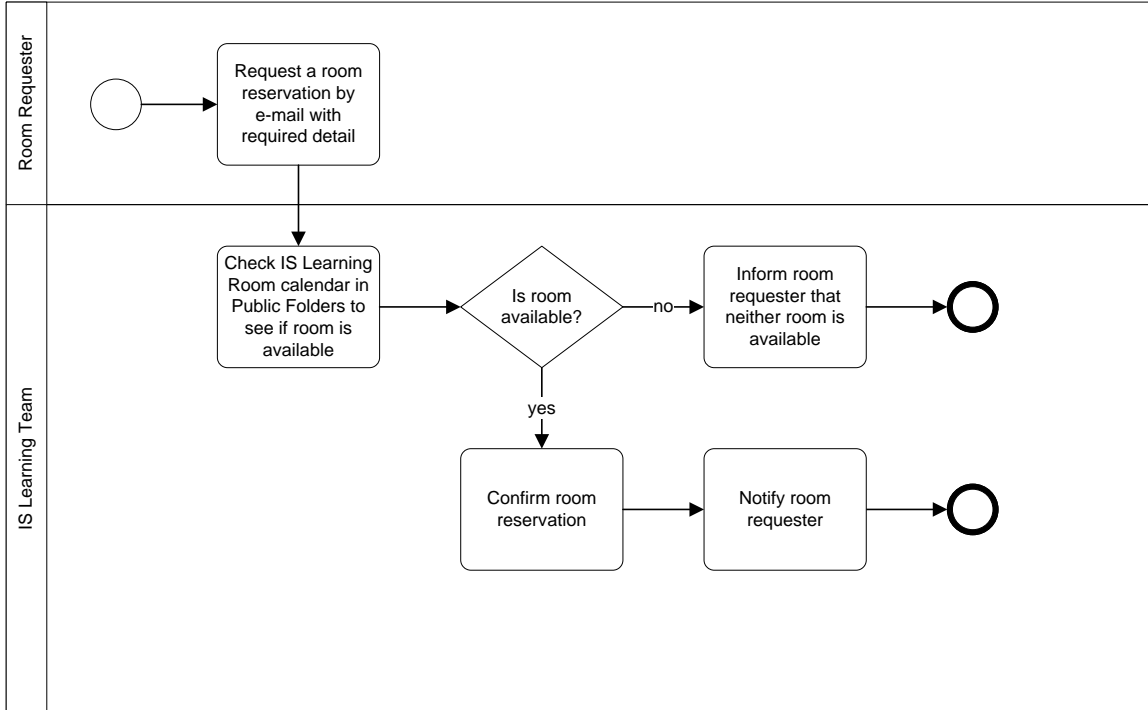
Upon receipt of the e-mail request, a member of the IS Learning Team will check availability then follow up with the requester.

5. Roles and Responsibilities

- i. IS Learning Team: Person within IS Learning Team who is responsible for making room reservations using the shared Outlook calendar containing room availability.
- ii. Room Requestor: Person within IS, or any other department that is requesting the room reservation.

6. Procedure

6.1. Make a Reservation Procedure



This procedure describes how to reserve a training room in the University Corporate Center.

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|---------------------------|---|
| Procedure Triggers | <ul style="list-style-type: none"> • E-mail from room requester |
| Procedure Inputs | <ul style="list-style-type: none"> • Requester name • Requester telephone number • Requested date of event • Requested start time and end time • Event name • Number of attendees |
| Procedure Outputs | <ul style="list-style-type: none"> • Reserved room • Reservation notice given to room requester |

- i. Request a room: The room requester requests a room, including all the information specified in the “Procedure Inputs,” above.
- ii. Check availability: The IS Learning Team checks the IS Learning Room Calendar in Outlook to see if a room is available. If the room is not available, the IS Learning Team member indicates to the requester that neither training room is available.

- iii. Reserve room: The IS Learning Team member reserves the room, if the room is available.
- iv. Notify room requester: The IS Learning Team member notifies the room requester that the reservation has been made. IS Learning Team also notifies room requester that they are responsible for ensuring that the training room is prepared accordingly for their event. The room requester is also responsible for notifying UCC Security of incoming guests as well as greeting external attendees and allowing them access to card-access spaces.

6.2. Room Use Procedure

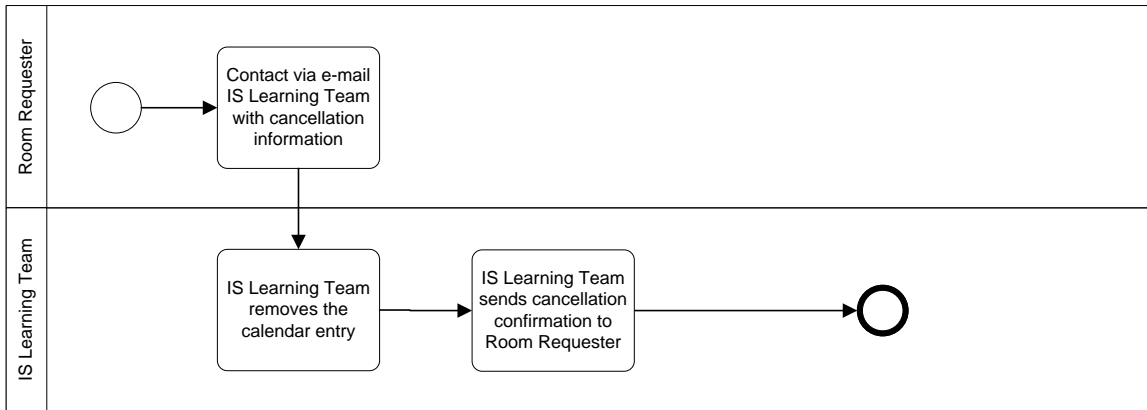
| | |
|---------------------------|---|
| Procedure Triggers | <ul style="list-style-type: none"> • Reserved room |
| Procedure Inputs | <ul style="list-style-type: none"> • Function held in reserved room: <ul style="list-style-type: none"> i. Attendees ii. Catering iii. Supplies iv. Room layout |
| Procedure Outputs | <ul style="list-style-type: none"> • Reserved room returned to original condition |

When using the WFU UCC Training Rooms, room requesters must adhere to these guidelines:

- i. Attendance of non-UCC residents: Names of attendees who do not work at the UCC must be given to Security staff prior to the event. This includes all other WFU employees. Attendees must be escorted to the training rooms from the front lobby area by the room requester (or a delegate). Security staff does not have access to the training rooms.
- ii. Room maintenance:
 - Rooms must be returned to the condition in which they were found.
 - The multimedia lectern may not be moved.
 - All accumulated waste must be removed after the session.
 - Whiteboards must be erased.
- iii. Catering:
 - All catering needs (including food, beverages, plastic-ware, plates, napkins, etc.) are the sole responsibility of the Room Requester.
 - Catering may be sought through the UCC catering service: Flik (336-896-4431) or through any outside vendor.
- iv. Supplies:

- All necessary supplies (such as flip-charts, easels, writing utensils, paper, copies, etc.) are the sole responsibility of the Room Requester.
- The Training Rooms are equipped with three whiteboards, dry erase markers, whiteboard erasers, projection units, tables and chairs for use during requested time.

6.3. Cancel a Reservation Procedure



This procedure describes how to cancel a training room reservation in the University Corporate Center.

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|---------------------------|--|
| Procedure Triggers | <ul style="list-style-type: none"> • E-mail from room requester |
| Procedure Inputs | <ul style="list-style-type: none"> • Event name • Requested date • Requested start time and end time |
| Procedure Outputs | <ul style="list-style-type: none"> • Cancelled room reservation • Reservation cancellation given to room requester |

- i. Request cancellation: The room requester requests the reservation be cancelled, including the information specified in the “Procedure Inputs,” above.
- ii. Cancel room reservation: The IS Learning Team removes reservation from IS Learning Room calendar and cancels the reservation.
- iii. Notify room requester: The IS Learning Team notifies the requester that the training room reservation has been cancelled.

7. Metrics

7.1. Reports

None

7.2. Notifications

None

8. Related Documentation

See also these related governing documents:

- i. WFU IS Facility Reservation and Use Policy: The Facility Reservation and Use policy describes the rules to follow in reserving and using Information Systems rooms.

9. Document Version

All revisions of this document are listed in chronological order.

[DV = Draft Version, FV = Final Version.]

Final versions of this document are created when this document is submitted and approved via the “Information Systems Governing Document Procedure.”

| Version Number | Revision Date | Revision Summary |
|----------------|---------------|---|
| DV1-1 | 03/04/10 | Owner: Sarah Wojcik |
| DV1-2 | 03/05/2010 | Style review and Visio drawings created |
| DV1-3 | 03/08/2010 | Room use section and TOC updated / style review |
| DV1-4 | 03/11/2010 | Style review and Visio revisions |