

Registrar/Building Scheduler



Scheduling Manager

The scheduling manager possesses a complete knowledge of the current scheduling system and the underlying issues associated with it.

Problems

- Finding rooms that are available
- having multiple people request the same room
- Double booking a room if multiple people are allowed to schedule
- Providing technical support for presenters
- keeping track of all booked rooms

Needs

- A centralized scheduling system
- Need a way to ensure rooms are never double booked
- Need a way to maintain control over the rooms they manage
- Needs a way to monitor currently reserved rooms and who needs technical support.
- Needs a way to restrict access to certain "specialized" rooms

Goals

- To have a centralized scheduling system that also allows each building scheduler to maintain a certain level of control over the rooms in their building
- Save time in the scheduling process
- Have a better way to keep track of all room reservations and needs of the room reservers

Demographics

- Employees in charge of managing rooms for campus buildings
- Tech savvy or willing to receive training
- Not interested in giving up scheduling control to a central campus scheduler

Context

- Use google calendar, outlook, or banner scheduling system according to the building scheduling system.
- Check in on presenters to teach them and ensure they are able to use the room technology.
- Answers calls after hours if there are problems with the room.

Fears

- Double booking or even triple booking a room if multiple system are utilized
- Receiving flack and being blamed for problems that are out of their control with the current system
- Not being able to maintain control over their building schedule