[W 00:15] I call people to schedule a room, I say I need this and have them schedule it for me.

[W 00:40] The process of calling is simple to do, but the major problem is the feedback loop. I never know the options.

[W 00:54] I’ve used online schedulers and when I’m doing it myself I can choose the best room for my needs.

[W 01:05] When I delegate the job of scheduling a room to someone else, they have no idea the same determinants I do to say what’s the right compromise for picking a room. They may not give me the optimal room choice available.

[W 02:07] Not all faculty even have a need for scheduling a room.

[W 02:22] I’ve seen several different types of scheduling software, many include the ability to filter the rooms to I can find a room with the requirements I need.

[W 02:50] I’d like the ability to search for a room that meets my needs (technological, size, location).

[W 03:05] One of the problems I’ve encountered with other software is that I can’t do a centroid search. I had to pick a building and then narrow it down.

[W 03:30] It would have been nice if there was a ten minute clear out period automatically scheduled so there is time for room transitions, so meetings can start on time.

[W 04:19] I’ve seen problems before where the rooms don’t have useful descriptions.

[W 05:00] The scheduler is paid for by the enterprise and distributed to each department.

[W 06:20] The goal in any scheduling system is self service, but there is always an admin to assist.

[W 06:50] Every scheduling system I’ve ever used has been designed for every trusted user to be able to schedule resources.

[W 07:18] If I’m depending on the room to have certain features for me, like a table or the right type of A/V port for me to connect to the projector, my concern is if the scheduling system really tells what the room has.

[W 07:54] I want the room description to be kept up-to-date with what is broken, such as technology that has been complained about or issues with the room.

[W 08:40] If I’m holding an important meeting I will have to physically inspect the room to make sure it will work. That’s a pain and that’s wrong, it’s a waste of cost. It would be nice to not have to do that.

[W 09:15] The cost for a scheduling system should be in the corporate IT budget.

[W 10:15] The bottom line is that I would like a dynamic list of the attributes of that room.

[W 10:28] I would like some real time feedback on the status of all the attribute of a room (i.e. microphone 3 is not working)

[W 10:45] I would love a way for me to quickly give feedback on the status of room attributes. An easy way to report issues and make an IT ticket.

[W 12:48] I would like notifications if the status of a room attributes have changed.

[W 14:22] Most important to me is understanding the alternatives, I want to know my room options so I can pick the best option. Accuracy is implied, don’t tell me the room is available if it’s flooded.

[W 22:34] My biggest concern is in concurrency with the current system, because several people can schedule our auditoriums for us and I always worry that we are going to schedule on top of each other, because they don’t have access to the same software that we’re looking at.

[W 23:55] Communication is lacking within the library department, but also with Margie taking over the auditoriums at different times.

[W 24:10] I always worry that we’re gonna have someone left hanging without a room.

[W 24:40] There have been several meeting over five years, trying to get everybody on the same page to get some central scheduling software going. This sort of fell apart because the music people didn’t want to do it.

[W 25:19] There is another type of scheduler the housing people use that ties in with the software for managing dorms.

[W 25:28] I’d like there to be one person in charge for scheduling for the whole campus, as painful as that is to say, because it would be a lot more efficient if there was one place to go.

[W 26:08] In addition to having a central scheduling person I think there should be levels of access, so the library department for example is allowed to have access to that at a certain level to approve requests made for certain rooms.

[W 26:33] I’d like to maintain some individual control to make sure the rooms I watch over are taken care of.

[W 27:00] We need to know when rooms are reserved because often times there are technical and setup issues that need to be resolved with presenters coming in.

[W 27:53] We need to know about a reservation ahead of time so we can provide equipment and schedule the A/V guy to them how to use the equipment.

[W 28:13] Our biggest struggle is that when people get to the room they don't know how to use it.

[W 29:00] At the library we use google calendar, although we also use outlook for internal scheduling for staff.

[W 29:17] We made separate google calendar for each room that we schedule.

[W 30:05] When everyone had access to the calendar it would lead to frustration because things would appear and disappear, and there would be event with no details pop up. Or someone would show up and believe they were scheduled but their reservation would be deleted.

[W 30:46] We had to dial back who was allowed to change the schedule because of issues that kept coming up

[W 32:08] Every department want to feel like they are in control of their rooms and who is scheduled and allowed to use them.

[W 32:10] Internal politics will be the biggest issue with implementing a new system, everyone wants to maintain individual control over their rooms.