

# Quick Facts and Information for the Scheduling of Courses and Non-Class Events

In August, 2017, the responsibilities of scheduling class, meeting, and event spaces migrated to two different offices. The Registrar's Office will be managing the scheduling of all courses. The Meetings, Events and Conferences Office (MECS) will be managing scheduling for all meetings, events and conferences in all spaces and some outdoor venues.

The two contacts for these offices are Amaury Avalos ([ara5@stmarys-ca.edu](mailto:ara5@stmarys-ca.edu), classrooms for academic courses) and Jennifer Weiland ([jlw7@stmarys-ca.edu](mailto:jlw7@stmarys-ca.edu), meetings, events and conferences in any space on campus and some outdoor venues). If you have questions about an event that seems to fall in between these two, please contact either resource for assistance.

Below are some guidelines for whom to contact for what matters as well as some FAQs.

## Classrooms for Courses

Faculty members who have issues with their classroom before, during, or after their class:

1. Classroom is dirty, smells, or needs the trash emptied (Facilities Services with a [work order](#), x4286 or Amaury)\*
2. Classroom tables and chairs need to be rearranged to their proper set-up (Facilities Services with a [work order](#), x4286 or Amaury)\*
3. Technology Issues (ITS, x4266)
4. Requests a classroom change (Amaury)

## Classrooms for Meetings, Events or Conferences

Staff, Faculty, or Students have issues with a classroom they reserved for a meeting, event or conference:

1. Janitorial issues (MECS, x4156)
2. Room Set-up or Technology Needs (MECS, x4156)
3. Requests for a room change (MECS, x4156)

## Event Spaces, Conference Rooms, Outdoor Spaces

All Staff, Faculty, and Students that have gone through the proper reservation protocol with the MECS office will call MECS (x4156) for any issues or assistance.

1. Set-up and/or AV equipment
2. Janitorial
3. Facilities / Maintenance (temperature, broken / damaged property etc.)
4. Parking

\*Please note that for any facilities or custodial issue, the quickest response will be when you contact Facilities Services directly (x4286) and follow that call with a [work order](#). You should find instructions inside your classroom for contact information as well. Amaury Avalos and Jennifer Weiland, however, should be able to assist if you experience problems on an ongoing basis.

## Frequently Asked Questions

- Can I get a report of my reservations?

Yes, a report is typically self-generated when you make the reservation on Ad Astra and you can email a request (if you can't find that one) to [scheduling@stmarys-ca.edu](mailto:scheduling@stmarys-ca.edu) where they can help you generate another report.

- Can you help me find a space that will accommodate XYZ?

It is preferred that you look at the calendar on AdAstra and submit a formal room request. MECS staff members are happy to offer 1:1 training if you are unfamiliar with the AdAstra Software.

- Can we bump this group for my group?

No, once a reservation is confirmed on the calendar, "bumping" is not permitted. If you want to reach out to the event contact directly and see if they are willing to move and they agree, it must be in writing from that event contact and MECS will make the necessary change.

- I missed the 48 hours advance to request a room; can you please schedule this last minute?

Please call MECS main office line at extension x4156. Rooms are not guaranteed after this deadline. These types of requests will be reviewed regularly. If there is a particular office or employee that has 5 or more of these requests, further intervention by the MECS office may be taken (i.e. mandatory training with event contact, meeting with supervisor).

- Please change my event time, location, date?

Please email these requests to [scheduling@stmarys-ca.edu](mailto:scheduling@stmarys-ca.edu) at minimum 5 days prior to the event date. If these requests are made less than 5 days from the event start date, changes are not guaranteed.

- Every room I want is taken; where should I schedule my event?

Please refer to the calendar on AdAstra to see all available event spaces. If there are no rooms open, you will need to look at either meeting spaces off campus or another date.

- I have a famous guest speaker coming, can you send me a list of open dates for X?

Please ask the speaker for preferred dates and times they are available, then refer to the AdAstra calendar and submit a room request.

- I don't know how AdAstra works and I am not planning on learning, can you schedule this for me?

No, however, MECS staff is available to offer 1:1 trainings on how to use the AdAstra program. For faster assistance, you can also watch video tutorials on the MECS web pages.

- Can you teach me how to schedule rooms on AdAstra?

Yes! Please call Jennifer Weiland at extension x8037 to schedule a training.

- Can you hold this room (or several rooms) for me while my boss decides where they want to have it?

Only one room can be held on a particular day. A courtesy hold for two dates can be placed for up to one week. If no response within that time, the hold will be released. Holds on multiple dates and spaces will be determined on a case by case basis.

- Can you please cancel my request, I no longer need/want this reservation?

Yes, please submit this request to [scheduling@stmarys-ca.edu](mailto:scheduling@stmarys-ca.edu).