

From: emspowerusers-request@lists.gatech.edu on behalf of info@emscampus.gatech.edu
To: emspowerusers@lists.gatech.edu
Subject: [emspowerusers] August 2018 EMS User Group meeting notes
Date: Thursday, August 23, 2018 4:16:38 PM
Attachments: [WebEx training sessions offered for Georgia Tech Campus Reservation System.pdf](#)
[EMS User Group Meeting agenda August 2018.pdf](#)

All,

Thanks for your attendance at our August EMS User Group meetings. Please find below the meeting notes. They are also posted on the Event Manager help website at <http://www.space.gatech.edu/event-managers>.

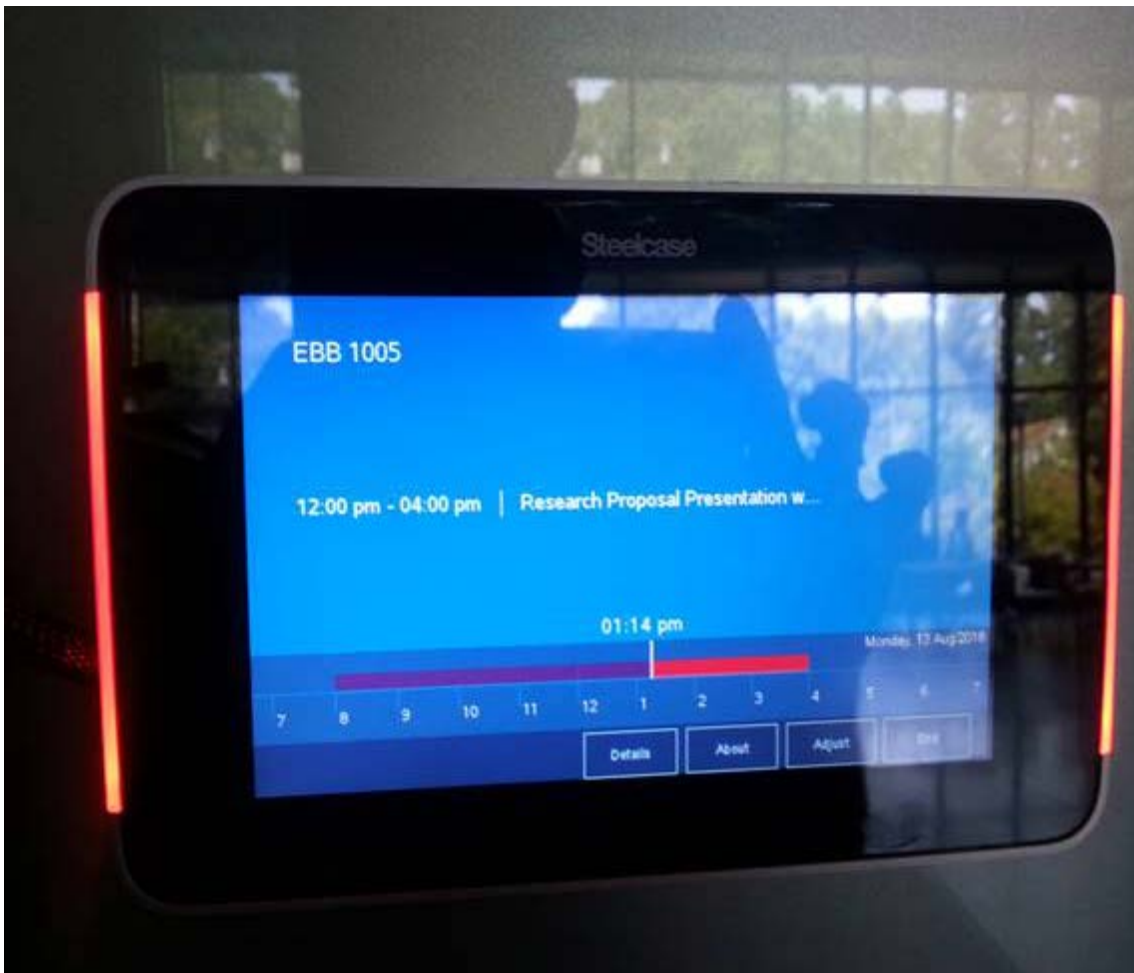
Please let me know if you have any questions.

Darius

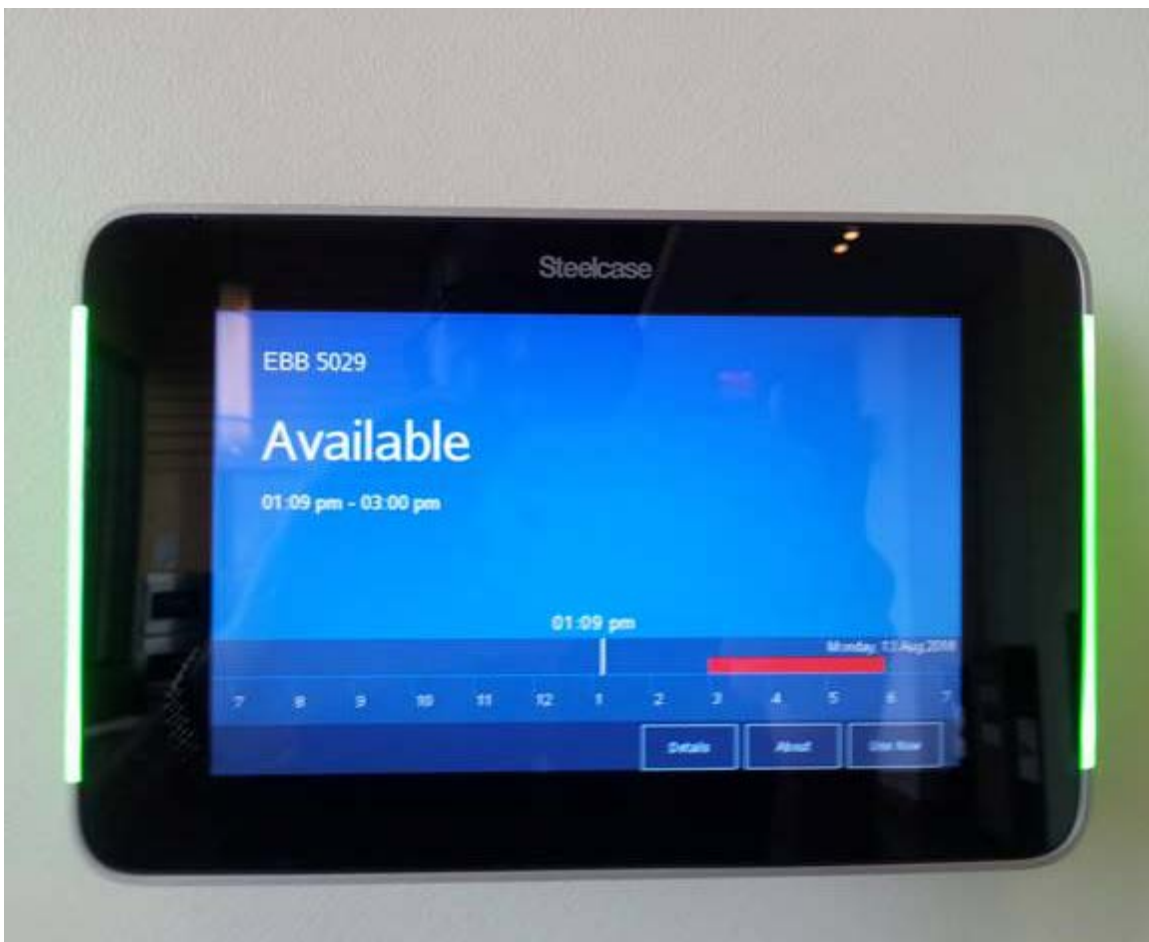
1. **Krone EBB room signage** – opportunity to view new room signage.

We previewed the new room signage installation in the Krone EBB building. The display panel located at each meeting room displays the availability of the room based on the reservations in the EMS system. Green and Red indicator lights on the sides of the display panel also provide a visual indication of the status of the room from a distance. See screen shots below.

Krone EBB room 1005 with a meeting in progress. Note Red side indicators.



Krone EBB room 5029 in an available status. Note Green side indicators.



2. EMS Building/Room calendars for use in websites – review several websites using EMS calendar.

We reviewed several websites containing the EMS calendar feature embedded in the website. EMS calendars are also available as clickable links for use in a browser window. This could be useful for a building information desk for attendants to have ready access to room availability and meeting information. Please contact me at info@emscampus.gatech.edu if you would like EMS calendar links created for your building.

Websites with an embedded EMS calendar:

Krone EBB: <https://ebb.gatech.edu/node/114/>

Library VizLab: <http://libguides.gatech.edu/dataviz>

Tech Rec: <https://studentcenter.gatech.edu/rent-tech-rec>

Under the Couch: <https://studentcenter.gatech.edu/under-the-couch>

3. GT Events survey results – highlight of recent survey results.

The current GT Events survey results were presented. Items of note:

A. Overall experience with GT Events: Satisfied – 71%, Neither satisfied or dissatisfied – 13%, dissatisfied – 16% (Top reason for dissatisfaction: Not able to easily find the building and room I wanted – 70%. We are covering the Browse by Locations feature in the upcoming

training sessions which provides a view of the availability of all rooms rather than having to decide which reservation template to choose.)

B. Reasons for satisfaction: Can request space at any time – 40%, Do not have to remember contacts for space – 20%, Can check status of reservation at any time – 20%, Don't have to keep up with confirmation printout – 20%

C. Device used to make reservation requests: desktop/laptop – 84%, iPad/tablet – 4%, cell phone – 12%

D. Do you find it beneficial for GT Events to create an Outlook calendar event for your reservation?: Yes – 73%, No – 27% (Reasons for No: Prefer not to add event to Outlook calendar – 40%, I make reservations on behalf of others – 40%, various other reasons – 20%. We are covering how to not create an Outlook calendar event in the upcoming training sessions.)

Make up of survey participants: Faculty – 7%, Staff – 63%, Student – 28% (Undergrad – 74%, Grad – 26%), Eternal – 2%

4. GT Events help site and newsletter – one stop shop for GT Events information.

The GT Events help website and newsletter were reviewed highlighting helpful information for GT Events users. The site and newsletter are located at <http://www.space.gatech.edu/gt-events>.

5. Upcoming GT Events training sessions – sessions available in late August.

We are providing WebEx and live training sessions for GT Events users over the next several weeks. See attachment for upcoming dates. This information was communicated to GT Events users via email and is posted in the GT Events newsletter at <https://space.gatech.edu/gt-events-news-letter/>.

6. EMS admin function highlight – The “Configuration” menu – how to configure rooms and building hours.

We reviewed how to set your building's opening hours, how to configure room setup types and how to add features to rooms. Please contact me at info@emscampus.gatech.edu if you have questions about any of the material we covered.

Other items discussed:

Q. Is training schedule posted on the website?

A. We have posted the training schedule in the GT Events newsletter at <https://space.gatech.edu/gt-events-news-letter/>.

Q. Which room setup types show to requesters in GT Events?

A. Only the ones that are checked as “In Use”.

Q. When should we begin to process event requests in Centrally Scheduled Classrooms so they will not get Academically Bumped?

A. There is never a 100% assurance that an event will not get bumped from a classroom. The classrooms are opened for event requests on the first Monday of the month (April, August, December) just prior to the start of each semester. Once event request start coming in, there is really no reason to wait to process them.

Q. Are the appropriate help documents and help videos posted in the LINKS section of GT Events?

A. Thanks for the feedback. We will review the LINKS section of GT Event and make the appropriate adjustments.

Q. Will you supply an electronic copy of the agenda that includes the help site and support email addresses for reference?

A. PDF copy of agenda attached to this email.

Q. For the Building/Room calendars discussed in item 2 above, if someone does not want their event to show on the calendar, how is that accomplished?

A. As the event manager approving the request, use the "Confirmed – No Calendar" status. The event will not show on the calendar when this status is used.