

# Room Bookings Service Level Agreement

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## 1. Scope and purpose

Room Booking is part of the Timetabling & Room Booking Team within Student Services. Its remit is the provision of room booking services for internal customers on the Whiteknights and London Road campuses.

This is a Service Level Agreement (SLA) between Room Bookings and Schools and Directorates across the University. This document outlines the duties and responsibilities of the aforementioned teams.

This document details the services provided within current resources to meet the expectations of our stakeholders and lays down the responsibilities of each party.

This document has been produced in conjunction with the [Timetabling & Room Booking Policy](#).

### Definitions of acronyms and terms

| Acronym | Definition   |
|---------|--|
| CILT    | Committee for the Infrastructure of Learning and Teaching              |
| CMISGo  | The software used for the administration of self-service room bookings |
| SLA     | Service Level Agreement  |
| UBTLSE  | University Board for Teaching, Learning and Student Experience         |

## 2. Service objectives

- To provide a professional and friendly room booking service to staff and students that meets the needs of the University community.
- To achieve customer satisfaction by booking the most appropriate room for the requested activity in a timely manner.
- To explain the reasons why a room booking is not permitted in a clear manner, offer advice on how a successful request can be made, or redirect the customer as appropriate.
- To maintain the self-service room booking tool and to communicate clearly any required downtime for system maintenance.
- To train, empower, and encourage staff to administer and book their own rooms.
- To support Schools and Directorates by the provision of data relating to rooms and room bookings.
- To understand customer feedback and actively address areas that require improvement.

## 3. Current service levels

| Service         | Level of service   |
|-----------------|--|
| Operating Times | <p>The Room Booking email inbox will normally be monitored between 09:00 and 17:00, Monday to Friday, on all days when the University of Reading is open. This includes during vacation periods, but does not include bank holidays, weekends or official closure days.</p> <p>The email address for Room Bookings is <a href="mailto:rooms@reading.ac.uk">rooms@reading.ac.uk</a>.</p> <p>Responses to emails may take longer during peak periods. Peak periods are:</p> <ul style="list-style-type: none"> <li>• A Level results day to the end of Semester 1 Week 3</li> <li>• Semester 1 Week 7 to the end of Semester 1 Week 12</li> <li>• Semester 2 Week 1 to the end of Semester 2 Week 3</li> </ul> |

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|                       | <ul style="list-style-type: none"> <li>Semester 2 Week 9 to the end of Summer Vacation Week 1</li> </ul>   |
| <p>Response Times</p> | <p>Staff are encouraged to utilise the online self-service room booking tool, as this is the quickest way to secure a booking. Where staff request assistance with bookings via email, maximum response time for standard room booking requests will be dictated by the date on which the booking will occur. This is as follows:</p> <ul style="list-style-type: none"> <li>Requests due within the next week will normally be processed within two working days.</li> <li>Requests due within the next month will normally be processed within five working days.</li> <li>Requests due after this will normally be processed within ten working days.</li> </ul> <p>The response may not be a booking. For example, if an event is too far in the future, a booking may not be possible until nearer the time. In such cases, advice will be given to that effect. Similarly, a booking may not be permitted, in which case advice will be given as to next steps.</p> <p>Non-standard requests, for example for critical or urgent University business, may be prioritised. This will be judged on a case-by-case basis.</p> <p>Other business which is not a room booking request e.g. requests for data, will normally be dealt with within seven working days.</p> <p>Please note that if your request is for a booking due before the maximum response time expires, it may not be processed. If a booking is required before the expiry of the maximum response time, it may be advisable to use the self-service room booking tool.</p> <p>Room bookings in centrally controlled rooms which are made using the self-service room booking tool are provisional and will be confirmed or rejected the following working day. If a booking is for the same day the user may nonetheless use the booked room, as confirmation will not be received prior to the start time. If a booking is rejected then contact will be made with the customer as soon as possible to discuss the rejection with them and seek to find an alternative solution.</p> |

## 4. Changes to service levels

The Head of Timetabling & Room Booking will formally review the SLA every three years. Ad hoc reviews and changes will be conducted as necessary. Consultation on proposed changes will be undertaken with key stakeholders:

- Campus Operations
- CMISGo Administrators
- DTS AV team
- Events team
- Room bookings key contacts
- RSU
- Venue Reading

A recommendation will be submitted to CILT for approval and onward reporting to the Estates Committee.

## 5. Service Standard

To enable Room Bookings to perform the actions detailed below, customers are required to provide accurate and timely information as detailed in the user responsibilities.

| Activity  | Room Bookings actions   | User responsibilities   |
|---|---|---|
| Communication   | The Room Booking Officer will act as the main point of contact for customers. Communication with customers will be conducted predominantly via the shared mailbox <a href="mailto:rooms@reading.ac.uk">rooms@reading.ac.uk</a> but may also include calls via MS Teams or in-person meetings. | All requests for room bookings must be made via email. It is not possible to make room bookings in person or over the phone. There is a <a href="#">self-service room booking tool</a> available for staff which can be used to complete certain bookings.  |
| Booking requests  | Room Bookings will respond to requests to book rooms within the timeframes listed in the service standards above.   | All room booking requests will include the required date, start and end times, purpose of the booking, and the number of attendees expected. Any booked time must include all time for which a room is required, including preparation and clean-up time.   |
| Management and booking of departmentally controlled rooms | Room Bookings will provide <a href="#">user guides</a> and training to support departmental CMISGo administrators to manage and book departmentally controlled rooms.   | All departmentally controlled rooms will be booked using the self-service room booking tool either by the customer or their local room administrator.   |
| Management of events                                      | Room Bookings will respond to requests to book rooms within the timeframes listed in the service standards above. Where the event is more complex, Room Bookings will pass the enquirer to the Events Team for guidance.  | <p>Customers will follow the correct <a href="#">event notification procedure</a> for relevant events.</p> <p>Customers will not proceed with an event unless the booking has been confirmed (with the exception of same day bookings on CMISGo, which will remain 'provisional' on the system).</p> <p>Customers will adhere to the rules of conduct and safety guidance which</p> |

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|  |  | <p>can be found on the Estates webpages.</p> <p>Customers will put all furniture back and wipe the whiteboards at the end of their booking.</p>   |
| Supporting co-curricular activities            | <p>Room Bookings will support Schools to book spaces for co-curricular activities such as:</p> <ul style="list-style-type: none"> <li>• Academic meetings</li> <li>• Careers fairs</li> <li>• Guest speaker events which are not attached to a module</li> <li>• Open days</li> <li>• Placements fairs</li> <li>• Visit days</li> <li>• Welcome week activities</li> </ul>   | <p>Schools must provide the required date, start and end times, purpose of the booking, and the number of attendees expected. Any booked time must include all time for which a room is required, including preparation and clean-up time.</p> <p>Submissions must be made in a timeframe which meets the service standards outlined above.</p>   |
| Responding to critical incidents e.g. flooding | <p>This task will be the priority for Room Bookings and other activities will be stopped.</p> <p>Critical incidents will be notified to Room Bookings or other members of the Timetabling &amp; Room Booking Team by the Senior Management Team, Campus Operations, or DTS. Room Bookings will then re-arrange room bookings which were due to take place in the impacted location. Room Bookings will notify relevant individuals or teams as per the service level listed above.</p> | <p>Senior Management Team, Campus Operations, or DTS will communicate to the Timetabling &amp; Room Booking Team by emailing <a href="mailto:rooms@reading.ac.uk">rooms@reading.ac.uk</a> the current situation and the expectation of what needs to be carried out.</p> <p>Customers will need to communicate changes to room bookings to attendees at impacted events.</p> <p>Owners of departmentally controlled rooms will need to arrange alternative locations or dates for activities which were due to take place in impacted spaces.</p> |
| Supporting working groups                      | <p>Room Bookings will support working groups which are looking at aspects of University life which overlap with room bookings, or space utilisation.</p>   | <p>Working groups will determine in advance the type of input that is required and will estimate the level of commitment that this will need from Room Bookings.</p>  |

## 6. Areas not covered by this Service Level Agreement

Many other activities undertaken by the Timetabling & Room Booking Team are covered under the Timetabling Team Service Level Agreement. Please review the [Timetabling Team Service Level Agreement](#) for information about teaching and learning activities.

## 7. Comments and complaints

Room Bookings welcomes comments on the SLA with a view to service improvement. Where stakeholders feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to the Head of Timetabling & Room Booking. Contact details can be found [here](#).

Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Teaching and Learning Administration & Operations for further investigation.

## 8. Document control

| Version | Section          | Keeper                             | Reviewed | Approving authority | Approval date | Start date   | Next review |
|---------|------------------|------------------------------------|----------|---------------------|---------------|--------------|-------------|
| 1.0     | Student Services | Head of Timetabling & Room Booking | Annually | CILT                | January 2025  | January 2025 | Autumn 2025 |
| 1.1     | Student Services | Head of Timetabling & Room Booking | 3 years  | CILT                | March 2026    | March 2026   | Autumn 2028 |