Faculty of Economic and Management Sciences Room scheduling and booking Advisory, FEMSCUA (FHARGA)

2022

Johan van Rooyen | IT Manager: Economic and Management Sciences | 16 November 2021

Contents

1. Introduction

This advisory is to provide the user with the rules and reasons on why regulation is necessary and the process on how to make a booking at FHARGA. It set the guidelines and rules to ensure a positive pleasant teaching experience while using FHARGA facilities and to ensure that lecturers are provided with the software and technical environment he/she expects.

When writing tests and exams and doing any e-assessments, it is of great importance to make sure that all the steps are followed to ensure all technical requirements (software, data, access) are met and we can deliver the required services in a safe and secure working environment.

2. Location and general information

2.1 Map

2.2 Staff and contact details: FHARGA@sun.ac.za

Priority	Name	Office No	E-Mail
1 – Manager	Johan van Rooyen	021 808 4113	jdvr@sun.ac.za
2 – Chief Technical Officer	Chris Bosman	021 808 3436	cjbosman@sun.ac.za
3 – Senior Technical Officer *Helpdesk / Bookings / Operations*	Thurlo Muller	021 808 3829	temuller@sun.ac.za
4 – Senior Technical Officer *Classroom support, Lecturers (VDS, JM & General)*	Remé du Plessis	021 808 3433	remeduplessis@sun.ac.za
5 – Technical Officer *Classroom support, Lecturers (CGW Schumann & Schumann Anneks)*	Denver Anthony	021 808 2233	denvera@sun.ac.za

2.3 FHARGA venues distributed across 4 buildings:

| Building	Total number of Computers	Covid Limit (L1)	Specifications				
Langenhoven Student Centre:			*Lecture Desk*	*Data Projectors*	*Wifi*	*Document Camera*	*Merged into one classroom*
Room E24	104	50	Non-schedulable, Learning Commons				
Room E01.1	160	80	✓	2	✓	✓	*Yes, max capacity 288*
Room E01.2	128	64	✓	2	✓	✓	
Room E02.1	30	15	✓	2	✓	✓	*Yes, max capacity 60*
Room E02.2	30	15	✓	2	✓	✓	
Offices E7.2, E8.2, E9.2							
Jan Mouton:							
Room 2010	137	67	✓	2	✓	✓	*Yes, max capacity 274*
Room 2011	137	67	✓	2	✓	✓	
Room 2015	137	67	✓	2	✓	✓	*Yes, max capacity 274*
Room 2017	137	67	✓	2	✓	✓	
Offices E7.2, E8.2, E9.2							
Mathematical Sciences and Industrial Psychology:							
Room 2001a	20	10	Dedicated facility Ind Psy, non-schedulable, contact Pam Fortune (pam@sun.ac.za)				
Van Der Sterr Building:							
Room 2049	10	5	Dedicated BLOOMBERG facility, non-schedulable.				
Room 2055	25	12	Dedicated facility Stats & Act Sci, non-schedulable, contact Elizna Kruger (krugere@sun.ac.za)				
Room 3046	30	15	✓	2	✓	✓	
			Dedicated facility Logistics, non-schedulable, contact Jeanette Thiart (jthiart@sun.ac.za)				
Rooms 3047 to 3050			Dedicated facility Logistics, non-schedulable assigned seats, contact Jeanette Thiart (jthiart@sun.ac.za)				
Room 3051	53	26	✓	2	✓	✓	
Room 3054	53	26	✓	4	✓	✓	
			Dedicated facility Economics, non-schedulable, contact Carina Smit (carina@sun.ac.za)				
Room 3054a	36	18	Dedicated facility Business Management, non-schedulable, contact Lorraine Cilliers (lorrainecilliers@sun.ac.za)				

3 Schedulable rooms FHARGA, layouts
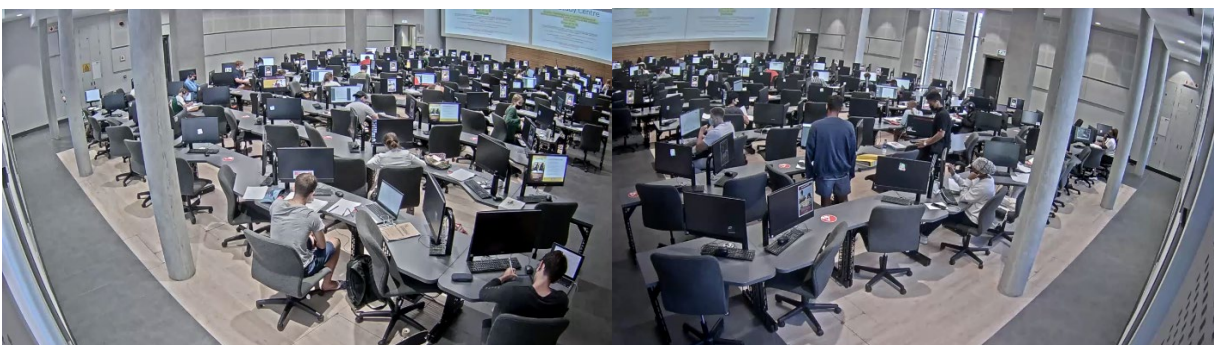
FHARGA LSS E01.1 and E01.2
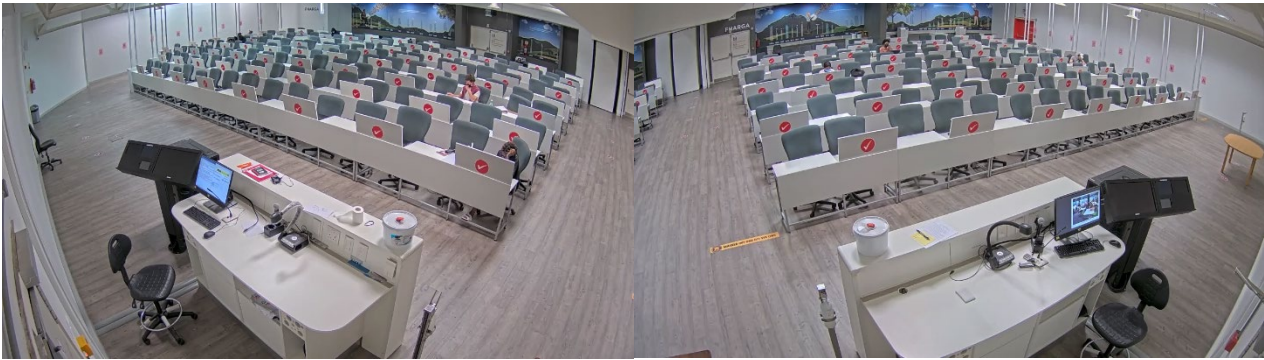
FHARGA LSS E02.1 and E02.2

FHARGA JM 2011 and 2010
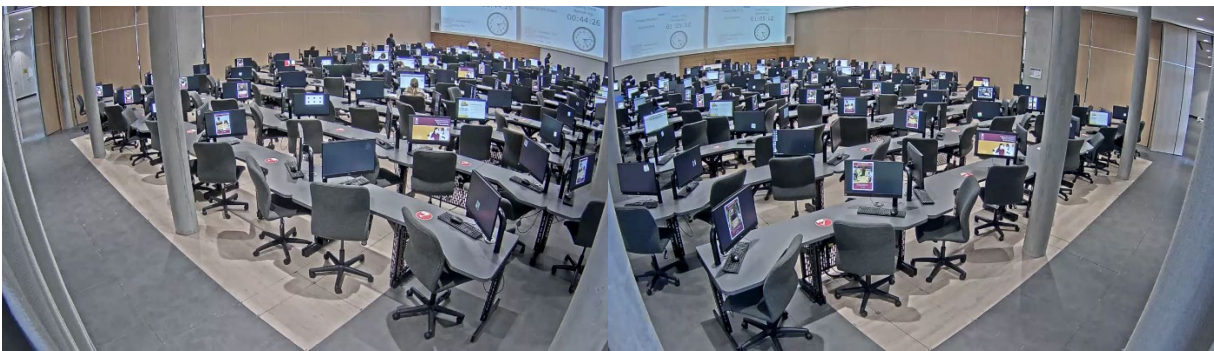
FHARGA JM 2017 and 2015

4 Scheduling/Booking rules and process.

4.1 Rules

- Except in extenuating circumstances FHARGA facilities cannot be booked for normal written exams.

- Bookings should be submitted at least 2 months before the event. This is not negotiable as the software required may not be available in the labs and needs to be deployed. Deployment needs proper debugging and testing to ensure the software does not impact negatively on the current environment or does not work properly. No software deployment requests is possible during test and exam periods.

  If and only if a venue is available, no additional software is required and the required level of support is available for that booking, bookings at shorter notice will be allowed.

- Only software with valid licenses can be considered for deployment and end users need to supply proof of licensing. It's not the responsibility of FHARGA staff to search for software sources and licenses or evaluate or proof the use of software outside the scope of the standard software that is available to the University. If a user considers using software, they should contact FHARGA staff to confirm current availability and/or advise. If it is not available then contact Central IT at software@sun.ac.za to check availability for student use, lab deployment and licensing and immediately advise FHARGA on the possible use as well as supply a copy of the software and a valid license for pre-production testing.

- Software to be used during tests and exams must be tested in the labs by lecturers at least two weeks before the event using the technical components that will be used during the test or exam.

- Bookings for the following year can only be confirmed once the timetable for the next year has officially been published, usually at the end of November of the preceding year.

- EMS bookings takes priority in the following venues LSS E01.1, E01.2, E02.1, E02.2, Jan Mouton 2010 and 2011 as well as Van Der Sterr 3051. Due to resource and capacity limitations if an EMS faculty booking is not made at least 2 months before the event and a request from another faculty comes in, subject to meeting the exam requirements, the booking will be processed.

- Venues for AD Hoc bookings will only lock in three weeks before an event. This is to ensure optimal use of facilities as it leaves room for negotiations to move groups between venues to ensure optimal use of our facilities.

- FHARGA staff can only offer support on user accounts and local technical problems(it excludes services like network, SUNLearn and central services) and cannot offer any support on the use of software or subject related queries.

  Support is available:

  - During class: On-site support during office hours 8:00 to 17:00, staff will be available in their offices in designated areas in FHARGA.

  - Tests / Exams during office hours: On-site support during office hours 8:00 to 17:00, staff will be available in their offices in designated areas in FHARGA.

  - Tests / Exams after office hours:

    Please note that on-site support by FHARGA staff after office hours is available for tests and exams only and only if properly motivated in the booking request. Please specify one of the following in your booking request explained in 4.2.2 below. This support is currently not charged against departments.

    - On-site – a technical staff member is in the office in FHARGA

    - On-call – a technical staff member is available to be called on his/her cell phone

    - On-standby – a technical staff member is available to be called and is available and able come in to the office, and assist over the phone as well

- Central IT support for after hours is at cost to departments and must be booked by the department by logging a call at https://servicedesk.sun.ac.za to get a quote and pay. The rates for support is published at http://itservices.sun.ac.za/servicecharges.htm.

  This support request can also be send by e-mail to help@sun.ac.za, and sunlearn@sun.ac.za (if SUNLearn is used).

  Please Note: If an event like network stability issues, SUNLearn issues or Internet connectivity problems occur during an event please log a call directly with IT at help@sun.ac.za and include sunlearn@sun.ac.za if on-site support is necessary for SUNLearn assessments. The helpline 8084367 redirects after hours but will be serviced by IT staff in cases of emergency.

- FHARGA staff cannot take any responsibility for staff not adhering to the scheduling advisory, not in terms of software availability or testing in the venues nor for the responsibility to organize support and services from IT or SUNLearn.

4.2 Process

4.2.1 Permanent bookings set in the official timetable

The need for permanent bookings for classes and examinations must be submitted to the faculties timetable committee during the previous year and must meet the submission timelines of the timetable committee.

This type of booking will be submitted to the timetable office and is fixed in the timetable for the duration of the following year when the new timetables are published.

Changes to these bookings can only be authorized by the timetable committee and changed by the timetable office and there is no timeline to confirmation or lock in. Once published in the official calendar the assigned facilities and date and times are locked in for the duration of the following year.

These class bookings are currently managed and committed by Stefné Franken at sfranken@sun.ac.za and the examination bookings by the exam office managed and committed by Ruby Frans at ruby@sun.ac.za.

PLEASE NOTE:

For all exams, even though they are locked into the official timetable, users will have to fill out the AD HOC booking request as well as that is currently the only way to determine the resources necessary to successfully execute the event.

Exams is subject to the same software deployment and testing requirements as those set for tests.

4.2.2 AD Hoc Bookings and for Examinations (All bookings not accommodated in 4.2.1 above plus Exams)

Even though bookings for classes and for test and exams use the same process exams takes priority. Exam periods are blocked out for bookings by the exam office and no AD HOC bookings is allowed until the exam office releases the official exam timetable.

That does not mean users cannot submit a booking request in time, it just means that the call remains open until the official exam timetable is released. Confirmation will then be sent to the person who logged the call.

4.2.3 How to make Ad hoc bookings - not on official permanent timetable

- Before you start confirm that a room and timeslot is available at [timetable website](#)(Clickable link)

- The preferred method is to log a call on the FHARGA ServiceDesk at https://FHARGA.sun.ac.za-> Book a venue

- Alternatively contact FHARGA directly. Currently Thurlo Muller is responsible for FHARGA scheduling. Send an e-mail to temuller@sun.ac.za and/or FHARGA@sun.ac.za. The staff member responsible will respond back to you with the questions posed in the call log and log the reqeust on your behalf. The following information will be required per booking request.
    - Faculty:
    - Department:
    - Module:
    - Activity (underline): Class / Test / Exam /Tutorial
    - If Test/Exam, is SUNLearn going to be used?
    - No of students/seats needed:
    - Software requirements – provide **2 months** ahead of time:
    - Exam usernames required and number? (When students must not login with their owncredentials):
    - Date/s and Time/s:
    - Preferred venue/s:
    - Contact Person:
    - Tel no:
    - E-mail:
    - Instructor:
    - Support Needed: On Call / On-Site:
    - Provide US numbers of staff that needs to be granted access to FHARGA: