

Thomas Jefferson University

Space Management & Room Reservation (SMRR) Protocol

A. Governing Policy

1. This protocol outlines the governing policies of Space Management and Room Reservations (SMRR), a division of the Office of Academic Services.
2. The purpose of this protocol is to ensure efficient, effective, and collegial space management on Jefferson University's campuses.
3. This protocol is designed to be considered in its entirety as many aspects of this protocol may apply to any one event.
4. This protocol takes the place of all other previous protocols regarding rooms/spaces managed by SMRR.
5. SMRR reserves the right to update and changes the policies listed and will update users of changes.
6. Questions about this protocol should be directed to the SMRR staff at roomrequest@jefferson.edu.

B. Scope of the Services and Spaces Managed by SMRR

1. SMRR has the authority to schedule the use of both academic spaces and general use spaces. All spaces managed by SMRR are listed in the attached Appendix A.
2. SMRR is responsible for scheduling and confirming spaces only. The reserving party is responsible for all other planning and logistics related to the event (section C.4).
3. SMRR's priority is to ensure that all courses are scheduled in a space that is appropriate for a class' needs. Course scheduling takes place in the spring of each year (section C.1). Once all courses are scheduled for the upcoming academic year, all SMRR managed space will become available for general-use requests.
4. All room reservations are made at the discretion of the SMRR team and the Office of Academic Services. In an effort to ensure efficient use of space, classes and events may be scheduled in a space that is considered appropriate for its size and needs. Space preferences are taken into account, but are not guaranteed.
5. The division of SMRR uses EMS software to schedule and manage space. The availability of space is up to date and available for global viewing on the EMS Web App (<https://emscal.jefferson.edu/emswwebapp/>).
 - a. In order to ensure efficiency and consistency in the room reservation process, all individuals and departments must access the EMS website to determine space availability prior to submitting a space request.

C. Room Reservation Procedures

1. Annual Course Scheduling Process
 - a. All courses for the upcoming academic year will be scheduled during the spring of the preceding year. All academic space requests related to classes, lectures, small group needs and other course-related events must be submitted during this time period. If space needs are not submitted according to the published timeline, space requests will be subject to general availability (appendices B & C).
 - b. All academic programs are given equal consideration and classes are booked in spaces that best suit the nature of the class. Space preferences can only be considered after all logistical needs are met. Specific locations are not guaranteed.
 - c. Class room confirmations will not be sent out via email. Course coordinators must check the EMS Web App for room assignments. Lists of class locations can be obtained on the EMS Web App.

- d. SMRR and Registrar staff will provide training and detailed instructions to all course coordinators on a yearly basis in preparation for the course scheduling process.

2. Non-Course Event Scheduling

- a. Access the EMS Web App to determine availability of space being requested.
- b. Submit the space request online through the EMS Web App. The request should only include space that is noted as available on the EMS website.
 - i. All requests must be submitted through the online reservation system. Please refer to the EMS Web App user guide available on the SMRR webpage for instructions on how to submit, modify and cancel room reservations.
 - ii. To obtain an EMS Web App user account please refer to the EMS Web App user guide for instructions.
 1. After an account is requested it will go into a “pending” state. The account will be activated once it is verified and approved by SMRR.
- c. A response to a request will be sent between 2-4 business days after submission. If the request is fulfilled, a confirmation will be sent after processing is complete.
- d. All requests need to be submitted at least 5 business days prior to the start of the event.
- e. Departments are discouraged from requesting space on an “if needed” basis.
- f. Timeframe for requests
 - i. All academic space will be released for general use after course schedules are completed. This will occur on May 1st of each year.
 1. On May 1st of each year SMRR will begin to accept all requests through to the end of the following academic year (August 31st) (appendix B).
- g. Exceptions to the Published Timeframe: “Advanced Approvals” – This “exception” policy is in response to the needs of departments that host critical events. Under the current timeframe any event taking place in the fall can only be booked as early as May 1st of the same year. In order to accommodate these event needs, the parameters below are put in place. Under these guidelines, approval of any space request for an event is conditional and up to the discretion of SMRR.
 - i. Non-course events may be considered up to 12 months prior to the event date.
 1. Events requesting non-academic space can be booked without further inquiry. Please refer to Appendix A for detailed information on qualifying spaces.
 2. Events requesting academic space or non-academic space that will directly impact classes in academic spaces will require further review.
 3. The event must be appropriate in size and nature for the available space.
 - ii. An event that requires advanced approval in an academic space will be considered if it meets one or more of the criteria listed below.
 1. The event involves entities outside of the Jefferson enterprise (i.e. keynote speakers) that contribute to the mission of the institution and need to be scheduled/reserved ahead of the established timeframe.
 2. Events hosting a donor(s) or prospective donor(s).

3. Events hosting high-profile international, state and/or local dignitaries.
- iii. Any requests requiring advanced approval will be processed as follows:
 1. User will submit the request via the EMS Web App.
 - a. Include an explanation of the event and associated activities.
 - b. List the criteria (from above) that the event satisfies.
 2. User will receive a response to their request within 10 business days of submission.

iv. Restrictions

1. Events will not be booked in academic spaces where/when it is likely a class will require that specific space.
2. Each department will be limited to a total of 4 advanced approval events under this policy.
3. All space approvals ahead of the published timeframe are subject to relocation if the space is required for a class.

3. Special Considerations for all Events

- a. Non-Jefferson Organizations – Organizations that are not a part of the Jefferson enterprise, but are permitted to hold events on campus.
 - i. Non-Jefferson organizations will only be permitted to organize and host events on campus if it is sponsored by a department or program within the Jefferson enterprise.
 - ii. The sponsoring department is responsible for being the liaison between the non-Jefferson organization and operational departments on campus, including SMRR, when planning the event.
 - iii. The sponsoring department is responsible for submitting the space request and assumes responsibility for costs associated with the event by supplying a charge code for all events.
 - iv. The user acknowledges this policy during the reservation process when they agree to the “Terms & Conditions” on the EMS Web App. Please refer to Appendix E to review the Terms & Conditions.
- b. Non-Jefferson Attendees/Participants – Event attendees/participants who are not members of the Jefferson enterprise
 - i. Departments hosting non-Jefferson attendees/participants are responsible for securing these guests access to the appropriate building/room for these guests.
 1. Please refer to the EMS user guide on instructions on how to secure access for guests via the EMS Web App or contact security. (Appendix D)
- c. Student Organizations
 - i. Student organizations are required to submit all events to the Office of Student Life and Engagement (OSLE) for approval. Once an event is approved, OSLE will forward the space request to SMRR.
 1. Student organizations are asked to refrain from submitting a duplicate request to SMRR. This will delay the processing time.

- ii. All SKMC student organizations must contact the SKMC Office of Student Affairs to submit a space request.
 - iii. If the request is approved a confirmation for the space will be sent directly to the student organization representative.
 - iv. Staff and faculty are discouraged from requesting space on behalf of a student organization. All requests of this nature will be re-directed to the Office of Student Life and Engagement or the SKMC Office of Student Affairs.
- d. Setup and Breakdown Times – Setup and break down time may be required for a room reservation depending on the specific room/space.
 - i. Reservation confirmations will be dependent upon the availability of space with consideration of mandatory setup and breakdown times.
 - ii. Any costs associated with the use of the space will also apply to the time the space is held for setup and breakdown.
 - iii. The amount of setup and break down time required for each specific space is noted in the room description listed on the EMS Web App.
- e. Event Cancellation
 - i. All events (academic and non-academic) must be cancelled by noon the day prior (1 business day) to the scheduled start of the event.
 - ii. Auxiliary services must be cancelled directly with that department and according to their policies and protocols. Please refer to Appendix D for service department contact information.
 - iii. If auxiliary services were requested through the EMS Web App please cancel the auxiliary services in the EMS Web App.
- f. Priority Scheduling and Use
 - i. After all courses are booked general-use requests for space will be considered on a first-come, first-served basis.
- g. Relocated Events
 - i. There may be instances when an event will need to be relocated to accommodate another group based on a need or criteria. In this case SMRR will work with the affected group to find an alternate space and notify the appropriate parties promptly.
- h. Inclement Weather & Other Emergencies
 - i. Cancelled classes can be rescheduled if room requests are submitted to SMRR. Reservations are based on availability of a room. Unless otherwise noted, all requests to reschedule a class should be submitted through the EMS Web App. SMRR is committed to responding to time constraints when rescheduling a class that was cancelled due to inclement weather or other emergency.

4. Auxiliary Services

- a. SMRR is only responsible for confirming the availability of space for the requested event. All requests regarding technology, AV equipment, seating arrangements, security or access to the room should be directed to the departments that handle these services.
- b. Additional fees and restrictions may apply to each service requested. Please contact the individual department with questions regarding billing and availability of services.

c. A “Who to Call” Guide is available in Appendix D.

5. Appropriate Space Utilization

- a. SMRR is responsible for ensuring all space is used as efficiently as possible. This means that the SMRR will schedule events and classes in size-appropriate spaces. A size-appropriate space is any space where the maximum capacity for the requested set up is as close to the number of attendees as possible.
- b. Any group requesting space that can hold more than the number of expected attendees must acknowledge and understand that their event is subject to relocation to a different, appropriately-sized venue if another group has expressed a need for that space.

6. Transition Time – The time allotted between events to allow for the movement of attendees.

- a. We ask that all classes and events end all activities 10 minutes before the scheduled end time of the room/space reservation in order to allow time for attendees to transition out of the room/space. This is to prevent overcrowding surrounding the room/space and to permit the next class/event to start on time.
- b. Groups that regularly delay other classes/events to start on time will be identified and recorded. Continued infractions may affect the ability of this group to request room/space reservation in the future.

7. Room/Space-Use Etiquette

- a. All space managed by SMRR is shared space. All meeting organizers and attendees are expected to leave the room/space in a hospitable condition, in its original setup (e. g. furniture in the room should be put back to the way it was found and no garbage should be left behind).
- b. Please contact the appropriate service departments if assistance is needed to leave the room/space in a hospitable condition.

8. Room Conflicts and Concerns

- a. Any conflicts arising over ownership of the space or who is confirmed to be scheduled in the space should be directed to SMRR or the security officer at the security desk of each building.
 - i. Prior to calling SMRR please identify all parties who are vying for the same space. Once the parties are identified, SMRR will be able to determine the occupant with the confirmed reservation.
 - ii. Repeated offenses of a specific group will be addressed with the department and may affect the ability of that department to request rooms/space in the future.
 - iii. All parties are reminded to maintain a professional demeanor during interactions of this nature.

Appendix A – SMRR Protocol – Spaces Managed by SMRR

Building	Room	Academic?	Requires further review under advanced approval guidelines?	Combines with
901 Walnut	Lobby	No	No	N/A
Bluemle	Plaza	No	Yes	N/A
Bluemle	Lobby	No	Yes	N/A
Bluemle	101	Yes	Yes	N/A
Bluemle	105	Yes	Yes	107
Bluemle	107	Yes	Yes	105
College	2nd Floor Lobby	No	Yes	N/A
College	Herbut Aud.	Yes	Yes	N/A
College	Foerderer Aud.	Yes	Yes	N/A
College	201	Yes	Yes	N/A
College	202	Yes	Yes	N/A
College	707	Yes	Yes	N/A
Curtis	213	Yes	Yes	N/A
Curtis	214	Yes	Yes	N/A
Curtis	215	Yes	Yes	N/A
Curtis	217	Yes	Yes	N/A
Curtis	218	Yes	Yes	N/A
Curtis	219	Yes	Yes	N/A
Curtis	220/221 Lab	Yes	Yes	N/A
Edison	1st Floor Lobby	Yes	No	N/A
Edison	1301 Lab	Yes	Yes	N/A
Edison	1302	Yes	Yes	N/A
Edison	1401 Lab	Yes	Yes	N/A
Edison	1402	Yes	Yes	N/A
Edison	2101 Lab	Yes	Yes	N/A
Edison	2102/2107 Lab	Yes	Yes	2103
Edison	2103	Yes	Yes	2102/2107
Edison	2201/2202B Lab	Yes	Yes	N/A
Edison	2204 Lab	Yes	Yes	N/A
Hamilton	Lubert	No	Yes	N/A
Hamilton	Conrady Lobby	No	Yes	N/A
Hamilton	Connelly Aud.	Yes	Yes	N/A
Hamilton	2nd Floor Lobby	No	Yes	N/A
Hamilton	201	Yes	Yes	N/A
Hamilton	202	Yes	Yes	N/A

Hamilton	203	Yes	Yes	N/A
Hamilton	208	Yes	Yes	209
Hamilton	209	Yes	Yes	208
Hamilton	210	Yes	Yes	211
Hamilton	211	Yes	Yes	210
Hamilton	212	Yes	Yes	N/A
Hamilton	213	Yes	Yes	N/A
Hamilton	214	Yes	Yes	N/A
Hamilton	215	Yes	Yes	N/A
Hamilton	216	Yes	Yes	N/A
Hamilton	217	Yes	Yes	N/A
Hamilton	218	Yes	Yes	N/A
Hamilton	219	Yes	Yes	N/A
Hamilton	220	Yes	Yes	N/A
Hamilton	224	Yes	Yes	225
Hamilton	225	Yes	Yes	224
Hamilton	226	Yes	Yes	N/A
Hamilton	304	Yes	Yes	N/A
Hamilton	4th Floor Lobby & Terrace	No	No	N/A
Hamilton	504	Yes	Yes	N/A
Hamilton	505	Yes	Yes	N/A
Hamilton	5th Floor Lobby	No	Yes	N/A
Hamilton	621 Lab	Yes	Yes	N/A
Hamilton	624	Yes	Yes	N/A
Hamilton	625	Yes	Yes	N/A
Hamilton	628	Yes	Yes	N/A
Hamilton	635	Yes	Yes	N/A
Hamilton	6th Lobby	No	Yes	N/A
JAH	1st Floor Lobby	No	No	N/A
JAH	Atrium-Center	No	No	Atrium East & West
JAH	Atrium-East	No	No	Atrium Center, West & Courtyard East
JAH	Atrium-West	No	No	Atrium Center, East & Courtyard West
JAH	Eakins Lounge	No	No	N/A
JAH	Courtyard - East	No	No	Atrium East
JAH	Courtyard - West	No	No	Atrium West
JAH	Open Lounge - NW	No	No	N/A
JAH	Open Lounge - NE	No	No	N/A
JAH	Solis-Cohen	Yes	Yes	N/A
JAH	Mezzanine-East	No	No	Mezzanine West
JAH	Mezzanine-West	No	No	Mezzanine East

JAH	M21	Yes	Yes	N/A
JAH	M23	Yes	Yes	N/A
JAH	M24	Yes	Yes	N/A
JAH	M25	Yes	Yes	N/A
JAH	Brent	Yes	Yes	N/A
JAH	207	Yes	Yes	N/A
JAH	307	Yes	Yes	N/A
JAH	407	Yes	Yes	N/A
JAH	509A Lab	Yes	Yes	509 B Lab
JAH	509B Lab	Yes	Yes	509 A Lab

Appendix B – SMRR Protocol – SMRR General Scheduling/ Space Release Timeline

Sample Academic Year 1												Sample Academic Year 2														
Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
					Course Scheduling for Year 2																					

Time Period Available for Booking (starting May 1st)

Annual Course Scheduling

Appendix C – SMRR Protocol – General Course Scheduling Timeline

February 1st	Course Offering Site Open – start submitting course information & room needs. EMS will be open at this time for a small group of coordinators only.
March 15th	Course Offering Site is closed – all course schedules are due. EMS Web App will be closed
May 1st	All space is open to be booked for the upcoming academic year
Early May	All course schedules are confirmed and available for viewing

Appendix D – SMRR Protocol – Service Department contact information

Department	Services	Contact Email	Contact Phone	Request Website
Security	Any concerns regarding access to rooms and buildings; opening a locked room for a meeting; allowing Non-Jeff participants access to building without Jeff ID	Katherine.Terzis@jefferson.edu	215.503.2503	
Catering	Any concerns regarding the setup of a dining room; food service; removal of catering equipment	Charles.Mullin@jefferson.edu	215.955.8617	
Custodial Services	Any concerns regarding seating arrangements; cleanliness of the space; deep cleaning projects in preparation for an event	Dave.evangelist@jefferson.edu ; maria.gaynor@jefferson.edu	215.503.1835; 215.503.1841; 215.300.1435	
Medical Media Services	Any concerns regarding technology in the room; AV equipment; presentation services; lecture recording	av.mms@jefferson.edu	215.503.1290	AV Services
Facilities	Any concerns regarding maintenance issues. It is the responsibility of the meeting organizer to report any issues using the maintenance ticketing system on Blackboard.	N/A	215.955.6846	Facilities Ticketing System

Appendix E – SMRR Protocol – Terms and Conditions for Room Reservations

Auxiliary Services: All questions and requests regarding AV, custodial, facilities and security services should be directed to the respective departments. SMRR does not manage these services.

Billing: A Jefferson department charge code is required for all room reservation even if the class/event will not incur charges. Service departments bill for services individually. Please contact the respective department with questions regarding services charges.

Cancellations & Changes: We ask that you cancel any unneeded space at least 24 hrs prior to the start of the booking. Please submit any changes, additions or cancellations through the EMS Webb App 2-4 business days prior to the start of the event.

Non-Jefferson Groups: Non-Jefferson Organizations will only be permitted to organize and host events on campus if it is sponsored by a department or program within the Jefferson enterprise. The sponsoring department should act as a liaison between the organization and operational departments on campus, including SMRR, when planning the event. The sponsoring department is responsible for submitting the request for approval and assumes responsibility for costs associated with the event by supplying a charge code for all events.

Priority Bookings: SMRR does not honor a tier system and does not support avenues for "priority requests". We ask all parties to allow sufficient time to process the request for space.

Processing Time: Space Management & Room Reservations (SMRR) honors a 2-4 business day processing time period. Any communication requesting updates before 4 days have passed will remain unanswered. Please allow yourself enough time to request space and to communicate locations to your constituents. For bookings submitted during annual course scheduling or requesting an advanced approval, the response times will vary.

Room Use Etiquette: All space managed by SMRR is shared space. All meeting organizers and attendees are expected to leave the space in good condition. The furniture in the room should be put back to the way it was found and no garbage should be left behind. Room users are expected act with professionalism when interacting with other groups. If there is a dispute regarding room usage this should be forwarded to SMRR.

Space Utilization: It is expected that groups will request space that is size appropriate for their event and set up needs. This means that SMRR staff may book the event in a space that was not requested even though the requested space may be available. Location and preference requests are never guaranteed.

Transition Time: Please allow 10 minutes at the end of your scheduled booking to wrap up presentations and allow attendees to exit the room. This will ensure the next event can begin at their scheduled start time.

Please refer to the SMRR Protocol for further information regarding space management policies.