Managing Study Space
General Information and Guidance for Study Space Administrators

This document will be revised as information develops. The most recent version will be posted at the top of the Space Management Guidance webpage. Please send Mary-Lynn Cummings any comments or questions for individual response and possible inclusion in future versions.

Purpose: Provide an orientation and resources for unit-designated space administrators responsible for managing the seats and rooms reserved through Book a Study Space.

Study Space Reservations

Book a Study Space is an enterprise-wide solution to reserve study seats and small group rooms. It is one function available through Cornell Chatter (website and app). Cornell Chatter is a Salesforce front-end that connects to Microsoft Bookings for the actual seat or room reservation. Units should use this software for tracking use of study space.

Gating. The app, through Salesforce, has a net ID “gating” mechanism to prevent students who are gated from making reservations. Students may be gated if they are not supposed to be in Ithaca or are in Ithaca but are not in compliance with requirements for testing, daily checklist, etc. Students may be gated between the time they make a reservation and the actual reservation. At this time, those reservations cannot be removed or cancelled but an enhancement is planned to enable this functionality.

Room Types in Bookings

Interactive is used to describe a private room in which a student can participate in a synchronous, online class. An interactive room would be designed for one individual at a tablet armchair, desk, or other chair with horizontal work surface configuration.

A quiet seat is meant for quiet study or work while in the presence of others (e.g., a library reading room). This is not a private, individual space.

Small group space (occupancy of 2-3) and large group space (occupancy of 4-10) designations are used when the intention is to have someone reserve the entire room for a group activity. The SeatName choice in the data collection sheet and the seat selection in the UI is Entire Room. If you have a small room that you plan to configure for individual students to reserve individual seats, then the room type is Quiet Space (not small or large group space).

Room Type Not in Bookings

A limited number of While You Wait seats will be provided by the Library in Olin, Uris and Mann libraries. Students can use these seats after the start of an hour until the start of the next hour, at which point they will be expected to move to a reserved seat.

Unassigned classrooms can be set up as Zoom Lounges, for students to drop-in and participate in online classes. Students would be expected to wear headphones and should not expect these rooms to be quiet.

Relevant Links

- Main page (includes short video introduction for individuals making reservations)
- Book a Study Space (directions for individuals making reservations)
- Cancel a Reservation
- Download the Mobile App
- User Interface (available only for study space admins)

1 Cornell Law School, Johnson Graduate School of Management, and Veterinary Medicine have been granted a one-year exception to use alternate tools.
User Interface (Self Service)

The direct link to the user interface, https://cornell1.force.com/cu/s/study-space-admin, will only work for space admins. A short demonstration video and user documentation are posted as noted above in the Relevant Links section.

The self-service functionality allows the space admins to:

- Add a room to a building
- Add a seat to a room
- Add schedules to seats
- Make updates to building configurations
  - Change the display name that appears on the top of the Bookings page
  - Take the building offline (disable) so that no one can make reservations anywhere in that building anymore
- Make changes to room configurations/set configurations on new rooms
  - Assign the Room Type (Quiet Space, Small Group Space, etc.)
  - Edit the display name that will appear on the buttons in Bookings
  - Restrict access by role (faculty/staff or student) and by primary college of enrollment
  - Assign attributes (e.g., projector, chalkboard)
  - Enter wayfinding directions
  - Enter general comments about the space
  - Disable the room so that no one can make reservations anywhere in that room anymore
  
  NOTE: Admins must check upcoming reservations and notify those holding reservations when disabling a room

- Make changes to the scheduling slots for the seats in a room or the entire room when reserved as a whole or assign scheduling slots for new seats or rooms
  
  NOTE: Changes to scheduling slots for any seat in a room will be applied to ALL seats in that room to keep them consistent.

In order to create a “new building” (that is, add a building not already in Bookings), please email the IT Service Desk, itservicedesk@cornell.edu and include the facility code(s) that you wish to add. If you are unsure of the facility code(s), consult the Facilities & Campus Services “Find Info” site, https://www.fs.cornell.edu/fs_facilFind.cfm.

Please remember that space admins can change any data for any room/seat in the system, not just those under the stewardship of the admin. Study space admins should use care and edit only their own spaces.
Tickets

- If you need to **add or delete a space admin**, submit a ticket to salesforce-support@cornell.edu.
- If there are **technical problems** with the app, please submit a ticket to itservicedesk@cornell.edu and it will route to the project team.
- As noted above, if you need to **add a building to the app**, submit a ticket to itservicedesk@cornell.edu.
- If you **receive a ticket** that’s been forwarded from the IT service desk, please resolve the issue and make sure you follow-up with the original submitter (when known) so that our students know that we are reading these tickets and trying to resolve issues as much as we can.

Other Operational and Management Issues

Signage/Wayfinding

**Wayfinding.** Please provide or increase wayfinding signage if the route to the room isn’t obvious, numbering is unclear, or you otherwise could expect students to have trouble finding a space.

Rooms signs should be provided as follows:

- **Outside the room:** A clear identifier of the room as a study space, including the type of space, the building name, room number, and contact information for the first point of contact for room issues
  - One “exterior” sign for each type of study space is available for download in the FCS Building Signage resources page: https://covid.cornell.edu/resources/graphics/.
- **Inside the room:**
  1. A sign that identifies the room type and the guidance (dos and don’ts) for the room
    - The FCS Building Signage resources page, https://covid.cornell.edu/resources/graphics/, contains one sign for quiet study, large group, and small group rooms. The site contains two signs for the inside of Private Interactive Rooms – one is designed for rooms that allow food and drink and the other is for spaces that do not allow food and drink. Units decide whether to allow food and drink and can remove the privilege of food and drink if the room is not kept in good condition or there are other problems.
  2. Occupancy with layout of seats, if needed
  3. Disinfection station – with signage to use when occupying and leaving seat

For seats:

- Seat numbers should be clearly indicated.
- A picture or drawing to show the room set up is helpful with notice that furniture should NOT be moved.
- Consider marking the floor where seats should be located if there is the chance they can move and reduce required physical distancing.

Security / Building Hours

Building hours should inform seat availability in the scheduling tool. Please consider building hours that will be beneficial to students while considering overall building security and staffing needs for public health monitoring.

Be mindful that study seats and rooms should only be available to students when those rooms can actually be opened. During fall semester, the Help Desk received several dozen complaints of lock outs. Lock out tickets will be forwarded to the appropriate space admin, and it is incumbent on the space admin to resolve the matter by 1) clarifying opening protocols, or 2) disabling the room/seats if protocols have shifted. It is also appreciated if the space admin follows up with the student to explain the circumstances and apologize for the lockout.

Public Health Monitoring

Student and Campus Life has shared information about the training and messaging shared with staff and students hired by SCL to monitor public spaces so that the units can provide the same in a consistent way.
Disinfection/Cleaning Procedures
Building Care will be providing cleaning and disinfection once per day for each study room. For identified study space rooms, Building Care will set up a self-serve disinfection station with wipes, or disinfection spray and towels. The self-serve station will have signage instructing user of procedure and precautions. The self-serve disinfection supplies will be replenished daily by the Building Care staff, whether in classrooms, conference rooms or study rooms.

Supplies
Faculty, staff and TAs should plan to carry their own white board markers and other supplies they may need in a room.

WiFi
Please do not add rooms that have no WiFi at all, as there is no way to indicate this to potential room users. If additional coverage is needed, unit staff should go through normal procedures to request the service. The unit will need to fund these tickets. Sarah Christen, Director of Infrastructure Services in CIT is the contact for any general questions.

Power
Please try to locate seats near outlets so that students can charge devices while working. This may be difficult given considerations related to physical distancing of seats, the geometry of the room, and the location of existing outlets. Consider the use of surge strips where appropriate and needed. CIT has a small supply of surge strips to provide to units in need.