

25Live v24 pre-view with Q&A opportunity

Mon, Dec 8, 2014 in ESB G78B 9a-10a

By Paul Kritschgau Statler College IT

updated 1/26/2018

A few notes:

- Recently (Nov 19-20) WVU moved from WVU hosted to vendor hosted 25Live
25live.collegenet.com/wvu or eventscheduling.wvu.edu (production instance)
 - How did the transition go for you?
 - Any comments or observations?
- 25Live will be updated from v23 to v24 (Dec 9)
25live.collegenet.com/wvut (testing instance)
 - Have you checked out the changes?
 - Did you know that iCAL is now an option to work with Gmail (MIX) and Office365?
 - What does it look like? Come see a demonstration.
 - Any comments or observations?
- A quick review of the Event Name vs Event Title fields
 - Why is it important to provide useful data in a concise format?
 - Any comments or observations?
- Lessons learned
 - How is the scheduling model working at Statler College?
 - What changes if any do you see are needed?
 - How many conflicting events have occurred since July 2013? Were they appropriately handled?
 - Are you being kept informed about changes to scheduling processes?
 - Do you understand how course scheduling timeline interfaces with non-course related location schedules?
 - Any comments or observations?

The following recurring event example was created in 25Live v24 that goes live for WVU on Dec 9. The example includes iCAL email attachment and how it appears in Gmail (MIX) and Outlook 2013 Windows Client (Office 365).

Event Details	
Event Name:	Statler IT test iCAL
Event Title:	Statler IT test iCAL-Jan 1-9 MWF, 705a-710a, ESB 249A
Event Type:	Maintenance
Reference:	2014-AAJZWM
Alien UID:	
State:	Confirmed
Organization:	STATLER-IT
Cabinet:	2015 SPECIAL EVENTS
Scheduler:	25LiveViewer Seat
Requestor:	Kritschgau, Paul
Head Count:	1 expected
Tasks Completed:	
Approvals:	0/1
Assignments:	0/0
To Do's:	0/0
	View this event's Task List
Event Custom Attributes:	
Contact Email Address:	paul.kritschgau@mail.wvu.edu
Contact Name:	Paul Kritschgau
Contact Phone Number:	304-293-0087
Creation Date:	Thu Dec 04 2014
Internal Notes:	
by Paul Kritschgau	

Event Occurrences					
Start Date	Start Time	End Date	End Time	Assignments	
Thu Jan 01 2015	7:05am	Thu Jan 01 2015	7:10am		<input type="checkbox"/>
Location: ESB-E 249A		Layout: Tablet Arm Chairs (Movable)			
Fri Jan 02 2015	7:05am	Fri Jan 02 2015	7:10am		<input type="checkbox"/>
Location: ESB-E 249A		Layout: Tablet Arm Chairs (Movable)			
Mon Jan 05 2015	7:05am	Mon Jan 05 2015	7:10am		<input type="checkbox"/>
Location: ESB-E 249A		Layout: Tablet Arm Chairs (Movable)			
Wed Jan 07 2015	7:05am	Wed Jan 07 2015	7:10am		<input type="checkbox"/>
Location: ESB-E 249A		Layout: Tablet Arm Chairs (Movable)			
Fri Jan 09 2015	7:05am	Fri Jan 09 2015	7:10am		<input type="checkbox"/>
Location: ESB-E 249A		Layout: Tablet Arm Chairs (Movable)			

Statler IT test iCAL
New Event...

Statler IT test iCAL
Statler IT test iCAL-Jan 1-9 MWF, 705a-710a, ESB 249A

Maintenance
STATLER-IT
1 Attendees Expected

**Thu Jan 01 2015 7:05 am -
Thu Jan 01 2015 7:10 am**

Repeats every week on Monday, Wednesday
and Friday through Jan 09 2015

ESB-E 249A
All Occurrences

Contact Name; Contact Phone Number;
Contact Email Address

by Paul Kritschgau

Confirmed

Done!

Event has been created.

Next, an email confirmation is sent to Gmail and Office 365 with “Detailed” and “iCAL” included. Note that during the composition of the message, you only can see the “Note from” portion of the message. This is where the “Event Name” and “Event Title” become very important to the recipient.

Here is the message view from Outlook 2013 for Office 365. When the “event.ics” attachment is clicked, the floating window prompt appears.

Reply Reply All Forward
Thu 12/4/2014 9:09 AM
Kritschgau, Paul <Paul.Kritschgau@mail.wvu.edu>
R.I.P. Statler IT test iCAL
To Paul Kritschgau; Statler Admin
Cc paul.kritschgau@gmail.com; Statler-Scheduling
If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Message ConfDetailPerEvent.pdf (42 KB) event.ics (2 KB)

STATLER IT TEST iCAL

EVENT DETAILS

Name	Statler IT test iCAL
Title	Statler IT test iCAL-Jan 1-9 MWF, 705a-710a, ESB 249A
Reference	2014-AAJZWM
Details URL	https://25live.collegenet.com/wvut/#details&obj_type=event&obj_id=175668

Note from Kritschgau, Paul

Paul



Microsoft Outlook

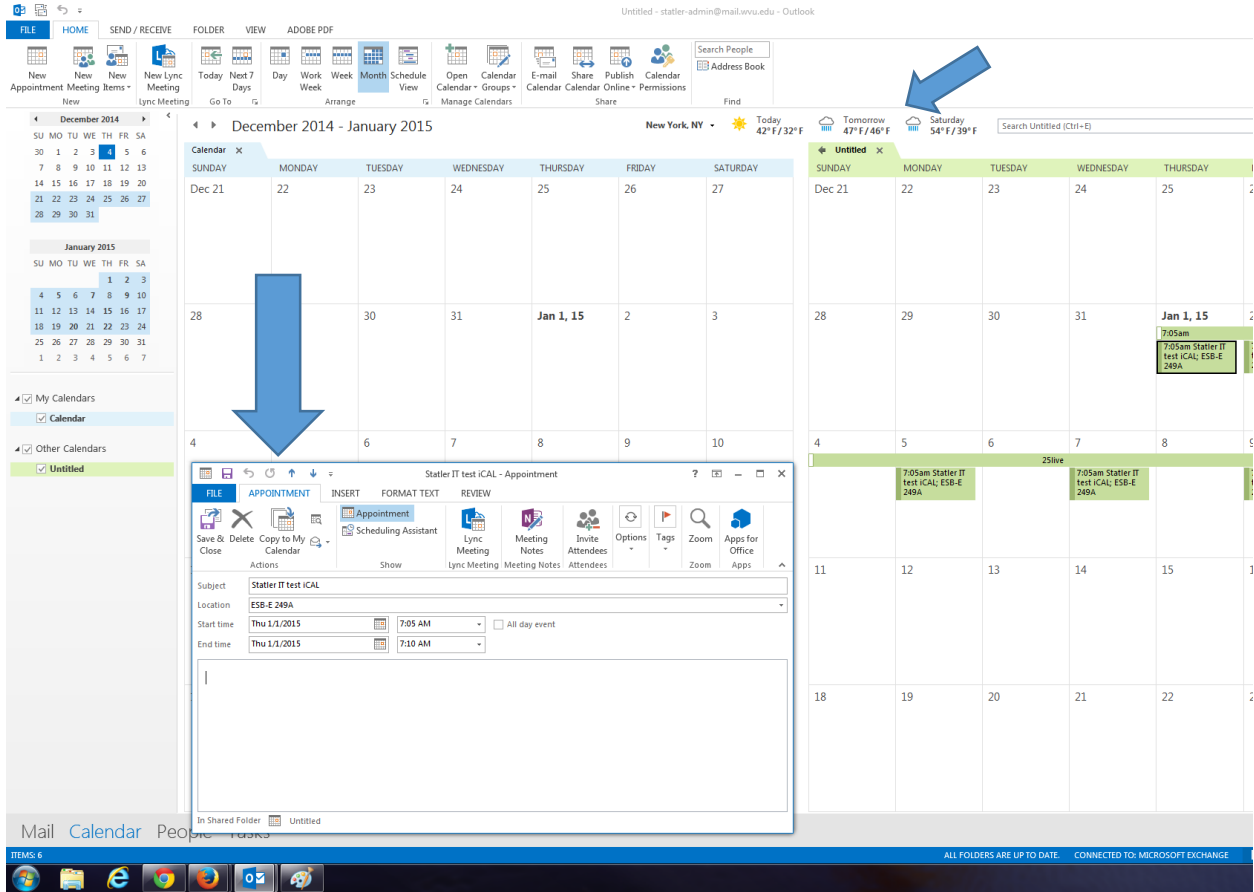
Add this Internet Calendar to Outlook?

You should only open calendars from sources you know and trust.

Attachment "event.ics" from "Statler IT test iCAL"

Yes No

This is the calendar view in Outlook 2013. Note the two forms of the event appearing in the right window labeled “untitled” for Jan 1-9. The floating window is the individual occurrence on this recurring event. Note the “Copy to My Calendar” option. You can select multiple occurrences to move to your calendar.



This is the message as it appears in Gmail. Note the “Event Details” and “Note from ...” are in HTML format. 25Live v23 was in plain text format.

Statler IT test iCAL Inbox x

Kritschgau, Paul 9:09 AM (1 hour ago) ☆ ↶ ↷
 to statler-admin, me, statler-schedu. ▾

Images are not displayed. [Display images below - Always display images from Paul.Kritschgau@mail.wvu.edu](#)

Events in this message

[\(No Subject\)](#) Thu Jan 1 7:05am – Fri Jan 9, 2015 7:10am (EST)

[Statler IT test iCAL](#) Weekly from 7:05am to 7:10am on Monday, Wednesday, Friday from Thu Jan 1, 2015 to Sat Jan 10, 2015 (EST)

STATLER IT TEST ICAL

EVENT DETAILS	
Name	Statler IT test iCAL
Title	Statler IT test iCAL-Jan 1-9 MWF, 705a-710a, ESB 249A
Reference	2014-AAJZWM
Details URL	https://25live.collegenet.com/wvu/#details&obj_type=event&obj_id=175668

Note from Kritschgau, Paul	
...	

This is the view from Gmail calendar. Note the two forms of the event appearance for Jan 1-9. The one labeled “no title” shows the complete duration of the recurring event. The individual occurrence is shown below in the hourly breakdown.

The screenshot shows the Google Calendar interface for January 2015. The main view is a weekly calendar. A recurring event, "Statler IT test iCAL", is displayed as a long orange bar spanning from Thursday, January 1st to Saturday, January 10th. The event has a title of "(No title)" and a duration of 7:00am to 7:05am. Below the main view, a weekly breakdown shows individual occurrences of the event on Monday, Wednesday, and Friday, each lasting from 7:00am to 7:10am. Two blue arrows point to the event bar and the weekly breakdown.

For the geeks in the house, this is the "event.ics" file in its raw format.

```
BEGIN:VCALENDAR
VERSION:2.0
METHOD:PUBLISH
PRODID:-//CollegeNET Inc//NONSGML R25//EN
CALSCALE:GREGORIAN
BEGIN:VTIMEZONE
TZID:America/New_York
BEGIN:STANDARD
TZNAME:EST
DTSTART:20141102T020000
TZOFFSETFROM:-0400
TZOFFSETTO:-0500
END:STANDARD
END:VTIMEZONE
```

BEGIN:VEVENT

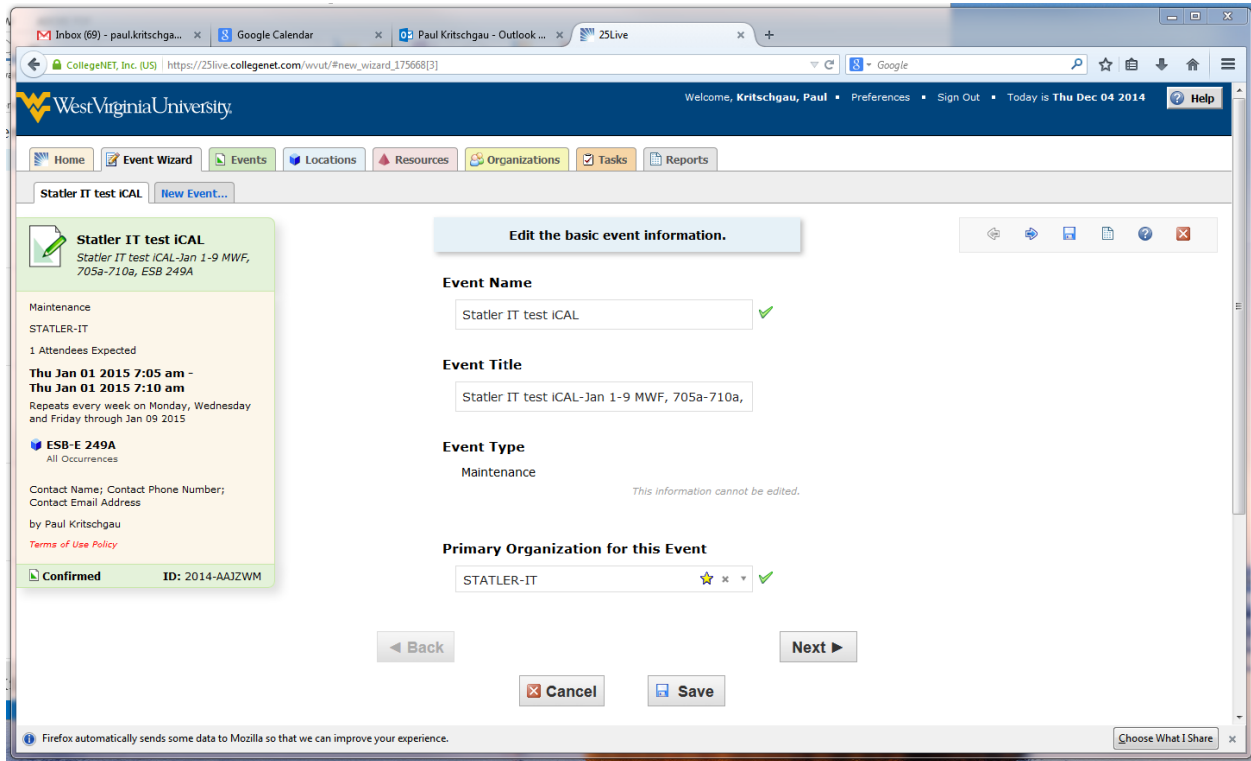
```
UID;X-R25-ID=175668:UAI/R25/762/2014-AAJZWM
X-R25-ORGANIZATION;X-R25-ID=600;X-R25-PRIMARY=1:STATLER-IT
ORGANIZER;CN=25LiveViewer Seat;X-R25-ID=4697:MAILTO:25live@mail.wvu.edu
ATTENDEE;ROLE=Requestor;CN="Kritschgau, Paul";X-R25-ID=3949:MAILTO:Paul.Kritschgau@mail.wvu.edu
X-R25-CUSTOM;X-R25-NAME=Contact Name;X-R25-ID=32;X-R25-DATATYPE=STRING:Paul Kritschgau
X-R25-CUSTOM;X-R25-NAME=Contact Phone Number;X-R25-ID=33;X-R25-DATATYPE=STRING:304-293-0087
X-R25-CUSTOM;X-R25-NAME=Contact Email Address;X-R25-ID=34;X-R25-
DATATYPE=STRING:paul.kritschgau@mail.wvu.edu
X-R25-TYPE;X-R25-ID=29:Maintenance
TRANSP:TRANSPARENT
DTSTART;TZID=America/New_York:20150101T070500
DTEND;TZID=America/New_York:20150109T071000
END:VEVENT
```

BEGIN:VEVENT

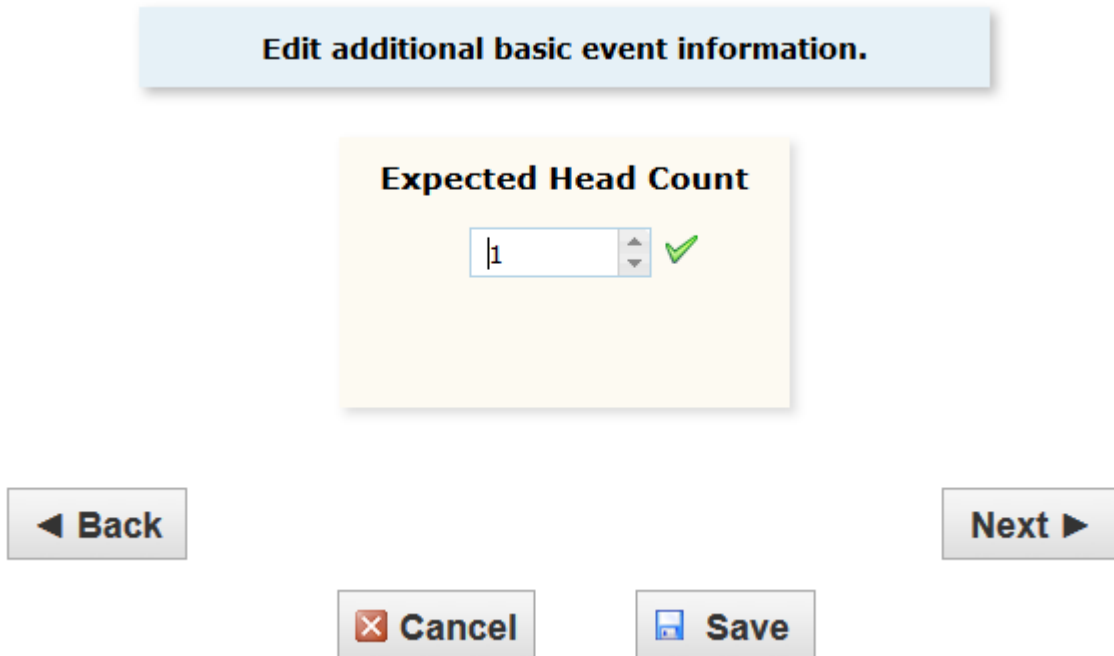
```
UID;X-R25-ID=175668:UAI/R25/762/2014-AAJZWM/376424
SUMMARY:Statler IT test iCAL
X-R25-RESERVATION-NAME:Rsrv_376424
SEQUENCE:1
PRIORITY:0
STATUS:CONFIRMED
DTSTAMP:20141204T140929Z
CREATED:20141204T140751Z
LAST-MODIFIED:20141204T140807Z
X-R25-TYPE;X-R25-ID=29:Maintenance
X-R25-HEADCOUNT;X-R25-TYPE=EXPECTED:1
DTSTART;TZID=America/New_York:20150101T070500
DTEND;TZID=America/New_York:20150101T071000
RRULE:FREQ=WEEKLY;BYDAY=MO,WE,FR;UNTIL=20150109T235900
LOCATION:ESB-E 249A
GEO:39.646;-79.9737
RELATED-TO;RELTYPE=X-R25-RESERVATION:UAI/R25/762/2014-AAJZWM
END:VEVENT
```

END:VCALENDAR

Screen 1: Basic Event Information



Screen 2: Head count



Screen 3: Initial Date and Time

Edit the initial DATE and TIME.
 Repeat occurrences can be edited on the next page.

Select the dates and times of the *actual* event.
Setup, takedown, pre- or post-event times can be specified below.

Event Start:

Event End:

Does this event require **Setup or Pre-Event** time? Yes No

Does this event require **Post-Event or Takedown** time? Yes No

◀ Back
Next ▶

Cancel
 Save

Screen 4: This shows a weekly recurrence example.

Add, remove or edit repeat occurrences.

Weekly Repeats ▼

Repeats every ▼

Repeats on Mon Tue Wed Thu
 Fri Sat Sun

Repeats through

Ends after iterations

Occurrence List		
Date	Comments	Status
Thu Jan 01 2015	<input type="text"/>	Active ▼
Fri Jan 02 2015	<input type="text"/>	Active ▼
Mon Jan 05 2015	<input type="text"/>	Active ▼
Wed Jan 07 2015	<input type="text"/>	Active ▼
Fri Jan 09 2015	<input type="text"/>	Active ▼

◀ Back
Next ▶

Cancel
 Save

Weekly Repeats ⓘ

Examples: Repeats every week on Monday and Thursday for 12 occurrences; Repeats every other week through a specific date.

Screen 5: What location(s)?

Add, remove or edit EVENT LOCATIONS.

★ Your Starred Locations...

DRT 108 Doll's Run Training Center 108 Max Capacity: 30	
DRT 110 Doll's Run Training Center 110 Max Capacity: 20	
DRT 111 Doll's Run Training Center 111 Max Capacity: 25	
DTR-E 109	

Show only my authorized locations that have no time conflicts Refresh

Enforce head count

Search by Location Name...

Saved Searches...

Advanced Search...

◀ Back
Next ▶

✖ Cancel
💾 Save

★ Your Starred Locations...

ESB-E 249A Engineering Sciences Building 249A Max Capacity: 19 Features: AV - Projector; AV - Projector, Slide; Chalk Board; Classroom - Departmental; Computer Instructor Station PC; Departmental Classroom; Evansdale Campus; Movable Seating; Screen; Seating Tablet Arm Chairs; Table - Instructor; Windows Selected Occurrences: All Occurrences Conflicts: None View and Modify Occurrences	
--	--

Selected Locations

Please make sure the location you select is big enough to fit your expected head count. You may select more than one location using this search. [HIDE ▲](#)

Screen 6: Who is the real requester?

Edit EVENT CUSTOM ATTRIBUTES for this event.

Contact Email Address

Contact Name

Contact Phone Number

◀ Back
Next ▶

✖ Cancel
💾 Save

Please provide the name, email address, and phone number who will be the sponsor or main user of this requested space.

Screen 7: Scheduler signs here and adds helpful notes like email header with name and date stamp.

Edit additional COMMENTS and NOTES for this event.

Internal Notes

by Paul Kritschgau

These event comments will be viewable by the space scheduler.

◀ Back

Next ▶

✖ Cancel

📄 Save

Screen 8: Do you agree on the requester's behalf?

Terms of Use Policy

All individuals and groups using University space are expected to adhere to the laws of the State of West Virginia, all local and federal laws, general policies, regulations, and guidelines of West Virginia University. The requestor is expected to leave the space in the same condition it was found. Requestors and/or organizations utilizing the space will be held responsible for any damages.

I agree *

◀ Back

Next ▶

✖ Cancel

📄 Save

How do you answer this prompt?

Under which heading would you like to save this event?

I Don't Know
If you do not choose a heading, this event will be saved as a Draft, and any Locations or Resources you selected will only be assigned as a preference.

ACADEMIC GROUPS

ADMINISTRATIVE GROUPS

ATHLETIC GROUPS

CONTINUING EDUCATION GROUPS

EXTENDED LEARNING GROUPS

EXTERNAL GROUPS

RECREATION FIELD GROUPS

STUDENT GROUPS

Tentative Event Submitter Folder

UNIVERSITY GROUPS

- Academic Groups (default) for any course related activity, includes research
- Administrative Groups for non-course or research activities but business related
- Student Groups for club activities

Email notification

Email Event Details: undefined

	TO	CC	BCC
Requestor (Kritschgau, Paul)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduler (25LiveViewer Seat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anyone with Assignment Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anyone with Notification Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Recipients

TO Requester@mail.wvu.edu

CC Statler-Scheduling@mail.wvu.edu

BCC

Separate multiple email addresses with commas.
To choose from a list, click To, CC or BCC.

Attach: Event Confirmation (Academic) Event Confirmation (Detailed)

iCal File No file selected.

Subject: Statler IT test iCAL

Message Body Event Details have been pre-populated. Add a custom message if desired.

Paul

Best Practices and Helpful Hints ...

Event Name vs Event Title

- Event Name is limited to 40 characters; keep it short but understandable; this is visible in confirmation email
- Event Title is limited to 120 characters; this is visible in confirmation email; this is where requester will see summary of event request
- How to create a good Event Name
 - "Watts Business Managers Mtg"
 - "Chris Student MAE Defense Proposal"
 - "NSBE Study Session"
- How to create a good Event Title
 - {Event Name}-{Date(s)}; {Start-End time a/p}; [Location(s)]
 - "Watts Business Managers Mtg-recur weekly Thu 2014, 10a-11a, MRB 301"
 - "Chris Student MAE Defense Proposal-Dec 9, Noon-415p, ESB 115A/B"
 - "NSBE Study Session-Dec 8,9,11,15,16; 6p-9p, ESB G78B"
- Why create a good Event Title
 1. Use it as a reminder between screens as to the event you are creating (we never get interrupts or distractions)
 2. This is for the humans and does not reflect on 25Live reservation (mistakes do happen and the Event Title helps in the checking process)
 3. When confirmation email is sent to requester, this summary of the event is a quick reference without opening the PDF attachment. The PDF is the proof of the event reservation.
 4. Schedulers who are approving the request can quickly verify critical data to process your request faster

What else is helpful in creating a good event request?

- Contact Email Address, Contact Name, Contact Phone Number
- Use the actual requester data; use the scheduler data if requester data is NOT available (it should always be available)
- Why? ... sending confirmation email to the actual requester; contacting requester if a change/follow-up is needed

<https://its.statler.wvu.edu/computer-facilities>

<http://facilitiescheduling.wvu.edu>

Event Type ... Testing vs Exams/Make Up Exam

- Exams/Make Up Exam are options reserved for Facilities Scheduling
- Testing is the college/department level exam event option

Spanning events

- ...over a year, only FIRST part in current year is applied and the rest is automatically cancelled
- ...over midnight, event DOES work

WVU limitations

- no two day prior to event restriction within 25Live
- finals week restriction for non-course events prior to finals schedule being loaded
- up to one month prior to semester start, non-course events can be scheduled
- new year schedule is not available until the Spring eSLI schedules have been auto-scheduled
2015 year not visible until end of Sept 2014

Statler College limitations

- Request to be made two (2) business day prior to event, schedulers have the option to process short notice requests **IF** available
- Maximum four (4) recurring events in a series allowed; may request next series of recurring events after last date of last series has past
- General purpose classrooms can have a recurring event up to an entire semester; ESB 249A is an academic conference room and may have semester long recurring meetings

Hierarchy of schedulers

- Facilities Schedulers
 1. Star Banner course schedules...carry over schedules, auto-scheduling, changes after students start registering
 2. Approvers for general purpose classrooms
- eSLI Coordinators
 1. Star Banner course schedules...initial schedule for department, updates after auto-scheduling, work through Facilities Scheduling once students begin registering
- College Schedulers
 1. Approvers for college controlled locations...backup the department schedulers
- Department Schedulers
 1. Approvers for department controlled locations
- Requesters
 1. Students...can view general purpose classrooms
 2. Faculty/Staff...can view/request general purpose classrooms, college and department controlled locations
 3. Department Schedulers...can view/request general purpose classrooms, college and department controlled locations PLUS approve department controlled locations
 4. Faculty/Staff...can view/request general purpose classrooms and all college controlled locations PLUS approve college controlled locations