25Live v24 pre-view with Q&A opportunity

Mon, Dec 8, 2014 in ESB G78B 9a-10a
By Paul Kritschgau Statler College IT

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?

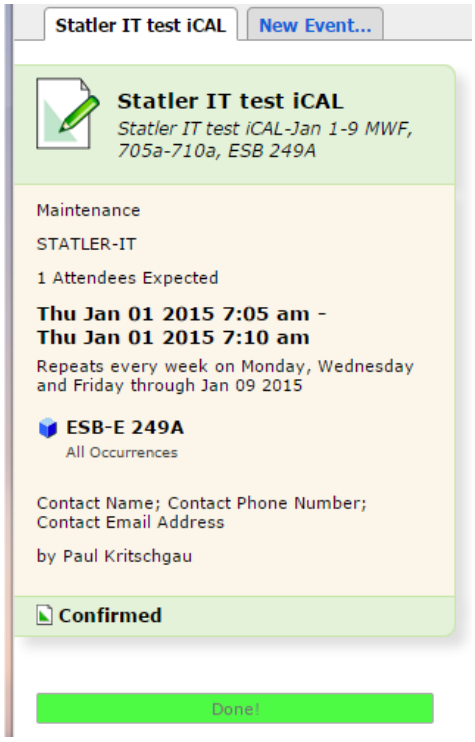
The following recurring event example was created in 25Live v24 that goes live for WVU on Dec 9. The example includes iCAL email attachment and how it appears in Gmail (MIX) and Outlook 2013 Windows Client (Office 365).

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

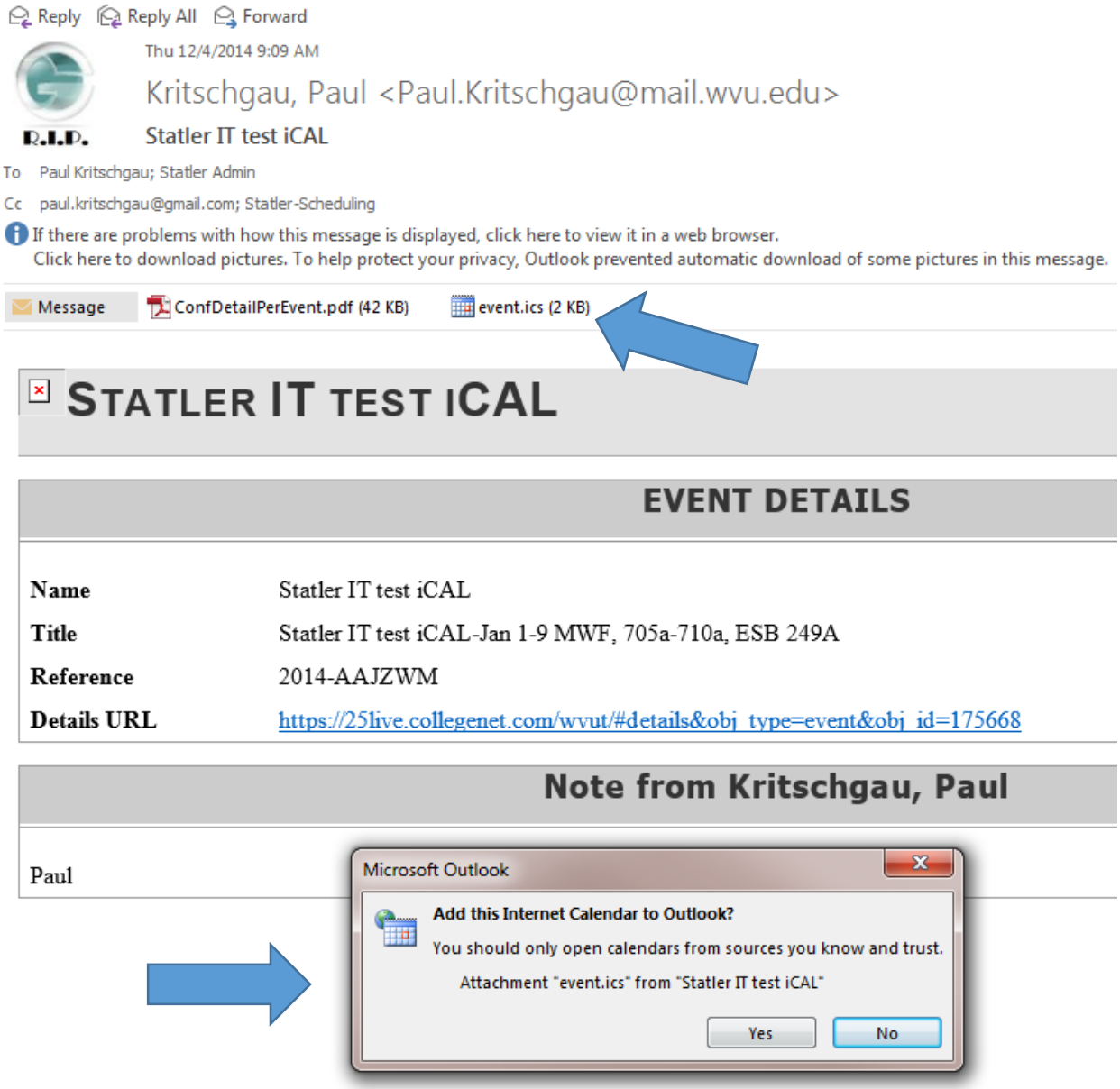
Start Date	Start Time	End Date	End Time	Assignments
Thu Jan 01 2015	7:05am	Thu Jan 01 2015	7:10am	
Location: ESB-E 249A	*Layout:* Tablet Arm Chairs (Movable)			
Fri Jan 02 2015	7:05am	Fri Jan 02 2015	7:10am	
Location: ESB-E 249A	*Layout:* Tablet Arm Chairs (Movable)			
Mon Jan 05 2015	7:05am	Mon Jan 05 2015	7:10am	
Location: ESB-E 249A	*Layout:* Tablet Arm Chairs (Movable)			
Wed Jan 07 2015	7:05am	Wed Jan 07 2015	7:10am	
Location: ESB-E 249A	*Layout:* Tablet Arm Chairs (Movable)			
Fri Jan 09 2015	7:05am	Fri Jan 09 2015	7:10am	
Location: ESB-E 249A	*Layout:* Tablet Arm Chairs (Movable)			



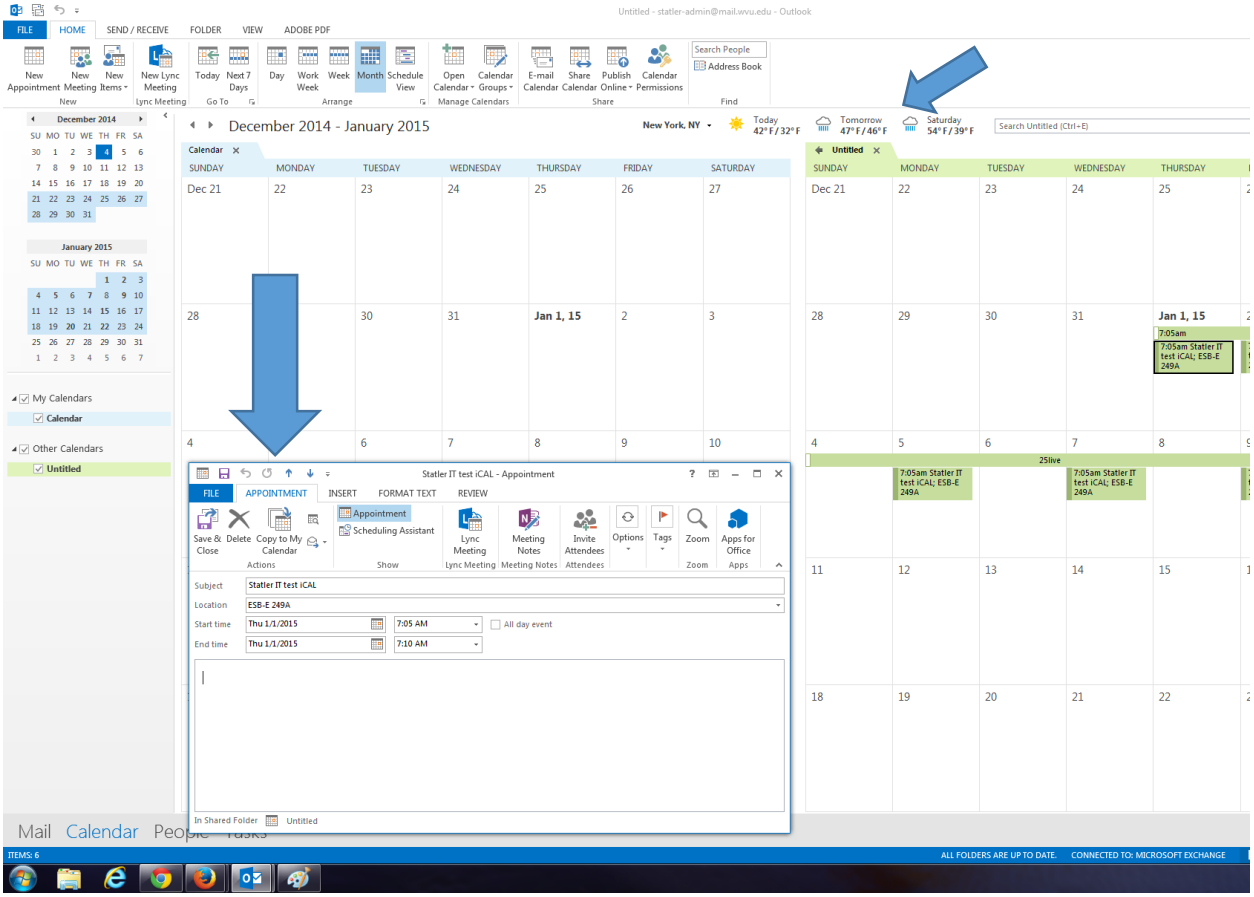
Event has been created.

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.



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 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

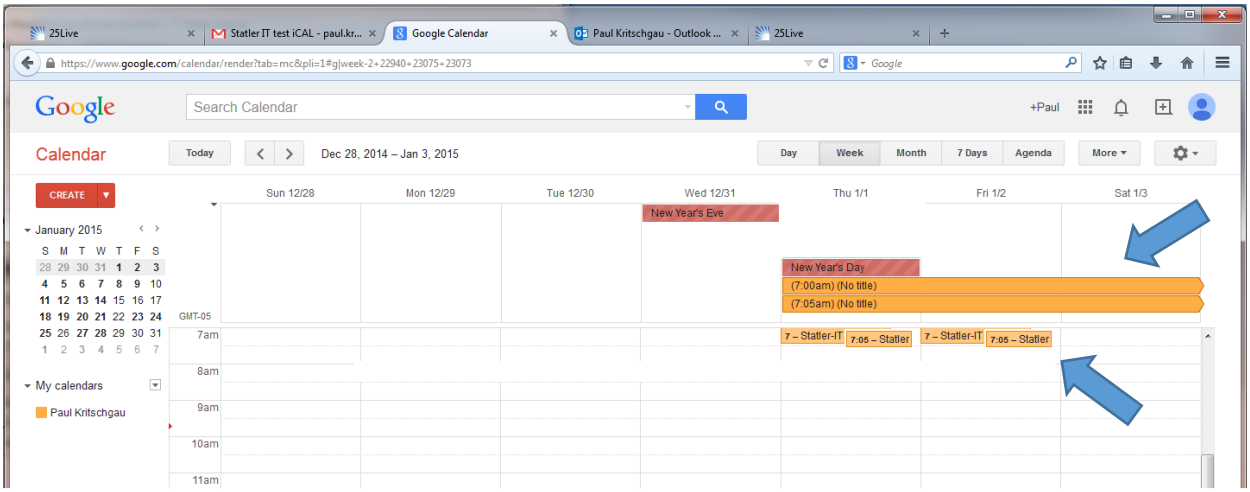
(No Subject)	Thu Jan 1 7:05am – Fri Jan 9, 2015 7:10am (EST)
Statler IT test iCAL	Weekly from 7:05am to 7:10am on Monday, Wednesday, Friday from Thu Jan 1, 2015 to Sat Jan 10, 2015 (EST)

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/wvut/#details&obj_type=event&obj_id=175668

Note from Kritschgau, Paul

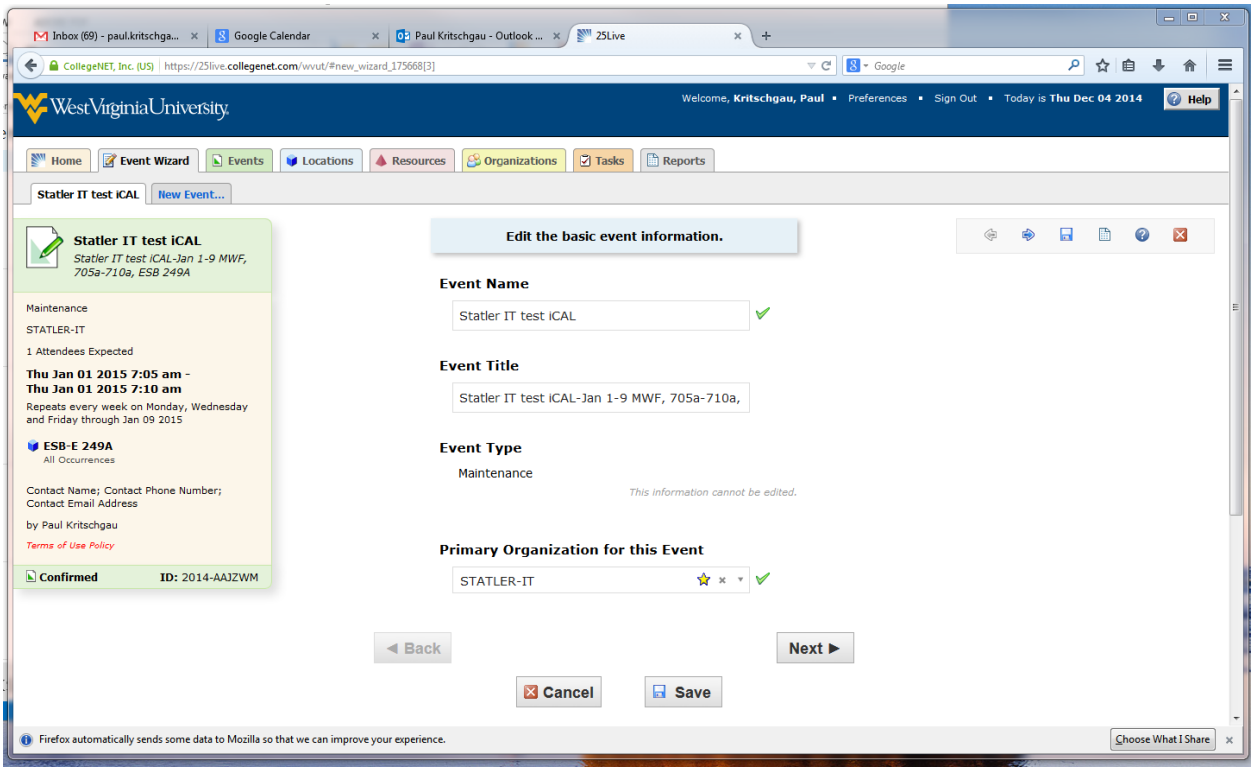
This is the view from Gmail calendar. Note the two forms of the event appearance for Jan 1-9. The one labeled “no title” shows the complete duration of the recurring event. The individual occurrence is shown below in the hourly breakdown.



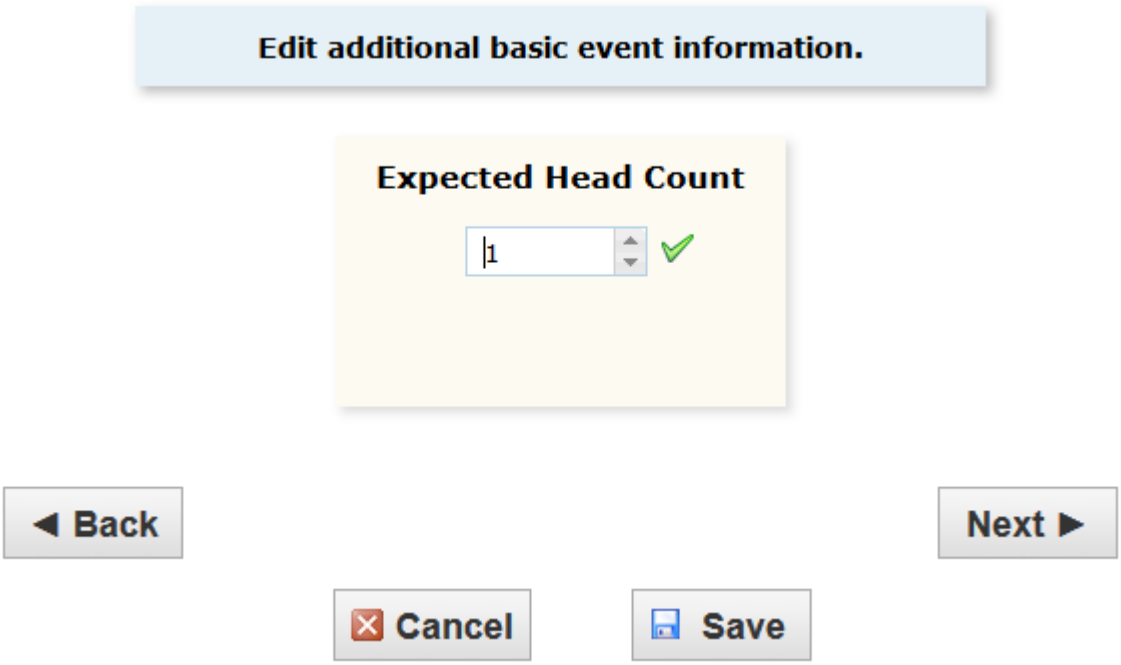
For the geeks in the house, this is the “event.ics” file in its raw format.

```
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
```

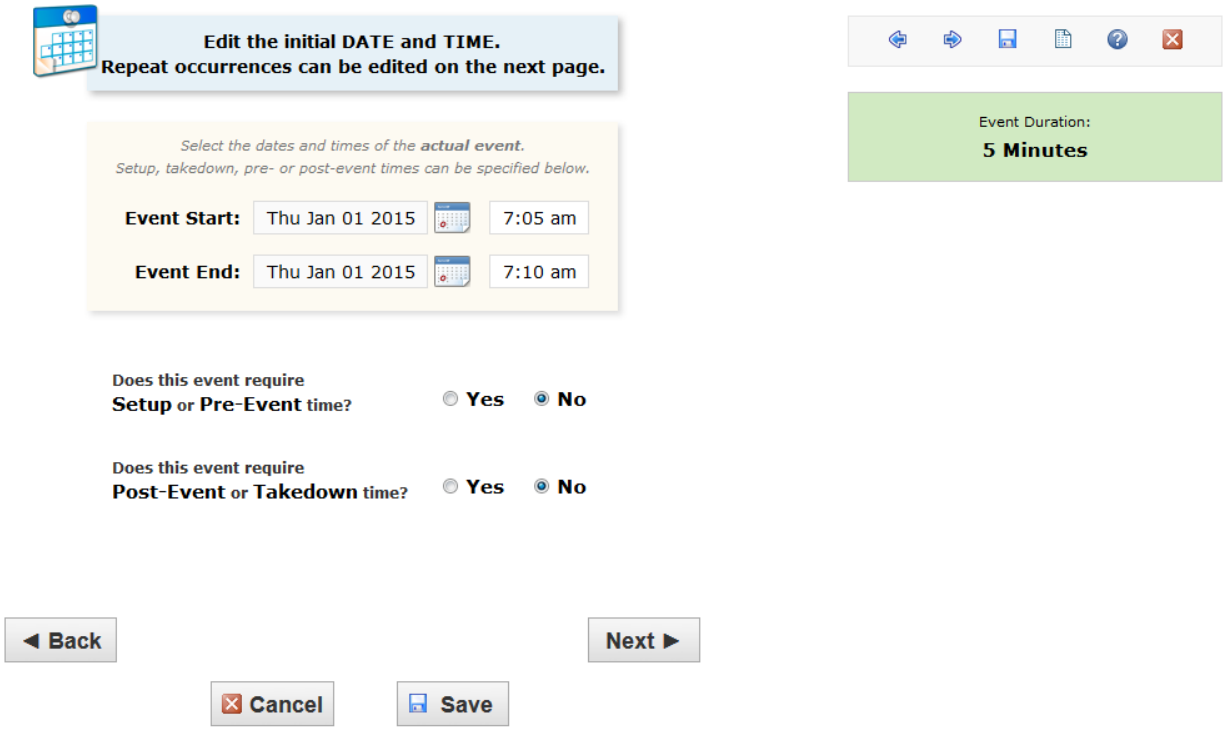
Screen 1: Basic Event Information



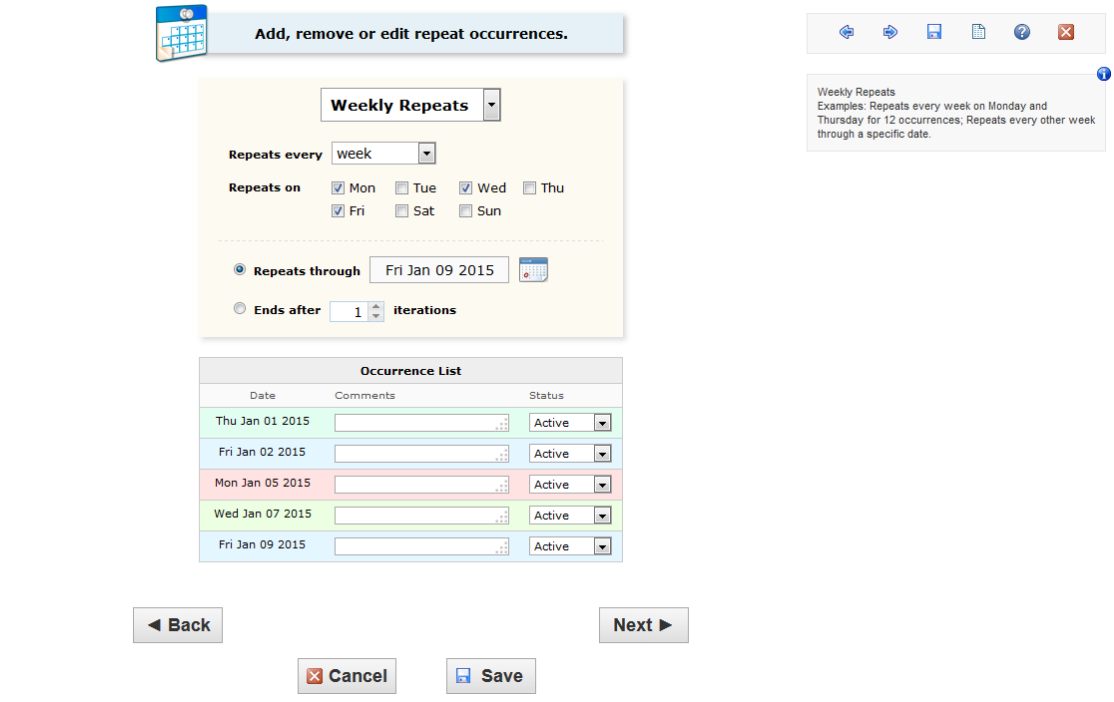
Screen 2: Head count



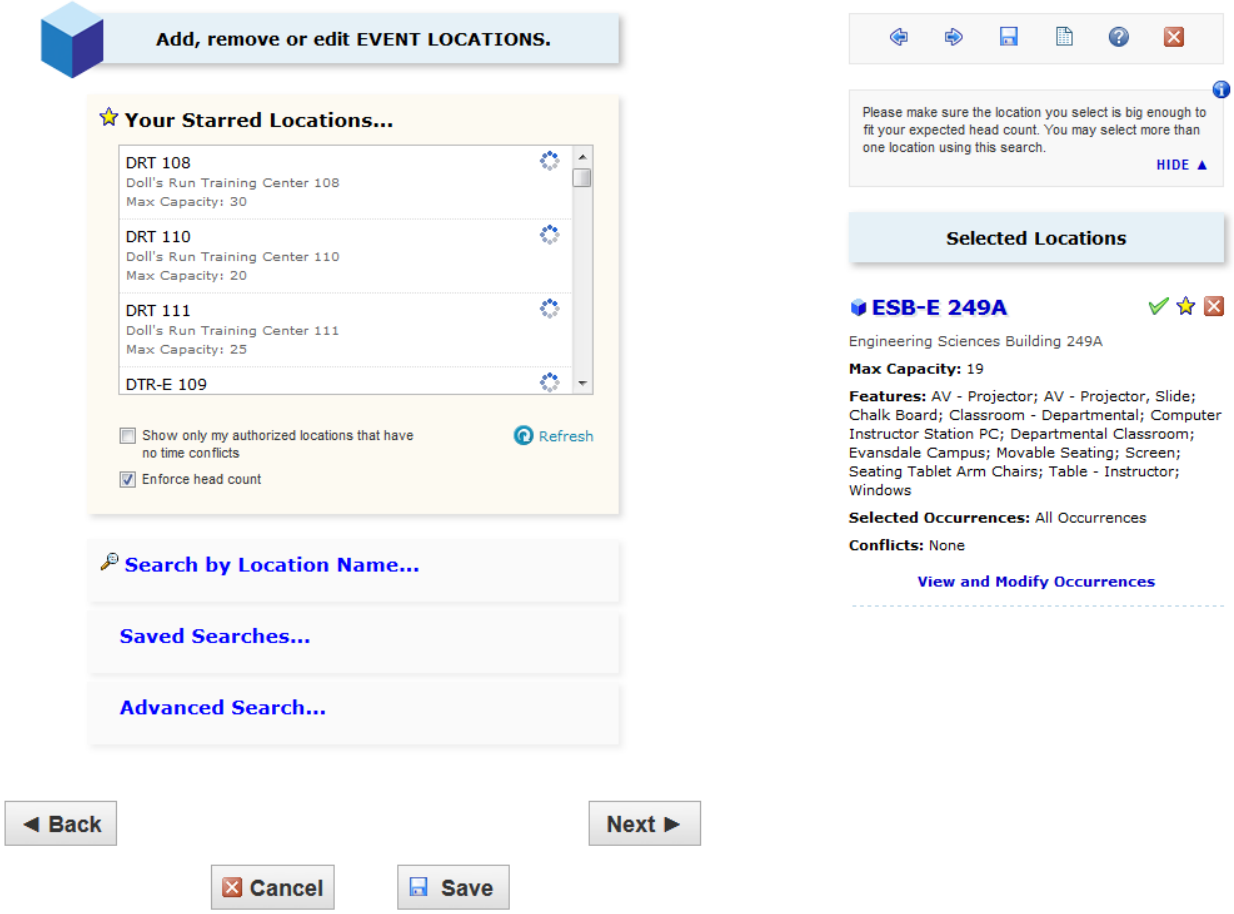
Screen 3: Initial Date and Time



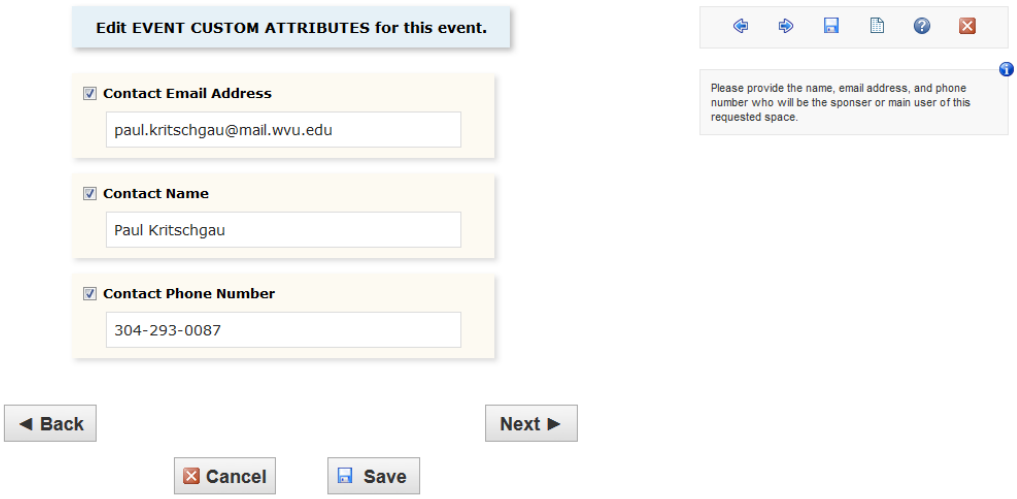
Screen 4: This shows a weekly recurrence example.



Screen 5: What location(s)?

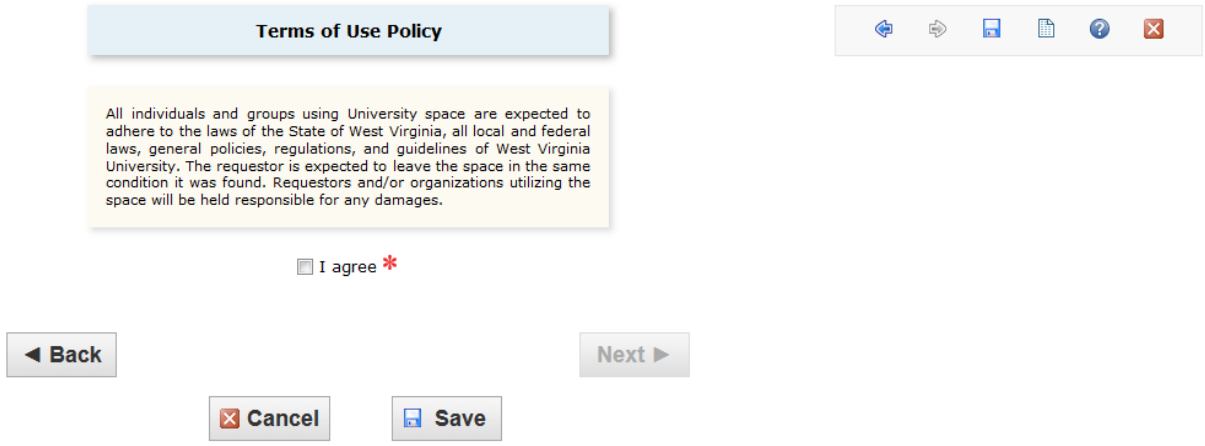


Screen 6: Who is the real requester?

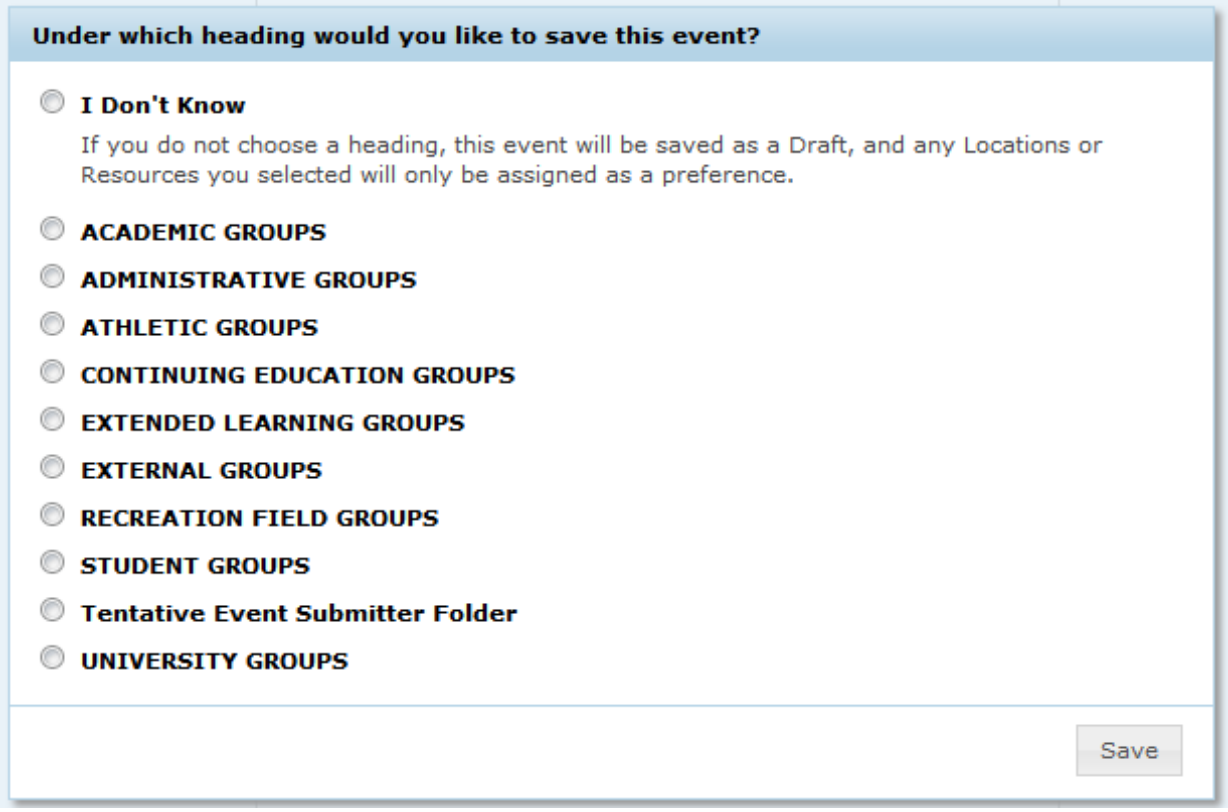


Screen 7: Scheduler signs here and adds helpful notes like email header with name and date stamp.

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

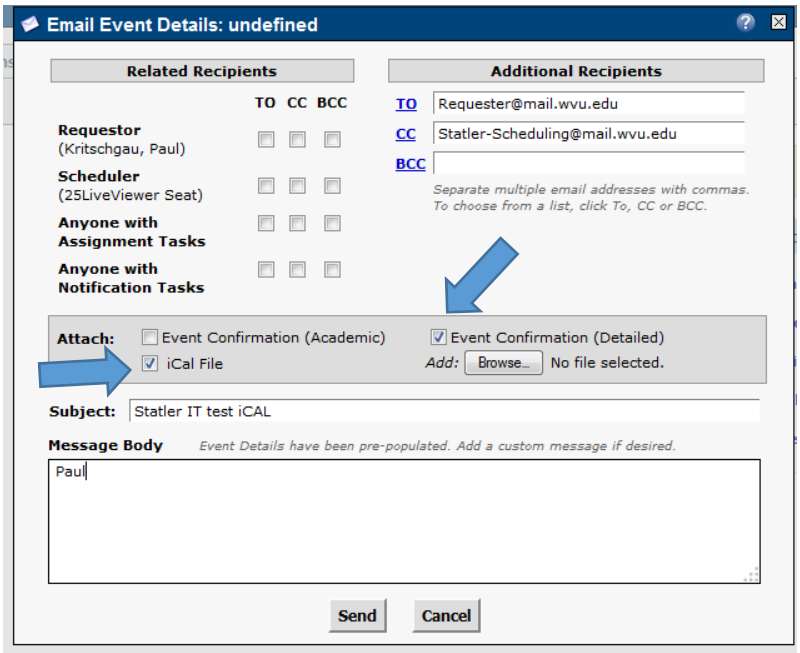


How do you answer this prompt?



- 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



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

http://statler.wvu.edu/scheduling

http://facilitiesscheduling.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