Referring Event Requestors to the Web Quiets the Telephone

Using R25

Inside

California State University San Marcos

San Marcos, California

Products:
R25® Scheduling System,
R25 WebViewer

Cal State San Marcos

Number of Meetings & Events:
About 1200 a month, in addition to classes

Why R25?
Needed an "honest-to-goodness scheduling program" to improve the overall scheduling process and the availability of information across campus — Candie Halstead, Former Supervisor, Academic and Event/Meeting Scheduling

The Savings:
Access to consistent information entered in R25 and displayed in the R25 WebViewer "totally revamped our scheduling process. Scheduling efficiency went up because the number of phone calls related to campus event requests went down 80-90%."
— Candie Halstead

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Profile

Cal State San Marcos is a relatively new campus, facing the challenges and growing pains of modern-day school management. As the number of classes, meetings, and events on the campus increased 300%, the number of spaces grew by only 50%. This meant acquiring the best possible tools to monitor and manage space usage.

Problem

Prior to using R25, schedulers and space managers spent a great deal of time on the phone discussing room details and options with students, faculty, and staff who were requesting events on campus and looking for the most suitable—and available—space.

Solution

By directing their campus requestors to the Events and Locations information on the R25 WebViewer, schedulers and planners save the valuable time previously invested in the research their requestors can now do for themselves. By visiting the WebViewer, requestors can look up room schedules, peruse the characteristics of individual spaces, even look at pictures!

Benefits

As described by Candie Halstead:

- Campus web users can look at all the events —academic and non-academic—happening in a particular room on a particular date. This way, they know what's available ahead of time, and can request a specific location confident that their needs will be met.
- Web users can click on an event to get specifics. They can simply click on a room to see what type of room it is. They can click on a date to see everything that is going on that day. They can click on the room to see what equipment is in the room.

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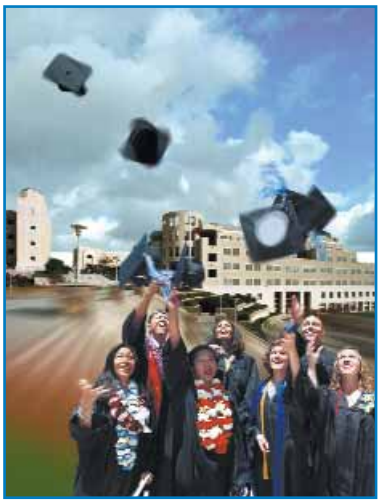
- Event attendees can quickly find the location of the event—and even a map to the campus, if they need it!
- Most importantly, the scheduling office has earned the trust of the campus community. Event planners can just look up their event on the R25 WebViewer to know their request has been processed successfully. They can trust, too, that the room has not been double-booked.

Want to know more?

To discuss your challenges in the areas of class and special event management and the ways your scheduling offices might save time and money, and improve efficiency, call 503.973.5200 or email sales@collegenet.com.



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