

Frequently Asked Questions

- **Will this change affect all of the meeting rooms?**
 - The only meeting rooms affected will be CC Auditorium, CC F113 and CC L102.
- **Why is it necessary to change the process?**
 - Event Services will be able to better anticipate the meeting room needs.
 - Instances of rooms being accidentally double booked will be eliminated.
 - If a requested room is unavailable, Event Services will work hard on your behalf to find a suitable room.
- **How long will it take before I know if my room has been reserved?**
 - You will either receive confirmation that your meeting room has been reserved OR receive a phone call from Event Services to assess your needs and find another room within 3 hours during normal business hours. If your request is sent after business hours (Monday – Friday 8:00am-5:00pm), you will receive a response by 11:00am the next business day.
- **What happens if 2 people reserve the same room at the same time for similar meetings?**
 - Each reservation request will generate a ServiceNow ticket to Event Services that is timestamped. The request that was received first will get the requested room and Event Services will search for a suitable room for the other meeting.
- **Will this create more work for me?**
 - Actually, this new process will reduce the amount of work required to reserve a meeting room. You will follow the same steps you have been in reserving CC Auditorium, CC F113 and CC L102. From there, you will either receive notification that the room has been reserved for you or Event Services will look for another room and if necessary, contact event owners and negotiate moving meetings around to make sure everyone has what they need.