Contents

1. Getting Started ................................................................. 3
   1.1. Introduction ......................................................................... 3
   1.2. Logging In ............................................................................ 3
   1.3. Home screen ......................................................................... 3
2. Timetable Viewer ................................................................. 4
3. Late Change Alerts ............................................................... 6
4. Course Requirements ........................................................... 6
   4.1. Entering requirements .......................................................... 7
   4.2. Changing the course owner .................................................... 8
   4.3. Adding components ............................................................. 9
5. Data Quality ......................................................................... 10
   5.1. Class errors tab ................................................................. 10
   5.2. Event errors tab ................................................................. 10
   5.3. Fixing data errors ............................................................... 10
6. Inactive Core Data ............................................................... 11
7. Change Requests ................................................................. 12
   7.1. Change request workflow ................................................... 12
   7.2. Change requests list ............................................................ 12
   7.3. Create or process a request .................................................. 13
   7.4. Changing an event currently roomed in school-managed space ........................................................................................................... 16
   7.5. Changing an event currently roomed in centrally-managed space ........................................................................................................... 16
   7.6. Requesting space owned by another School .................................. 16
   7.7. Changing Course Numbers .................................................... 17
8. Update Lecturer and Details .................................................. 18
   8.1. Update Lecturer and Details field for an event ....................... 18
   8.2. Replace Lecturer by Lecturer name ....................................... 19
   8.3. Update Details field for an event ......................................... 21
9. Logging Out ........................................................................... 22
10. Help and Support ................................................................. 22
Appendix A: Data Quality Error List ........................................... 23
Appendix B: Document History .................................................. 26
1. Getting Started

1.1. Introduction

The Timetables and Room Booking application is used by Central Timetabling Team (CTT) and School Timetabling Teams (STT) as an add-on to the Facility CMIS (CMIS) timetabling package. The system provides extra facilities to support the production of the annual class timetable by:-

- allowing Schools to manage room requirements for courses
- displaying reports of errors in CMIS data
- providing a timetable production schedule checklist

Access is provided to staff who are approved to use CMIS in an STT role.

School Timetabling Teams are referred to as STT. 
Central Timetabling Team (Estates and Buildings) is referred to as CTT

1.2. Logging In

Access the system from Timetables and Room Booking after logging into MyGlasgow with your University of Glasgow GUID.

The Home screen provides menu options across the top.

Only registered users of the system can log in.

1.3. Home screen

The Home screen provides a welcome screen and menu options across the top of the screen. You can return here by clicking the Home link.
2. **Timetable Viewer**

You can view all bookings for a specific buildings, rooms, departments or courses on the **Timetable Viewer** tab by searching for what you want to see.

By default the **Search** results are presented in **Calendar View**:

![Calendar View](image1)

The results can also be viewed in **Rooms View** by selecting **Rooms** at the top of the results:

![Rooms View](image2)
You can see more details of the booking by clicking on the event:

You can save your search by clicking on **Save As** (after typing a name for the search that you want to save).

Your saved search will appear under **Saved Searches** and you can click on this search directly next time to populate the search criteria before clicking on the **Search** button.
3. Late Change Alerts

The Late Changes screen displays any new, cancelled or changed events for today. The screen shows a list of these changed events and can be filtered by building or room. If there is a sudden late change in the middle of the day, an alert popup will also appear at the bottom left of the screen when you are viewing the Timetable Viewer tab.

Only last minute changes that have been made to events happening on the day you are viewing the screen are displayed in Late Changes. It does not include the many changes made to events which take place in the future. If there has been more than one change to the same event, only the latest change is shown.

Preferences
To see only updates relevant to yourself, select the buildings and/or rooms you are interested in from the lists under Preferences. Once you click ‘Save and apply preferences’, the system will remember your preferences every time you use the screen. Click Clear to remove the preferences and return to the full list of changes.

Types of Alert

1. New events
If a new event is created for today, this is shown with a Change Type of New. The details of the new event are displayed.

2. Cancelled events
If an event that was happening today is cancelled, this is shown with a Change Type of Cancelled. The details of the cancelled event are displayed.

3. Changed events

Room Change:
If an event is changed to a different room, this is shown with a Change Type of Room Changed. Both the freed room and newly booked room are displayed.

Time change:
If an event is changed to a different time, this is shown with a Change Type of Date/time changed. Building, room and time are displayed for the event and the time displayed as “Time changed from A to B”.

Date change to today:
An event which is not new but has been moved from another day to today is shown with a Change Type of Date/time changed. Building, room and time are displayed for the event and a message that the event has moved to today.

Date change from today:
An event which is not cancelled but has been moved from today to another day is shown with a Change Type of Date/time changed. Building, room and time are displayed for the event and a message that the event is no longer running today.

4. Course Requirements

The Course Requirements screen allows school staff to enter and keep track of timetabling requirements for courses. This data should be completed before the main period of central room allocation each year.

The screen lists all courses for your school and is available to all the timetablers in the school. The same screen can optionally be used by academic staff. School timetablers can control whether the academic staff see the screen by allocating courses to them.

Where requirements are known for last year and not changing, it is only necessary to indicate this and mark the course as ‘processed’ or ‘complete’. For an existing course which has different requirements
from last year, the changes should be explained. For a new course or one which was not timetabled in **CMIS** in the past, full details need to be entered.

Courses can quickly be marked on the list screen as **Not Running** this year or as not requiring a room. It is also possible to mark the courses as ‘**Requirement Confirmed**’ here.

- **Not Running** Indicates that this course will not be running this year.
- **Requirement Confirmed** Indicates that the STT has made any required changes in **CMIS** for a course that is running.

**Important:** If a course name is being changed and has not been approved in PIP before the 1st of June in any year, leave the course **Requirement Confirmed** box unticked until the course has been approved in PIP. Ticking the **Requirement Confirmed** box before the course name change has been approved will result in students enrolling in to course’s old name.

Data must be valid, a course must be running and marked as **Requirement Confirmed** or it will not be uploaded into **MyCampus** by the automatic interface from **CMIS**.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Room Not Required</th>
<th>Not Running</th>
<th>Requirement Confirmed</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOL5161</td>
<td>Advanced Neuroanatomy-opt</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL4001</td>
<td>Advanced Neuroanatomy-opt</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL6001</td>
<td>Agricultural Botany (R)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL6002</td>
<td>Agricultural Zoology (R)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL4002</td>
<td>Anatomy 3</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL4003</td>
<td>Anatomy Adv Studies 4</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL4004P</td>
<td>Anatomy Project</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>EXT1668</td>
<td>Anatomy for Speech Therapists</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL3001</td>
<td>Animal Biology 3A</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
<tr>
<td>BOL3002</td>
<td>Animal Biology 18</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Req</td>
</tr>
</tbody>
</table>

**4.1. Entering requirements**

Enter the timetabling requirements by clicking **Req** beside the course to open the **Course Requirements** screen. The screen (see below) consists of a series of fields which detail the timetabling requirements for the course.

The on-screen **Help** (accessed via the 7 buttons) explains what data is needed in each field.

- **Next** and **Back** buttons allow you to scroll though the items in the list without having to return to the list screen.
- **Copy from Previous** button saves time by copying details from the previous item you edited. You can use this for the current item and then amend as necessary.
4.2. Changing the course owner

If you want an academic member of staff to enter the requirements on screen, allocate the course to them by changing the Owner field. Type part of the person’s name in the Owner field to see a suggested list of matching people. Allocating an Owner allows the person to see the Course Requirements screen in the Timetables and Room Bookings web application. Leave the Owner blank to keep the data entry tasks with the school timetabling team rather than academic staff.

To add an owner start typing surname of the person that you would like to add and the system will bring all the matching members of staff.
4.3. Adding components

When the teaching pattern is not already known in CMIS, the Components table will be visible on the screen. Add each course component using ‘Add’ beside the Components field.

- When entering the Weeks Taught for a component use ‘Timetabling Weeks’ (formerly known as ‘CRB’ or ‘Computer Weeks’).

- Use the Day and Start Date fields against each component individually or detail the days and times in the Teaching Pattern field if this is easier.
5. Data Quality

This screen lists errors found in the timetabling data in CMIS. The purpose of the screen is to aid school timetablers in their data entry for timetable production. The data errors must be corrected in CMIS and then will automatically disappear from the error lists. Data quality is essential to ensure classes can be roomed appropriately and imported correctly into MyCampus ready for student enrolment.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Department Name</th>
<th>Subgroup Code</th>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCR10001</td>
<td>Business Reporting &amp; Fin Mgr I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>TT04</td>
<td>Subgroup code does not match MyCampus naming convention.</td>
</tr>
<tr>
<td>ACCR10001</td>
<td>Business Reporting &amp; Fin Mgr I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>TT04</td>
<td>Subgroup code does not match course size.</td>
</tr>
<tr>
<td>ACCR10002</td>
<td>Env of Internat Business I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>Subgroup</td>
<td>Sum of subgroup sizes does not match course size. (ECC)</td>
</tr>
<tr>
<td>ACCR10002</td>
<td>Env of Internat Business I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>TUT</td>
<td>Missing subgroup(s).</td>
</tr>
<tr>
<td>ACCR1001</td>
<td>Finance I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>TT04</td>
<td>The set of subgroup codes are not sequential. (TUT)</td>
</tr>
<tr>
<td>ACCR1003</td>
<td>Finance I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>Sum of subgroup sizes does not match course size. (ECC)</td>
<td></td>
</tr>
<tr>
<td>ACCR1003</td>
<td>Finance I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>Sum of subgroup sizes does not match course size. (TUT)</td>
<td></td>
</tr>
<tr>
<td>ACCR1003</td>
<td>Finance I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>Course size is 0.</td>
<td></td>
</tr>
<tr>
<td>ACCR1004</td>
<td>Financial Accounting I</td>
<td>BUS - ACCOUNTING &amp; FINANCE</td>
<td>Sum of subgroup sizes does not match course size. (ECC)</td>
<td></td>
</tr>
</tbody>
</table>

There are two tabs on the screen, one for each category of error, Class Errors and Event Errors. Click on a tab to list the errors. Only errors relating to courses owned by your organisational unit are listed. For an explanation of each type of error, see Appendix A: Data Quality Error List.

5.1. Class errors tab

This tab lists errors in the class data in CMIS. These relate to CMIS courses and subgroups, e.g. where a subgroup is missing or an incorrect subgroup code has been entered. Errors of this type should be corrected before the main room allocation period.

5.2. Event errors tab

This tab lists errors in the event data in CMIS, e.g. where an event does not have a room or is not associated with any particular class. These errors may not all be corrected until after the room allocation has been completed.

5.3. Fixing data errors

Data errors should be corrected in CMIS (and in some cases MyCampus). Once the error is fixed, clicking the Refresh button on the Data Quality screen will remove the error from the list (as will logging out and back in again). The suggested action for each type of error is shown in Appendix A: Data Quality Error List and please also refer to CMIS user documentation supplied by the Central Timetabling Team in Estates and Buildings.

Data must be valid and marked as Requirement Confirmed (see Course Requirements) or it will not be uploaded into MyCampus by the automatic interface from CMIS.
6. Inactive Core Data

This screen allows timetablers to manage deletion of core data from systems which feed into CMIS, i.e. Core HR and MyCampus. When courses or people are no longer active in the feeder systems, we wish to remove them from CMIS. However, they cannot be automatically deleted when there are events associated with them. They need to be manually removed from the event while leaving the event in place.

The screen helps timetablers to manage this process by listing lecturers, contacts and courses which need to be removed from events because they are no longer active. The screen is divided into tabs for Lecturers, Contacts and Courses with lists on each tab.

For each item listed, you should go into CMIS and remove the course or person from the event. Once you have done this, click the Refresh button on screen. When you click Refresh, the system will:
- check that the lecturer, contact or course has been deleted from all events
- remove the lecturer, contact or course from the core CMIS table
- remove the lecturer, contact or course from the list on-screen

STTs should process this list periodically to keep the deleted data in check.
7. Change Requests

This screen allows users to create, approve and process timetable change requests. All changes to the class timetable after publication must be recorded and managed via change requests.

Why is a change request needed?
CTT need to be able to track and respond to all enquiries from Schools/RIs across the University. In many cases changes to the timetable affect other Schools. In the past, information has generally been shared on email trails and this has led to problems for Schools and CTT tracking requests and ensuring that they are dealt with efficiently.

A change request might relate to a new event, a cancellation or any type of change to an existing event (date, time, weeks, lecturer, course, class).

Cancellations
Please advise events for any courses or activities which are no longer required as quickly as you can. This will help your teaching colleagues running events which are scheduled but cannot be allocated a room due to the huge demand.

7.1. Change request workflow
A change request is a request to change a single timetabled event. Requests are typically created by STT and either processed within the school for local events or processed by CTT for central events. The system sends each request through a pre-defined workflow for approval and processing. Requests submitted to CTT must be approved in the school by the Lead STT.

Local event changes must be recorded in the system. Although this may appear time-consuming, it makes it possible to quantify the amount of time spent on changing the timetable and to analyse the reasons why changes are required. Local requests may be approved by the Lead STT if the school chooses.

Requests can have one of the following statuses:
- Draft
- Submitted to CTT
- Submitted to Lead STT
- Approved (applicable only for local requests)
- In Progress
- On Hold
- Rejected
- Deleted
- Complete

7.2. Change requests list
The opening screen lists active change requests for the user or role. New Requests can be created using the Create new request button. A change request can be viewed or edited (if appropriate) by clicking the View button next to the request.
7.3. Create or process a request

The Change Request details screen is used to create a new request or process an existing request.

The screen display and access rights differ depending on various factors:

- The role of the user (STT, Lead STT, CTT)
- The school the user belongs to (whether the school requires Lead STT approval for changes)
- The scope of the request (i.e. the event is local to the school or centrally-roomed)
- The reason for the change (whether or not it qualifies as a minor change)

A user who arrives at this screen by clicking the Create new request button will have all fields blank. A user editing an existing request will see the existing details.

Event Details

This section is completed by the request submitter. A change request relates to only one event. Enter the event ID. As you start typing, a list of possible matching event IDs will be shown. Upon selecting one, the other event details will be populated. You won’t be able to create a change request for the event that is already referenced in another request.

The ownership of the room attached to event chosen determines whether the system treats the request as local or central and therefore to whom the request is routed for processing. If the event does not have a room allocated to it, the system will allocate the change request to CTT.
If the event is new, create the event in CMIS (populating the day/time, weeks, the requested room category and type) first then use the allocated event ID to create the change request.

If the course itself is new, create the subgroups in CMIS first then the event. Select ‘New Module or Activity’ as the reason for change (see Request Details below).

💡 Please do not create new events for changes to existing events - this will create a duplicate, cause delays and may significant problems in your data in CMIS and MyCampus.

**Request Details**
This section is completed by the request submitter.

**Requested By**
Enter the name of the academic member of staff requesting the change. If a change request is created on the behalf on an external user or student tutor, you should enter your own name.

**Reason**
The reason for the change must be selected from a drop-down list of standard reasons.

**Change Description**
Describe the change you wish to make. The description of the change must match the Reason or the request will be rejected back to you for amendment.

**Cannot be accommodated locally?**
Tick the box if you are requesting central space.

**Request Status**
The system allocates a Change Request ID and updates the status of the request. The person who created and last updated the request is also recorded automatically by the system. CTT allocate a change request to a member of the CTT team.

**Change Assessment**
When a change is submitted, it must be assessed before being auctioned. The approver/assessor (CTT or STT) must assess and record the impact of the change.

**Impact of Change**
Description of the impact of the change, e.g. Can be accommodated locally in unused space” or “Requires that seven other large classes be moved”.

**Comments from Affected Parties**
If schools affected by a change are unhappy or have any feedback, record it here.

**Supporting Documents**
Paste in here any relevant emails or related references.

**Request Completion**
This section is completed by the person who changes the events in CMIS.

**Published Changes**
What changes were made in CMIS? The Copy change description button will copy the text from the original request into this field.

**Number of events:**
Including the event being changed, how many events are affected by the change?

**Number of students:**
Including the event being changed, how many students are affected by the change?

**Related Requests**
A user also has the option to create a related request. This means that the new request will automatically be related to the original one, and will appear under the “Related requests” table below the view/edit screen for the original requests. Certain fields are also pre-populated from the original request for convenience when a related request is first created. Related requests can only have one level of hierarchy. So, for example, Request 1 might have a related request called Request 2 but Request 2 cannot have a related request.
**Actions**
The following buttons may appear, depending on the status and user type:

- **Cancel**: Cancel edits without saving.
- **Save**: Save edits.
- **Submit for Approval**: Submits the change request to lead STT or CTT for approval.
- **Approve**: Approve request.
- **Reject**: Reject request. A reason must be entered.
- **Put on hold**: Place a hold on request while awaiting an action.
- **Create related request**: Create a new request related to this one.

**Communication with CTT team**

CTT might communicate with you via the *Communication Notes* on the Change Request and in this case you will receive an email from CTT with the subject ‘Change request: CTT added comment’ to notify you. Please do not reply to the email directly but via the Change Request screen. To communicate with CTT about the change request, click on the *Add Note* button:

![Communication Notes](image)

Please note that you can only add *Communication Notes* to active change requests that are not Completed or Rejected.

### 7.3.1. Create new change requests for a class (Course Subgroup)

This screen allows users to create multiple change requests for a class (Course Subgroup). This screen is only available to Lead School Timetablers. A user who arrives at this screen by clicking the *Create new change requests for a class (Course Subgroup)* button will see all fields blank. Selecting the course from the drop-down and then the corresponding class/course subgroup will populate events for this class that will be visible in the table below with the exception of the events that are referenced in any active Change Request.

![Create new change requests](image)

Please note that you can only create change requests for events that are owned by your School/RI.
You will need to tick the *Create Change Request for this event* flag for any event(s) that you want to create change requests for, fill *Change Description* for and press the *Create Change Requests* button to save the changes.

7.4. Changing an event currently roomed in school-managed space

To change an event that is roomed in the local space an STT user should create a new change request and enter the event ID that needs to be changed. If an event cannot be roomed in local space then the STT user should tick the box "Cannot be accommodated locally?" to ensure that the system will forward the request to CTT to allow it to be roomed in Central (or other School) space.

If a new event to be roomed in School space is required then STT need to create this event first in CMIS and room it in local space before adding it to the new change request.

Saving the request has the effect of submitting the request for approval or automatically approving the request where the user has Lead STT permissions.

7.5. Changing an event currently roomed in centrally-managed space

To change an event that is roomed in the CTT space a STT should create a new change request using the event ID that needs to be changed. The system detects that the event is centrally roomed and forwards the request to CTT for action once it is saved.

If a new event that is to be roomed in CTT space is required then STT should create this event first in CMIS then create the new change request with this event ID.

7.6. Requesting space owned by another School

If an STT wants to use specific space they know to be managed by another schools, the STT of the requesting School first contacts the owning STT and confirms with them that the room can be used.

Next, the requesting STT adds the event to CMIS, populating the day/time, weeks, the requested building, the requested room and the Event Type (as Local Space). If the user does not have permission in CMIS to add the requested room to the event, the room can be described in the Details field.

The requesting STT then creates a change request with the event ID and submits to CTT for approval. Paste the text of the confirmation email from the other school into the *Supporting documents* field. Failure to do so will result in a delay as CTT will need to put the change request on hold while they request the confirmation details from you.
CTT then rooms the event (removing the requested room from the Details) and sends confirmation to requesting STT and copies to the owning STT

7.7. Changing Course Numbers

Class numbers have increased, but the room(s) allocated are still big enough
A change request is not required. Edit your subgroup sizes on CMIS. This is important because it will update MyCampus to the correct enrolment number for your class. It also ensures that we have accurate information when considering any changes.

Class numbers have increased and a bigger space is needed
If your size increases over the capacity of the allocated room (for example for a lecture), raise a change request with full details so that CTT can assess how this can be accommodated.

Class numbers have decreased
It would be helpful if you can let CTT know, even if you do not need to cancel any subgroups (classes). If you are certain this will be your new class size then you can edit the subgroup size on the class in CMIS. You would only be moved from a space if a suitable alternative can be provided. This may help accommodate teaching for others in your own School.
8. Update Lecturer and Details

This screen allows users to update lecturers and details for Teaching and Teaching Related events that are roomed in central space. This screen is only available to Lead School Timetablers.

On the Update Lecturer screen you will be able to do the following:
- Update Lecturer and Details field for an event
- Replace Lecturer by Lecturer name
- Update Details field for an event

8.1. Update Lecturer and Details field for an event

A user who arrives at this screen by clicking the Update Lecturer and Details field for an event link will see all fields blank. Enter the Event ID. As you start typing, a list of possible matching Event IDs will be shown. Upon selecting one, the other event details will be populated. You won’t be able to update lecturer(s) for an event that is referenced in any active Change Request.

Please note that you can only Update Lecturer(s) for events that are owned by your School/RI.

You will be able to add a new lecturer by clicking on the Add Lecturer button and/or remove any lecturer by clicking on the red cross next to the lecturer.
To select a new lecturer you can start typing the lecturer’s name and select the required lecturer from the dropdown. The tick box next to the lecturer name will show the lecturer’s availability for the event.

Please note that you will only be able to add a lecturer that is available at the time of the event i.e. New Lecturer is Available check box is ticked.

8.2. Replace Lecturer by Lecturer name
This allows you to replace a specific lecturer against all their relevant events. Start typing a lecturer name in the box “Lecturer to be replaced”.

Events that this lecturer is assigned to will be visible in the table below with the exception of the events that are referenced in any active Change Request.

Please note that you can only Replace Lecturers for events that are owned by your School/RI.
After you enter the lecturer that you want to replace, you will be able to see if this new lecturer is available at the time of the event(s). You will need to tick the **Replace Lecturer for this event** flag for any event(s) that you want to replace the lecturer for and press the **Save Change** button to save the changes.

Please note that you will only be able to replace with a lecturer that is available at the time the event i.e. **New Lecturer is Available** check box is ticked.
8.3. Update Details field for an event

A user who arrives at this screen by clicking the *Update Details field for an event* link will see all fields blank. Enter the event ID. As you start typing, a list of possible matching event IDs will be shown. Upon selecting one, the other event details will be populated. You won’t be able to update the Details field for an event that is referenced in any active Change Requests.

The Details field should be updated and the changes will be saved when *Save Changes* button is clicked. The Details field can only be 30 characters long.

![Image of Timetables and Room Booking](image-url)

💡 Please note that you can only update the Details field for events that are owned by your School/RI.
9. Logging Out

Click on Exit to go to Business Systems menu where you can choose another application or log out.

Click on Log Out or close your browser to log out.

10. Help and Support

If you have any queries or questions about the Timetables & Room Bookings system, or if you wish to report a problem, please submit a support call on Help Desk Self Service:

- Log in to IT Helpdesk from MyGlasgow for Staff or the links on Information for Staff. Click ‘submit a new request’
- Select Problem Category: Business Applications > Timetabling > Investigate Timetables & Room Bookings Web App Issue
- Enter details of your issue. Quote examples or specific reference numbers if relevant.
- Click Submit Details.
- Your call will be sent to the Timetabling Support Team.
Appendix A: Data Quality Error List

The table below lists and explains the data error types which appear in the system on the Data Quality screen. Refer the CMIS user documentation available from the Central Timetabling Team for full advice on how to make changes in CMIS and refer to Student Lifecycle Support and Development documentation for information on how to update MyCampus data.

<table>
<thead>
<tr>
<th>Error message</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subgroup code does not match MyCampus naming convention.</td>
<td>Naming convention: XXYY where XX is a component identifier and YY is a number, e.g. LC01.</td>
<td>Change the subgroup codes in CMIS to follow the naming convention.</td>
</tr>
<tr>
<td>The set of subgroup codes are not sequential.</td>
<td>Subgroup codes for a course should be sequential (e.g. LC01,LC02,LC05). This issue is minor and would not prevent the data being sent to MyCampus.</td>
<td>Ideally change the subgroup codes in CMIS to be sequential. This message is only a warning and will not stop the course going into MyCampus.</td>
</tr>
<tr>
<td>Length of subgroup code is greater than 4.</td>
<td>MyCampus only accepts class section code length of 4.</td>
<td>Change the subgroup codes in CMIS to follow the naming convention.</td>
</tr>
<tr>
<td>More than 4 component types.</td>
<td>MyCampus only accepts 4 component types as well as an Admin component.</td>
<td>Ensure CMIS and MyCampus component types match for the course.</td>
</tr>
<tr>
<td>Component(s) in CMIS but not MyCampus.</td>
<td>Subgroups in CMIS should only be created for components defined in MyCampus for the course.</td>
<td>No action. This message is only a warning and will not stop the course going into MyCampus. New components will be created in MyCampus by the automatic interface between CMI and MyCampus.</td>
</tr>
<tr>
<td>Subgroup size is 0.</td>
<td>Subgroup size should not be 0, as this means no students are expected.</td>
<td>Add the size to the subgroup or delete the subgroup. Subgroups should be deleted if they have no students, except where they have events with Event Type of Tentative. This message is only a warning and will not stop the course going into MyCampus.</td>
</tr>
<tr>
<td>Sum of subgroup sizes does not match course size.</td>
<td>Subgroup sizes should match overall course size, i.e. not more than 15% difference either side.</td>
<td>The overall expected enrolments for the course and the total of the individual class sizes should be similar. Change the course or subgroup sizes in CMIS if there is a mismatch.</td>
</tr>
<tr>
<td>Missing subgroup(s).</td>
<td>Each course must have at least one subgroup, except Admin-only.</td>
<td>Add subgroups to the course in CMIS.</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Course size is 0.</td>
<td>Course size should not be set to 0 (except where Admin-only) as this means no students are expected.</td>
<td>Change the course size in CMIS to be the expected student numbers for the course.</td>
</tr>
<tr>
<td>Course has events but is INACTIVE in MyCampus.</td>
<td>Course is Inactive in MyCampus so should not have associated events in CMIS.</td>
<td>Delete the events associated with the course or change the events to attach them to different course subgroups.</td>
</tr>
</tbody>
</table>

### Event Errors

<table>
<thead>
<tr>
<th>Error message</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event without weeks, day or time.</td>
<td>All Confirmed teaching events should have week, day of the week and times specified.</td>
<td>Enter the missing week, day of the week or time against the event in CMIS.</td>
</tr>
<tr>
<td>Event not assigned to a subgroup.</td>
<td>All Confirmed teaching events should be assigned to a subgroup (not to the course directly and not left blank).</td>
<td>Add a subgroup to the event in CMIS.</td>
</tr>
<tr>
<td>Subgroup without associated event.</td>
<td>Every subgroup should have at least one event, except where marked as No Rooms Required in Timetable Manager.</td>
<td>Create events for the subgroup in CMIS or delete the subgroup or mark the course as Room Not Required in Timetable Manager.</td>
</tr>
<tr>
<td>Event without allocated room.</td>
<td>Confirmed teaching events should usually have a room allocated to them (except e.g. distance learning).</td>
<td>Add the room to the event (if the room allocation period has begun).</td>
</tr>
<tr>
<td>Only some of the events for a subgroup are marked as Tentative.</td>
<td>All events for a subgroup not running this year should be Tentative and Provisional (with no day/time).</td>
<td>Set the Event Type of all the events to Tentative in CMIS if the course is not running.</td>
</tr>
<tr>
<td>Tentative event not Provisional or has Day/Time.</td>
<td>Tentative events should be marked as Provisional and have no Day/Time.</td>
<td>Change the status of the Tentative event to Provisional or remove the Day/Time.</td>
</tr>
<tr>
<td>Event duration is 0.</td>
<td>All Confirmed teaching events should have duration (Mins) &gt; 0.</td>
<td>Change the Mins field to a value greater than zero.</td>
</tr>
<tr>
<td>Event has more than one room.</td>
<td>Teaching events should not have multiple rooms attached to them.</td>
<td>Change the event to have only one room. You may need to create further events for the other rooms.</td>
</tr>
<tr>
<td>Event exists for course marked as No Room Required.</td>
<td>The course associated with this event is marked as No Room Required in Timetable Manager.</td>
<td>Delete the events or change the course in Timetable Manager to indicate that a room is in fact required.</td>
</tr>
<tr>
<td>Confirmed event exists for course marked as Not Running.</td>
<td>Events for courses not running this year should be Tentative and Provisional (with no day/time).</td>
<td>Change the events to Tentative and Provisional (with no day/time) in CMIS or change the course in Timetable Manager to indicate that the course is in fact running.</td>
</tr>
</tbody>
</table>
## Appendix B: Document History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/05/2012</td>
<td>1.0</td>
<td>First version.</td>
</tr>
<tr>
<td>26/02/2013</td>
<td>2.0</td>
<td>Course Requirements section updated. Data Quality section added.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Updated in the light of new 2013-14 timetable production procedures.</td>
</tr>
<tr>
<td>15/03/2013</td>
<td>2.1</td>
<td>Added Inactive Core Data tab.</td>
</tr>
<tr>
<td>03/05/2013</td>
<td>2.2</td>
<td>Changed actions for some errors in Appendix A.</td>
</tr>
<tr>
<td>16/10/2013</td>
<td>3.0</td>
<td>Change Requests section added.</td>
</tr>
<tr>
<td>21/04/2015</td>
<td>6.0</td>
<td>Changes to Course Requirement screen</td>
</tr>
<tr>
<td>17/08/2015</td>
<td>7.0</td>
<td>Merged with Timetables &amp; Room Bookings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added Timetable Viewer section.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Add Late Changes section.</td>
</tr>
<tr>
<td>20/07/2016</td>
<td>8.0</td>
<td>Updated Change Requests section to reflect new Communication Notes function.</td>
</tr>
<tr>
<td>23/08/2017</td>
<td>10.0</td>
<td>Add Update Lecturer functionality</td>
</tr>
</tbody>
</table>