

Un-roomed Events Resolution Calls

Process

All un-roomed events identified by Monday 5th June. SMTT will split the events into two categories

1. Large Events & Time Critical Events

(greater than 50 in size, events in the first 1 month of teaching)

- Last year, this equates to 29% of the un-roomed events.
- A resolution call will be scheduled with :
 - **Senior L&T Admin/Lead Timetabler**
 - **Programme/ Course Lead**
- The calls will be led by SMTT who will suggest potential solutions, we do not anticipate all of the above roles will be required to attend every call however we do expect decision makers to be available.
- SMTT will update the event in real time if a suitable option has been agreed.

Escalation Process

If a resolution cannot be found, this should be escalated by the School to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

- **Head of School or Director of Education**
- **Dean of Learning & Teaching or Dean for PGT**
- **Additional Contacts listed from slide 6 to 12**

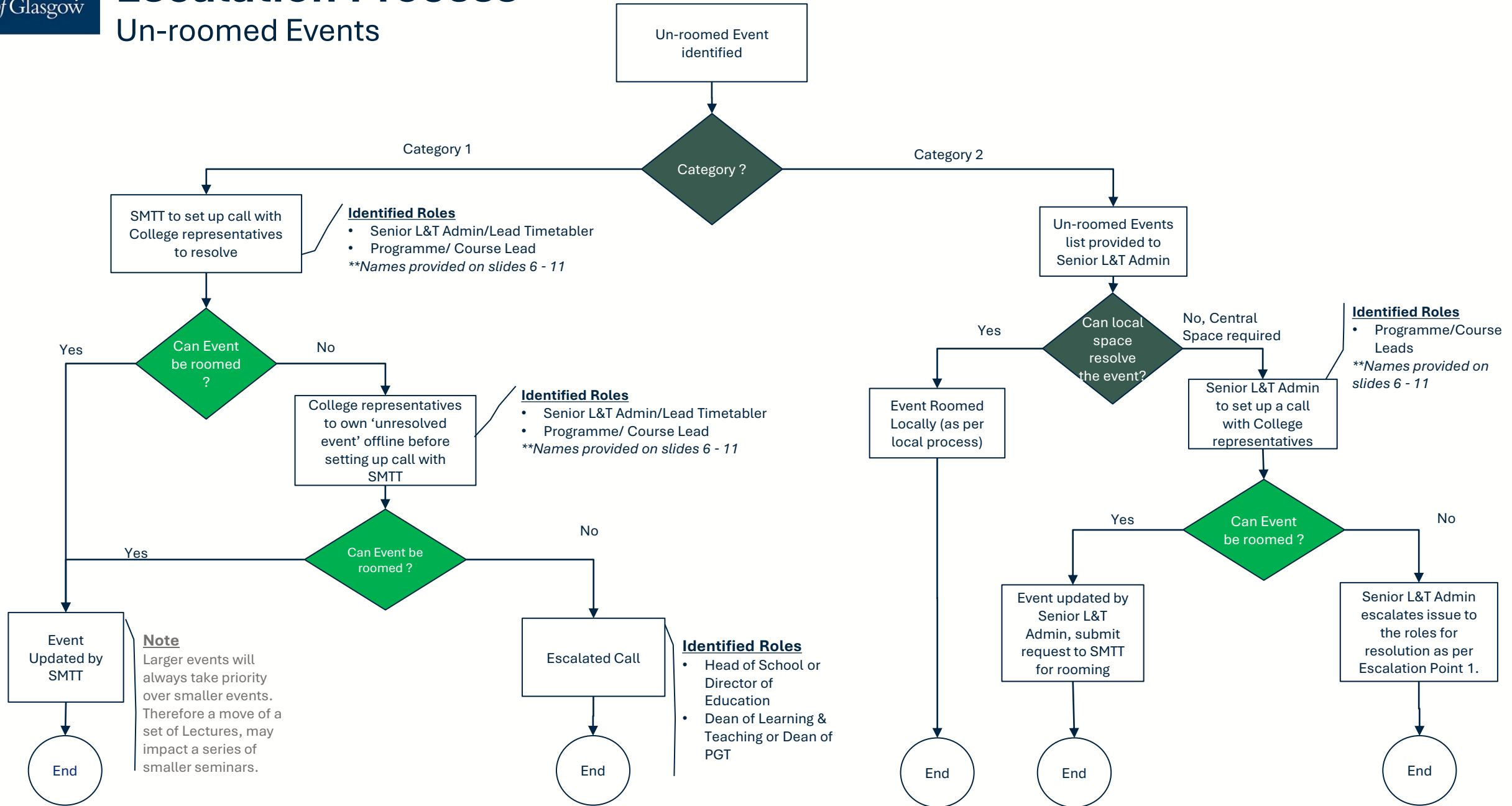
2. All Other Un-roomed Events

(less than size 50)

- Last year, this equates to 71% of the un-roomed events.
- Led through the coordinating TT resource already identified. **L&T Admin Assistants** should review local space first to resolve.
- Should a **L&T Admin Assistants** need to change the event (e.g. time/day) to find a central room, they should:
 1. Liaise with the **Programme/Course Lead** to be aware of potential clashes and explore available options to resolve.
 2. Raise a “Central Room Request” to SMTT to room the event via the Change Request process.
- SMTT will advise the **L&T Admin Assistants** when a room has been allocated
- In the event there is no resolution that can be accommodated the **L&T Admin Assistants** should escalate to the same roles identified for Category 1 events.

Escalation Process

Un-roomed Events



Resolution Calls:

- 1. Large Events & Time Critical Events** (greater than 50 in size, events in the first 1 month of teaching) – calls will be organised by **SMTT** on a daily, ad-hoc basis. The events will be prioritised by size. SMTT will update the event in real time if a suitable option has been agreed. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Nicola Cumming Veronika Flaskarova Rosalind McKenna Heather McDevitt Claire Watters	L&T Admin Assistant	All
Veronika Flaskarova	Teaching Admin Clinical	All
Nicola Cumming	Teaching Admin Pre-Clinical	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Nicola Cumming Veronika Flaskarova Rosalind McKenna Heather McDevitt Claire Watters	L&T Admin Assistant	All
Veronika Flaskarova	Teaching Admin Clinical	All
Nicola Cumming	Teaching Admin Pre-Clinical	All

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Cheryl Woolhead (PGT)	Dean of PGT	All
Margaret McMillan (UMS) Helen Lloyd	Head of School UG Medical School Manager	All

L&T Admin Assistant responsible for assessing timetabling clashes.

Resolution Calls:

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Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Hannah Gibbs Jillian Holland	L&T Admin Assistant	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Hannah Gibbs Jillian Holland	L&T Admin Assistant	All

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Cheryl Woolhead (PGT)	Dean of PGT	All
Eileen Cowey	Head of School	All

Resolution Calls:

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Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Lynda Young Donna Carrick	Teaching Admin	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Lynda Young Donna Carrick	Teaching Admin	All

Teaching Admin responsible for assessing timetabling clashes.

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Cheryl Woolhead (PGT)	Dean of PGT	All
Heather Cleland Woods	Director of Education	All

Resolution Calls:

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Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Theresa Taylor	L&T Admin Assistant	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course/ Year Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Theresa Taylor Lynne Kelly (Additional Support Timetablers if needed)	L&T Admin Assistant/Lead Timetabler IT Manager/Support Lead Timetabler	All

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Iain Johnstone Lillias Robinson Relevant Director of Education (Theresa Taylor to advise)	Assoc Dean LifeSci Portfolio HoPS Life science support unit	All
Multiple (IAJ/LR to advise)	Director of Education	All
Theresa Taylor	L&T Admin Assistant	All

Resolution Calls:

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Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Emma Craddock	Senior PGT Administrator	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Emma Craddock	Senior PGT Administrator	All

Senior PGT Administrator *responsible for assessing timetabling clashes.*

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Cheryl Woolhead (PGT)	Dean of L&T	All
Linda Atkinson (primary escalation contact)	PGT Manager	All
Emma Craddock	Senior PGT Administrator	All

Escalation Process

Vet Medicine – When Required

Resolution Calls:

- 1. Large Events & Time Critical Events** (greater than 50 in size, events in the first 1 month of teaching) – calls will be organised by **SMTT** on a daily, ad-hoc basis. The events will be prioritised by size. SMTT will update the event in real time if a suitable option has been agreed. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Lumba Chirwa	L&T Admin Assistant	All

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Multiple (L&T Admin to identify)	Programme/Course Leads	All
Lumba Chirwa	L&T Admin Assistant	All

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

Escalation Process		
Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Cheryl Woolhead (PGT)	Dean of PGT	All
Neil Evans	Director of Education	All
Arlene Macrae	Undergraduate School Manager	All

Escalation Process

Dentistry – When Required

Resolution Calls:

- 1. Large Events & Time Critical Events** (greater than 50 in size, events in the first 1 month of teaching) – calls will be organised by **SMTT** on a daily, ad-hoc basis. The events will be prioritised by size. SMTT will update the event in real time if a suitable option has been agreed. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
BDS 1 Neil Nairn BDS 2 Robert McKerlie BDS 3 Craig Mather BDS 4 Kurt Naudi BDS 5 (James) Alun Scott	Programme/Course Leads	See code against name= Bachelor of Dentistry YEAR
BDS 1 Susan Lumgair BDS 2 Jessica Brewster BDS 3 Ashley McMillan BDS 4 Susan Johnston BDS 5 Claire Rodgers	L&T Admin Assistant	See code against name= Bachelor of Dentistry YEAR

- 2. All Other Un-roomed Events** (less than size 50) - led by the **L&T Admin Assistant** who will liaise with the **Programme/Course/ Year Leads** to be aware of potential clashes and explore available options to resolve. They will raise a “Central Room Request” to SMTT to room the event via the Change Request process. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.

Resolution Call		
Name	Role	Course
Same as above table	Programme/Course Leads	All
Same as above table	L&T Admin Assistant	All

Escalation Process:

If a resolution cannot be found for the event, this should be escalated within the School/College to the following roles (not all of these roles will need to be included, this will be dependent on the event and reason for un-resolution):

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Name	Role	Course
Maureen Bain (UG)	Dean of L&T	All
Cheryl Woolhead (PGT)	Dean of PGT	All
Aileen Bell/ Andrew Forgie	Head of School Director of Education	All