

# Un-roomed Events

## Resolution Calls

### Process

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

#### 1. Large Events & Timetable 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 :
  - **Course Convenor**
  - **Heads of Subject/Programme Directors**
  - **Arts Advising Team**
  - **Senior L&T Admin/Lead Timetabler**
- These calls will be led by SMTT who will suggest potential solutions.
- SMTT will update the event in real time if a suitable option is 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 non-resolution):

- **Head of School/Assistant Head of School**
- **School Learning & Teaching Convenor/PGT Convenor**
- **Dean of PGT**
- **Dean of Learning & Teaching**

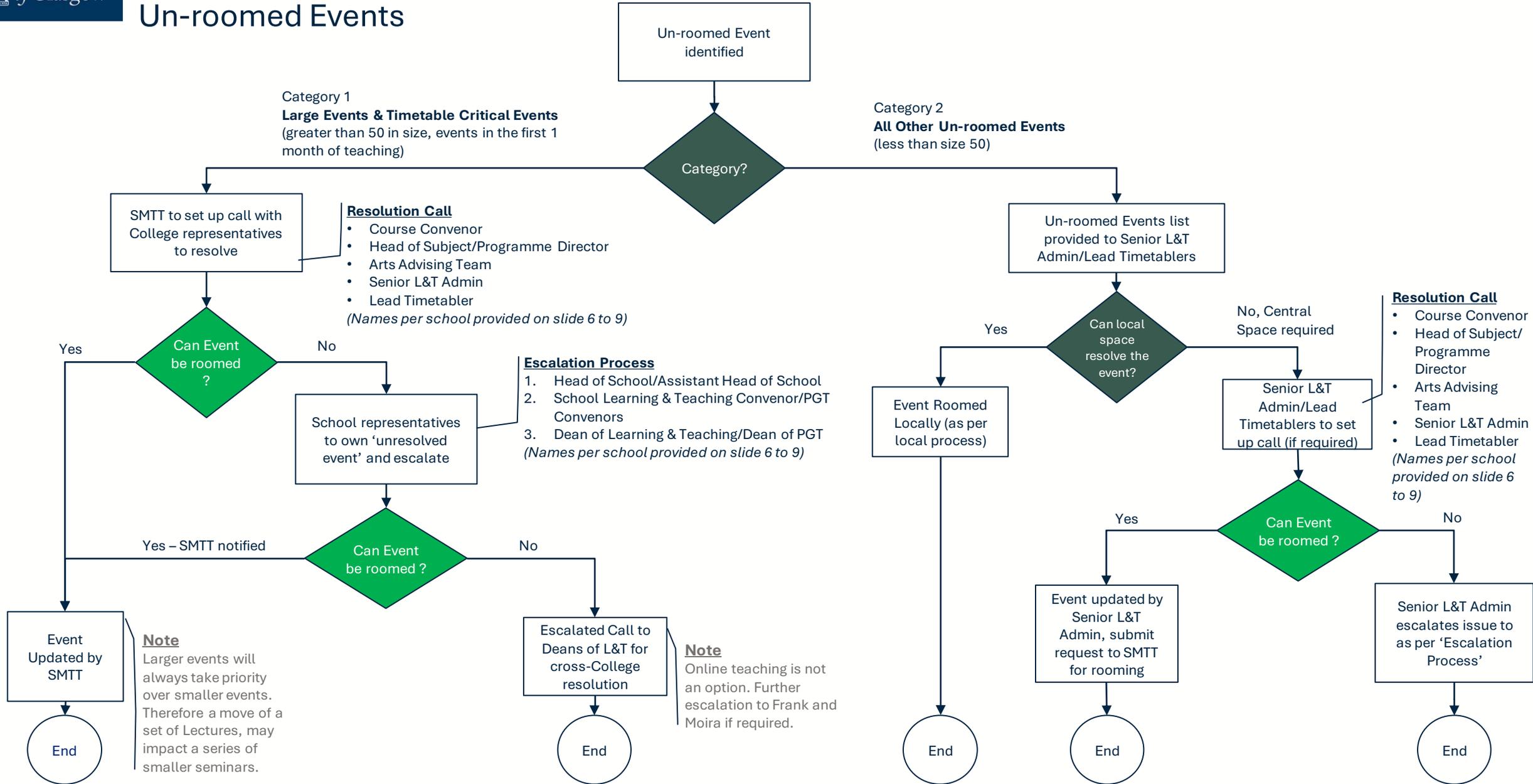
#### 2. All Other Un-roomed Events

(less than size 50)

- Last year, this equates to 71% of the un-roomed events.
- Led through the coordinating TT resource already identified. **Senior L&T Admin/Lead Timetablers** should review local space first to resolve.
- Should **Senior L&T Admin/Lead Timetablers** need to change the event (e.g. time/day) to find a central room, they should:
  1. Liaise with the **Course Convenor, Head of Subject** and **Arts Advising Team** 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 School Timetabling Team when a room has been allocated.
- In the event there is no resolution that can be accommodated the **Senior L&T Admin/Lead Timetabler** should escalate (as per Escalation Process)

# Escalation Process

## Un-roomed Events



### Resolution Calls:

- 1. Large Events & Timetable 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 is agreed. If a solution cannot be found, the School will escalate as per the agreed Escalation Process.
- 2. All Other Un-roomed Events** (less than size 50) - led by the **Senior L&T Admin/Lead Timetablers** who will liaise with the Course Convenors, Heads of Subjects and Arts Advising Team to be aware of potential clashes and explore available options to resolve. When a solution is identified, 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)	Course Convenor	All
Multiple (Date & Time Changes Only)	Head of Subject	All
arts-advising@glasgow.ac.uk	Arts Advising Team	All
Helen McLaughlin	Senior L&T Administrator	All
Multiple (L&T Admin to identify)	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 non-resolution; Head of Subject will be involved if not previously involved):

Escalation Process		
Name	Role	Course
Multiple	Head of Subject	All
Simon Kovesi	Head of School	All
Ronnie Young	School Learning & Teaching Convenor	UG
Matthew Sangster (where applicable)	School PGT Convenor	PGT
Vicky Price (where applicable)	Dean of PGT	PGT
Dee Heddon	Dean of Learning & Teaching	UG

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- 2. All Other Un-roomed Events** (less than size 50) - led by the **Senior L&T Admin/Lead Timetablers** who will liaise with the Course Convenors, Heads of Subjects and Arts Advising Team to be aware of potential clashes and explore available options to resolve. When a solution is identified, 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)	Course Convenor	All
Multiple (Date & Time Changes Only)	Heads of Subject	All
arts-advising@glasgow.ac.uk	Arts Advising Team	All
Michael Bristow	Senior L&T Administrator	All
Multiple (L&T Admin to identify)	Lead Timetabler	All

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Escalation Process		
Name	Role	Course
Multiple	Head of Subject	All
Karen Lury	Head of School	All
Karen Thompson	School Learning & Teaching Convenor	UG
Michael Bachmann from 1st Aug		
Sabine Weber (where applicable)	School PGT Convenor	PGT
Vicky Price (where applicable)	Dean of PGT	PGT
Dee Heddon	Dean of Learning & Teaching	UG

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- 2. All Other Un-roomed Events** (less than size 50) - led by the **Senior L&T Admin/Lead Timetablers** who will liaise with the Course Convenors, Heads of Subjects and Arts Advising Team to be aware of potential clashes and explore available options to resolve. When a solution is identified, 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)	Course Convenor	All
Multiple (Date & Time Changes Only)	Heads of Subject	All
arts-advising@glasgow.ac.uk	Arts Advising Team	All
Leigh-Ann Dragsnes	Senior L&T Administrator	All
Multiple (L&T Admin to identify)	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 non-resolution; Head of Subject will be involved if not previously involved):

Escalation Process		
Name	Role	Course
Multiple	Head of Subject	All
Michael Brady	Head of School	All
Steve Harrison	School Learning & Teaching Convenor	UG
Adele Redhead (where applicable)	School PGT Convenor	PGT
Vicky Price (where applicable)	Dean of PGT	PGT
Dee Heddon	Dean of Learning & Teaching	All

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- 2. All Other Un-roomed Events** (less than size 50) - led by the **Senior L&T Admin/Lead Timetablers** who will liaise with the Course Convenors, Programme Directors and Arts Advising Team to be aware of potential clashes and explore available options to resolve. When a solution is identified, 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)	Course Convenor	All
Multiple (Date & Time Changes Only)	Programme Directors	All
arts-advising@glasgow.ac.uk	Arts Advising Team	All
Cara Graham	Senior L&T Administrator	All
Multiple (L&T Admin to identify)	Lead Timetabler	All

### Escalation Process:

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Escalation Process		
Name	Role	Course
Multiple	Programme Director	As relevant
Nathanial Gardner	Assistant Head of School	Italian, Portuguese, Spanish
Jordi Cornella-Detrell	Assistant Head of School	Chinese, Comp Lit, Translation Studies, Czech, Polish
Vicente Perez de Leon	Assistant Head of School	French, German, Russia
Anneli Williams/Carole Macdiarmid	EAS	EAS
Stephen Forcer	Head of School	All
Sheila Dickson/Eanna O’Ceallachain	School L&T Convenors	UG
Jonathan Evans (where applicable)	School PGT Convenor	PGT
Vicky Price (where applicable)	Dean of PGT	PGT
Dee Heddon	Dean of Learning & Teaching	UG