

The management of and responsibility for 'centrally supported' teaching and learning spaces.

This document has been compiled by Newcastle University Professional services to centrally supported teaching and learning spaces team.

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1. Summary

- 1.1 This document outlines the governance structure and roles and responsibilities of all staff, students and service providers in delivering centrally timetabled, efficient and fit for purpose teaching and learning spaces across campus.
- 1.2 It provides guidance on what to expect in the centrally supported spaces and encourages staff and student involvement through outlining how the systems in place work, how to book rooms, report faults and what is expected of them. It is envisaged that the room users are involved in both the reactive and proactive management of the spaces to create a culture of ownership and pride in the spaces.
- 1.3 The day to day booking and set up of the rooms and facilities is outlined.
- 1.4 Input from all staff and students are essential to the planning and instigation of future improvements to ensure the spaces meet the pedagogical needs.
- 1.5 Key contact numbers on issues relating to Centrally supported rooms
 - **ESS customer services xt 7171** ess-helpdesk@ncl.ac.uk
Reporting faults with the room fabric, furniture, cleaning, or suggestions for improvements.
 - **ISS AVDS xt 2627** iss-avs@ncl.ac.uk
Problems with audio visual equipment defects
 - **Timetabling Services xt 5451**
Problems with room booking
 - **Security Control** Centre 24 hour phone line 0191 222 6817
Out of hours emergencies
- 1.6 Key information web sites
 - Room booking <http://www.ncl.ac.uk/timetable/>
 - ISS Teaching and learning facilities <http://www.ncl.ac.uk/iss/teaching/>
 - ISS PC clusters <http://www.ncl.ac.uk/iss/teaching/clusters/>
 - Cluster availability mobile ap. <http://m.ncl.ac.uk/iss/>
 - RECAP service <http://teaching.ncl.ac.uk/recap/>

2. Purpose and scope

- 2.1 Newcastle University maintains centrally managed teaching and learning spaces to achieve greater efficiency and provide environments within which effective learning can take place.
- 2.2 These spaces are termed 'centrally supported' spaces.
- 2.3 The aim is to ensure high quality spaces that support an excellent student learning experience and staff teaching experience.
- 2.4 The spaces are owned by Central Services (CS) and overseen by the Teaching and Learning Spaces Steering Group (TLSSG) to ensure collaboration and co-ordination with the faculties, staff and students.
- 2.5 Proactive and reactive management is undertaken by CS Estate Support Service (ESS), Information Systems Services (ISS) and Timetabling Services.
- 2.6 All University staff and students are encouraged to take an active role in ensuring the rooms meet their needs and provide a good experience for all.
- 2.7 The rooms are managed via a centralised booking system using Syllabus plus. Employment of this system and bi-annual utilisation surveys are used to inform current and future usage.

3. Governance of centrally supported teaching and learning spaces

- 3.1 The Teaching and Learning Space Steering Group (TLSSG) is chaired by the PVC for Teaching and Learning. Its terms of reference include supporting the service providers, the planning office, and faculties and schools to work in an integrated way; developing plans and investment strategy for Teaching and Learning spaces that will integrate with the academic programme, future student needs and the University commitment to the environment and sustainable development.
- 3.2 The University Teaching, Learning and Student Experience Committee (UTLSEC) oversees the Teaching and Learning Space Steering Group.
- 3.3 The Space Utilisation Monitoring and Arbitration Committee (SUMAC) administers the utilisation of space on campus. Requests for spaces to become centrally supported or for change of use from/to teaching and learning spaces will have to be sanctioned by this committee, with recommendations from the TLSSG. Such requests should be directed through the Estates Faculty Co-ordinators or ESS Planning team.
- 3.4 ESS, ISS and Timetabling Services are responsible for the day-to-day management of centrally supported spaces and take a proactive role in

future planning and developments of teaching and learning environments. Representatives of these services meet twice a year as the 'Professional services to centrally supported teaching and learning spaces team' to discuss and advise on operational problems and assist with forward planning. They report to the TLSSG.

4. Roles and responsibility

4.1 All room users responsibility

The aim is to ensure high quality learning spaces that support an excellent student learning experience and staff teaching experience.

'Please leave the room as you'd like to find it.'

- 4.1.1 Familiarise yourself with the emergency evacuation procedures. See information sheet in the room. .
- 4.1.2 Respect the facilities. They are your rooms. A Code of Practice is displayed in all rooms to promote effective and considerate use of the rooms and facilities.
Encourage others to take a pride in the rooms and respect them, discouraging writing on the desks etc.
- 4.1.3 Keep the rooms clean and tidy. The lecturer (or person booking/using the room) is responsible for ensuring that the room is left clean and tidy for the next user. The aim is for the rooms to be in a good state at 5pm as well as at 9am:
 - Furniture must be returned to the standard layout indicated on the floor plan on the wall
 - writing surfaces to be cleaned, ready for the next user
 - any class resources, including blue tacked papers on walls and unused handouts must be removed at the end of each lesson
 - recycle rubbish by placing it in the appropriate bins provided or take it away
 - don't forget your personal belongings including USB sticks.
- 4.1.4 Reporting faults or defects. Please assist the service providers in keeping the spaces in good condition by:
 - Reporting any faults or spillages (fabric & facilities)
ESS Customer Services **xt 7171**
 - Audio visual faults - ISS AVSD **xt 2627**
 - Using appropriate pens/chalk *See Appendix 2 & 3. Dry wipe pens and care of whiteboards and Whiteboard care guidelines*
- 4.1.5 Make suggestions for improvements. See section 11.
These facilities are to benefit all staff and students at the University so it's important that we all play an active role in ensuring that the right type and quality of space is provided to deliver the best learning experience.

- 4.1.6 Eating and drinking in centrally supported rooms is not encouraged. Only have drinks in bottles or capped containers and please refrain from eating in teaching spaces.
- 4.1.7 Be aware of and comply with the University Timetable and Room Booking Policy
www.ncl.ac.uk/timetable/services/Newcastle_University_Timetable_Policy.pdf

4.2 Lecturers Responsibility

- 4.2.1 The Lecturer is the 'responsible person' for the safety of the people in the room under Health and Safety law and must therefore make themselves and their students aware of the following at the start of each teaching block, or when using unfamiliar rooms;
- Emergency evacuation procedures and routes out of the building to the designated muster point. Safety information is provided in the rooms with the first aid contact numbers for the building.
Maximum room capacity; this is shown on the entrance door and calculated by the Fire Officer to comply with evacuation regulations and must not be exceeded. If your class is too big for the room contact Timetable Services on **xt.5451**
- 4.2.2 The provision and use of the appropriate pens for the writing surface are the responsibility of the lecturer. See Appendix 1

4.3 Student Responsibility

- 4.3.1 Students may use computing clusters or teaching rooms for private study if the room is available and has not been booked for a formal teaching activity. Students must vacate the room in adequate time so as not to delay the start of the next scheduled teaching session as indicated by the online or paper timetable located outside each room.
- 4.3.2 Students must vacate rooms and buildings at closing times or when directed by ESS staff.
- 4.3.3 Teaching rooms are not available for bookings when the University is closed, including weekends.
- 4.3.4 Drinking water or drinks from bottles or capped containers is allowed but please refrain from eating in teaching spaces.
- 4.3.5 Students using the individual study areas in the computing clusters must sign up the user agreement by following the links on the PC.

4.4 Exams, Congregations, Marketing, Communication and Recruitment Office responsibility

- 4.4.1 Ensure all information you provide on rooms is up to date i.e. room numbers, signage. Check with Timetabling Services for any recent changes.
- 4.4.2 Remove temporary signage blue tacked to walls after exams or events are completed.
- 4.4.3 Invigilators and room users are to report any defects found in the rooms directly to ESS Customer Services **xt 7171** or ISS **xt 2627**.

- 4.4.4 At the start of exams, invigilators to request that all students take away and recycle all rubbish when they leave.
- 4.4.5 Please see section 9 Catering facilities.

4.5 Timetabling Services

- 4.5.1 The Timetable Services Office will publish an annual calendar of tasks and deadlines for priority room allocation, timetable production and release of teaching space for non-teaching activity. Core teaching hours are;

Monday, Tuesday and Thursday	08.30-18:30
Wednesday	08.30-13:00
Friday	08.30-17:30

Wednesday 13:00-18:00 is kept free from undergraduate teaching.

- 4.5.2 Ensure allocation of appropriate high quality space to teaching, matching group size to room size to maximise occupancy and utilisation of teaching spaces.
- 4.5.3 Evaluate the way in which teaching spaces are used for learning and teaching and report on trends and demands on specific or limited space types.
- 4.5.4 Develop optimum working practices, policy and processes across the University, implementing improved ways of working to ensure maximum efficiency in timetabling exercises and in the utilisation of space.
- 4.5.5 Coordinate space utilisation surveys as part of good space management practice and towards Estates Management Statistics. Report on space usage, highlight misuse and over-booking of rooms and compile reports and studies for senior management.
- 4.5.6 Work with staff, students, third parties and the University's Conference Office to allocate space for non-teaching activity to further maximise appropriate use of space and facilities

Estate Support Service (ESS) Responsibility

4.6 ESS Planning Team

- 4.6.1 Engage in strategic planning with the faculties, schools, Central Services, and Teaching and Learning Space Steering Group (TLSSG) to create an estate that will facilitate learning and teaching of the highest quality.
- 4.6.2 Co-ordinate with the faculties and Central Services to produce a prioritised list of improvements and refurbishments for future University investment in teaching and learning spaces. Promote this list through TLSSG and the Financial Monitoring and Budget Scrutiny Group (FMBSG) to secure funding.
- 4.6.3 With the Estate Faculty Co-ordinators, produce a biennial functional suitability report on teaching and learning spaces that grades all rooms on fitness for purpose. Analyse the data to inform future improvements.
- 4.6.4 Take an active role in the TLSSG, SUMAC and additional focus or working groups to ensure a holistic approach to the teaching and learning estate, the student experience and sustainable development.

- 4.6.5 Develop the initial briefs and costs for refurbishment and improvement projects through dedicated staff and student working groups and monitor the projects through to completion and post occupancy reviews to feedback into future projects.
- 4.6.6 Manage the Estates furniture budget for student focused furniture in line with the furniture budget policy on the ESS web site.

4.7 ESS Maintenance

- 4.7.1 Operate and maintain the structure, fabric, building services and environment of the rooms as part of the overall estate asset management system.
- 4.7.2 Monitor the condition of the rooms as part of the overall estate condition survey.
- 4.7.3 Provide a repair service for defects to the structure, fabric, building services and environmental conditions within the rooms.
- 4.7.4 Bid for and manage the maintenance budgets, recurrent and long term, which are used to maintain the rooms as part of the overall estate asset management system.
- 4.7.5 Forward plan room maintenance so that teaching and learning is not affected by planned works.
Liaise with ESS Planning, ESS Facilities, ISS and Timetabling services over repairs and maintenance issues within the spaces.

4.8 ESS Facilities

- 4.8.1 Routine cleaning, litter removal and setting out rooms in the standard format.
- 4.8.2 Deep cleaning and window cleaning as per window cleaning schedule.
- 4.8.3 Periodic cleaning and maintenance of white boards.
- 4.8.4 Changing room set up for specific events e.g. examinations, conference requirements, subject to a request via ESS Customer services.
- 4.8.5 Reporting defects.
- 4.8.6 Installation of weekly timetables at each location.
- 4.8.7 Undertake scheduled room checks to check furniture and fabric; take remedial action to rectify problems where possible or to initiate repairs/replacement when necessary. Return any room that is short of/overstocked with furniture to normal capacity, liaising with ESS Planning when replacement furniture is required.

Information Systems and Services (ISS) responsibility

4.9 ISS Audio Visual Services (AVS)– Planning

- 4.9.1 AVS team will plan for replacement of certain AV/IT equipment up to four years ahead.
- 4.9.2 Co-ordinate with ESS on the planned improvements and refurbishments for future University investment.
- 4.9.3 Engage in strategic planning with the faculties, schools, service providers and Teaching and Learning Space Group to create rooms that will enhance the student and staff experience.
- 4.9.4 Bid for and manage the AV/IT maintenance, equipment replacement and equipment consumables budgets, both recurrent and long term. This

ensures that after any major refurbishment the rooms remain fit for purpose over a long period and planned upgrades are properly funded.

- 4.9.5 Take an active part in appropriate steering and focus groups to ensure co-ordination and collaboration deliver fit for purpose spaces.

4.10 ISS AVS Maintenance

- 4.10.1 Undertake regular checks on all rooms to ensure full functionality of the AV/IT facilities. These checks are recorded in our system and any faults picked up are recorded in Service Centre and rectified.
- 4.10.2 Remotely monitor the equipment in the rooms as part of the overall support level.
- 4.10.3 Deal with any reported defects to any of the AV/IT equipment.
- 4.10.4 Forward plan room upgrades and maintenance so that teaching and learning is not affected by planned works.
- 4.10.5 Liaise with ESS and Timetabling Services over repairs and maintenance issues within the spaces.

4.11 ISS AVS Services

- 4.11.1 Routine remote monitoring of AV/IT facilities.
- 4.11.2 Proactive responses to any problems discovered.
- 4.11.3 Rapid response to telephone calls for assistance by users experiencing problems with AV/IT facilities.
- 4.11.4 Training of users on the use of the AV/IT and lighting facilities in the room.
- 4.11.5 Design and specification of AV/IT facilities in new builds and refurbishment programmes for any department in the University.
- 4.11.6 Technical support for conferences, day meetings, open days, public lectures and other events.
- 4.11.7 Reporting fabric, lighting and other appropriate defects to ESS as and when required.
- 4.11.8 Installation of AV/IT equipment to new rooms.

4.12 ISS Cluster Room Support (CRS) Planning

- 4.12.1 The CRS team plans for replacement of printers up to four years ahead.
- 4.12.2 Co-ordinates with ESS on planned improvements and refurbishments for future University investment.
- 4.12.3 Manages the procurement of printers and consumables; both recurrent and long term.

4.13 ISS CRS Maintenance

- 4.13.1 Undertakes regular checks in all cluster rooms to ensure full functionality of the IT facilities. These checks are documented in our system and any faults picked up are recorded in Service Centre and rectified.
- 4.13.2 Proactively undertakes regular monitoring via remote software to maintain the functionality of the printers in the rooms.
- 4.13.3 Works with the ISS Desktop Support team to forward plan for room upgrades and maintenance so that teaching and learning is not affected by planned maintenance.
Liaises with ESS Planning, ESS Facilities and the Scheduling Office to effectively manage repairs and maintenance issues within the spaces.

4.14 ISS CRS Services

4.14.1 Provides IT Service Desk support in the Old Library (OLUA) and Robinson Library clusters during the following hours*:

Robinson Library, Term Time
Monday to Friday 9.00am to 9.00pm.
Saturday and Sunday 11.00am to 5.00pm

Robinson Library, Out of Term Time
Monday to Friday 9.00am to 5.00pm.
Saturday 11.00am to 3.00pm

Old library building cluster
Monday to Friday 9.00am to 4.45pm

**Correct at time of writing*

4.14.2 Runs a laptop clinic in the OLUA providing help to students to connect to the network during term time between 9.00am and 4.00pm.

Provides on-site laptop connection support at Leazes Terrace during registration period.

Provides guidance for users on the best use of IT equipment in the room.

Provides advice and support to students on a range of IT related issues such as the use of software, provision of printing credits, printing problems, getting best use from software such as the Microsoft Office Suite, overcoming login problems, etc..

4.14.3 Rapidly responds to requests passed from the Service Desk via the ISS request logging system for assistance for students experiencing problems with IT facilities in Cluster Rooms.

Assists with the installation of IT equipment in Cluster Rooms.

See Appendix 1 'Defects responsibility' listing the roles and responsibilities in relation to specific items in the teaching and learning spaces.

5. Teaching and Learning Spaces – definitions

5.1 A centrally supported room is

- Centrally owned and timetabled
- Identified on the University Intranet Property Register and Syllabus Plus Scheduling data base
- Supported and maintained by ESS and ISS
- Available for all users across the University, primarily for teaching purposes but can be booked for business related events, meetings,

marketing and outreach activity, research seminars and external party bookings secured by the University Conference Office

*Dental School teaching and learning spaces are maintained and serviced by the NHS Trust who is operationally responsible for these rooms. However, ISS support the IT and ESS liaises with the NHS Trust where necessary.

5.2 School and faculty owned teaching rooms are

- Owned by the school or faculty
- Supported and maintained by the school or faculty
- The room should be timetabled and booked on Syllabus Plus, the school or faculty are given priority bookings
- Special facilities requiring specialist support such as labs are School rooms and their use is mostly exclusive

5.3 Computing Clusters are

- Owned by Central Services, ISS, Library services or school
- Supported and maintained by the owner
- Computer clusters used for teaching are booked and timetabled on Syllabus Plus
- Some computer clusters are available for individual or group study when teaching isn't taking place. The timetable outside the room will indicate when the room is booked for teaching. Students must respect when teaching is booked and vacate the space
- Some computer clusters are only available for individual or group study only i.e. Bedson and Old Library building ground floor clusters which are also open 24 hours
- A map of the location of the computer cluster rooms is available on the ISS web site or in the ISS booklet 'Computing and IT for students'

5.4 Lecture Theatre

- Raked auditoria or with fixed seating
- Fixed audio visual equipment

5.5 Teaching room

- Capacity above 40
- Flexible configuration and moveable furniture, generally laid out in rows facing the teaching wall, or boardroom style
- Generally have audio visual provision

5.6 Seminar room

- Capacity below 40
- Flexible configuration and moveable furniture, generally laid out in boardroom style
- Generally have audio visual provision

5.7 Meeting room

- Not used for undergraduate teaching

- AV may be available in some meeting rooms.

6. Provision in rooms

6.1 **Standard Audio Visual, IT facilities and teaching wall in Common User Rooms**

A detailed list of the equipment available in each teaching room can be found on the ISS web site

<http://www.ncl.ac.uk/iss/teaching/rooms/locations/roomlist.php>

Minimum specification is:

- Data projection or flat panel display
- Standard lectern or podium
- Networked common desktop pc with front USB
- Monitor for pc
- Control panel
- DVD player
- Program sound system
- Whiteboard
- Laptop interface cable (VGA, Network & Audio)
- Projection screen (if required)
- User Instruction Guide

As well as the above some medium and larger rooms include the following facilities:

- Voice reinforcement system (microphones lectern mounted or lapel radio microphone)
- Interactive facilities (interactive whiteboards or interactive display monitors)
- Lecture recording ability (ReCap)
- Visualiser (document viewer)
- Induction loop
- Rollerboard writing surfaces (dry wipe surfaces)
- Column boards
- DVD/VHS combi units (being phased out as they are no longer manufactured)
- WiFi

6.2 **ReCap**

ReCap is a lecture and event recording service that is available in a number of lecture theatres and teaching rooms across campus. It allows audio visual material, including the lecturer's voice, presentation slides and visualised documents, to be recorded and published online in an automated, easy to use process. Students can review lectures, helping them better understand complex topics and assisting their revision for exams. Information on ReCap and how to use it is available on the University ReCap web page <http://teaching.ncl.ac.uk/recap/>

6.3 Furniture

Furniture for teaching and learning rooms will meet the requirements for a particular space. Generally this will be one seat and writing surface per student.

The maximum occupancy per room is usually set by the Fire Officer or the style of teaching allocated to that room and seating provision is provided to match this.

ESS planning holds the budget for the purchase of furniture for teaching rooms and general student areas as outlined in the Furniture budget policy and overseen by the TLSSG. More information is available at <http://www.ncl.ac.uk/estates/services/furniture/>.

6.4 Signage

Signage displayed in the rooms:

- Safety signage

- Emergency evacuation procedures

- Standard furniture layout plan for spaces with non fixed furniture

- Code of Practice

Signage displayed outside the rooms:

- Door signage (or on external wall)

- Timetable display

- Room number

- Capacity number

- Room information i.e. hearing loop facility, Wi-Fi

7. Fire and Safety

- 7.1 The University via Estate Support Service and Safety Office are responsible for ensuring that all buildings and rooms meet statutory requirements.
- 7.2 The lecturer (or nominated person) is responsible for emergency evacuation from the room and the building. They should familiarise themselves with the emergency evacuation procedures.
- 7.3 The Presidents of Students' Union societies or clubs using teaching rooms or centrally supported space are responsible for assigning an individual in each booked space to take responsibility for emergency evacuation from a room.
- 7.4 If the space is a general learning space, e.g. a computer cluster, then all individuals are responsible for understanding the emergency evacuation procedures and routes out of the building. The User Agreement that students sign up to when using these facilities will outline the procedures.
- 7.5 The capacity of people per room is indicated on the door and the timetabling sheet. This is calculated to conform to statutory emergency evacuation regulations and must be adhered to.

8. Out of Hours

- 8.1 Out of hours is defined as use of rooms outside of the University teaching day (see 4.1.1) or a buildings usual operational times.
- 8.2 Centrally supported rooms can be booked outside of normal teaching hours in buildings with extended opening hours as set out in the University Timetable and Room Booking Policy. www.ncl.ac.uk/timetable/services/NUTimetablePolicy.pdf
- 8.3 Room bookings can be made by a member of University staff via the online room booking service at www.ncl.ac.uk/timetable/room or by email at room-bookings@ncl.ac.uk.
- 8.4 Only students' societies and clubs recognised by the Newcastle University Students' Union (www.unionsociety.co.uk/cas) and the Unions Officers and part-time Officers can request general teaching space for their activities (see section 3.5 of the University Timetable Policy for more information on Student Room Bookings). Room bookings requests for events or social activities cannot be received from individual students or groups of students who do not meet the criteria above.
- 8.5 A reduced range of teaching rooms in buildings identified as having good energy and management efficiencies are available for activities outside of the normal operation day. These are in priority order: Ridley 2, Percy, Bedson teaching centre, Merz Court, Herschel, King's Road Centre, Devonshire and KGV1.
- 8.6 If rooms in buildings other than those listed in 7.5 are required outside a buildings normal operational hours, a case must be made to Timetabling Services who will consult with ESS and ISS on the viability of the request.
- 8.7 Porterage, facilities, heating and IT requests for out of hours events must be made via ESS Customer Services at <https://apps.ncl.ac.uk/esshelpdesk>. This information must be provided in a timely manner to allow services to be arranged well ahead of the event.
- 8.8 It is the room booker's responsibility to notify Timetabling Services on any cancellations. This ensures utilisation statistics are monitored correctly, releases space for other users and prevents wasted resource in heating or porterage provision if this was required.
- 8.9 Staff must be aware of Health and Safety management procedures relating to the space that they are booked into. This may not be a familiar room so they should check all emergency escape routes and inform the students attending the session.
- 8.10 Where door entry controls are fitted, tail-gating should not be permitted. The person permitting tail-gating will be deemed responsible.

9. Catering facilities

- 9.1 Catering can be provided in all teaching rooms during non-teaching times.
- 9.2 It is the responsibility of the room user or event organiser to identify whether or not a centrally supported space, including teaching rooms, is suitable for the purpose of catering.

- 9.3 The user must ensure they allocate appropriate time at the start and end of a session, allowing catering provider's sufficient time to gain access to a room.
- 9.4 It is the responsibility of the room user or event organiser to oversee the use of space for catering, ensuring that
- i) the catering provider is provided with details of when to return to collect
 - ii) the room is cleared completely before the next schedule use of the room takes place
 - iii) furniture is moved back to its original layout after the event and in time for the next schedule room use

10. How to become a centrally supported room

- 10.1 Schools wishing to convert school rooms to become centrally supported should discuss with the Estate Faculty co-ordinator who will assist with an application via the Transfer of Space Ownership Request form, available on the ESS website, to be considered and approved by TLSSG and Sumac. <http://www.ncl.ac.uk/estates/services/estateplanning/forms/index.htm>
- 10.2 Factors that will impact upon a room becoming common user are location, suitability, size and the University's need for the type of room. Please refer to the Space Management Policy available on ESS web site. University and HEFCE investment in the installation of AV equipment in teaching rooms has historically converted the room to centrally supported, to ensure that the AV equipment is properly maintained and supported once installed.

11. Refurbishment and Improvements to centrally supported rooms

- 11.1 In April/May each year the Faculties, Timetabling Services, ESS and ISS send recommendations to ESS Planning team to correlate a list of teaching and learning spaces for future investment.
- 11.2 The recommendations come from comments and suggestions (made by staff and students throughout the year to the service providers), practices witnessed, and anticipated changes to teaching methods.
- 11.3 The list is then circulated and prioritised with input again from the faculties and services, and agreed by the Teaching and Learning Space Steering Group.
- 11.4 A request is made to FMBSG in the autumn for funding for the prioritised projects.
- 11.5 ESS then undertakes design works and consults on programming to identify the optimum time for carrying out the work and minimising the impact on the University.

12. How to make suggestions

Suggestions are welcome from everyone who uses the rooms, staff and students. This will help with continuous improvements and ensuring that the service meets your needs.

Suggestions can be made via a number of different routes:

Estates Faculty Co-ordinators

Hass Faculty

Sage Faculty

Medical Sciences Faculty

Carol Young

Steve Smith

Christina Murison

Timetabling Services

Andy Roberts

<http://www.ncl.ac.uk/timetable/>

Estate Support Service –

Customer service **xt 7171**

Student Experience - Bev Robinson

xt 5243

Feedback form <http://www.ncl.ac.uk/estates/about/comments.htm>

ISS Audio visual services

xt 2627

Iss-avs@ncl.ac.uk

Quality in Teaching and Learning – QUILT Educational development and e-Learning team

13. How to report defects

ESS Customer Services

xt 7171

Emergency AV/IT technical assistance.

xt 2627

For non-urgent AV/IT faults - <http://www.ncl.ac.uk/iss/teaching/rooms/faults.php>

See Appendix 1 Defects responsibility

14. How to book at room/ use a room

For information on room booking and use of rooms contact Timetabling services <http://www.ncl.ac.uk/timetable/room/>

and refer to time tabling services policy at

www.ncl.ac.uk/timetable/services/NUTimetablePolicy.pdf

Appendix 1. Centrally Serviced Rooms Defects Responsibility

Defect and Repair Reports Responsibility in centrally serviced teaching rooms: Lecture Theatres, Teaching rooms, Seminar rooms and Computing Clusters			
Item	Responsibility	Budget	Helpline
Whiteboard Cleaning	ESS Facilities	Facilities	xt 7171
White board cloths	ESS Facilities	Facilities	xt 7171
Room cleaning	ESS Facilities	Facilities	xt 7171
Room layout	ESS Facilities		xt 7171
Bins & recycling bins	ESS Facilities	Facilities	xt 7171
Curtains	ESS Facilities/ Planning	Furniture	xt 7171
Blinds	ESS Facilities /Planning	Furniture	xt 7171
Decoration	ESS Maintenance	Maintenance	xt 7171
Ceilings - grid & tiles	ESS Maintenance	Maintenance	xt 7171
Lighting	ESS Maintenance	Maintenance	xt 7171
Floor covering	ESS Maintenance	Maintenance	xt 7171
Door	ESS Maintenance	Maintenance	xt 7171
Door locks	ESS Maintenance	Maintenance	xt 7171
Windows	ESS Maintenance	Maintenance	xt 7171
Cupboards & Shelving	ESS Maintenance	Maintenance	xt 7171
Fixed seating	ESS Maintenance	Maintenance	xt 7171
Signage within room	ESS Maintenance	Maintenance	xt 7171
Signage to room door	ESS Maintenance	Maintenance	xt 7171
Clock	ESS Maintenance	Maintenance	xt 7171
Tables, desks	ESS Maintenance /Planning	Furniture	xt 7171
Chairs	ESS Maintenance /Planning	Furniture	xt 7171
Lectures Seating	ESS Maintenance /Planning	Furniture	xt 7171
Lectern	ESS AVS/Planning	Furniture	xt 7171
Security - alarms	ESS Security	Security	xt 7171
Audio Visual	ISS Audio Visual Services	AVS	xt 2627
Data Projector	ISS Audio Visual Services	AVS	xt 2627
DVD/VHS player	ISS Audio Visual Services	AVS	xt 2627
OHP	ISS Audio Visual Services	AVS	xt 2627
Team mate (Lectern with PC built in)	ISS Audio Visual Services	AVS	xt 2627
Computer	ISS Audio Visual Services	AVS	xt 2627
Cabling	ISS Audio Visual Services	AVS	xt 2627

Telephone	ISS Audio Visual Services	AVS	xt 2627
White board (broken/damaged)	ISS Audio Visual Services	AVS	xt 2627
Column board	ISS Audio Visual Services	AVS	xt 2627
Projection Screen	ISS Audio Visual Services	AVS	xt 2627
OHP Screen	ISS Audio Visual Services	AVS	xt 2627
Roller board	ISS Audio Visual Services	AVS	xt 2627
Black board	ISS Audio Visual Services	AVS	xt 2627
Smart board	ISS Audio Visual Services	AVS	xt 2627
Visualiser	ISS Audio Visual Services	AVS	xt 2627
Hearing Loop	ISS Audio Visual Services	AVS	xt 2627
Microphone	ISS Audio Visual Services	AVS	xt 2627
Audio System	ISS Audio Visual Services	AVS	xt 2627
Pens	Lecturers		