

## **Policy regarding the University's Central Scheduling System, EMS:**

### **Policy for Campus Space Requests (EMS Web App Users):**

Requests for campus space for university activity are available via the EMS Web App at <http://scheduling.princeton.edu>. EMS will show free/busy times available for request, and requests will receive a response regarding status via email and the My Events section of the EMS Web App. Prior to requesting space for a non-University activity via EMS, please review information on Community Use of University Resources in section [3.1](#) of Rights, Rules, Responsibilities.

### **Policy for Campus Space Managers (EMS Desktop Users):**

A Desktop User is defined as an individual responsible for maintaining accurate reservation data, and processing requests for space from the campus community. The individual is identified by a departmental chair or manager or departmental director via the SNAP request form. Space Managers are expected to accurately maintain reservation data by:

- Responding to requests for convening and event spaces within 2 business days of request. Desktop users are encouraged to check the EMS dashboard each business day.
- Creating accurate reservations for department or unit space usage via the EMS desktop.
- Encouraging space requesters to enter requests via the EMS Web App.
- Sending an email confirmation through the EMS system to those who have made a space request with the status of request or with information about any additional required information needed to confirm, cancel, or deny the request.
- Ensuring all reservations are accurate and either confirmed, canceled, or denied prior to the reservation and booking start date.
- Contacting Conference and Event Services Scheduling and Event Technologies team to arrange coverage for space managers when in need of support or vacation/sick coverage for response to requests.

### **Desktop User Assignment:**

- Departments or units may have up to four desktop users, though two are recommended.
- All desktop users must attend onboarding training with the Conference and Event Services Scheduling and Event Technologies team prior to accessing the system.
- Departments or units should report on changes to desktop users via the SNAP form.
- Desktop users will be audited annually. Those who have not logged in within one year of onboarding may be purged from the system.

## **General:**

- EMS must be the system of record for reservations for convening, event, and meeting spaces. Shadow systems are not permitted.
- Space managers may not place excessive, long-term, or indefinite reservation of spaces under their management to prevent request of the space by the campus community.
- Exchange Room Resource calendars: Room Resource Calendars for the management of convening, event, and meeting spaces are replaced by the University's centralized scheduling system. Requests for room resource calendars are routed to the EMS team to allow for space onboarding into EMS.
- Spaces may only be removed if being repurposed to something other than a convening, event, or meeting space, and these requests are reviewed by a committee prior to a change being made.
- Functionality for managing hoteling is available in EMS. Please [contact](#) the Scheduling and Event Technologies team for more information.

## **Definitions:**

**Desktop User:** A space manager identified by a departmental chair, manager, or departmental director via the SNAP request form.

**Spaces:** Convening, event, and meeting spaces including classrooms, event spaces, galleries, athletics spaces, hallways, lobbies, outdoor spaces, and residential college spaces, among others.

**Requestable:** Available for request to the campus community.

**Desktop User:** A space manager responsible for maintaining accurate reservation data, and processing requests for space from the campus community.

**EMS Desktop:** Application available to Desktop Users to manage spaces and process requests from the campus community.

**EMS Web App:** Web Application allowing for request of campus spaces to all authenticated campus users.

**Hoteling:** Shared desk or office space reservable for administrative function.