

SOP-E-0022	Scheduling DELTA Classrooms	
SOP Type:	<input type="checkbox"/> Internal SOP - DELTA-level that does not directly affect entities outside of DELTA <input checked="" type="checkbox"/> External SOP - DELTA-level that affects these entities: All DELTA classroom users at NC State, Engineering Online, Foreign languages, etc. <input type="checkbox"/> Unit SOP - DELTA individual unit(s) affected:	
Contact:	DELTA Business Office	
Effective Date:	December 4, 2017	Last Revision Date: December 4, 2017

1. Purpose

The purpose of this SOP is to establish guidelines for scheduling DELTA's DE classroom. DELTA classrooms are intended primarily for course production of online and distance education courses, matching instructional need to appropriate technology and facilities as cost effectively as possible. All academic spaces on North Carolina State University's campus must report space utilization. Therefore, DELTA is required to follow the [space utilization guidelines](#) provided by North Carolina State University's Registration and Records Department.

2. Requesting Use of DELTA classrooms

a) Introduction

DELTA classrooms shall be scheduled and managed in such a way as to provide appropriate utilization of state resources. All activity in DELTA classrooms must be scheduled or registered through established scheduling procedures with the appropriate departmental Scheduling Officer. This requirement includes academic courses, meetings, other university events and non-university events. The program sponsor, co-sponsor or host is responsible for beginning and ending the program on time and conducting the program in a manner that is not disruptive to other groups.

b) Standard Scheduling Process

The Media Services Coordinator is available during the hours of M-F 7:30 a.m.-5:30 p.m. to assist with reservation requests. Reservations are considered tentative until the class/event has been approved.

Courses are scheduled between 8 a.m. -9 p.m. For scheduling blocks and times, see appendix A (Unified Campus time table).

c) Standard Scheduling Procedure

Requests for DELTA classrooms must be submitted online through the DELTA website (https://docs.google.com/forms/d/e/1FAIpQLSerAGWJMtfk_kFimlOCvgyzSL-lgDNY6mMKcS8NscwV8XXMkw/viewform) When a request is received, the Media Services Coordinator will contact the program sponsor, co-sponsor or host to discuss the details of the request. Depending on the type of request, a DELTA staff member may contact you for additional information about the room setup, equipment needs and any other special concerns that you may have. If the DELTA team concludes that the request can be facilitated, the Media Services Coordinator will send a confirmation email.

1. Submit a Classroom Request Form for approval by Media Services Coordinator.
(https://docs.google.com/forms/d/e/1FAIpQLSerAGWJMtfk_kFimIOCvgzySL-lqDNY6mMKcS8NscwV8XXMkw/viewform)
2. Receive approval email for use of DELTA room from Media Services Coordinator
3. If any fees are required, do the following:
 - a. Complete and sign a billing authorization. This must be sent to the Media Services Coordinator three days before the event.

d) Room Assignments

Room assignments will be determined by the Scheduling Team. Based on the timelines set forth in this SOP, sponsors must provide the following with their requests.

1. Expected on campus enrollment (Seating Cap)
2. Campus preference (Main or Centennial)
3. Building preference
4. Technology requirements and preferences

Please note that building preference does not guarantee room assignment in that preferred space. DELTA classrooms will not necessarily be reserved based on the immediate location of the meeting participants but will be assigned to maximize overall classroom availability by matching room capacity with the number of class or meeting participants. In some cases, this may mean the meeting participants may be required to use classrooms located in a nearby building.

Indicating a technology preference does not guarantee that a technology will be available. Every attempt will be made to address a specific technology request, including alternative suggestions for meeting a specific instructional need.

Reservation confirmation will indicate the assigned location, available seating and a response to any special requests, made as part of the scheduling request.

6. Scheduling for Regularly Scheduled, Credit-Bearing Academic Courses

a) Introduction

To maximize use of DELTA classrooms, provide equitable access and allow advance planning for technical support. Online and distance education courses should be scheduled well in advance of anticipated need.

b) Timeline Procedure

Web requests for scheduling of DELTA classrooms for regular credit-bearing academic courses should be submitted to Video Communications Services according to the following timeline: Submission dates may change from year to year. Please refer to the latest version of the NC State classroom production schedule for submission deadlines.

<https://registrar.ncsu.edu/academic-resources/classrooms-and-scheduling/>.

Spring Semester: Deadline Mid-September

Summer Semester: Deadline Mid-January

Fall Semester: Deadline Mid-February

Courses that are scheduled in DELTA classrooms are between 8 a.m.- 9 p.m. For scheduling blocks and times, see appendix A (Unified Campus time table). Class times that are not specified on the unified campus time table are considered a non-standard time. **Non-Standard times are to be confirmed at least**

two weeks before the semester deadline. All requests received by the specified deadline will be considered for approval. In the case of duplicate requests, the DELTA Scheduling Committee will consult to resolve the issue, taking into consideration schedule availability, personnel and technical resources.

Requests received after the specified deadline will be handled on a space and personnel available basis.

c) Final Exam

The Media Services Coordinator will send out a final exam request to the professors after the fall/spring break. These responses help coordinate a course's exam based on the needs of the professor. The exam schedule will be re-confirmed during the last week of classes. If no information is provided, we will hold the room open for the first fifteen (15) minutes of the university's scheduled slot for that course. If no one shows up, we will lock the DELTA classroom for that time.

7. Scheduling of DELTA classrooms (for Other Than Regularly Scheduled, Non-Credit-Bearing Courses)

a) Introduction

To maximize effective use and manage costs, scheduling of DELTA classrooms must allow sufficient lead-time to ensure necessary planning and technical support. Technical requirements for the event must be specified and rooms must be scheduled in ways that do not interfere with NC State's instructional programs. Room availability must be verified by DELTA. Requests will be handled on space and personnel availability.

b) Timeline Procedure

- Program sponsors, co-sponsors and hosts must submit an [online request](#) to DELTA by **5 p.m. of the Wednesday two (2) weeks preceding** the event.
- After determining the date and time requirements as well as the technical support needs, DELTA will verify the availability of the requested facility. DELTA will confirm the reservation with the affiliated agency within **two (2) working days** of receipt of the request.

c) Other Considerations

Training on the use of the DELTA facilities is recommended and will be arranged by DELTA. Program sponsors, co-sponsors and hosts are expected to adhere to all procedures governing the use of DELTA classrooms.

Requests will be based on space and personnel availability.

d) Cancellation Procedure

Ad-Hoc reservations (other than regularly scheduled DE classes) are required to cancel at **least five (5) business days** prior to the scheduled event (e.g., an event that is scheduled for Monday at 4 p.m. must be cancelled the previous Thursday at 4 p.m., an event scheduled for Wednesday at 10 a.m. must be cancelled by Monday at 10 a.m.).

9. Connecting with and Scheduling DELTA classrooms

a) Introduction

When scheduling off-campus classrooms for NC State use (e.g. Craven Community College, NCREN sites), the technologies in the classroom must match the instructional needs of the course or program being offered at the off-campus site. Reservation of an off-campus classroom will take into consideration the relevant policies at the remote site. Not only must these classrooms be assigned based on established use priorities, but the required technical support must also be available.

b) Off-Campus Classroom Procedure

The use of off-campus online and distance education facilities will be coordinated and scheduled by DELTA's Infrastructure Coordinator to match facilities with instructional requirements to assure appropriate technical support.

c) Guidelines and Procedures

1. After specifying the instructional delivery strategy for the course with DELTA's Infrastructure Coordinator, the program sponsor, co-sponsor or host must electronically submit a completed room reservation form (https://docs.google.com/forms/d/e/1FAIpQLSerAGWJMtfk_kFimIOCvgzySL-lqDNY6mMKcS8NscwV8XXMkw/viewform) to Video Communications Services **no later than 5 p.m. of the Wednesday preceding the week** in which the event is to be scheduled. Semester-long events must follow the timeline for requests in section 6.b.
2. DELTA will coordinate the scheduling of the requested remote distance education facility, and will notify the program sponsor, co-sponsor or host of the confirmed room reservation when received from the program coordinator at the remote site.
3. If there are no enrollments at the off-campus locations after the **university's census date/official enrollment date**, the off-campus location will be released.
4. UNC Online and non-601 courses originating from a DELTA classroom requires an opt-in process for lecture capture.
5. Classroom Time Restraint
 - All interactive courses and events when possible will have a 30-minute set up period to guarantee connectivity and quality control between all remote sites involved. The need to ensure connectivity and quality control may prevents the scheduling of back-to-back course sessions in the traditional course time slots of the university.