Room Booker

Trinity Laban

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in education

Trinity Laban successfully integrated CELCAT Room Booker with their electronic access control system.

Read more about how this university has benefited from using CELCAT's Room Booker tool...

Background

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance.

In 2005, Trinity College of Music and Laban, leading centres of study for music and contemporary dance, came together to form Trinity Laban Conservatoire of Music and Dance.

The main sites are located at the Old Royal Naval College in Greenwich and a RIBA award-winning building a 15-minute walk away in Deptford.

www.trinitylaban.ac.uk

Business situation

Trinity Laban has around 1,000 students from the UK and overseas. Both music and dance disciplines have a requirement, albeit in different ways, to deliver the curriculum by way of a dynamic and highly flexible timetable.

In addition to academic events, the Faculty of Music allow their students to book practice rooms located at the Old Royal Naval College site. Demand is high as each student requires between 3-6 hours per day of practice. Therefore, the faculty has allocated 80 rooms for this purpose that are bookable 8 AM to 10 PM every day.

Historically, students requested a room by approaching the room booking office located on site. Although the service offered to students was highly personable and friendly, the process resulted in lengthy queues and bottlenecks at peak times. Furthermore, because the system was paper-based it was difficult to aggregate any useful utilisation statistics.

Solution

Clearly, a computerised room booking system would help relieve bottlenecks allowing students to book in advance. However, the faculty retained the face-to-face service for same day bookings.

Additionally, Trinity Laban required access control to practice rooms to ensure security and prevent unrecorded use. The institution appointed SALTO Systems to supply their access control system and wireless locks to practice room doors – due to cabling restrictions at the Old Royal Naval College, a World Heritage Site. Furthermore, they appointed Integrated Payment Solutions (IPS) to supply and configure the middleware needed to integrate the multiple systems involved in the solution. IPS also supplied the system for producing RFID cards. The appointed supplier of the room booking system needed to integrate with these third parties.

As the supplier of the timetabling system at Trinity Laban, CELCAT already offered an integrated web browser-based room booking application, CELCAT Room Booker. This allowed for a rapid installation within a test environment since Room Booker is a component application of the *Timetabler* suite.

CELCAT user accounts for students were created from the LDAP server and granted a requester role. This role allows users to specify search criteria and find suitable and available rooms. Alternatively, users can simply select a room and available time slot from the usage chart timetable grid which displays all bookable space.

Once the booking request is received by the room booking department users, it is fulfilled and a confirmation is emailed to the requester. Instantly, an event is created on the room timetable and the student is also assigned to the same event.

For same day bookings made in person directly with the room booking department, events are created directly on the room timetable grid via the usage chart, bypassing the room booking system.

CELCAT integrated with the SALTO access control system using the CELCAT Systems Integration Manager (SIM) supplied through CELCAT consultancy services.

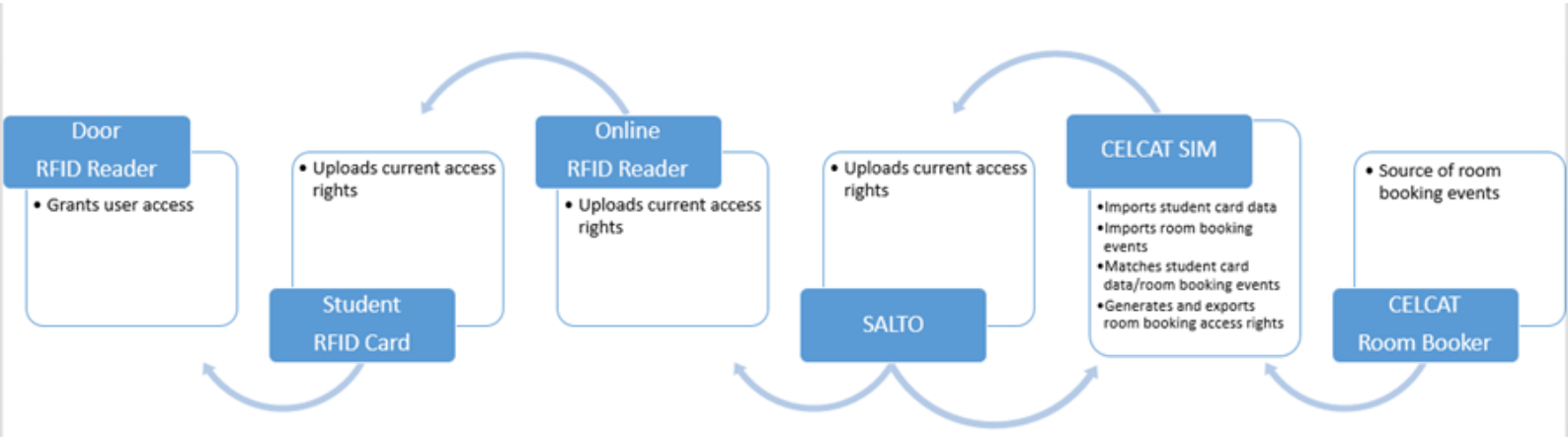
Scope of Integration: Phase One

Because the access control system communicates with the wireless door locks via the RFID card, the card has to be uploaded with the current access rights. All student RFID cards are loaded with basic permissions to permit entry to the site but additional access rights based on their room bookings then needed to be uploaded in real time. The combination of basic and room booking permissions form the current access rights.

To upload the current access rights to their card, a student presents their card at any of the wired online RFID readers located at the main entry points to practice room zones. Students then present their cards to the wireless door locks and gain access for the duration of the booking.

Using SIM and Room Booker, CELCAT calculates, generates and exports the current access rights in near real-time to the SALTO access control system which in turn updates the online card readers.

How it works



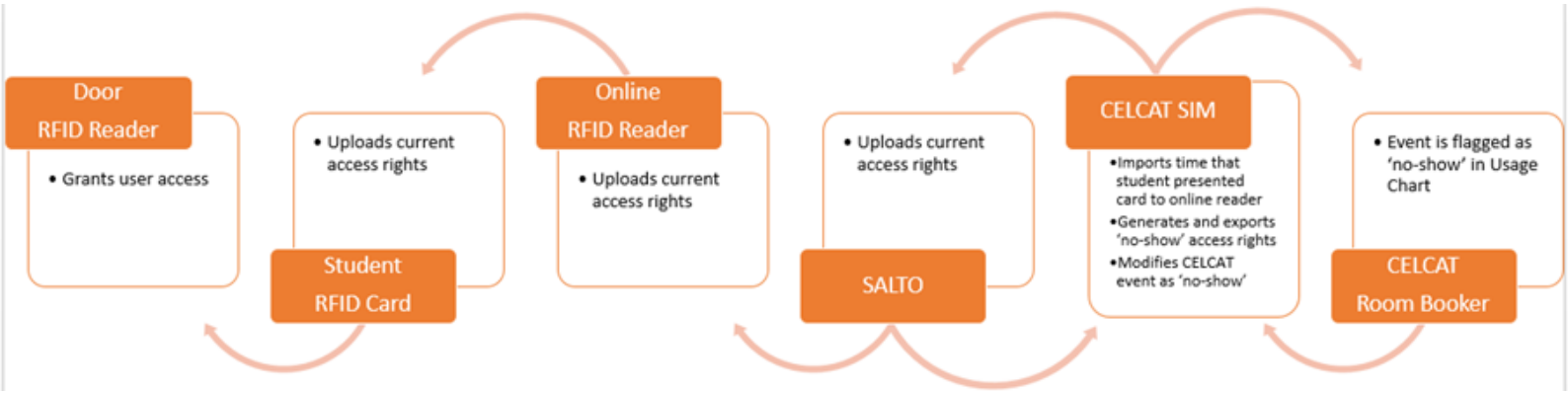
Scope of Integration: Phase Two

A further requirement was identified by Trinity Laban. Some students book rooms but then decide not to use them. This can be a source of frustration to other students who could use the room instead.

In order to identify 'no-shows', CELCAT developed SIM to modify the access rights of a student. This modification restricts a student from gaining access to the room originally booked should they fail to present their card to one of the online readers within 10 minutes either side of the booked start time.

Moreover, SIM modifies the timetabled event and flags it as a 'no-show' event, changing the event category and associated colour to make it obvious to room booking staff that there is an unclaimed room. The room booking department can then decide to release this room to other students that approach the department in person on the day.

How it works



CELCAT developed SIM also to allow users from the room booking department to temporarily disable the 'no-show' functionality or protect events in CELCAT to prevent them from being modified by the 'no-show' process (e.g. if the student is running late).

Benefits

CELCAT Room Booker and integration with SALTO Systems has revolutionised the way that Trinity Laban manage high-demand space.

Trinity Laban are able to run room utilisation statistics that breakdown usage thus reporting the number of hours by activity each practice room was used for. This helps the Estates team identify issues around demand.

Students benefit from being able to request rooms from anywhere they have access to a web browser and manage their time more effectively both inside and outside Trinity Laban.

Students are able to access a personal timetable from their own smartphone or tablet by virtue of CELCAT iCalender Feed service that ensures that it is always up-to-date. An additional online timetable can be accessed via the virtual learning environment using CELCAT Calendar. Both services include not only academic events but also the student's own room bookings.

Finally, Trinity Laban has all but eliminated the frustration, not to mention inefficiencies, related to 'no-shows' and is able to rapidly divert available space to where it is needed most.

Products and services used

CELCAT Timetabler; Windows client application and main timetabling tool

CELCAT Room Booker; Web application that enables users to request rooms and manage bookings

CELCAT Calendar; Web application to display timetables in a familiar calendar format

CELCAT iCalendar Feed; Windows-based configuration tool and service to serve internet calendar feeds

CELCAT Software Integration Manager (SIM); Windows-based configuration tool and service to manage integration to third-party systems

Relevant Trinity Laban systems

SALTO Systems; access control system

IPS; Integration Middleware

Card Exchange; RFID card management system

Moodle; virtual learning environment

LDAP; directory service protocol

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