

The University of Bath uses Web Room Booking to improve efficiency and deliver a better service to staff and students

Web Room Booking revolutionises the room booking process, saving time and improving services to staff and students.

The University of Bath has successfully used Web Room Booking for the past seven years. Having used Scientia timetabling software since 1995, the University of Bath was instrumental in the development of our Web Room Booking software. The University has since been voted University of the Year and ranked 3rd best overall in the UK by The Sunday Times. There are currently just under 14,000 students at the university and Web Room Booking processes approximately 19,850 requests annually.

Right room, right number of students at the right time

Web Room Booking provides users with a clear, user friendly interface, containing up to the minute information about the availability of rooms. This allows staff at the university to electronically submit a booking request or directly book the most suitable room.

Room booking process is simplified

The room booking process is as follows:

- The user searches for available rooms at a specific date and time..
- The user submits their request, which is automatically transferred to the timetabling software as a new 'unscheduled activity'. No error-prone typing is involved.
- Using Web Room Booking, the new room booking activity can be identified, approved and scheduled within a matter of seconds.
- A confirmation is immediately emailed to the user.
- The user can look up the details of all their bookings using the 'My Bookings' page.

Using Web Room Booking, a considerable amount of time has been saved, productivity increased and communication improved, through simplifying the booking process.

"The ability to view and select the room most appropriate for their needs, rather than having to rely on the timetabling staff to choose a room for them, has been very well received. The users also only need to look in one place to see a list of all their current bookings and their statuses."

Caroline Turrell, Timetabling Coordinator

"The Web Room Booking System has simplified the room booking process. We can deal with incoming requests quickly and efficiently, whilst the automated responses provide effective communication and ensure that records are easily managed."

Caroline Turrell, Timetabling Coordinator

"The University has sought to streamline its centrally administered processes, like student registration, by implementing new online systems. The Web Room Booking system has allowed us to improve our room booking process with a simple and easy to use product. Using LDAP also ensures that we are only accepting booking requests from people who we deem to be legitimate users."

John Howell, Assistant Director of BUCS

"Scientia has introduced a welcome tool to help our department staff adapt to a less hierarchical structure and more flexible and independent work-styles."

Cynthia Spencer, Administrator, Humanities and Social Sciences



Service levels have improved and time saved confirming bookings

Service levels have improved, with the time taken to confirm bookings reduced considerably. Staff are also much more likely to report cancellations if they no longer require the room. This is of significance when measuring room utilisation.

Web Room Booking enables secure booking of rooms

The Web Room Booking system references the University's authentication system, to ensure that users booking rooms are authorised to do so via a login process. The system is also only available within the campus intranet.

Web Room Booking provides flexibility

The University has adopted a configuration for Web Room Booking that permits maximum flexibility for the users, allowing them to select their preferred room and to search for the availability of alternative rooms, before making a request. However, the Room Bookings Office retains the authority to actually schedule the booking.

About the University of Bath

The University of Bath ranks highly in the league tables of UK universities published by a number of national newspapers, including The Times, Independent and Guardian. Its research is internationally respected, and its students are in demand by employers because of the high quality of teaching offered.



Further Information

For more information, please contact your account manager or email your nearest office.

UK/Scandinavia

Tel: +44 (0)1223 884949

Email: sales@scientia.com

The Netherlands

Tel: +31 (0)615 8763250

Email: salesnl@scientia.com

Germany

Tel: +49 (0)221 1612177

Email: info@scientia.com

Sweden

Tel: +46 8 760 0010

Email: info@pythagoras.se

Australia/New Zealand

Tel: +61 (0)2 99299292

Email: sales@cyon.com.au

China (Hong Kong)

Tel: +852 2961 4483

Email: sales@cyon.com.au

Singapore

Tel: +65 6505 9826

Email: enquiries@cyon.sg

Canada

Tel: +1 888 9006084 (toll free)

Tel: +1 416 2348357

Email: salesca@scientia.com

Indonesia

Tel: +61 (0)2 99299292

Email: sales@cyon.com.au

www.scientia.com