

KdG

Karel de Grote  
Hogeschool

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**Dries De Beukelaer**

*Coordinator for  
Applications &  
Development*

Karel de Grote  
University College

## Optimising Room & Resource Booking for Students & Staff



Karel de Grote (KdG) University College is the largest institution of its kind in Antwerp. Its 13 campuses play host to more than 12,000 students and almost 1,200 staff across six fields of study: Healthcare; Commercial Sciences & Studies; Industrial Sciences & Technology; Education; Visual Arts; and Social Work. A student-orientated institution with more than 200 partners globally, its focus is on internationalism, cooperation and sustainable innovation.

### The Challenge

Room and equipment bookings have traditionally been handled by KdG's central administrative team. Technological developments and changes in teaching and learning styles in recent years meant that more and more academic work was being done outside scheduled classes. Student and staff requests for room bookings was creating an unsustainable workload for its administrative team, which was struggling to cope with demand.

### The Solution

In 2015, KdG took the decision to automate its ad-hoc and extracurricular room bookings. They needed a flexible solution which would enable students and staff to make and manage their own bookings, but would give administrators granular control over what could be booked, and when.



# Resource Booker

Karel de Grote University College

## Optimising Room & Resource Booking for Students & Staff

Initially interested in our tried-and-tested Web Room Booking solution, Timetabling staff from KdG saw a pre-production version of Resource Booker at a Scientia User Group meeting and were hooked. Dries De Beukelaer, Coordinator for Applications & Development at KdG, said, *"We loved the idea and concept: an intuitive, Cloud-based solution with a modern User Interface—perfect for non-technical users. We bought it on the strength of the functionality, look and feel, and our ten-year relationship with Scientia."*

### The Outcome

KdG commissioned Scientia to deploy Resource Booker and went live in May 2016—one of the first implementations of the solution: *"The Scientia Consultants and Support staff were all great,"* said Dries. *"The fact that some of them are native Dutch speakers is a nice bonus."*

The aim from the outset was to make Resource Booker available to all students and staff. Following a successful pilot, university staff gained access in September 2016. Dries said, *"The reaction has been really positive. We can see it's being thoroughly used to make all kinds of room bookings, from labs to speciality set-ups like our hospital teaching suites. Users tell us that it's much easier to make bookings than before. The User Interface is definitely one of its strengths—it's completely self-explanatory; you can't help but book something!"*

There have been challenges as well as successes: *"Adopting the solution so early meant that not all the functionality we wanted was there at the start. But there was a clear roadmap and the 1.5 release has addressed a lot of our wish list. The solution being Cloud-based gave us confidence that there would be continuous, incremental development—and that's proved to be the case."*

Despite the potential for reduced workload, there was initially resistance to the solution from Timetablers who were concerned about losing access to rooms they may ultimately need. Those fears have been allayed by the configurability of Resource Booker; administrators can control whether bookings are confirmed instantly, or if they need approval—at a per-resource level.

What next for Resource Booker at KdG? Dries said, *"We're rolling out access to students as we speak. Again, the reaction's been positive; they've quickly adopted it due to its simplicity and great User Interface. We're looking forward to developing and extending our use further in 2017."*

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