

Procedures for NRCC Event Creation

Purpose: This document guides authorized staff using the AdAstra system to reserve a resource at either NRCC site for a meeting or event. Each reservation type will be made by the appropriate staff or backup and maintained by that staff.

Reservation Types

These types are to be reserved by Arts and Sciences Event Coordinators:

Meetings - Reservation made by faculty or staff for a single or reoccurring meeting.

Events - Reservation made by faculty or staff for an NRCC-sponsored event. NRCC-sponsored events could have outside organizations involved but will be maintained by A&S.

These types are to be reserved by Workforce Development Event Coordinators:

Outside Event – Any event that is requested and will be used by non-NRCC faculty and staff.

Workforce Training and Classes—Any class or training not captured in SIS.

These types are reserved by both Event Coordinators and VP Offices.

Boardroom Reservation – Any meeting that will be held in a Boardroom or similar.

These types are to be reserved by Help Desk Staff:

Vehicle Reservations – When anyone reserves a state vehicle from our fleet.

List of information you will need for properly adding a reservation. Use this as a guide to get all the necessary information from a requestor before scheduling an event.

Name of Requestor:

Contact Information for Host of Event:

Name/Description of Event:

Dates and Times:

Event Start and End:

Room Requested:

Set-up Needs:

Expected Number of Attendees:

Support Services Required before, during and after the event:

Security, Facilities, Media, Technology, Network, Housekeeping, Signage

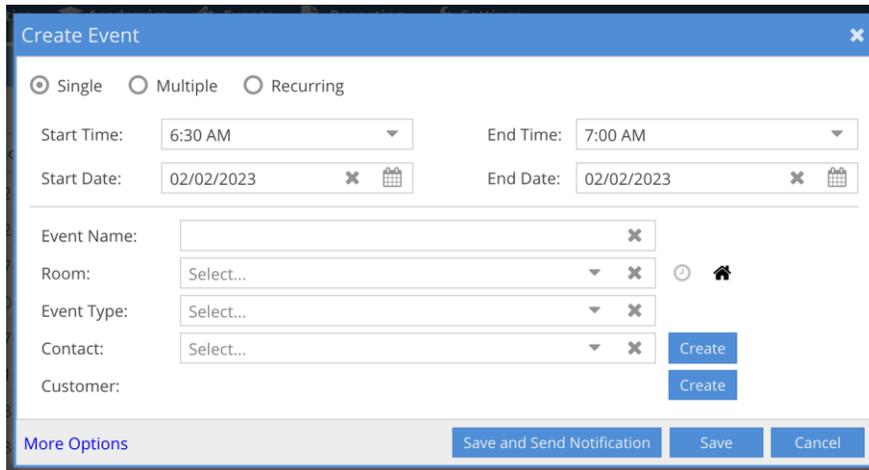
AV Support Needs – Options (Room Type 1, Room Type 2, Room Type 3, E117

(Requestor may be required to arrive during regular business hours prior to the event for training)

Special considerations must be made if the date and time requested for the event are outside the 8:00 am to 5:00 pm workday. If support services are needed, then coverage needs to be approved by service area managers before scheduling. The proper Event Coordinator staff must receive email approval before scheduling the event to the AdAstra Calendar.

Instructions for Room Reservations

On the Events page, choose +Add to start.



Add **Start time** and **Start Date**

Add **End Time** and **End Date**

Event Name – Please use room four-character room abbreviation followed by a – Event Name.

G – Godbey, **M** – Martin, **R** – Rooker, **E** – Edwards, **C** – Christiansburg Mall Site

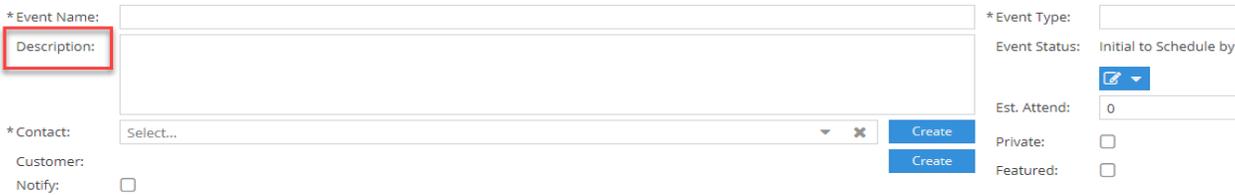
Examples G060 – Faculty Meeting, M125 – Student Luncheon, C109 – SAT Testing

Room – Choose the area being requested from the list.

Event Type – Choose the Event type based on the department that needs it.

Contact – Choose the person who will be using the room. (See Adding New Contact to AdAstra)

Choose **More Options** to Save the event and add more details.



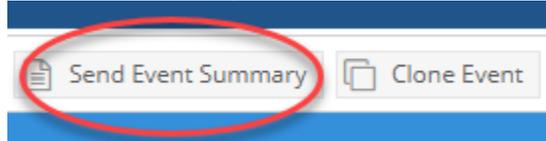
Meetings									
Additional Contacts Attachments Reminders Attendees Notes Calendar Description History									
+ Add Meeting Edit Selected Assign Rooms Assign Resources Drop Selected Delete Selected									
Name	Status	Start Date	Start Time	End Time	End Date	Room	R		

Add details to **Description** – These show up in the Main Event list.

Copy those details to the **Calendar Description** in the lower menu. These are in Web Preview View

Add other details or settings as necessary and available, and save the event.

After the event is saved in the system, send the summary to the Main Contact and yourself.



Send the emailed event summary to the Help Desk event queue. helpdesk-event-setup@nr.edu

Send Event Information to the Help Desk

3 Items to be included in Help Desk Event/Meeting Request

1. **AdAstra Event Name and Reservation Number.** You can forward the Event Summary along with the other information listed below. An email response will be generated by the ticketing system.
2. Each request should always include one of the following two items. Having this in the Description and the Calendar Description of AdAstra would also be helpful.

Room only - NO SUPPORT NEEDED

OR

Security: NA or Short Description

Facilities Services: NA or Short Description

Media Services: NA or Short Description

Technology Services: NA or Short Description

Network Services: NA or Short Description

Housekeeping: NA or Short Description

Signage: NA or Short Description

3. **Main Contact for Help Desk Service**

Help Desk staff will create a ticket for each requested service not marked with NA.

Help Desk staff will reference the **AdAstra Event Name and Reservation Number** in each corresponding ticket. Help Desk staff will add the assigned **Main Contact** as the requestor for all related services.

Changes and Cancelations to Events

Cancellations - The Main Contact/Requestor will be responsible for canceling the resource usage and the requested services.

1. The Main Contact/Requestor will inform the appropriate Event Coordinator that the resource will be available and no longer reserved.
2. Main Contact/Requestor will notify the Help Desk that any requested service tickets can be closed. Notifying the Service Manager by email to close the ticket is also acceptable.

Changes - The Main Contact/Requestor will notify the Service departments of changes through the Service Manager or the Help Desk. It will not be the responsibility of the Event Coordinator to translate the necessary changes to the Help Desk or Service Managers.

Instructions for Vehicle reservation

Only the Help Desk staff will be responsible for making vehicle reservations.
On the Events page, choose +Add to start adding a vehicle reservation.

Add **Start time** and **Start Date**

Add **End Time** and **End Date**

Event Name – Please use Vehicle Name followed by the individual using it.

Example: Toyota Highlander – Jane Doe, Ford Focus – John Smith

Room – Choose the State Vehicle being requested from the list.

Event Type – Choose Vehicle Reservation.

Contact – Choose the person who will be using the vehicle. (See Adding New Contact to AdAstra)

Choose **More Options** to Save the event and add more details.

Meetings							
Additional Contacts Attachments Reminders Attendees Notes Calendar Description History							
+ Add Meeting Edit Selected Assign Rooms Assign Resources Drop Selected Delete Selected							
	Name	Status	Start Date	Start Time	End Time	End Date	Room

Add details to **Description** – These show up in the Main Event list.

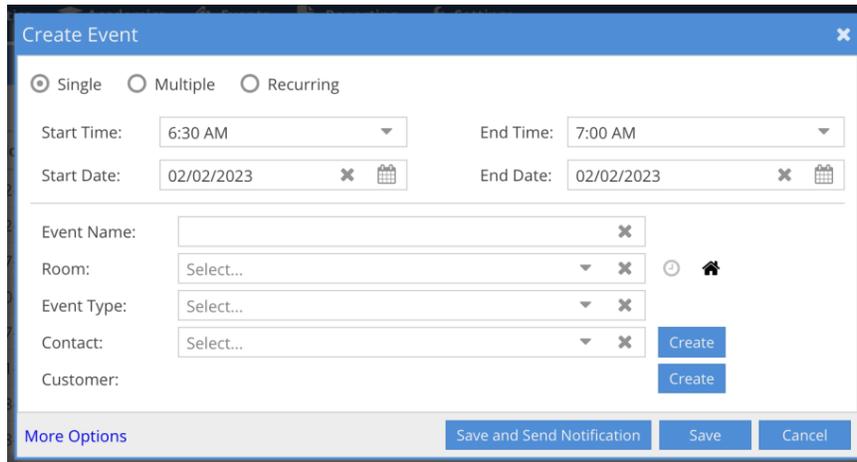
Copy those details to the **Calendar Description** in the lower menu. These are in Web Preview View

Add other details or settings as necessary and available about the travel.

No Help Desk ticket will be added for Vehicle Reservations.

Instructions for Boardroom reservation

On the Events page, choose +Add to start.



Add **Start time** and **Start Date**

Add **End Time** and **End Date**

Event Name – Please use the boardroom name followed by the individual using it.

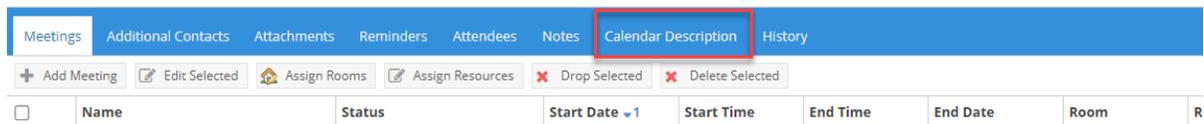
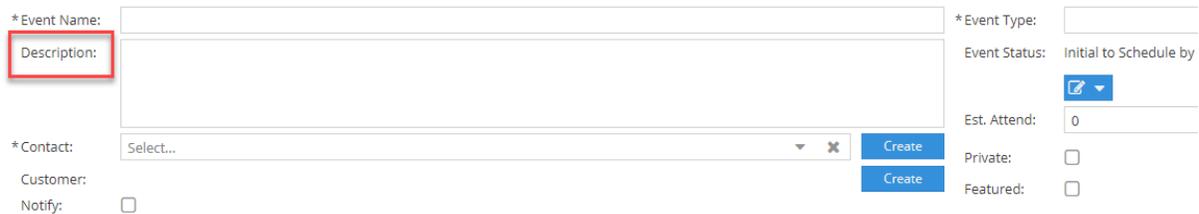
Example: Edwards Boardroom – Jane Doe, Martin 225A – John Smith

Room – Choose the area being requested from the list.

Event Type – Choose Boardroom Reservation as the event type.

Contact – Choose the person who will be using the room. (See Adding New Contact to AdAstra)

Choose **More Options** to Save the event and add more details.

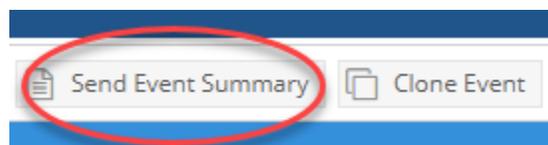


Add details to **Description** – These show up in the Main Event list.

Copy those details to the **Calendar Description** in the lower menu. These are in Web Preview View

Add other details or settings as necessary and available about the travel.

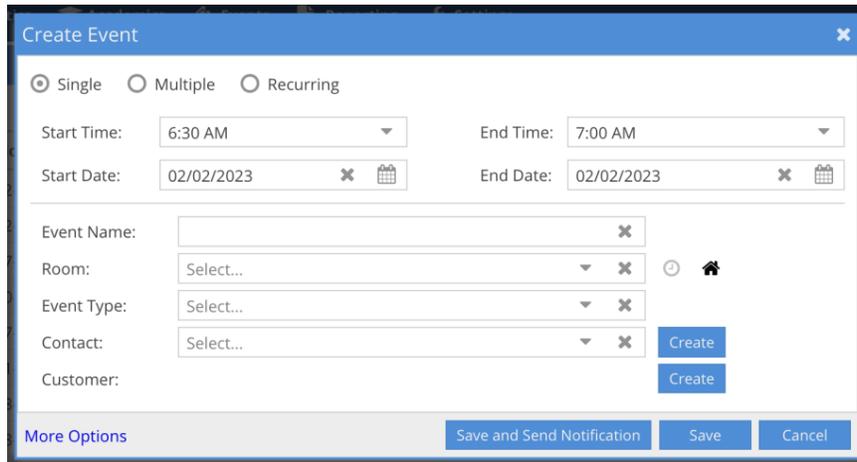
After the event is saved in the system, send the summary to the Main Contact and yourself.



Send the emailed event summary to the Help Desk event queue. helpdesk-event-setup@nr.edu

Instructions for Mall Site Reservation

On the Events page, choose +Add to start.



Add **Start time** and **Start Date**

Add **End Time** and **End Date**

Event Name – Please use room four-character room abbreviation followed by a – Event Name.

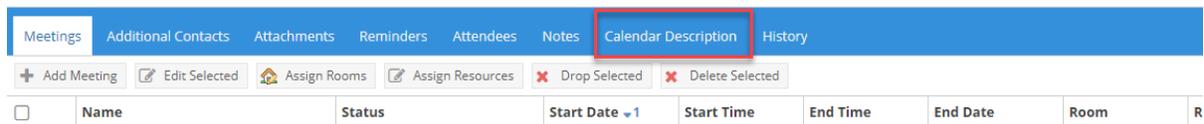
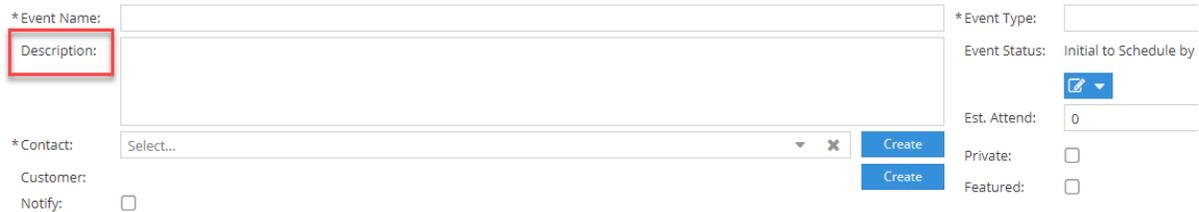
C – Christiansburg Mall Site - Examples C108 – Faculty Meeting, C125 – Student Luncheon

Room – Choose the area being requested from the list.

Event Type – Choose Mall Reservation as the event type.

Contact – Choose the person who will be using the room. (See Adding New Contact to AdAstra)

Choose **More Options** to Save the event and add more details.

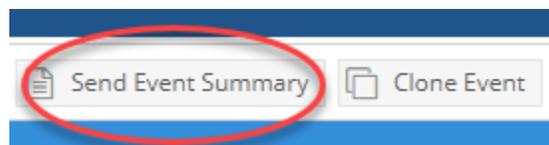


Add details to **Description** – These show up in the Main Event list.

Copy those details to the **Calendar Description** in the lower menu. These are in Web Preview View

Add other details or settings as necessary and available about the travel.

After the event is saved in the system, send the summary to the Main Contact and yourself.



Room Type Details

Room Type 1 = Standard classroom without lecture capture cam.

- Locations – E208, C142, C143, C148
- Equipment - PC, Laptop VGA/HDMI, Doc Cam, standard Microphone, Standard Speakers, Standard Laser Projector
- No Training is required, but tutorials will be available.

Room Type 2 = Standard classroom with lecture capture cam.

- Locations – All others not listed
- Equipment - PC, Laptop VGA/HDMI, Doc Cam, standard Microphone, Standard Speakers, Lecture Capture Cam, Standard Laser Projector
- No Training is required, but tutorials will be available.

Room Type 3 = Hybrid or HyFlex Classroom

- Locations – G160, R253 (coming soon - G162A, G164, E123, M242, C149, C150)
- Equipment - PC, Laptop HDMI, Doc Cam, Beamforming Microphone, Standard Speakers, Lecture Capture Cam, Student Capture Cam, remote student display, Standard Laser Projector, or Large Venue Laser Projector
- Training might be required to use the full HyFlex hybrid capabilities.

Feature Event Spaces

Edwards 117

- Location – Edwards 117
- Equipment - Media cart with PC, Laptop HDMI, Doc Cam, Dual Blended Display Projectors with a windowing processor, Full Pro Audio with an array of Microphones (wireless handheld SM58s or SM58 beta microphones and/or lapel microphones, wired SM57s, SM58s, 2 wired choral condenser microphones, 12 condenser podium microphones, etc.), house lights, spotlights, customizable stage lighting, Full 4 camera production system with redundant recording, etc.
- *Any event requiring Media Service in E117 must be discussed with the Media Services Staff for confirmation and approval. This includes any sound, projection, lighting, or video services. *

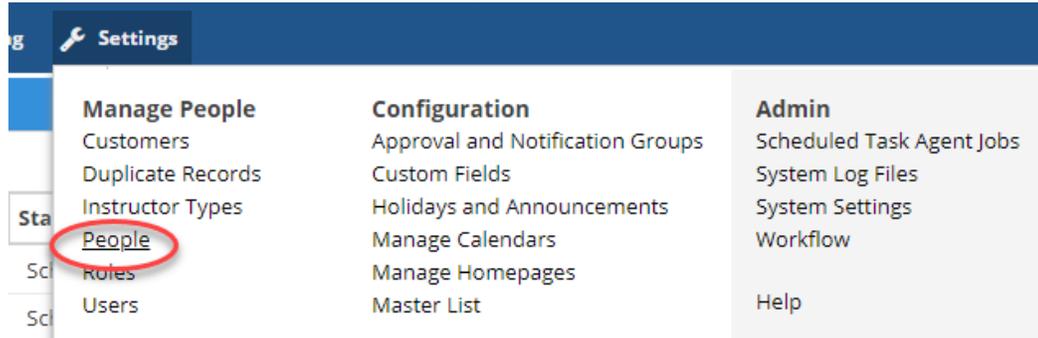
Richardson Auditorium

- Location – Richardson Auditorium
- Equipment –Media Cart with PC, Laptop HDMI, Doc Cam, Projector, Pro Audio 1 wireless handheld SM58 mic, 1 wireless lapel mic, 2 wired mics, house lights, customizable stage lighting
- *Any event requiring Media Service in E117 must be discussed with the Media Services Staff for confirmation and approval. This includes any sound, projection, lighting, or video services. *

Adding New Contacts to AdAstra

Use this guide if you schedule an event in AdAstra and the proper Contact is not listed. You should follow this procedure to add missing Contacts before scheduling any event. Creating and assigning an event to a temporary person is not advised and will result in unnecessary notifications.

1. Select "Settings" and then "People" from the top navigation menu.



2. Select "Add a Person"

The screenshot shows the 'People List' page. The 'Add a Person' button is circled in red. Below the button is a table with the following data:

Name ^1	Primary Responsibility	People ID	Active
✘ Abbott, Caroline	Customer Contact		false
✘ Adams, Ryan	Customer Contact		true
✘ Adcock, Clyde	Instructor		true

3. Enter the contact information. This can be an NRCC or outside user.

The screenshot shows the 'Person Info' form in AdAstra. The form is divided into two columns. The left column contains fields for Prefix, * First Name, Middle Initial, * Last Name, Suffix, Employer, Title, * Primary Responsibility (set to Customer Contact), and Employee Identification. The right column contains fields for Address 1, Address 2, City, State, Zip Code, Website, Phone, Mobile, Fax, * Email Address, IM Name, and Active. The 'Primary Responsibility' dropdown is highlighted in red with the text 'Primary Responsibility: Customer Contact'. The 'Email Address' field is circled in red with the text '* Email Address:'. A red note at the bottom right says 'If the contact is an (NRCC Employee) Use the @nr.edu email address'.

4. Select the “+” beside the Responsibilities information. Place check beside “Customer Contact.”

The screenshot shows the 'People' form with the 'Person Info' section. The 'Primary Responsibility' is set to 'Customer Contact'. A 'Select Items' dialog box is open, showing a list of responsibilities with 'Customer Contact' selected. The 'Done' button in the dialog is circled.

5. Choose “Save and Close.”

The screenshot shows the top of the 'People' form. The 'Save and Close' button is circled in red.

6. After a Customer Contact is created, it will need to be assigned to a group:
Select “Settings” and then “Customers.”

The screenshot shows the 'Settings' menu. The 'Customers' option under the 'Manage People' section is circled in red.

7. Select the correct group for the Customer Contact.

Customer List	
+ Add a Customer	
Name ^1	Active
Administrative	true
AV/Media Services Approval	true
Classified	true
External	true
Instructor	true
Part Time	true

8. After selecting the group, this page will populate: Select “+ Add Existing Customer Contact.”

Save Save and Close Cancel

Customer

Customer Info

* Name: Website:

Account #: Phone: EXT:

Notes:

Mobile:

Fax:

Email:

IM Name:

SISKey:

Active:

Customer Group(s):

Internal: Staff

Price Level:

Mailing Address

Address 1:

Address 2:

City:

State:

Zip Code:

Country:

Billing Address

Same as Mailing Address

Address 1:

Address 2:

City:

State:

Zip Code:

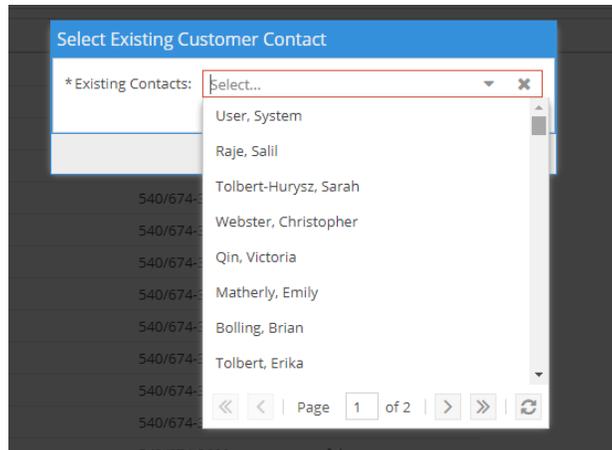
Country:

Customer Contact Information

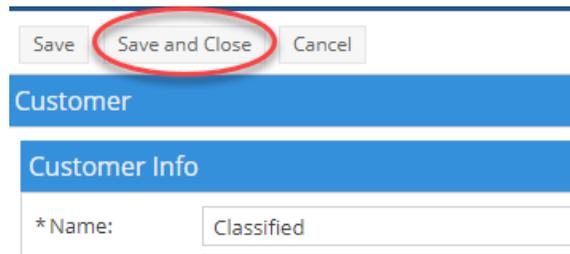
+ Add Existing Customer Contact

Name	Customer Name	Email	Phone	Is Primary Contact
Bolling, Brian	Classified	bbolling@nr.edu		false
Addikis, Stephanie	Classified	saddikis@nr.edu		false
Anderson, Harriet	Classified	handerson@nr.edu		false
Symanoskie, Jeanne	Classified	jsymanoskie@nr.edu		false

9. Select the Contact you created from the list of all contacts.



10. Choose "Save and Close."



11. The new Contact will now be available in the New Event creation menu.