**Questions asked in 4-16-24 Meeting**

**What is the typical turnaround time for a planner to review a reservation in draft mode? And are there set timelines that campus partners are held to in order for a reservation to be confirmed?**

That's an excellent question. We are really working hard. Michelle's been doing really excellent work to get those turned around as quickly as possible. I don't want to speak for Michelle, but I feel like we're down to about a week to 10 days, there are some variables, and here are the variables. If the reservations butted up, and we have a conflicting reservation because of the setup time and the needs. We talked through. Carolyn talked through the the critical importance of being really accurate with your event times when that event time is inaccurate, it throws everything off for everybody on campus, because we have one grand salon. So that's one of the reasons we really are are trying to get that point drilled home. But though sometimes we're trying to figure out how to share space confirming with people who've already put a reservation in that their times are accurate, so we can get back to you other times. There's just some demand issues that are happening with workload. Other times, it's because we aren't sure if all of the resources are in, so there might be some back and forth coming from our office to the planner. But we're really working to get those done within a week. Now, as for changing from tentative to confirmed, you've likely all noticed that we rarely get an event to confirm state, but and I realize this is operating on faith, and this is something we're working on. You can generally assume. You're good to go when you're in tentative state. We have a great partnership with facilities the electrical and custodial they come through. If there's a question we might have to reach out to and say, Hey, we can't drop your electrical at 8 am. We're gonna have to drop it at 9 Am. Or something like that. But, generally speaking, once your event goes to tentative, you're good to go. We're like, I said. We're working on tightening up that process and having a better way of that working in the summer. Once we can really dive into the dashboard and make some changes, but for now you'll notice, the top tip I dropped in is that you can always reach out to our office and ask for a status update. I would ask that you give us a couple of days like, Don't submit something and then call us within 24 h, and ask what your statuses give us some some time to process that but feel free. You can always reach out to events and say, Hey, I just want to check on the status around the reservation. It's this number and let me know, and then we can. We can get back to you on that.

**To follow up on that question, would you recommend we submit an event request at least two weeks before the event?**

the need for reservations to be submitted. 15. A minimum of 15 business days in advance of the event date. So that translates to 3 business weeks in advance. That is critical, because, as I mentioned, and everybody knows we have very limited space to use on campus, and we are doing our very best to try to juggle and shuffle, to successfully accommodate the greatest number of events for the campus with our grossly limited resources. us having that information in advance makes that possible. We are also have partnership agreements with service partners on campus that we will provide to them all of the event. Support needs well in advance of the event date. So we have a true cutoff for that. So in order for us to be able to have the time to one, establish what type of event it is if it needs a consultation appointment, or can be processed as it is schedule, that consultation, appointment, have that appointment, create the layout, get the service partner, information to the service partners. It takes a period of time, particularly when you consider anything happening on the campus is coming through our shop.