During the 2014-15 academic year, Educational Technology Services will phase in a fee assessment for requesters who — without cancelling their reservation in advance — reserve classroom space, request technician assistance for an event, or schedule lecture captures and then do not use the room during the scheduled time. This message summarizes our current challenges and explains the new policy.

Classroom Availability Constraints
In the next 2-3 years, we expect classroom availability to tighten considerably at the Parnassus and Mission Bay campuses due to construction, reprogramming of old spaces, and shifts in departmental centers. At the same time, instruction methods are evolving from large format lecture courses to smaller, more interactive modes that require additional rooms. These factors will increase demand for general assignment space and reduce the supply.

What happens when ETS is not informed of event cancellations?
Every day, we observe rooms and lecture captures that are empty. In addition, ETS technicians travel to rooms where, in fact, no event is occurring. When requesters do not cancel their events or let ETS know that technicians are no longer needed, they deny other users access to classroom space, consume lecture capture storage and cataloging space, and inefficiently deploy ETS technicians.

New Fees
To incentivize requesters to cancel their unneeded reservations, and to enable ETS to recover the cost of services, effective July 1, 2014, we will begin charging the following fees when a requester does not inform ETS of an event cancellation*:
Room reservation no-show (without technician): $80 (1-2 hrs.); $160 (2-4 hrs.); $320 (4-8 hrs.)
Room reservation no-show (with technician): $160** (1-2 hrs.); $240 (2-4 hrs.); $360 (4-8 hrs.)
Empty lecture capture recording: $80 (1-2 hrs.); $160 (2-4 hrs.); $320 (4-8 hrs.)
Cancellations must be received at least 48 hrs. in advance of scheduled time to avoid no-show charge
**includes one hour of technician time*

Transition Period
To ease the transition to this new policy, beginning July 1, 2014, and continuing throughout the fall quarter, we will monitor room use and notify units when they have failed to cancel a reservation. We will provide **two** warnings per course or event before assessing a fee. Beginning in winter 2015, we will assess a fee for each incident without prior warning.

Contact
We remain open to your suggestions on ways to make better use of classroom space, and hope you have noticed a general improvement in booking processes and general classroom environment. We appreciate your continued support while we work to improve the teaching and learning environment at UCSF. If you would like to discuss these issues further or want more background on the need for this approach, please call or write John DeAngelo at 415-476-3735/john.deangelo@ucsf.edu.

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