

## **Chun-Yin San - ICU Deputy President (Education)**

---

**From:** Isaacs, Daniel J  
**Sent:** Thursday, May 12, 2016 16:36  
**To:** Chun-Yin San - ICU Deputy President (Education)  
**Subject:** RE: Room Booking Project - student group consultation

Hi Chun-Yin,

Please see below the email to be sent to students, many thanks again for your help!

Thanks,  
Dan

---

*Dear ...,*

*As a student, how simple is it to book a room? We want to know how you currently book space at the College, whether you're booking a room in the library or a room within your department. We also want to know about the challenges you face and would welcome suggestions and improvements that you would like to see.*

*Currently booking a room can be a challenging, time-consuming and inefficient process for students and staff alike. There is currently no single view of bookable space across the College and multiple room booking systems are in use.*

*The Room Booking project (part of the Operational Excellence [Space Programme](#)) aims to make booking a room quicker and easier. Our goals are to:*

- create a single, consistent and transparent view of all bookable space across the College*
- provide clear information on policy and access*
- implement a booking process which is straightforward and easy to use*
- ensure that there is a harmonised experience across the College*

*This will improve both the student and staff experience, saving time, simplifying administration and removing unnecessary effort and duplication.*

*Please can you take 5 minutes to complete the following Qualtrics survey:*

[https://imperial.eu.qualtrics.com/SE/?SID=SV\\_4VJZRmyNXnKU6MZ](https://imperial.eu.qualtrics.com/SE/?SID=SV_4VJZRmyNXnKU6MZ)

*(Please note this survey was designed for both students and staff therefore certain questions will not be relevant to you).*

*Thank you for your contribution, your opinions are greatly valued and will directly feed into the project's final recommendations as to how room booking processes and systems can be improved across the College.*

*Kind regards,*

*Room Booking Project Team*

---

**From:** Chun-Yin San - ICU Deputy President (Education)

**Sent:** 12 May 2016 10:48

**To:** Isaacs, Daniel J <d.isaacs@imperial.ac.uk>  
**Subject:** RE: Room Booking Project - student group consultation

Hi Dan,

A cover email would be useful; there's a meeting with Reps next week so I can start to circulate it then? :)

Cheers,

Chun-Yin

---

**From:** Isaacs, Daniel J  
**Sent:** Tuesday, May 10, 2016 11:30  
**To:** Chun-Yin San - ICU Deputy President (Education) <[dpeducation@imperial.ac.uk](mailto:dpeducation@imperial.ac.uk)>  
**Subject:** RE: Room Booking Project - student group consultation

Hi Chun-Yin,

Hope you're well. After consulting with John and Louise we have decided we would like to initially send out the Qualtrics survey to a selection of the student population and run a further session if any interest is expressed by the respondents. Here is a link to the survey:

[https://imperial.eu.qualtrics.com/SE/?SID=SV\\_4VJZRmyNXnKU6MZ](https://imperial.eu.qualtrics.com/SE/?SID=SV_4VJZRmyNXnKU6MZ)

Are you still happy to facilitate the distribution of this? I am not sure of the most effective channel and I can't imagine we will have massive uptake, you're right that it isn't the most 'sexy' topic!

Thanks again for your help, I can send over a covering email to be sent along with the survey when we have confirmed the distribution.

Thanks,  
Daniel

---

**From:** Chun-Yin San - ICU Deputy President (Education)  
**Sent:** 25 April 2016 10:13  
**To:** Isaacs, Daniel J <[d.isaacs@imperial.ac.uk](mailto:d.isaacs@imperial.ac.uk)>  
**Subject:** RE: Room Booking Project - student group consultation

Dear Daniel,

My deepest apologies but is it possible for us to reschedule the said session tomorrow to next week? We've had to delay our communications to Undergraduate students as term is only starting today, so something towards the tailend of next week would be most useful.

Best,

Chun-Yin

---

**From:** Isaacs, Daniel J  
**Sent:** Wednesday, March 23, 2016 13:27  
**To:** Chun-Yin San - ICU Deputy President (Education) <[dpeducation@imperial.ac.uk](mailto:dpeducation@imperial.ac.uk)>  
**Subject:** RE: Room Booking Project - student group consultation

Hi Chun-Yin,

Apologies for not being able to email you before you went on annual leave for Easter, I was out of office all last week at a STEM event in Birmingham. Please can we begin to make arrangements for the stakeholder group mentioned below, I will try to block out an hour long session in the last week of April and perhaps we can try and fill the places for an 8 person session once you are back?

Hope this sounds like a reasonable course of action,

Thanks,  
Daniel

---

**From:** Crook, John C  
**Sent:** 14 March 2016 08:04  
**To:** Isaacs, Daniel J; Chun-Yin San - ICU Deputy President (Education)  
**Subject:** RE: Room Booking Project - student group consultation

Hi both,

Yes, I agree that 8 would be a good maximum for a focused workshop. We can build up some discussion scenarios like the below ones in the meantime.

Regards

John

---

**From:** Isaacs, Daniel J  
**Sent:** 13 March 2016 22:42  
**To:** Chun-Yin San - ICU Deputy President (Education)  
**Cc:** Crook, John C  
**Subject:** Re: Room Booking Project - student group consultation

Hi Chun-Yin,

Apologies I couldn't reply to you on Friday. Thank you for explaining the nuances of the student availability, I hadn't given this enough thought. Our voice of sessions are very much investigative in nature and therefore are research questions are not overly focused. John has kindly provided some examples of basic usage scenarios that we want to investigate:

**I am a student and:**

- I am required by my tutor to schedule in some specific study (i.e. directed self-study) and I require a space for this;
- I need to do some study/revision and this would be best done on campus (i.e. ad hoc self-study);
- I would like to book some space in the library for myself and 3 fellow students to work on a project;
- I would like to book some space, with a projector, in order to practice an individual/group presentation;
- I would like to find somewhere in my departmental building to conduct some project work;
- I would like to book some time to meet with my personal tutor/supervisor in his/her office.

We would really like to try and complete this session before May and have representation from each Faculty (obviously not all Departments) and a mix of UG, PGT, PGR and possibly PhD Academic Reps. John do you think a group of 6-8 Reps would be appropriate?

Hope you've both had a great weekend.

Thanks,

Dan

---

**From:** Chun-Yin San - ICU Deputy President (Education)  
**Sent:** 11 March 2016 03:14  
**To:** Isaacs, Daniel J  
**Cc:** Crook, John C  
**Subject:** RE: Room Booking Project - student group consultation

Hi Daniel,

Fantastic re:focus groups. I have to be very honest though to say that early-April will be a struggle; most of my team will be on leave at varying times between March 21 to April 11, so coordination won't be particularly smooth. I'm personally away from March 19 to April 10, so I'll also be of very limited help during this period.

On top of this, many Masters and Undergraduate students will be away for the Easter period, so the only group that we might be able to reach effectively through our channels (taking into account the above) would be PhD Reps. As such, I wouldn't have expectations of a particularly high turnout.

If you would still like to push ahead with this, I can discuss the idea with my colleague Sky and get a clearer picture of resources (we may also ask around to see if any students want to volunteer to coordinate), but I do feel that it would be best if we picked this up from the week of April 10? Doesn't stop us from mapping out the framework of the sessions in advance though.

Best,

Chun-Yin

---

**From:** Isaacs, Daniel J  
**Sent:** Friday, March 11, 2016 09:52  
**To:** Chun-Yin San - ICU Deputy President (Education) <[dpeducation@imperial.ac.uk](mailto:dpeducation@imperial.ac.uk)>  
**Cc:** Crook, John C <[j.crook@imperial.ac.uk](mailto:j.crook@imperial.ac.uk)>  
**Subject:** Re: Room Booking Project - student group consultation

Hi Chun-Yin,

Many thanks for the reply, not to worry about the slight delay - apologies for mine as I am out of the office today. The voice of sessions are quite time-sensitive, we are attempting to complete this phase of work by the end of April. As mentioned our session with Ben and James covered the ICU and student activities so our aim now is to look at the studying/revision/cohort-building side.

I like the idea of using a similar focus group for this session if possible, I think John would agree that would work really well. What would be the next steps in organising a focus group for some time in early April if possible?

Really appreciate your help!

Thanks,  
Daniel

---

**From:** Chun-Yin San - ICU Deputy President (Education)  
**Sent:** 10 March 2016 08:10  
**To:** Isaacs, Daniel J  
**Cc:** Crook, John C  
**Subject:** RE: Room Booking Project - student group consultation

Hi Daniel,

Thanks for getting in touch, and apologies for the delay in getting back to you – it's been a bit difficult lately to keep on top of emails!

I would be happy to explore with you how to move this forward, though if it is time-sensitive (i.e. if you are looking to have something together before mid-April), then it would be best to coordinate this with Ben as unfortunately we have no capacity until then. If you are happy to do something in the latter half of April/first half of May, however, then there should be more room (pun not intended!) for me to work something out with you.

It may also be helpful if you could outline a few more 'usage scenarios' with regards to ad hoc room bookings; if it is on the studying/revision/cohort-building side then that would be appropriate for me to help, but if it is more in terms of student activities then that would be best coordinated via Ben and James.

To give you an idea of what we can support: we recently completed a set of focus groups with the Educational Development Unit, spanning PGT, PGR and UG Academic Reps, exploring the question of whether (and how) an Imperial education transforms its students. If there is a focused research question, I would imagine that concept would work equally well here. Do note, however, that we don't work with the general student body in these circumstances, instead with their elected course/Department/Faculty Academic Reps.

Best,

Chun-Yin

## Chun-Yin San

Deputy President (Education)

Tel: +44 (0)20 7594 8060 ext. 58061  
SMS only: +44 (0)7739 512 129  
LinkedIn: <https://hk.linkedin.com/in/chunyinsan>  
Web: [imperialcollegeunion.org](http://imperialcollegeunion.org)



---

**From:** Isaacs, Daniel J  
**Sent:** Wednesday, March 9, 2016 12:46  
**To:** Chun-Yin San - ICU Deputy President (Education) <[dpeducation@imperial.ac.uk](mailto:dpeducation@imperial.ac.uk)>  
**Cc:** Crook, John C <[j.crook@imperial.ac.uk](mailto:j.crook@imperial.ac.uk)>  
**Subject:** Room Booking Project - student group consultation

Hi Chun-Yin,

I hope you're well. I am working alongside John Crook on the Room Booking project which is part of OE Space Programme. The project team are engaging with a range of stakeholders at this early stage in Voice of sessions. We have identified students as an obvious stakeholder group, we have already had a session with Ben Howitt and James Lindsay regarding ICU activity but need a further session focused on students. We want to speak to students about ad hoc room bookings they make e.g. booking a room for study – we need to find out about the process/system they use and also the system requirements they would like to have.

In order to get full representation from the student population we will need your help to build a group of students with all Faculties represented including UG, PG and research students. Would you be able to work with me to coordinate a student group?

Here is a bit more context and background on the project:

-----  
-----  
-----  
*Booking a room can be a challenging, time-consuming and inefficient process for students and staff alike. There is currently no single view of bookable space across the College and multiple room booking systems are in use.*

*The Room Booking project aims to make booking a room quicker and easier. Our goals are to:*

- *create a single, consistent and transparent view of all bookable space across the College*
- *provide clear information on policy and access*
- *implement a booking process which is straightforward and easy to use*
- *ensure that there is a standardised experience across the College*

*This will improve both the student and staff experience, saving time, simplifying administration and removing unnecessary effort and duplication. The work complements the existing academic and exam timetabling project and, as such, will not include the booking of space for teaching or examinations.*

-----  
-----  
-----

Many thanks in advance for your help!

Kind regards,

Daniel

Daniel Isaacs  
Operational Excellence Programme Support  
Imperial College London  
South Kensington Campus  
London SW7 2AZ  
Mob: +44 (0)7812319688  
Email: [d.isaacs@imperial.ac.uk](mailto:d.isaacs@imperial.ac.uk)



[Imperial College Operational Excellence Programme](#)