

Classroom FAQs

CLASSROOMS, CLASSROOM ASSIGNMENTS

Q: What is “registrar space?”

A: Registrar classrooms are those spaces assigned to classes by the Registrar’s Office for instructional purposes.

Q: What is “captive space?”

A: Captive space, also known as departmental space, is space assigned to, scheduled by, and used solely by one college, school, or department. Laboratories, studios, and other discipline-specific spaces are the most common examples of captive space.

Q: How is space designated as registrar space?

A: The Office of Academic Affairs, in conjunction with Campus Planning, Design, and Construction (CPDC), designates the spaces classified as registrar space. Changes in space use classification to or from registrar space are made by the same offices.

Q: How many registrar classrooms are there?

A: Although the number of registrar classrooms varies over time as new construction, renovations, and reassignments occur, the number of registrar classrooms is generally ~165. If a registrar classroom is permanently converted to other use, then typically a comparable departmentally controlled space must be identified for a shift to classroom status.

Q: Which rooms are registrar classrooms?

A: See <http://registrar.syr.edu/staff/classrooms/index.html> for a list of classrooms.

Q: Who assigns classes to classrooms?

A: For efficient management of classroom space, the Registrar’s Office assigns, reviews, and adjusts classes and classroom assignments, in conjunction with academic units and faculty. University College handles these functions for Summer Sessions.

At its discretion and subject to specific requirements, the Registrar’s Office may delegate the ability to schedule classrooms in a specific building to the sole academic college or department in that building.

Q: When the Registrar’s Office allows an academic unit to schedule registrar classrooms in its building, does that mean only that academic unit can use those rooms?

A: When scheduling capability has been delegated, The Registrar’s Office expects that all of the school’s/college’s/department’s classes will be scheduled within that building, and all classrooms will be utilized for instruction.

Classroom space in the building that has not been scheduled six weeks prior to the start of early registration for the next fall/spring/summer semester may be scheduled for other departments by the Registrar’s Office or, in summer, by University College. Requests by the college or department for classroom space outside of that building, except for technology-enabled

classrooms, receive low priority until six weeks prior to the start of early registration for the next fall/spring semester.

Q: How is a particular classroom assigned to a class?

A: With over 5,000 classes each year, it would be impossible to assign classrooms “from scratch” each semester. When a new semester is set up, classes and classroom assignments roll over from the previous spring, summer, or fall (spring to spring, etc.).

Prior to early registration, when the class schedule is fairly well set, the process of reviewing and assigning classrooms begins. Assignments are *not* done on a first-come, first-served basis. Groups of classes are reviewed in the following order:

- classes meeting in a standard meeting patterns, *then*
- classes meeting one day per week for 2 hours and 45 minutes, *then*
- discussions and recitations, *then*
- classes approved for a meeting pattern exception.

The following factors are given priority:

1. Class size and seating capacity
2. Special facility and/or technology needs
3. Geographic proximity: To the extent that appropriate classroom facilities are available, classes are assigned to classrooms in the academic department’s home building or in buildings geographically close to the home building.
4. Disability accommodations: Classes assigned to a classroom may be relocated at any time before or after the start of a term to meet requirements of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 for a registered student.

Q: If I teach the same class at the same day and time each fall/spring, will my classroom remain the same?

A: There are a number of reasons why a classroom assignment might change from semester to semester, even if the class meeting day/time remains unchanged. The Registrar’s Office might change the assignment because of the removal of a classroom from the inventory, accommodations for a student with a disability, or the need to make a better match of classes with room size &/or technology. Or a department might request a different classroom based on changing instructional needs, e.g., for different technology or increases/decreases in class enrollment.

Q: How do I submit a request for a classroom for my class?

A: Classroom requests are handled by class scheduling administrators within the schools and colleges.

When the administrator sets up a new class or makes a change to the class meeting day or time in the PeopleSoft HRSA system, he or she also submits a day/time/room (DTR) request through the R25 scheduling system.

Instructors should discuss their classroom requirements, including technology and physical and/or environmental requirements, with the scheduling administrator in their area so that all relevant information can be included in the request.

Q: My room assignment for the upcoming semester has changed over the past few months. Why?

A: The assignment process occurs over an extended period, starting well before early registration. By the start of early registration, ~90% of classroom assignments are complete – but they may not be final. Changes continue to be made, through the first day of classes, to meet instructors' needs and insure the best utilization of classroom space.

Q: Why didn't I get the classroom I requested?

A: There are a variety of reasons why a requested classroom may not be assigned. Scheduling priorities, as previously noted, are followed for all classroom assignments. As a result, a requested room may not be available at the requested time, the size of the requested room may not be a good fit (too large or small for projected enrollment), or a class with a need for the available technology may have been given priority, etc.

Q: What happens if no registrar classrooms are available at the time my class is to be offered?

A: When a registrar classroom request cannot be accommodated, the college/department scheduling administrator is notified by the Registrar's Office prior to early registration or, in summer, by University College. An alternative space or alternative meeting day and time is always suggested. If an alternate proposal is not accepted, it becomes the responsibility of the department/school/college to find alternative space, e.g. use the department's own space.

Q: Our department has a number of classes during the same time periods, making it hard for students to schedule their departmental courses. How do we move into new time slots so that we can spread our classes throughout the day?

A: Early morning meeting times are generally available for scheduling, which provides an easy opportunity to move classes to a new time. It is more difficult to shift classes to heavily scheduled meeting times. Departments looking to make significant shifts in their class meeting schedules should consult with Meg Cortese (mfcortes@syrr.edu, x-3757) in the Registrar's Office.

Q: My classroom seems too small/too big for the size of my class. Why was it assigned to this room?

A: Because classroom size is only one factor in classroom assignment, it's not always possible to assign a classroom that exactly matches enrollment. The size of the assigned classroom is based on the projected class enrollment cap set up by the scheduling administrator. While the seating capacity of a classroom may be larger than the enrollment cap, it will never be smaller.

Q: Can I change my classroom assignment?

Requests can be made through your department scheduler. Reassignments are subject to classroom availability and, barring exceptional circumstances, classes currently assigned to a room would not be "bumped" to accommodate such a request.

Q: I want to hold a review/practice session outside of regular class meeting times. Can I use a classroom for this purpose?

A: While regularly scheduled classes are given priority in the assignment of registrar space, occasional or one-time needs will be accommodated when possible, after classroom assignments for an upcoming term have been completed. A department's own space, a.k.a. captive space, is also used regularly for activities that occur outside of the normal class.

To request a classroom for such an academic activity, submit requests to the Registrar's Office using the [Academic Event Form](#) on the Registrar's Office website.

Requests from persons or organizations outside the University must be sponsored by a college or department within the University. There are no exceptions to this requirement.

Q: Although enrollment in my class was closed, I gave a number of students permission to enroll during the first week of classes. Will that push my enrollment over the number of seats in the room? What happens if it does?

A: Your classroom may be able to accommodate additional students if the initial enrollment was smaller than the room's seating capacity. But if the enrollment was at the capacity, then seating will not be adequate for a larger class size. While you may ask your scheduling administrator to request a larger classroom, it is unlikely that one will be available at that point in the semester. Because of the resulting ripple effect, the Registrar's Office does not "bump" other classes once the semester has begun to accommodate such requests.

Although class demand can't always be accurately projected, analysis of previous terms' enrollments can help to determine an anticipated enrollment and, in turn, the size of the classroom needed. Once you know your classroom's seating capacity, you can use that information to determine how many students can be accommodated, from a seating perspective.

EVENTS AND OTHER NON-ACADEMIC USES OF REGISTRAR CLASSROOMS

Q: Can registrar classrooms be used for non-academic purposes?

A: Once the process of assigning classrooms to classes has occurred, registrar classrooms may be available for other uses. Student groups and organizations or departments and colleges requesting a classroom for non-academic purposes, e.g., conferences or alumni events, submit requests to Student Centers and Programming Services (SCPS) through their website <http://scps.syr.edu/ies/>.

Q: What services does LEMP provide for my event?

A: LEMP (Learning Environments and Media Production) provides consulting to determine your requirements and what they can provide. Equipment and Operation services for audio engineering and presentation displays are provided. Assistive Listening and CART services are also provided.

Q: Where can LEMP's special events services take place?

A: Typically these services can be provided in any registrar classroom which has been scheduled for a non-academic event. These services are also normally available inside other auditoriums, classrooms, large meeting places such as Hendricks Chapel, and open lobby

areas. For outdoor events where LEMP has limited involvement; these services are usually outsourced to a vendor.

Q: Can student groups take advantage of LEMP's special events services?

A: Normally no, but when a student group is associated with a major university event sponsored by an academic department exceptions can be made.

Q: I require AV support for special events. Who do I call?

A: Call LEMP at 443 -5659

Q: Does LEMP provide staging and theatrical lighting services?

A: No, they will consult and outsource for those services.

CLASSROOM TECHNOLOGY, PHYSICAL ENVIRONMENT

Q: Why don't all classrooms have the same technology?

A: There is no "one size fits all" when it comes to technology. Many variables are considered when determining the type and level of technology appropriate for a given room, including: curricular needs; size of room; sightlines; windows and window treatments; budget; etc.

Q: I don't have the technology or equipment I need in my classroom? Who should I contact?

A: Contact your scheduling administrator.

Q: What kind of conferencing is supported in registrar technology classrooms with installed Windows PCs?

A: There are four common types of conferencing that this question usually refers to:

1. *Web conferencing* is supported in terms of importing a Web conference through the browser on a classroom computer including sending questions via chat or other Internet means provided by the conference. Please note that unless you use a personal cell phone, you will not be able to telephone in questions. Testing in advance of class use is strongly recommended.
2. *Adobe Connect Pro* is SU's enterprise Web conferencing program and preferred option for interactive classroom conferencing. Groups large and small can convene online to securely share documents, audio, video, presentations, desktops, whiteboard updates and more in real time, right from their individual desktops. Although intended for use at individual computers, it can be adopted for classroom use.
3. *Videoconferencing* – Skype software is on computers in all Registrar technology classrooms. Like Adobe Connect Pro, Skype is intended for use at individual computers, it can be adopted for classroom use. As with general Web conferencing, you may import a one-way Internet voice call from another Skype user. You may also borrow a USB microphone from Learning Environments (LE, 443-5660) to have a two way voice call. Web cameras are also available from LE for two way Internet video calls with other Skype users. Testing in advance of class use is strongly recommended.
4. *Telephone conference calls* – Telephone conference calls **are not supported** in registrar technology classrooms. LE has a conference room that can support

telephone conference call for classes with 20 or fewer students. Or, if you are able to schedule another meeting room with a standard telephone jack, you may borrow a speaker phone from Learning Environments.

Q: How do I log into the teaching station computer?

A: For generic login to obtain Internet access, there is posted signage on the top of the Teaching Station. For personal login to access your profile and SU computer desktop, please use your NETID name/password.

Additional assistance can be provided via the Teaching Station Intercom phone. Speed dial 100 to reach the Learning Environments help desk, fall & spring semesters: M-Th 7:30AM-8PM; F 7:30AM-5PM, or call 443-5660.

Q: What do I do if equipment malfunctions while I am teaching in a technology classroom?

A: Call 443-5660 Fall & Spring semesters: M-Th 7:30AM-8PM; F 7:30AM-5PM. Afterhours problems can be reported online (<http://its.syr.edu/instructional-svcs/problems.cfm>) for ITS to troubleshoot the next business day.

Q: How do I use the equipment in a technology classroom?

A: LEMP will be glad to train you. Call 443-5659 and let them know what time would be convenient.

Q: What's the combination to the teaching station? Is the combination the same if I move from one classroom to another?

A: The combination is not published but you can obtain it by calling 443-5660. The combination is the same for all registrar technology classrooms but there may be some differences in the locks used.

Q: Why was the TV monitor playback system that was in my classroom removed and when will you bring it back?

A: All moveable TV monitor systems must be scheduled. You can't count on it staying in any particular room. Call 443-5660 to schedule, and remember that LEMP needs 48 hours advance notice. You may schedule multiple uses of a TV monitor system with a single call.

Q: What do I do if there are dead or no batteries for wireless microphones?

A: Call LE Help Desk on the Black Intercom Phone on the teaching station (Dial 100).

Q: Where are the Laptop cables for the Teaching Station?

A: A standard 15 pin VGA and a mini/mini audio cable are stored in each Teaching Station accessory drawer. Call 443-5660 if the VGA or mini cables are missing. Mac laptop adapters are not provided.

Q: What should I do if the projector not displaying the correct source?

A: Toggle to another source on the switcher, then back again.

Q: Why does it take so long to login to a classroom computer with personal NetID?

A: Login time depends on the size of the profile. Those with larger profiles will take longer to login. The generic “m-“profiles are small and login relatively quickly in comparison.

Q: *Why is the Windows laptop not displaying to the projector?*

A: Have you connected the VGA cable from your laptop to the VGA connector on the teaching station access panel? Have you selected the Laptop input on the controller? Have you mirrored the laptop output? Dell uses Function F8.

Q: *Why doesn't my Macbook (Pro, Air, etc.) display on the projector?*

A: Ensure you have the correct Mac pigtail for your laptop and connect it to the VGA output cable. The VGA cable should be on the Teaching Station or in the drawer. Press the “Notebook” or “Laptop” button on the Teaching Station to display the image from the Macbook.

Q: *My Macbook (Pro, Air, etc.) is connected but why there is still no display?...*

A: Make sure the projector is on and the “Notebook” or “Laptop” button on the Teaching Station is depressed. If still no display, click on the Apple icon – System Preferences – Displays then click on “Detect Displays”.

Q: *Why isn't the Mac Teaching Station computer displaying?*

A: If the machine is a Mac Mini (small with just the cd/dvd slot in front) and the power indicator next to the cd/dvd slot is not glowing, the power button is located on the right back corner of the machine. It is flush with the machine and only needs to be depressed once.

****Make sure the “Mac” button on the Teaching Station switcher is lit.**

Q: *Why isn't the mouse working or working properly?*

A: An optical mouse needs to be placed on the mouse pad in order to work properly. Sometimes the top of the teaching station is reflective and affects the mouse's functionality.

Q: *Why can't I hear audio when the DVD is playing?*

A: The playback is not turned up or is muted on the Extron/Crestron panel or the computer itself.

Q: *My classroom is too cold/too hot. What do I do?*

A: Report this to Energy Management at 443-1535

Q: *My classroom is dirty/messy. What do I do?*

A: Email phyplt@syr.edu or call 443-1234 for attention.

Q: *My classroom is missing chalk/erasers/white board markers. What do I do?*

A: Email phyplt@syr.edu or call 443-1234 for attention.

Q: *What do I do if there is an emergency during my class?*

A: Call SU's Department of Public Safety by dialing 711 in a technology classroom with an installed phone or #SU (#78) from a cell phone.

GENERAL

Q: What is the difference between class scheduling and classroom scheduling?

A: Class scheduling refers to establishing the classes to be offered for a given semester and setting the day(s) and time(s) of class meetings. The process of determining what classes are to be offered takes place within the schools, colleges, and departments. Once the new term is created in our PeopleSoft records system, with classes rolled over from the prior fall, spring, or summer terms, schools, colleges, and departments begin adjusting their class offerings to reflect additions, deletions, and changes. Class meeting days and times must comply with the University's class scheduling policy (<http://registrar.syr.edu/staff/classroomscheduling/policy.html>).

Classroom scheduling refers to the assignment of a classroom to a class.

Q: Why are some classrooms empty during the day?

A: Registrar classrooms are heavily scheduled throughout the day and into the evening. It is unlikely that a classroom would not be scheduled for any extended period, especially during prime- hours (10:00 – 5:00, M-Th). However, there are a variety of reasons why a classroom may be unused during the day. For example, some classes do not meet the full-length of the semester, and once the class ends there may be no other class assigned to the room. Online classes may also have in-person meetings, but not every week. Instructors may sometimes hold class meetings at other locations, schedule field trips, etc., leaving their assigned classroom vacant. On occasion, an instructor will move a class from registrar space to captive space after classes begin without notifying the registrar's office.

Q: What is the Classroom Committee?

A: The Classroom Committee is comprised of representatives from Academic Affairs, Campus Planning, Design and Construction (CPDC), Information Technology Services, Learning Environments and Media Production (LEMP), Physical Plant, and the Registrar's Office. The Committee works to insure the best possible physical learning environment in for-credit instructional space by effectively deploying University resources in planning, implementation, maintenance, and utilization of space.