PARTICIPANT 1

SUMMARY

The IT manager for UAL Holborn discusses their role in supporting meeting spaces and IT infrastructure. They describe the frequent use of hybrid meetings, with some participants joining via Teams while others are physically present. The manager notes an increase in the number of meetings since COVID-19, attributing it to the ease of scheduling online meetings and the need for communication with remote workers.

The conversation covers the booking system for meeting rooms, highlighting issues with rooms being booked but not used. The manager suggests potential solutions like movement sensors or check-in systems but acknowledges the challenges in implementing these.

The discussion then moves to the meeting room technology, describing a mix of Crestron and Yealink systems across different rooms. The manager expresses a preference for uniformity in equipment for ease of use and support but notes that the different systems don't cause significant issues for users.

Sound quality and room acoustics are addressed, with some rooms having better sound isolation than others. The manager mentions issues with sound leakage in certain areas, particularly those with glass walls.

The conversation concludes with the manager's thoughts on ideal meeting room design, emphasizing the need for larger spaces, uniform technology with adaptations for room size, and improved sound deadening. They reiterate that the main complaint about meeting spaces is the perceived lack of availability, which they attribute more to booking practices than actual shortage of rooms.

TRANSCRIPT

Participant 1

5s

I'm the IT manager for Holborn and also for the Breed of Greece School at Limegrove. So that means that obviously, you know, I run the sport team who look after effectively second line desktops, but when the service desk can't resolve it immediately, it comes to us usually. Which also means that I look after the AV as well.

Researcher

27s

Okay, so you're like. So you support the ap.

30s

Yes.

31s

Oh, cool.

31s

Okay.

32s

And then how often do you use the meeting spaces yourself?

37s

Quite often. Most of you, Yeah. I mean, although I run two places. Lyman Grove's actually closed a lot of refurb work, so I'm based here 90% of the time anyway.

53s

But where's Lyman Grove?

54s

Shackles Bush.

Researcher

56s

I've been to a lot of the uas.

Participant 1

57s

It's a new thing we've now got. We've not had a pre degree school before in sort of one place. There's been courses within the colleges but now we've got the Prairie Berry School. That's quite a new thing.

Researcher

1m 8s

It's like a foundation.

Participant 1

1m 9s

Yeah. So it's quite. Yeah. Something we've. We've only really been doing for about a year probably. So I've been looking after it for just over 18 months while it was getting started. This has been our sort of first year and a lot, lot of refurb work done over the summer. So it's similar to here. I mean you've got classroom spaces and everything, but you've got meeting rooms as well.

Researcher

1m 33s

And when you. Let's talk about. Well, since you mentioned meeting spaces, what type of meetings do you have? Is it in person? Is it video, Is it hybrid?

Participant 1

1m 41s

It's always hybrid, yeah. Like some of my meetings, my managers meetings. You've got managers, obviously the different colleges. So they are usually online because

someone's going to be at King's Cross, someone's going to be at East bank, etc. Etc. So they're mostly online in terms of our meetings within the team, sometimes I'll have everyone over here. Sometimes the guys from Lyne Grove will be joined, joining us via teams and some will be in a room. I might be working from home. So it's got very much more hybrid, which I think is more part of the course here at Holborn they tend to be either hybrid or you'll walk past a lot of rooms where there's meat going on. They're not even using equipment in there. It's more the space that they're using and the equipment will be used if one or two people are coming in.

And do you use. So you said you do like you use video conferencing. Do you use any other equipment in the room? Any physical equipment like whiteboards or anything like that?

No.

Okay.

They do. I mean, in 709 they will. There's a whiteboard there, but it's, you know, if anyone's. That's not what's applied in the room as, you know, a standard. The standard is literally crest unit or yaling screen. That's it.

And do you ever have external guests either in the room or on video?

Participant 1

3m 11s

Occasionally, more for training. Really? 709 is a training room.

Researcher

3m 16s

Okay.

Participant 1

3m 16s

Whether that. Be that just behind that wall there.

Researcher

3m 19s

Yeah.

Participant 1

3m 20s

And you will get people coming in from off site to do the training, so.

Researcher

3m 27s

Oh, to give the training.

Participant 1

3m 28s

Yeah.

Researcher

3m 28s

Cool. So they're external but they're physically in the space. It's like me here today. Yeah, Cool. So think about the last few times you were in meeting rooms. Can you talk me through what happened from when you came in to when you started the meeting? Like, think about, like the process you go through.

Participant 1

3m 46s

Well, you booked. You booked the meeting room.

Researcher

3m 48s

Yeah.

Participant 1

3m 49s

Via matrix system. There lies one of my biggest bugbears. If we walked around now, I guarantee you you will find four or five rooms that been booked that not being used.

Researcher

4m 0s

I just did upstairs.

Participant 1

4m 2s

Yeah, always. And I said Wednesday and Thursday, our busiest days here. And you. If you went to. From the ninth floor down to the fourth, where all the book pool rooms are. Yeah. You will find that they've been booked and they're not being used. It's almost. People moan that there's not enough meat on this. But this fundamentally, it's about how they're being used. Someone will say, can you book this? Because I'm doing that. And they won't tell their PA that they've actually cancelled the meeting or it's been rescheduled. So the room just sits there, you know, and no one else can book it.

Researcher

4m 38s

That happens a lot.

Participant 1

4m 38s

An awful lot. Yeah. You know, I was talking about to some of the department heads in the builder user group about it the other month. These people saying, we haven't got enough meat. We have. We don't use them properly.

Researcher

4m 52s

Have there been any attempts to fix that problem that you know of?

Participant 1

4m 55s

Well, it's, it's how, you know, how do you fix it? I know one time there was. There was some talk about having it. So you. There'd be a. Like an iPad probably outside screen and you yeah, you know. You know, you basically, when you come in for your booking, you sign in as Eggbo. And if you don't sign in, then it releases the booking, which is great to a point. But if you forget to sign in and then someone else books the room, you've then got two groups of people both claiming they put the room together.

Researcher

5m 33s

And they both have put the room.

Participant 1

5m 34s

Together and they both have technically booked it. But. So what do you do? So that's. I think the only way, really you could do something like, is by some having, like a

movement sensor in a room. And if it doesn't, you know, see any movement, then it will really, you know, release the booking. Because you get. Like I was saying, you get a lot of people book the space, especially one of the smaller rooms like this.

Researcher

5m 56s

Yeah.

Participant 1

5m 56s

They might book it because they're doing some quiet work or something. They're not actually using the kit in the room. So if you add it so that the kit says, oh, I'm not seeing any input here, release the booking, that could still mean there are people in here. The only realistic way you could do that would be some kind of sensor, really, but not easy.

Researcher

6m 17s

So is that a known problem everywhere then? Like you said, people complain about not having.

Participant 1

6m 23s

Well, in the. Build a user group, a lot of people complain about not having enough meeting rooms. Here, we're unusual now. We have more meetings, but these teams put meeting rooms than any of the coaches and we support it within it, so it doesn't fall under the banner of, you know, a wider AV team. So we support an awful lot of them, but no one else really. You know, they might have two, three meeting groups. We've got 23. I think it's now 24.

Researcher

6m 51s

Are they all here? Yeah, yeah. Okay. And. Excuse me. Well, you mentioned teams. How often do you yourself not support them as a user? How often do you do video calls? Is it like a daily thing?

Participant 1

7m 4s

Weekly, I think. I've got this one in person today. I've probably got two or three others. So I can have. You know, it's unusual to not have one a day. Some days can be 3, 4, fairly heavy. Use them.

Researcher

7m 20s

Okay. And what do you use them for? Is it just video? Do you ever share content or do you do other things?

Participant 1

7m 28s

It depends on the meeting. There was. I was in one yesterday and it was, you know, some detail needed to be shown, so someone was present saying, like, this is what it looks like. And, you know, a few changes have been made, so there's always a bit of sharing. Generally It's. I would say with my meetings, more often than not, you don't necessarily need a room for it. You just need your laptop and quiet space because nobody is going to be on, you know, on site. Occasionally they will be. So probably in terms of on site, like using these meeting rooms twice a week maybe.

Researcher

8m 7s

And how do you find using teams? What's your impression of it?

Participant 1

8m 11s

Fine. It's. I think you have to sort of have something for. Aimed at the lowest common denominator rather than the most technical.

Yeah.

So, you know, crash units can be around for ages but, you know, they're not particularly difficult to use. We don't really have an awful lot of problems supporting them. Comes down, you know, cables get broken every now and then, you know, obvious things. But things as a system is absolutely fine. Don't have a problem with it.

Do you find any difference in using it in a room versus just on your laptop?

Not really, no. I mean, it could be useful. Obviously you've got a sizable screen if someone's trying to show content. But then if I'm using it on my laptop, I've probably got the laptop plugged into the screen anyway, so my husband's screen in front of me. So it doesn't really make an awful lot of difference.

It feels the same using those, basically.

Interesting. I would say the amount of meetings that we have since really Covid, when teams really, really came in, the amount of meetings that we have now, it seems to grow exponentially every single year. We never used to have or felt the need for quite so many meetings as we now do. A meeting for everything.

Researcher

9m 34s

Why do you think it's more. Is it because it's easier to have meetings or is there somewhat something else?

Participant 1

9m 38s

Yes, I think so. And I think you've got. We've got a lot of, you know, people, you know, we're not all in the office anymore. You know, I think a lot of companies, private or public sector, we're all pretty much the same in that, you know, pre Covid, everyone was on site and now they're not. You know, some people don't come. Just don't come in. They might come in once a month. You know, we are on site three, four times. Well, I'm on site three or four times a week. But that's not the case for a lot of departments. I suppose it's driven by that need for people to communicate who aren't necessarily on site all the time. But it does feel like it has pushed that. I'll have a meeting about that Whereas before maybe it wouldn't necessarily have required a meeting. I suppose in some ways it's like you never used to look at your phone all the time and now you're finally doing other things, you tend to look at your phone all the time. So it's there, you use it. I think there's a little bit of that to it to be honest.

Researcher

10m 43s

Which days are the busiest on site?

Participant 1

10m 47s

Surprisingly not Mondays or Fridays. Another, you know, if you want to have a big meeting, do it on a Friday or a Monday because you will get a bit, you know, one of the things.

10m 58s

Yeah.

10m 59s

Because people don't come on site and.

11m 1s

Office spaces booked solid. Wednesday, Thursday.

11m 3s

Yeah. Tuesday I'd say sort of Tuesday gets busier. Wednesday and Thursday the busiest here.

11m 9s

Definitely. I did notice actually I was sitting here at 9:55 and suddenly everyone was here and it was busy.

11m 15s

Yeah, yeah, absolutely. And you know, some departments, I think where we are on the fifth floor department down there behind us, everyone comes in on my shows there

but then the rest of the week quiet. But as you, as we've already seen, as you've already seen, if you walk around now you will see meeting rooms booked.

Yeah.

And I think it's not where an individual's books, it's where a PA might have been asked to book it for various people and they're not advised these meetings have been moved, cancelled or now actually can all be online. So you don't need a meeting room or I think there's a. Or someone might come in. So we'll look at room as well. But they don't release the bookings. So therein lies the problem. It's not down to the meeting, it's about how we, you know, use them. To be completely honest, you even on a Thursday you will find a meeting, at least two not being used. That's on a busy day but it'll probably be four or five.

And how do you book meetings? What's the system here?

Matrix. So you basically go to our intranet canvas booker room. So you would book desk space and you know they're listed by, you know how many people can be. Can fit in there. The reality is I don't think anyone really unless there's loads of people. They know there's going to be loads of people. I don't think people really look at that. They just book a room. You'll often see like 704 which is a huge room, fit about 20 odd people in there. But see booked with two people in there because it's probably the only one they could get. Maybe. Or let's just don't really think about it.

12m 51s

Yeah. Do you ever see the opposite? Do you see like 10 people in a room like this?

Participant 1

12m 55s

I've seen all the table, all the chairs taken out of other rooms to put far too many people in a room that shouldn't be in there. But for the most part, smaller rooms are generally okay. It's when they have a massive meeting and you have a big room, like 704, but they still try and cram twice as many people in there that should actually be in there because there aren't any bigger meeting rooms.

Researcher

13m 19s

Yeah. Let's talk about the rooms themselves. How do you feel about the way they're built and designed as a good example?

Participant 1

13m 29s

Well, they were pre existing these. I don't think this room ever had a screen here. At one point it was just like a meeting space.

Researcher

13m 36s

Yeah.

Participant 1

13m 37s

Going back a few years, 709, 704, 705 all had basically a screen and a PC and you would just plug a laptop in as well if you wanted to display that. This room, the one next door, the one over there, didn't have anything in. So when we did the meeting rooms, they were all initially done to exactly the same standards. Same screen, same

pressure unit. Just so people know, you use one, you. You've used them all now, probably not the best idea in the world. We have a mixture of equestrian and yaying. So it's still teams but with different kit in there, which does tend to throw people a little bit.

Do you know what drew? Was it 30 seconds?

Yeah.

There we go.

Right, sorry, where were we?

Yeah. Do you know what drove the decision to change switch technology? Was it price, new suppliers?

I think pretty ill. It happened during the first lockdown really. But prior to that we were running really low on space anyway. So it's almost like Covid answered a question because it was literally, you know, the guy who deals with all the moves to get

departments and was literally looking. I just cannot fit any more people in this building. I don't know what I'm going to do. And then Covid hit first lockdown, come back second lockdown. And that's when, you know, we went very much down that, you know, not on site forever. We never quite got. We've never gone back to a. Everyone on site all the time, same as everyone else has done the same thing really. So that hybrid thing, I think is what's driven the need for the meeting rooms. And it just literally happened. We went from three, you know, actual meeting rooms to a tinder of solution just everywhere. You know, all during those lockdowns, it was done.

So. But have you ended up with a mixture of different interfaces for users?

The. The honest answer is we've. We had an AV architect who, after the Crestron came in, we decided we needed an AV architect who came in, who failed with Yealink. So Yealink stuff. We end up with different supplier because he wanted to use a different supplier. He then left and it's just. Yeah, he left us with sort of two different.

And from the support side, do you notice that? Are users okay with that? Do they have problems with using different systems?

You should, in my opinion, have everything exactly the same because from a user's point of view, you want to walk in a room and know, okay, well, the speaker, the microphone's in that unit there, there's a screen there. In practice, we've not got many yalink systems and they tend to be, you know, they'll be on the fourth floor, for

instance. So people who use the fourth floor are quite okay with them. We have issues with, you know, 709 is really a training space. We don't really have an issue with all the alien kit in there. I've had some issues next door because that's got a completely different yelling set up in it. So from a support point of view, my guys have to know how to deal with all of these different things. And so we need schematics and we need to know, you know, so it's not the same in there. There's a sound bar rather than speakers. There's this, there's that, and it's. So for an end user, not a massive issue because they see a screen and it's got the change. So it doesn't really matter how, you know, what equipment looks like. They've got a big screen and they've got a small screen and they look the same as, you know, it's teams. If we had a mixture of teams and zoom for argument's sake or something like that, then that would get very confusing because then, you know, that's a different interface. It's more of a support issue than it is an issue for users, I think, to be honest.

And how do they report? Like, how do they report problems? So if a user walks into this room and something isn't working, what do they do?

Well, it's all monitored on the teams room admin portal anyway, so we. I've got some coming in earlier. Our support hours are like 9 till 5. I've got someone working 8 till 4 and it's his job in the morning to look at the TV and port and see if anything is flagged and needs attention. If something happens that doesn't get flagged or hasn't been flagged yet, for instance, then the user contacts the service desk.

How do they contact them?

Phone, email, or they can do it via our Internet.

And what happens next?

So the service desk, if they're in a meeting, I mean here, to be completely honest, if they're in a meeting and it's urgent and it doesn't happen that often because we will normally see a flag first thing in the morning. We fixed it before. That's what we do. So there aren't those problems on. But nine out of 10 people here know exactly where to find us anyway, so they're pretty well trained, to be honest. They'll come to that service and it's local, but then come and see us and say, log a call in a meeting at the minute, can you? Or we'll log a call afterwards, whatever. Problems in the meeting. Can someone come over? Look, and we will just. It's important. We will drop everything, come and have a look.

How. How many people work in the building?

What, by tea sport?

No, no, in total.

I was going to say it's full, which it never is. I mean, we rarely see more. Sort of 25, 30% occupancy, to be honest. There could be. If everyone was in, you could. You. You'd be getting. You're in a few hundred easily on a busy Wednesday or Thursday, maybe 350, 400. Probably. Probably not as much. That just depends, to be honest. You can go to the Central, you know, 8% of the desks are empty. Sometimes you go up there and they're full, you know, same with 6 and 5 and 4, to be honest.

Researcher

20m 22s

Okay, cool. So thinking about not the technology in the room, but the physical room, think about this one. I mean, you know all the rooms pretty well. What do you think about the way the rooms are designed and built? Not the technology, it's everything else.

Participant 1

20m 39s

What I've already here. So it was a case of, you know, a room like this put a big round table because that's the best use of space. None of that's changed. They've always been the same. There's a fair mixture of them, you know, from the big to the small.

Researcher

21m 0s

Do you think they're welcoming and comfortable or. Yeah. What about sound? It sounds okay.

Participant 1

21m 10s

Some of the rooms. No, because I'm in Here, there's one on the fifth floor and it's quite a long room and you've got. So you got the unit and you've got obviously the TV at the end of the camera, but there's glass on one side, windows on the other. So the sounds, it sounds very sort of hollow, very tinny.

Researcher

21m 30s

Yeah.

21m 32s

So it doesn't sound right. That said pull blinds down. It deadens it off a bit and it sounds okay, but it probably wouldn't sound as good as it would in.

Researcher

21m 40s

Here and in that room. Is it the amplified sound or is it just people speaking or is it everything? It's.

Participant 1

21m 48s

Well, yeah, I mean, it's more how it sounds to you. If you're online and there's a meeting in that room, you can hear it. The voice isn't coming around. But if you're in the room, you can also. Yeah, it's. The acoustics aren't great because. Purely because it's glass, you know, it's a thin room, you've got glass on the side. Wherever you did it there, you're not going to get past the fact that that's what it is. You know, you shouldn't put some sound deadening in there in the corners or something just, just to trap it. But you could put extra mics and speakers and whatever still can sound the same because you're still trying to bounce it off a narrow room with glass in it. And this is. These are very much a sort of one size fits all solution. You know, screen, camera hanging underneath, speaker, microphone in the Crestron unit.

Researcher

22m 43s

And then what about this room? What do you think about the sound in here?

Participant 1

22m 46s

It's not bad. It's. Yeah, it's fine for what it is.

More about soundproofing generally between the rooms.

Participant 1

22m 52s

Not just this one, but weirdly on the seventh floor where we are not a massive issue on some of the other floors. It has been noted that I think on one of the ones in the fourth floor there is actually not in matrix that says you cannot have a confidential conversation in this room because it will carry. And they tried to put sort of sound deadening in, but personally it's. I think. No, I know it's in the rubber. I used to work in sound engineering to a point in clubs. So they're not in the right places, basically. And it's, you know, that's not really what they're for. If the sound's going to leak, it's going to leak. You know, you've got other. A couple of other places where it was A big room. Okay. In half. So it's just boarded and now you've got two rooms. But yeah, of course it's not a brick wall.

Researcher

23m 44s

So it's fine.

Participant 1

23m 45s

You know, you're raising your voice a bit. Can hear it in the next room. But I think that's par for the course for a lot of places really. You know, if I wanted to have a very confidential meeting here, I'd hit this floor because they are purpose built meetings before anything else went in there.

Researcher

24m 2s

You say that, but we can hear the meeting next door.

24m 6s

To a point. Not like you can elsewhere downstairs.

24m 10s

Can you just hear the conversation? Okay. I mean, it's not good, is it? Cool. Okay. And then let's say you have no restrictions. So let's say someone said to you, we're going to rebuild all the meeting rooms, no restrictions, money, time, doesn't matter. How would you build them? What would the furniture be? What would they look like, what would the aesthetics be and what would the technology be?

24m 37s

Well, I think when you get into the sizing side of it, I think one of the complaints, some of the feedback we get is that there are some meetings that are massive and there aren't enough rooms that can accommodate that. On the second floor, the doctoral school, there is a big teaching room in there. So he's a teaching room. So you can't really book that for a meeting. The eighth floor, where they do executive board is two rooms that can be basically into one. So that's huge. But that other than that, I would say probably 704 are the biggest meeting rooms. The main feedback I would imagine you'll get is we could do like bigger. But then me, from a support point of view, I want everything completely uniform because then, you know, go one room, it's exactly the same to the next. But then you've got to take the size into account and then the size can dictate what equipment needs to be added. So I'd like to see the same kit but with, you know, if the room's really like big, you might need an extra microphone further down the room or an extra speaker or something like, like that to just so that you're getting the same kind of sound quality as you get in a smaller room where, meaning maybe it could be a bit compromised because you've got the same unit that's got the speaker microphone in it in here as you got 704. 704, you can get 29 people in there. So, you know, you. I like the kit the same, but with subtle

differences. I think, yeah. The sound deadening, definitely. Because as you rightly say, this is much better than elsewhere. And you can still just about hear it. But it's worse in a lot of places. 704 and 709, they're either side of a corridor and they're all glass, so you can hear everything that's going on.

I can't have glass walls. Don't they?

They do, yeah. And they're not ideal for meeting rooms. Nice. From a light point of view, natural light point of view, but not great for a sound deadening point of view.

And then what else? What should the rooms look like? Would you have bare white walls like this? Would you make them, like, look different? Do you have chair? Does it not matter?

It doesn't bother me in the slightest. I think the furniture is a tad dated, but other than that. But the chairs are comfortable, so you can't argue. Yeah, but yeah, I think, you know, from a light perspective, you know, white wall makes perfect sense. And it's lovely having this sort of light coming rather than artificial light. But. Yeah, but then, you know, you've got the sound quality to take in the can if you've got too much glass. And obviously the sound leaking from. From one space into another. But an awful lot you can do about that unless you want to start building brick walls everywhere.

27m 45s

All right, so that's all my questions. That's really good. Is there anything else that you care about in terms of, like, meeting rooms or meeting spaces that we haven't covered? Anything interesting? Any complaints?

Participant 1

27m 59s

No, it's, you know, the one thing we always get back is there aren't enough meeting rooms. But I must say, again, for purpose, in. Kevin, we.

Researcher

28m 9s

We.

Participant 1

28m 10s

We really shouldn't, you know, and when I say we, I don't mean the people who look after meeting rooms. I mean, as you know, everyone here has a responsibility to, you know, help each other a little bit. And it's, you know, I've seen people. I've literally had someone complain there's not enough meeting rooms. And then I've gone into a meeting rooms the following week and they said it's okay. We booked another room as well, just in case there was a problem. Okay. Yeah. Are you listening to what you just said?

Researcher

28m 45s

Yeah. You might be the problem yourself.

Participant 1

28m 48s

Yeah. Now we have the managed teams room pool where we can see if there's anything that's cropped up overnight or that we need to look at in the morning. I would say it's killed 80% the PA.

Researcher

29m 5s

Okay.

Participant 1

29m 6s

Because we normally see it before it's happened.

Researcher

29m 9s

And is that. Is that an inbuilt teams thing or is it something you.

Participant 1

29m 12s

Yeah, it's a team, like team room management pool. So all the machines are monitored and if, say that came disconnected and the sound wasn't working, it would flag up saying this. There's no sound in that room. Or it's become disconnected. But I've got more. I put some stuff in when we first got them. I put in scheduled reboots and all that in the morning. So they restart twice overnight, which normally means that there was an issue from the first reboot. So it's doing something. It does it again at 6 o' clock in the morning, so it kind of clears a lot of that. And then we have something exciting later. So, yeah, you know, we'll have a look at two or three rooms probably of the morning. But in terms of improving, from a certain. My perspective, in terms of improving for users in general, we need to be considerate now. We book and make sure that we release bookings, you know, so other people can use the space, or we need to find a way to do that automatically via sensor or whatever. The biggest criticism we get is not enough meeting room space. There is. We don't do it on Monday, we don't do it on Friday.

Researcher

30m 24s

Friday.

Participant 1

30m 25s

And people book rooms, don't use them. But that's it.

Researcher

30m 28s

Really lovely. Well, that was great.

Participant 1

30m 31s

Perfect.

Researcher

30m 31s

Can you just stop this and then look. Thank you so much.

Participant 1

30m 35s

No problem at all. Nice to meet you.

Researcher

30m 36s

Yeah, you too. Have the rest of your day.

Participant 1

30m 38s

Hope it's been slightly useful.

30m 39s

It's been really useful. Yeah.

Participant 1

30m 41s

Brilliant.

Researcher

30m 41s

Thanks a lot. See you later.

PARTICIPANT 2

SUMMARY

The participant works in staff development, supporting manager training programs. She discusses booking rooms for courses and meetings across different UAL colleges, highlighting challenges with inconsistent booking systems and processes. Issues include difficulty accessing room information, booking additional resources, and navigating unfamiliar buildings.

The participant describes problems with IT support, signage, and room access. She mentions struggles with hybrid meetings, particularly audio issues. The participant expresses general satisfaction with room aesthetics but notes temperature control problems in some buildings.

When asked about ideal improvements, the participant suggests a centralized booking system with comprehensive room information, including images, accessibility details, and available resources. She proposes integrating catering bookings and IT support requests into this system. For room design, she emphasizes comfortable, flexible furniture, ample natural light, artwork, and reliable technology.

TRANSCRIPT

Researcher

4s

Great. So we're now recording. So can you tell me. Well, actually, I'll tell you about the study first. I don't know how much you've been told.

Participant 2

11s

Not much.

Researcher

12s

I don't work for ual. I'm an external researcher who they brought in. They're trying to learn about how people use the offices, the spaces, the meeting rooms, the technology, because they want to improve the next ones.

Participant 2

28s

Okay.

Researcher

29s

So they're building lots of new buildings and they want to do a good job and they are renovating spaces.

Participant 2

34s

Yeah.

34s

And what they've never done and what most of the people who build things have never really done is just talk to their users.

Participant 2

42s

Yes.

Researcher

43s

So I'm an experienced user researcher, not specialist in spaces or anything like that. My specialism is just talking to people and they brought me in to just chat to you, chat to other people and just figure out what's good, what's bad, what can be improved. So they can basically learn good lessons to build things better.

Participant 2

1m 0s

Great.

Researcher

1m 0s

So that's what we're doing today.

Participant 2

1m 2s

Amazing. Okay.

Researcher

1m 4s

There are no wrong answers. You can just say anything. It doesn't matter at all. I don't work here. I do not care even slightly what you say.

Participant 2

1m 11s

Okay.

Researcher

1m 13s

And no one's going to be told. Freya said this. I'll be grouping everything together in themes and like getting a report back to university saying this is what people think. These are things you should do.

Participant 2

1m 24s

Okay.

Researcher

1m 25s

So don't worry about anything. If anything comes up, just say it. Just tell me.

Participant 2

1m 29s

Yeah.

Researcher

1m 30s

And then I'm going to go through a few questions with you, but anything that you think is relevant, just tell them.

Participant 2

1m 35s

Okay, fantastic.

Researcher

1m 36s

So can you start by telling me what do you do?

1m 39s

So I'm part of staff development team, so essentially I support mainly a program called the Art of Management, which puts on training and staff sessions and sort of online learning for the managers at ual, across ual, across the different colleges, to essentially try and, yeah, support them in their development as managers.

Researcher

2m 3s

And what does that course do?

Participant 2

2m 5s

So there's sort of several different suites and it sort of depends on what kind of manager you are, if you're an aspiring manager or if you're a new manager or if you're new to UAL or for more experience. And then based on that and based on the sort of line manager expectations, there's different sessions that we can put on both internally and with external facilitators that people can sign up to. Basically.

Researcher

2m 32s

Yeah.

Participant 2

2m 32s

But it's quite a big program. There's I think it's 27 sessions or something, so it's quite a lot. And yeah, I support with the sort of administration side of things with those courses, basically.

2m 45s

So what when you say administration is there, is that like booking spaces? Is it organizing the courses?

2m 51s

Exactly. It's a lot of liaising with facilitators and sort of taking care of them, looking after the SMDs as well and organizing. Yeah. Their sort of learning reports. Everything's on like the internal systems, making sure that's all kind of uploaded. And then also, yeah, booking rooms if it's in person, which it often is supporting on the day. And then also, sometimes, occasionally I'm involved with some of the planning sessions and kind of reviewing slides and that sort of thing. But that's usually the consultant that does more of that, really. I just now and then step in for a bit of development.

3m 32s

When you say consultants, external people you bring in.

3m 35s

Sorry, no, the consultant is. So my manager's a consultant. Yeah, yeah. So I would progress to be that eventually if I wanted to. Yeah, yeah.

3m 47s

And then how often do you have meetings internally and how often do you use meeting spaces like rooms or conference facilities or anything? Every day, Every other day, every week, Month, definitely.

Participant 2

4m 1s

So we do have. We internally as a team. We. We do have one weekly team meeting that's always in person if you're in, but you're encouraged to be in. And then we will have sort of like away days and get togethers that also happen either here at High Holborn or across the different colleges. And that's kind of on a monthly basis. And then for the sessions, usually it varies. Sometimes I can have one in person session a week that might be either here again at different college or up to maybe three. So I am booking spaces quite a lot and so are my other colleagues. So my job role is a business support coordinator. And there's, I want to say five of us, I think, or maybe four. Yeah. But there's another team, EDI team, that's kind of quite close as well that has some other business support coordinators. So we all do a lot of the sort of room booking side of things. But I have spoken to other team members about this because they also do it. We do it more often, so.

Researcher

5m 0s

Yeah. Cool. And then what. What type of uses do you have? So you say you book them for your meetings, but also when these facilitation courses are you booking?

Participant 2

5m 11s

Yeah.

Researcher

5m 11s

What happens in them? What do people do?

Participant 2

5m 14s

So they're often. So yeah, it will often be a session that's put on. So for me it'll be something within the art of management. So it could be a session called. For example we have a session called Coaching skills for managers. Teaching managers Coaching Skills and then. Yeah, so that will be. That one for example is an external facilitator. So I would book a room, say it's here. We often use 709 which is down the corridor.

Researcher

5m 41s

Is that the big long one?

Participant 2

5m 42s

It is, it's the big long one exactly. So we'll. So after these come from different colleges usually and they'll come over here for the day and will just be set up in there usually at something like 9 to 4:30 or something and the room will just be arranged in a certain way for that session. So that's usually what we use it for. But then it's also used for like away days with the team and stuff. So we might book something at Chelsea or LCC or lcf, any of the different colleges and there.

Researcher

6m 10s

Do you book teaching rooms?

Participant 2

6m 12s

It kind of varies, but yes, if it's available, yes. That's one of the issues that we come across is that sometimes the teaching schedule hasn't really come out timetable so it's a bit harder than like book rooms class. I know it gets a bit complicated by the time we're actually able to get too late, we book somewhere else. But yeah, it's often teaching rooms or lecture theatres sometimes or. Yeah, to be honest, they usually are teaching rooms as well. They're not usually rooms that are just for stuff are.

Researcher

6m 44s

Yeah, cool. Think about the last time you. You had a meeting in. In one of these spaces in the past few weeks. Yeah. From when you got there or you. That everyone got there. What happened? Like talk me through the process of getting to a meeting room and setting things up and getting it working.

Participant 2

7m 5s

Okay. Again, it kind of varies on like how well I know the room for me, for example. So. So for example, there's a room here. I know this building quite well because I'm mainly based here. So I had a session in there the other week where the facilitator was having troubles getting connected to the screen and it wasn't working. So in that scenario I went down to floor five where it are and asked for some support if someone could come up and help me.

Researcher

7m 31s

And is that the normal process for getting help? You have to go and grab them?

Participant 2

7m 34s

Kind of, yes. But that's not always very. It doesn't always go very well. So there has been instances where I've done that and the person that I'VE got help from has been, oh, you have to log it with it and call help desk and log it first. And it's like, well, haven't we got time? It's about to start in 10 minutes. There's a bit of time pressure, so that creates a bit of stress. And there's also been scenarios that other colleagues have spoken to me about where they have called the IoT desk and they're like, oh, we can solve in a week. And it's like, well, that's not helpful at all because, like, I need help right now, so. So, yeah, that's a little bit unclear, to be honest. It's like, what is actually the process and can we just go and get help from someone? And then, yeah, if it's someone that I don't know the building so well. For example, lcc, I booked a session and we booked a room for one of the sessions and I specifically booked.

Researcher

8m 27s

In.

Participant 2

8m 30s

It to come and help anyway because I didn't know the room to. I didn't really know how it worked. But then they didn't turn up and then I think they turned up at the start time rather than the half an hour earlier when I'd asked them to turn up. So again, it wasn't very seamless. I think the problem is that there's a lot of like separate moving parts. It's not all brought onto one system. So even when you're trying to book. So for example, if you're booking a room here, you do it by this website called

Matrix. But then if you do it one of the different colleges, there's different emails for all the different colleges, the different timetaping services, but then can't book the.

9m 4s

College rooms yourself, you have to contact someone.

9m 6s

Yeah, exactly. Which is really. One, well, yeah, time consuming. But two, because you kind of do it via email, you don't really get it put in your calendar or get put. You don't get reminders or anything, which is fine, you can do it yourself. But it's just really helpful with the Matrix system that you get those reminders and that it kind of. If you need to cancel, you can cancel. It's just much simpler than having to like do it all by email. And then also you have to some type with some of the colleges. There's no like one system for all the colleges. Some of the colleges, once you booked it, you then need to email a separate person who might be part of estates, I think, or events and kind of let them know sometimes they're not actually that happy about it because they're like, oh, but it's not a teaching thing. It doesn't take priority. Like, and they ask you to fill in this form or like a risk assessment and like the rest of it.

9m 53s

Just trying to have a meeting.

9m 56s

Exactly. That's like a couple of hours like this just.

Researcher

9m 59s

It's.

Participant 2

9m 59s

Yeah. And it. Just because it varies from one college to the other, you're sometimes surprised by like, okay, oh, now I'm going to do this. And that person doesn't seem that happy.

Researcher

10m 6s

About me having booked this room, but.

Participant 2

10m 7s

I need that room. And so it's a bit confusing, to be honest. And that's a lot of the. Having spoken to other colleagues, other people find this as well.

Researcher

10m 18s

So they find confusing the different ways of booking stuff.

Participant 2

10m 22s

Yeah, exactly. And that it's not like one process for all the different rooms across different colleges. It seems to be there's a different process for each college. And yeah, it just gets quite confusing. And there's also. Because of that, there's a bit of a lack of understanding what's actually available at the different colleges because you kind of email them and they might ask you what your room you want because you don't know that college. That way you don't really know what room you want to kind of try and guess through

a bit of communication as to what's got the right number of, like the right number of chairs or whatever. But there's no. Again, it'd be super useful if there was just one central system where you can see photos or like a little video tour of rooms just so you know what's there. Because sometimes you get there and you realize, oh, it's not accessible, for example, and that's a problem. So there's no, like, clear descriptions of the rooms being like, oh, this is accessible school by lift, or like X, Y and Z. And there's also not clear sort of descriptions to what's in the room. So you might like email be like, oh, we need some flip chart paper. And they're, oh, you can't.

Researcher

11m 29s

We haven't got that.

Participant 2

11m 30s

We don't offer that as a college. You have to organize yourself. And it's like, okay, how am I going to get flip chart from here to halfway across London? Like to order it there. It's just a bit of a nightmare. Yeah. To be like, yeah, the extra stuff. So again, if that stuff was. I mean, it'd be great if I just included. If you could just book flip chart paper, that would be super helpful. But if you can't then I think it needs to be a bit clearer as to how you could, you know.

Researcher

12m 1s

Are there any other examples like definite things like flip drop paper? Are there other things you've wanted in other places and just couldn't organize or were difficult?

Participant 2

12m 11s

Yeah, it's often like stationary things like pens for flip trap paper or like scissors and tape or card. Also sometimes it's not clear where. Again, if you don't know the building, it's not really clear where the nearest water stations are or like the fire exit. And again to find that information you just don't really know where to look and it's super time consuming. So you're trying to find like some map online information.

Researcher

12m 41s

Is there a central hub for the whole university for this stuff?

Participant 2

12m 45s

So there's a. There's a hub called Canvas which is sort of like the intranet and there's loads of information on there. So there are for example, separate pages for the maps of the different colleges which is helpful but that's not necessarily connected to where you book the rooms, if that makes sense. It's kind of dispersed and yeah, I think different. I'm not too sure what. I think there is a system, I can't remember what it's called that some of the colleges used to book rooms but that we don't have access to it. So that's why we have to email them. So we can't sort of look at it ourselves and be like, oh, that room's available. And apparently someone said that there used to be a document with some images of different rooms you could look through but that doesn't seem to be around anymore. So yeah, there's just. There's not really a central place for room booking across ual. No, it doesn't exist. There's Matrix which you can book rooms here and in a couple other places you can book some desks across different. Some of the different colleges. But not everything's on there. It's just a few things here and there and again, I don't really know why.

Researcher

13m 54s

Do you ever use it for desk booking?

Participant 2

13m 55s

I do, yeah. It's good for desk booking. That's pretty straightforward, that one that works. I guess there's not much to think about other than yeah, there's a screen there, you can connect it. But yeah.

Researcher

14m 15s

So apart from booking, are there other things that you have issues with when you're booking these rooms either for meetings or for your calls? Are there any other issues that regularly come up either with the rooms, the furniture, the technology, anything?

Participant 2

14m 38s

Yeah, I spoke to roll out yesterday.

Researcher

14m 43s

It'S fine.

Participant 2

14m 44s

If not, I think what you sometimes do is you get random people emailing you, being like, I've seen you've got this room. Can you. Do you need it still? Or can you cancel and get a different room?

Researcher

14m 56s

Which.

And you're like, how on earth has this.

Who are you?

How does this happen? Which is fine. I mean, I've done it before for some. Some place here where it looks they don't need such a big room and because I think sometimes we shorten rooms on certain days.

So there's kind of horse trading going on.

Yeah, exactly.

Yeah.

And then especially if it's at a different college where you've booked something months in advance and because it's not, you've not got it on your system, you've not got it on like a matrix system.

15m 27s

It's.

15m 28s

Yeah, it just kind of comes out of nowhere. But so, yeah, that happens then. Yeah. Lack of signposting to rooms when you actually get there. Right. Get to a building and then especially for something like a training course where disaster deces coming from all over ual and a lot of them line up being to that college and then there's just no real signposting to that room.

15m 52s

It's like just the wayfinding around the building.

15m 54s

Yeah, exactly. It's particularly shocking in some colleges more than others.

15m 58s

But.

15m 59s

Yeah.

16m 0s

So what happens then? You just have to ask people.

16m 2s

You still have to ask people. Yeah. And then it's just people get lost. To be honest. There's a lot of just waiting for.

People to turn up that.

I'm so lost.

So do meetings start. Do courses start late because of that?

Yeah, sometimes. Yeah, exactly. So that's a bit frustrating. Oh yeah. Also PASS is not getting you into the room that you need. That's something.

So your PASS doesn't work across all of ual?

No. You have to request access to certain rooms and to certain areas of different buildings, which I kind of get. But it just means that you might book a room and you turn up and you're like, oh, I've got access as well. Anyone got access, knows about. So now we go find someone in the States and like. So that's again a bit confusing then. Oh yeah, yeah, I was looking for that.

16m 58s

Ready?

17m 0s

Yeah. More information about accessibility of rooms. Some sort of audio visuals to understand what's in the room, what's available.

Researcher

17m 16s

Well, let's talk about the technology in the room. So when you come in and you do you do many video calls in.

Participant 2

17m 23s

The rooms we Often do. It's usually. Oh, actually for the training sessions, they're not hybrid. They have to be all in person. Unless it's an online one that's fully online. So that's usually fine. In terms of the it. Well, actually they have to connect to get a PowerPoint up.

Researcher

17m 41s

Yeah. Do people ever have issues with. I mean, you mentioned an issue that you heard. Does that happen often?

Participant 2

17m 48s

It does, yeah. Sometimes we go. Sometimes it's just a recurring issue in the room and someone might come to fix it and then it breaks again and then that's a bit of a problem. There's often issues with the sound, actually, especially with hybrid meetings where you're trying to get everyone dial

people in and then the sound just doesn't work or they can hear you, you can't hear them and that kind of thing.

18m 7s

And then even through the room systems.

Participant 2

18m 10s

Yeah, through the room systems, yeah. We go through periods where it happens a lot and then it's sort of just fine for a while. But yeah, other than that, when it does work, it's good.

Researcher

18m 25s

Would you say if you're walking into a room, would you say you normally feel confident things are going to work or not confident?

Participant 2

18m 34s

Yeah, good question. I think most, mostly confident.

Researcher

18m 37s

Okay.

Participant 2

18m 37s

Sometimes, sometimes not especially when it is sort of like a room.

Researcher

18m 41s

Well, not like a room, but people.

Participant 2

18m 43s

Would be saying on the, on teams that, oh, this room's a bit. Didn't work for my session. Then you go, oh, gosh, I feel like it's probably got. I need that. It usually doesn't.

Researcher

18m 51s

So like back channels of issue reporting.

Participant 2

18m 53s

Yeah, exactly. Yeah, definitely. Because we use rooms here a lot. Like they're often fully booked, sometimes weeks in advance. Another thing actually is that, for example, like all the rooms in this building, there are some rooms that often are empty that you can't book and then you have to like email some random person.

Researcher

19m 13s

They're like semi private rooms kind of.

Participant 2

19m 16s

Exactly. And that they're just for teaching. But then if you email someone and it's available, they'll let you use it. And it's a really good room, but most people don't know who to contact for that. And again, if it was all just a one central system, it'd be so much easier. And it's a shame because it's just most of the time it's empty anyway. So not making like full use of all the rooms that are available. Yeah.

Researcher

19m 39s

And then when you use the technology in the rooms, I'm assuming people also dial in from their computers at home. And things like that?

19m 46s

Yeah.

19m 47s

Are the experiences different of using teams here or teams on your laptop?

19m 56s

I wouldn't say so, no. I think it's. I mean, it's obviously just a different atmosphere when you've got some people in the room. You've got loads of people that you can't really see in that tiny little screen. That's. That's just a teams thing. But. But no, it generally works well, I'd say. Natural teams experience. Yeah.

20m 19s

Sticking to the rooms, but not the technology. How do you feel about it? Let's stick to. You seem to know this building well, so let's stick to this building. How do you feel about the rooms in general? So about everything. The way they're built, the colour, the aesthetics, the furniture. How do you feel about using them?

20m 36s

Good. I mean, they're pretty, it's nice. The window's always good. Lots of natural light is nice. They usually like tidy. And then I like it when there's art on the walls. I think that's really nice. I think some of the rooms are kind of

nicer because of that than others, but I think it's always just really nice touch, given it's an rcd. And then some of them. Sometimes you kind of turn up and there might not be enough chairs or. It's just too many things have been brought in from other rooms, but generally good. They just feel quite breezy, especially here. In other buildings, they're a bit more. The buildings are older. They're really hot for some reason, like the light just the sun comes in and makes them boiling. It's not really like proper airflow or they're just. Or the opposite. Or they're freezing in the winter. But yeah, something actually about this building, the rooms, is. It's not actually been that bad this year, but usually in the winter they make it boiling hot and it's too hot and windows are open and in the summer it's too cold. But it's not actually been that bad this year in terms of being too cold.

Researcher

21m 56s

And you mentioned before about problems with sound.

Participant 2

21m 59s

Yeah.

Researcher

22m 0s

Does that happen a lot in the rooms? And is it technical problems with sound? Is it problems with the quality of the sound?

Participant 2

22m 6s

It's technical.

Researcher

22m 7s

Okay.

When you can. When it's working, you can hear them really clearly and it's fine. But when it's not. Yeah, it's just a lot of time wasted going back and forth, trying to, like, end the call, start again, see if that helps, get someone in to try and do it. Or in the end, sometimes we just all kind of crowd around a few.

Laptops, really give up.

Yeah, yeah. Which isn't great.

Does that happen often, that you could kind of give up on the systems?

I would say that's probably happened maybe three times since I've been here, and I've been here about a year, so, yeah, not too often.

What kind of work were you doing before this? Were you in an office environment?

Yes.

22m 45s

How does being here compare to your old jobs or old places? Like, in terms of the building, the space, the technology?

Participant 2

22m 52s

Yeah. It's less involved with room booking, so it's a bit. Okay, that's fair. Yeah. So I'm not quite sure. I do remember people complaining about it, though, for being like, more complicated than.

Researcher

23m 6s

It needed to be, or they did.

Participant 2

23m 7s

Like double bookings sometimes and stuff like that. But in terms of the actual, like, layout of rooms, it's quite similar.

Researcher

23m 13s

Yeah.

Participant 2

23m 14s

And what was available in the room.

Researcher

23m 15s

Yeah. Okay, fair enough. When you're doing hybrid meetings. So there's people here and on video. You mentioned a few different points about that,

but is there anything striking about when you're mixing the two? Like when there are people who aren't in the room on video and people in a room on video, is there anything that stands out that's either good or bad or that's jumping to mind? It's fine if there isn't.

Participant 2

23m 48s

Yeah, I don't think there is, really. I don't think there is. I mean, I. As a personal preference, if people are in the room, I tend to quite like to be in the room if I need to be quite involved in it, I mean. But no, not really.

Researcher

24m 3s

You said if you need to be involved. Is it harder to engage in the meeting if you're on the screen rather than sitting next to someone?

Participant 2

24m 10s

I find that a little bit, yeah. But again, I don't know if that's my personal kind of way of talking to people, but. Yeah, but it just depends on what needs to be discussed about meeting, I guess, and how many people as well. Especially if there's like 25 plus people. It's could obviously be a bit hectic, but, like, if it's only four or five, it's been winter anyway.

Researcher

24m 33s

Yeah, okay, nice. That's most what I wanted to ask, actually. You kind of whiz through, but imagine that there were no restrictions, so money and time. There were no problems around anything like that. And someone said design a system for you personally, for how you work here, about booking

rooms and using them and the rooms themselves and the technology what would you want? What would be your like big things that you'd need?

Participant 2

25m 2s

Yeah, so yeah, I would definitely have. I have it all in one system.

Researcher

25m 7s

The booking side.

Participant 2

25m 8s

The booking side, Sorry, yes, the booking of the rooms have all in one system where you can access. I mean this would be like incredible. But you could see. You click on rooms and see what, like see images of that room and what's available in there and then see where it is on a sort of like a 3D kind of 4D scale, like where it's in the building. And then I would. Yeah, see what's. Be able to see if it's available and just kind of book it through through that and then for that to kind of automatically sync up to your calendar and go into your calendar and to get sort of a reminder, you know, maybe two weeks before and a week before about regarding that booking. Because sometimes you do have to cancel things due to cancellations. There's not enough people for the course or whatever and you need to cancel stuff. And it's easy for you to do it online and then also. Yeah. Have all the information about accessibility on there, who to contact for it. Be able to book an IT person via that same website would be good as well. The same system and then be able to like book certain stationery, like flip chart paper and stuff like that as well. Then. Oh, it'd be nice if you could also book the catering that way as well.

Researcher

26m 32s

How do you do it now? Do you have to do it totally separate?

Participant 2

26m 34s

Yeah, it's a totally separate thing. You do it through this thing. I think it's called Spoon Fed or Backsy Story. Yeah, and that's on canvas. You go and find it and you kind of book loads of different. There's a different options for food and you look at that way and kind of. You choose a time slot for things to turn up. So you might do like teas and coffees 10am, then lunch at 1 and then more teas and coffees at 3. But again, it'd be nice to do that on that same system as well. So you just edit it all in the same program if you need to. And then what else? If there are issues with teaching, it'd be good if there was a deadline by which they could like for example, shop is like gray. You can't book it for now, but it might say after this date it will tell you whether or not it's available. That would be nice as well. Yeah, yeah.

Researcher

27m 27s

Then how about the rooms? So you've booked it, you Booked your catering. You booked your rooms, you get there and you're doing one of your courses.

Participant 2

27m 36s

What.

Researcher

27m 36s

What do you want the room to be like? Do you want them to feel like they are now? Would you change them in any way?

27m 40s

Yeah, well, I would have them. So, as in, like the actual room.

27m 45s

Design, the physical room and the technology in the room, it can be anything you want. It can be flying in space, if you like.

27m 52s

I mean, I would have. Yeah, lots of big windows. You can have lots of nice views. I'd have comfortable chairs. Make sure the chairs.

27m 59s

Really comfortable.

28m 1s

Desks that are easy to move. Sometimes they're just not. And often different facilitators want different things. Like some people want to have those different separate desks with like three or four chairs around them. Sometimes people want them all together. Sometimes people don't want desks at all, they just want a circle of chairs. So things are really easy to move. Then lots of art on the walls as well. And, yeah, just tech that works consistently. Yeah, a water station, that would be nice. A water station inside the room would be good. That'd be really cool.

28m 43s

Yeah, nice. Cool, cool. Well, that was everything for me.

Participant 2

28m 46s

Thank you.

Researcher

28m 48s

Yeah, that was great. Really, really useful. Let me just shut this off.

Participant 2

28m 51s

I'm pleased.

Researcher

28m 52s

So, like I said, the only reason for the recording is just so I can remember everything.

Participant 2

28m 57s

Great.

PARTICIPANT 3

SUMMARY

The operations manager in Digital Technology at UAL describes their role, which includes booking meeting rooms and supporting the digital technology senior leadership team. They explain the process of booking rooms across UAL, using

systems like Cell CAT for timetabling and Matrix for central booking. The manager notes that some rooms aren't on Matrix and require contacting specific teams.

The rooms are primarily used for meetings, interviews, and presentations. The manager books more rooms than they personally attend, using them about 2-3 times a week. They discuss the process of setting up technology in rooms, mentioning occasional issues with screens or connectivity.

Comparing UAL to previous workplaces, the manager notes an increased reliance on technology for hybrid meetings post-Covid. They describe Tuesday, Wednesday, and Thursday as busy days for room bookings, with Mondays and Fridays being quieter.

The manager suggests improvements such as better soundproofing, increased availability and visibility of rooms, and easier access to information about room capacities and booking processes. They mention difficulties with using Cell CAT and suggest adding more information to Matrix about rooms that can't be booked through the system.

TRANSCRIPT

Okay, that's just started. So could you tell me what you do at uel?

Participant 3

6s

Yes. So I'm operations manager in Digital Technology. So I report to the head of business operations Elliot, who I think you met earlier and we're a team of four together and we support digital and technology, well the wider digital technology department. But also we have core support for the digital technology senior leadership team as well, diary management and organising meetings. So yeah, we have to, me and my team have to book a lot of meeting rooms and also we have three meeting rooms on the second floor as well that we, you know, have to monitor and make sure things are set up.

Researcher

54s

And okay, when you say you book a lot of rooms, are they here or are they across ual?

Participant 3

59s

Here mainly, but also across ual we sometimes have to kind of contact other colleges to check, you know, availability of meeting rooms or see whether there's any teaching rooms that we might be able to use for things such as. So usually if like the SLT or one of the service areas maybe want to do a team day in another college team away day or something and you have to try and find space at colleges which can prove quite difficult.

Researcher

1m 30s

And how do you do that? You have to contact people there and sort of beg them.

Participant 3

1m 34s

So usually there's a few things you could do. Usually, I mean before I had contacted the college exec offices there's you know, usually like the ea, the college, the college. So the head of college is EA because they sometimes have access to meeting rooms that aren't bookable by everybody else because Chris Condren who is the chief digital officer because he's on accept board they would kind of allow us to use those spaces if they're free. But mainly we'd have to look on Cell Cat and I don't know what that stands for. You might actually someone might have explained.

Researcher

2m 18s

I've not heard of that one though.

Participant 3

2m 20s

Cell CAT is like a timetabling, it's like the timetabling service and you can check the availability of teaching rooms.

Researcher

2m 30s

Okay.

Participant 3

2m 31s

So and then you have to contact the things timetabling teams in each college and some areas of a timetable team like CCI who I think are on the third floor here have the right timetabling team to see whether those rooms are available, whether you're allowed to book them. And yeah, if you're looking to book an event you usually have to go to like the colleges eventually events team to ask about space. And then of course on Matrix, the booking system there's, there's rooms available There at different colleges. But I feel like unless you're at that college, you already work at that college. It's a bit limited, but in Holborn, the majority of the room bookings are done by on Matrix.

Researcher

3m 26s

There's Matrix, a central booking system.

Participant 3

3m 28s

Yeah, yeah. So I don't know what that stands for. I don't know why it's called Matrix. But that's where we book our meeting rooms and our desks on Matrix, basically. But not all meeting rooms are on Matrix, so that's where it gets a bit confusing. You're having to like message individual teams to try and get them booked.

Researcher

3m 50s

And how do you know if a room isn't on it? Like how. Sorry, if a room isn't on it, how do you know how to book it?

Participant 3

3m 59s

At Holborn, I believe a list was shared in the building user group on teams of rooms that aren't on Matrix. So there's like some spaces on second and third floor and who to

contact about them. So on second floor you'd contact the timetable team. So that's the third floor, second floor. I'm not sure. Then there's so. So yeah. At colleges, though, I don't know, there's just room which people just don't know about. I think you only find them out if people share them or, you know, you hear about it, basically. Yeah, nice.

Researcher

4m 46s

So when you're doing these bookings, what is it mainly for? What kind of activities is it for meetings, presentations, teaching? What kind?

Participant 3

4m 54s

Yeah, mainly we don't. Because our. Because digital technology is like professional service department, we don't do teaching. So we book meet. We book rooms for meetings which can range from like anything like one to ones or, you know, like informal kind of meetings to like digital board and meetings with the SLT and heads or interviews. Have to book, you know, quite a few interviews now in person. So they like.

Researcher

5m 30s

Like job interviews.

Participant 3

5m 31s

Yeah, yeah, sorry, yeah, job interviews. So we have to book space on site for. For those interviews to take place and. Yeah, presentations. I think, you know, whenever I walk past the meeting rooms on fourth floor, most people are using the screens and the presentation equipment. So that's used a lot. And obviously if they're hybrid meetings as well, need to be able to link up to people so they can speak in teams.

Researcher

6m 1s

And you do a lot of booking. Do you attend many meetings yourself?

Participant 3

6m 6s

No, not really. I attend, I book more meeting. Like I plan more meetings and book more meeting rooms than what I actually attend. They're mostly for other people.

Researcher

6m 18s

How often do you go and use the rooms or any facilities. Is it like weekly, monthly still?

Participant 3

6m 27s

Weekly, yeah, but I wouldn't say daily.

Researcher

6m 30s

Okay.

Participant 3

6m 31s

Yeah. I'd say like maybe like two, three times a week. Yeah.

Researcher

6m 38s

And when you do use the rooms, I think the past few times you actually use them. The real times from when you got there to when your meeting started, is there like a set process you go through? Is there anything that, you know, needs doing? When is it different every time?

Participant 3

6m 54s

If you're. If you need to use the screen, like for presentations or for calls, you always have to kind of figure that out using these Kreston phones, going to call them phones. So yeah, often you have to like, you know, plug in your laptop to present on screen or start the team's call.

Researcher

7m 22s

Does it work? Does it tend to work?

Participant 3

7m 25s

Tends to work for me. But for example, I did have a message on what day was it? It must have been last Thursday, I think, because in 704 we had digital board booked in there and my colleague turned up early, which was good to set up the presentation and none of the screen or anything wasn't working, so they had to get somebody to come have a look at it. But I'd already booked a backup room on fourth floor just in case.

Researcher

7m 57s

Is that common? Do you book backup rooms? Quite a lot?

Participant 3

8m 0s

I try to do something that's important, which you shouldn't really have to do, but you just do sometimes because of technology or something like that.

Researcher

8m 10s

But did you think. Did they figure out what was wrong? Did it get fixed?

Participant 3

8m 13s

I actually don't know. In the end, I. I recommended that IT just really. The person using the room before probably should have reported it and it might have been reported, but then something, the door really to be like, you know, it's not working.

Researcher

8m 29s

How do you report issues? Like, what's the support process?

Participant 3

8m 34s

I would go through IT help desk, probably.

Researcher

8m 39s

Would that be like a phone call or email?

8m 41s

I think. I think it's IT help desk, IT support. So it's just like you basically go on and you log a ticket. Yeah, yeah. With your issue. So that's what I do. I think I probably should, but I don't actually know of like an emergency contact here with something going on with rems. I'd probably go down to the guys on fifth floor in our IT support team and just physically go and see them. Yeah. Maybe see what they knew.

Researcher

9m 15s

Have you had to do that before?

Participant 3

9m 17s

No, I haven't. I think my colleague did the other. The other day though.

Researcher

9m 20s

Yeah.

Participant 3

9m 21s

Yeah. So, I mean, there's People in that room now. So I see it's working.

Researcher

9m 27s

Yeah. Do you know, do you have a find or do you hear about issues that don't get fixed, like things get reported but there's still an issue next time or anything like that? No. Okay.

Participant 3

9m 39s

No, don't. I mean, that's. That's not to say that there isn't, you know, instances of that happening, but I think things. I've not heard of a room being out of use, you know, for like a long period of time.

Researcher

10m 1s

When you're booking these rooms for people or when you're in meetings yourself, do you ever bring external people in either remotely on video or physically into the rooms?

Participant 3

10m 10s

Remotely on video? I think so. I think sometimes people extend the inner. The only other time I think is when, you know, for interviews, basically people would be external, people might be brought in.

Researcher

10m 27s

And how's that process, do you know? It's fine if you don't know.

Participant 3

10m 32s

Yeah, I don't know. I think because I'm not in the meetings, I'm not sure. Yeah, of course, I would assume. Yeah. I don't know actually about. How about, you know, connectivity and sound and everything like that. Any experiences I've had of that in the meeting rooms and they seem to work. It seems to work well.

Researcher

10m 55s

Okay, so you feel like the technology works well, like teams and screens and stuff like that?

Participant 3

11m 3s

Yeah, I'd say so.

Researcher

11m 4s

Okay. Have you had any issues with either the video calling or just with any of the technology, apart from the one you mentioned the other day?

Participant 3

11m 12s

Yeah, I mean, there were some issues once when I was up on 8th floor in their meeting rooms that I mainly use for the executive board. We had some issues there with the tech and how the camera was picking people up on teams as to who was talking on our. So I think that was a bit of an issue. That was quite a while ago now though, so I can't remember what else happened. But yeah, there was just a bit of an issue with kind of the camera facing people in the room.

Researcher

11m 51s

And when you book a room, do you feel confident that things will work when you're booking backup rooms? Why are you doing that?

Participant 3

12m 1s

I always, I think for me, when it comes to kind of those big, quite important meetings, the whole idea of booking backup rooms is just. I've always done that, even before I worked at ual, when I worked at previous universities, I just always book it back up room just in case.

Researcher

12m 22s

So you've done similar roles in other places?

Participant 3

12m 24s

Yeah.

Researcher

12m 25s

And how does the system here compare to other places? That you've worked by the system, I mean booking the rooms themselves, anything basically.

Participant 3

12m 34s

Yeah, I think it's a bit different. It's a bit difficult to answer that because we're now like post Covid, you.

Know, the world's changed.

World's kind of changed, yeah. And people I think rely on technology a lot more in meeting rooms now. Whereas before there was obviously technology in meeting rooms, but it was mainly for sharing documents, sharing presentations. It wasn't also for relying on the technology for teams calls. So my experience like, you know, meeting rooms, yeah, the tech and everything would all work well and where I worked previously at ucl, I worked in a research division so we didn't actually have a lot of meeting rooms. I mean a lot of meetings took place online, you know, in teams and obviously a lot of work was mainly done in labs and things. So I would say the tech in those meeting rooms wasn't like, wasn't as advanced as it was here, I think it's fair to say.

And how long ago was that, if that's okay to ask?

A couple of years ago. Okay, yeah, yeah. But then again, as I said, like I don't. Elsewhere in UCL it might have been a bit different. I think it was mainly just because the building we're in and the kind of priorities of the department and everything. I don't think there are a lot of like hybrid meetings as such. I think a lot of meetings were, you know, held in line or in person so because people were on site a lot more as well, a lot busier people for their research and stuff. So yeah.

Is it different here because the team you're in or because of the university or something else?

14m 42s

I think it might be the university. I think it also might be the fact that I don't know what it's like in colleges, but here people tend to only be in like around two days a week. So there are a lot of hybrid meetings here. Like in our open plan office a lot of people wear headphones to join meetings because with colleagues who might not be in. And I think that's why the meeting rooms, especially at Holburn get so, so busy during, during the week because yeah, there's a lot of kind of, I think there's a lot of in person meetings but there's also a lot of hybrid meetings going on as well.

Researcher

15m 31s

And you said about being busy when, when are the busy times?

Participant 3

15m 37s

Tuesday, Wednesday, Thursday are busy days here. So if you want like a last minute meeting room on a Tuesday, Wednesday, Thursday, you're Kind of very unlucky to find a meeting room.

Researcher

15m 49s

Mondays and Fridays pretty quiet.

Participant 3

15m 51s

Yeah, definitely. Especially Friday.

Researcher

15m 55s

I think it's the same everywhere these days.

Participant 3

15m 57s

Yeah, it is.

Excuse me. So we talked about Microsoft Teams. So you do teams calls in rooms like this, but also online, just through your laptop?

Yeah.

How do you feel about the difference between the two experiences?

Laptops, obviously a lot quicker. Whenever you do teams calls on these, there's usually like, you know, you might have to adjust the sound or mute something. So yeah, I asked for like teams is teams on laptops just a lot quicker?

By quicker do you mean quicker to set up or.

Yeah, quicker to set up, I think. But you know, there's, as I said when I was like, well, downstairs there's quite a lot of. There's always a lot of hybrid meetings going on. So, yeah, people. People must be finding it, you know, even though it's a little bit longer to set up than your laptop, it must still be working for people, I think.

And have you, apart from ucl, have you done in room meetings in any other places, like where you sat in a room with a screen talking to people? Was it just here in ucl when.

Participant 3

17m 21s

I worked at Kent Uni, I did, but that was very much towards the end of my time there because I left there in like 2021. So before COVID all meetings would just be in person? Yeah, in person only. So there was no talking on screens. He's always had a conference phone, one of those like old fashioned store.

Researcher

17m 46s

Store shapes.

Participant 3

17m 47s

Yeah. Starship conference calls, conference finds, which are an absolute nightmare to set up.

Researcher

17m 53s

The world has changed a lot.

Participant 3

17m 56s

I always remember whenever you had to set one of those up, you had to kind of allow yourself a bit of time to get it sorted.

Researcher

18m 4s

Yeah, nice. That's almost everything. We've kind of whisked through everything. You've just been great at describing a couple more questions. One is, imagine money was no object and time was no object. And someone said to make your life, what would make your life easier? How would you redesign room booking? The rooms themselves, the technology, the aesthetics, anything. What would. What would you change given no constraints?

Participant 3

18m 33s

I mean, I think some of the rooms need to be soundproofed better.

Researcher

18m 36s

Okay.

Participant 3

18m 38s

Especially on fourth floor. There's not a lot of soundproofing between those rooms.

Researcher

18m 41s

Is that a common complaint then?

Participant 3

18m 43s

Yeah, yeah. And it's kind of been a bit of an issue, been a bit ongoing, really. There's like obviously limited things we can do with because we lease this building. I believe so. I mean, even Now I know you can hear it now. You could hear. You can sometimes hear things between the rooms.

Researcher

19m 3s

I've been in here all day. Like, I hear every meeting, you know.

Participant 3

19m 6s

Yeah. So I think soundproofing is definitely an issue in the meeting rooms. I mean, I'd say more meeting rooms, but as I said, I think there are some. I think certain areas have rooms that they kind of hold on to and they don't make available to everybody else. So maybe that needs looking at as well.

Researcher

19m 30s

So more availability?

Participant 3

19m 32s

Yeah, I think more availability. I think more visibility as well for rooms maybe on, like, the second and third floor and when they're free and when they're not, and not having to rely on, you know, having to check in with the timetabling teams. Because sometimes, to be honest, the responses you get from the teams on the second and third floor of High Holben, it's not very quick. I don't know what else, really. I haven't used the tech enough, I don't think.

Researcher

20m 10s

Yeah. Just interested in what came straight to mind for you. So. That's really good. That's it. That's all I wanted to ask, really. Is there anything else relevant that you can think of that's come to mind while we've been talking?

Participant 3

20m 25s

Not really. I mean, I don't think. I don't find cell cat very easy to use.

Researcher

20m 31s

Use. Was that the Availability system?

Participant 3

20m 34s

Yeah, it's like where you can check the availability of teaching rooms. And to be honest, maybe it's not supposed to be super easy to use because it's kind of, you know, it is a teaching room kind of timetable system, I suppose, but sometimes I don't think. God, these are really. The chairs are really high, aren't they? You start to see them, they just hit the table. And I do think Matrix is a good system to use when booking rooms. But again, it might be, you know, you can't view everything on there. So even if there was just like information on there about. About rooms that you maybe can't book on Matrix, but they still had information about, like, you know, this is. Here's a room, here's the capacity, etc. If you want to book this, this is who you contact. Just there's a bit more visibility about rooms. What rooms are actually there actually are in Holburn.

Researcher

21m 43s

So is that a common problem, just finding that basic information?

Participant 3

21m 46s

Yeah, I think so. Yeah. Like, off top of my head, I wouldn't know on second and third floor, like, what rooms, how many rooms they got or anything like that.

Researcher

21m 56s

How would you find it?

Participant 3

21m 58s

God. I'd have to either go down there and have a look or contact their teams to see what information they'd share with me. Really? I think it's more of a conversation about what space is available for everyone. Know why there are certain spaces that aren't available for everyone to book and you know who should have priority in those spaces. Yeah.

Researcher

22m 27s

Lovely. Well, thank you so much. This is really, really useful.

Participant 3

22m 32s

And like I said, that's quite quick.

Researcher

22m 34s

Yeah. A lot quicker than I expected, actually.

Participant 3

22m 37s

Yeah.

Researcher

22m 40s

Another cup of tea?

22m 41s

PARTICIPANT 4

SUMMARY

The interviewee, an engagement and experience manager for UAL awarding body, describes their role as an office manager plus, coordinating a team of 68 people and organizing events. They discuss the challenges of booking meeting rooms, noting the difficulty in securing spaces without advance planning. The interviewee explains that their department often resorts to booking external venues for larger events due to limited availability of on-campus spaces.

The conversation covers issues with meeting room technology, including microphone problems and the need for adapters. The interviewee mentions workarounds they've developed, such as keeping spare equipment for their team. They highlight the lack of sufficient booths and pods for private calls, leading to people working from home more often.

The building's layout and wayfinding are discussed, with the interviewee noting the confusion in navigating some UAL buildings. They describe the aesthetics of the office spaces as bland and lacking in student artwork. Issues with air conditioning, dust, and lighting are mentioned as concerns for some staff members.

The interviewee suggests improvements, including overhauling the desk booking system, adding more booths and meeting rooms, and updating the aesthetics of the

spaces. They also describe the challenges of managing different desk setups with varying technology requirements..

TRANSCRIPT

So first thing is tell me what you do here.

Participant 4

3s

Cool. So I'm engagement and experience manager for UAL awarding body. We are a team based on Singapore here my role is best described as kind of office manager plus so I'm in the building user groups, things like that. I kind of coordinate my team. Anything team based. There's about 68 of us now and do the helps them on a day to day basis, that kind of thing as well as organizing events, general admin support, a bit of everything really. I was going to say it sounds.

Researcher

36s

Like you do a lot of different things.

Participant 4

37s

A lot of different things, yeah. I've been here nearly seven years. Yeah. Always at the awarding volley. Always in this building. I was in a different role but within the same department so.

Researcher

50s

So you're one of the few people I've met who straddles Covid. Most people are before or after.

Participant 4

55s

So my apartment. I've assumed you've had a tour of this building at some point.

Researcher

1m 0s

A little. I know a lot of the UAL buildings. This is my first time here. I've had a look around. Yes.

Participant 4

1m 4s

So the warding body used to have the penthouse suite on the top floor pre Covid.

Researcher

1m 9s

I haven't been up there yet.

Participant 4

1m 9s

It's the nicest space in the whole building and that was our office pre Covid and it was great because we had balcony and the floor ceiling windows. It was by far the nicest space in the building. During COVID they obviously made loads of changes as they as was correct and they made it also a hot desk set up across the building. So less desks per person ratio which was obviously the future needed. But during that we did lose our shiny night floor space and they've turned that into a staff hub which is a much better use of the space. Don't get me wrong, I completely am here for it and it's a nice space. I used to sit next to floor to ceiling window with gross sunflowers on it and it was gorgeous sitting up there. But considering we were only about 40 people at the time, us having the nicest space was. People were a bit bitter across it. It was a space issue at the time. It used to be a boardroom and then it was turned into our office and we were outgrowing it before COVID and then we've doubled in size since then. So yeah it was completely the right decision. But that's my memory of straddling Covid is we stuck. We left the lovely ninth floor and now we're tucked into a recorder on the sixth floor.

Researcher

2m 22s

So when you're used to like the building and the space, not as an office, like to sit and work, but everything else, let's say. So you mentioned meetings and events.

Participant 4

2m 32s

Yeah.

Tell me about the experience of booking and having a meeting.

Yes. So I'm sure I won't be the first person to say this. It's not ideal. It's often really tricky to be able to know your meeting room if you've not booked it three months in advance or it's not a recurring meeting that you've managed to sort of become the regular. You're probably not going to get a meeting. You're not guaranteed a meeting room, especially on the middle of the week days. So I can't be, I can't say me and a few colleagues decide to have a meeting tomorrow and we decide we'll answer in person, not on teams, then there's no guarantee that I can be like, yep, no worries, I'll just pick a subject. Meeting room is unlikely. That's. And so obviously being more organized, things like weekly team meetings and stuff like that, people tend to have recurring sessions that they book but often that's not necessarily how the day to day world works. There's not much flexibility because there's simply not enough rooms during the middle of the week. Now Mondays and Fridays I hear are very different but people's working patterns tend to be. That's not the preferred days to come into the office and it would take a very big behavior change to alternate that.

So do there not tend to be many people in on a Monday and a Friday?

As far as I know, no. My team, you don't come in well occasionally, but I come in randomly depending on what my work week is like and what events or teams or meetings I've got on. Because my team might. Exactly was very small, but I'm close with everyone so I try and mix it up. Other teams have set days. So within my department there's six teams, six teams in the department. They generally run it so that they have a team day a week which is Tuesdays, Wednesdays and Thursdays

and then ultimate Tuesdays for another team because they're out all over the country. And then so that everyone has a day that they come in and try and all be together and have an in person team meeting. And then they're encouraged to come in at least one other day a week on a different day and see different people and get united and meet up, you know, other things for other colleagues and culture as well as working Practice, you know, together. But the lack of meeting rooms and particularly the lack of booths and pods really does impact people's behavior. And when they come in or not, you'll often hear people be like, oh, I was going to come in that. I was going to be in a bubble pod all day. So because they were team, back to back team schools, they're not that inspiring to be in all day. There's just not enough of them. So the amount of.

Researcher

5m 9s

Are they like one person, One to.

Participant 4

5m 11s

One or two people? So the pods are two people once on our floor, nearly all of them. The airconnie fan system doesn't work, so they get very warm after a while. Half of the lights don't work, half of the power sockets often don't work. So, you know, and they're designed in theory and we're all very excited for them. When we got in post Covid, it's like, oh yeah, this works really well. This is going to be the future of working hybrid working. You've got hot desks, so everyone locks up in their own desk. But everyone would way rather be in hybrid and share desks and then have the pods you just jump in. In this campus, we don't book them. You just rock up. So about two minutes before and after every hour and every half hour people are dashing around looking for next one. Or you often be at home and someone be like, I'll be right with you. I'm just finding a pod, you know. And in the main office floors, that's the. That's. I know it's repeated.

Researcher

6m 12s

And is that just here or is that in other places as well?

Participant 4

6m 15s

It is in other places as well. They have nicer pods at Chelsea and at csm. I knew they had proper glass, bigger ones with bigger tables.

6m 26s

Why do you think they're nicer? They're newer.

Participant 4

6m 28s

Yeah, I think we were. I don't know if we were first, but it's just they're very different building uses and things like that. But there's nice big glass ones. Some of them you can book, some of them you can't. I don't know the rules on that. And it's come up a few times about whether the ones here should be bookable or not. And there's pros and cons to that. I think. I think currently the cons outweigh the pros. I think we just need more of them. And if there's more of them, it would be easier for people to come in on a day they know they've got One or two important confidential calls and it might just space people's usage out a little bit. But also everyone likes hyperworking. We appreciate we're lucky with it. I just think getting a. Considering how big the portfolio buildings is across ual, the fact you can't get a meeting room when you need it is. It seems a bit crazy sometimes. I had, I asked some colleagues for feedback and they. They basically said it's really frustrating when you can see it's fully booked on our matrix system and then you wander around nothing and then there's booked route, no one in it. Now I know when they first put this system in with these things. Yeah you were supposed to click, I can't remember. I think it was an email would come through at the start of the meeting saying confirm you're using and then you'd have to click yes and then that would keep the booking and if you didn't do it within 15 minutes it would delete your booking and free up the room. Problem with that was a lot of the rooms are booked by people that aren't the ones using them because you've got PAs and things like that and it just didn't work. So they scrapped that quite early on. It needs to. If they were going to redo that, it would need to be something like Omni's pods in the middle, panels in the middle. You're like yes, room occupied. Be a much more digital savvy solution would be the way forward. And then oh my God, if I think

you're really futuristic. How about as a live. This room is empty. This room is not on Matrix. That would be cool.

Researcher

8m 32s

So sounds like room booking is a big problem.

Participant 4

8m 34s

It's a pain availability booking it itself if it's available, not too bad. But if you have any problems with the matrix system, the tech support is non existent. So if anyone's ever like and I help with onboarding and if someone's like Kaz, I can't get on, I don't even know to send you to. We end up bouncing around in circles because it seems to. I don't know if we have a colleague who's in charge of that anymore. We definitely did and then we didn't. So no one really knows who to go to for support. Like back end on that anytime everyone was like oh that's actually wrong, we need to get the map updated or something like that. Just there wasn't anyone responsible so I don't know who it is now but.

Researcher

9m 17s

So you just wouldn't know who to go To. To get.

Participant 4

9m 19s

No, now it would be better because I got better contacts in the States team now, so I expect things would eventually happen. I think there's more staff on board on that. But in terms of like one of my colleagues for ages just. She obviously had the wrong settings on her profile. She couldn't book our desks and we just went. Went into shouting to avoid for about six months. So that was a while ago, to be fair, and I haven't needed to try it since, but I wouldn't know. Like, my colleague today was like, oh, someone. She's trying to switch rooms with someone else and they were getting a tech error and I was like, I don't know how to do. How to help you with that, but what I would do is tell you how I would fix it. I wouldn't know who to reach internally to say, how do we fix this?

Researcher

10m 0s

Do you ever book rooms or spaces elsewhere outside of here? How's that process?

Participant 4

10m 6s

Really interesting. And it's one that people are always quite surprised about. So we organise myself, it's internal events, team away days, that kind of thing, or meetings or supporting other teams. My department also hosts a lot of training events for our customers. So we need rooms that will fit something like 30 people, for example, 20 to 40 people. Often. Trying to sort that here is almost impossible because all the bigger rooms are obviously teaching rooms and therefore they're held by the teaching teams and the timetaping teams, who all have different rules and don't let you book until very close to the event because they might need it for teaching. So if you obviously need to confirm you've got a venue so you can send people out invites to it. You can't do that if they're hold. If the room's on hold. Some of the ones here, the rooms are on hold until two weeks before and then they'll free it up. But I organize my bigger events more than two weeks in advance. At least I've got room for them.

Researcher

11m 10s

So how do you deal with that? What do you do?

Participant 4

11m 12s

We go externally. We pay. Yeah.

Researcher

11m 15s

So it's costing money.

Participant 4

11m 17s

Yeah, we pay. And then there's a few, a very small amount of large rooms, big rooms that are available to book via cellcat, which is the other booking system the university uses. And if you know what rooms to look for on it. I've got a list that me and a couple

of colleagues put together over the years. This one, this one with this code fits 70, this one fits 20. You can. That's got timetable type, sort of you can see its availability. You can be like, oh, okay, right, it's free, I'm out there, I'm going to request it and do that. But also with, I mean they're very full. There's not that many rooms that are that big across the whole, all the main campuses and unless you've got an in with someone there at the other, the smaller ones, you're not getting them either. So it's very hard to get large internal rooms. It's not, it's not one, there's multiple systems and then you end up emailing the campus, timetabling teams and being like, I'm ready for something on this date, can you help? And generally the answer is no. Anything this time of year, if you're booking for say September, October, they won't, they won't let you know yet because they haven't sorted next term's timetable in. So they have to put teaching first. But there's so many students to fit into spaces that chances are finding a, especially if you want it for more than an hour, you know, a one off meeting, you might find a gap somewhere if you ask around enough. But for an all day event we end up just going externally.

Researcher

12m 49s

And when you go externally, what kind of places are you booking? Like meeting spaces in like hotel or something?

Participant 4

12m 55s

No. Yeah, so we've done a few different ones. There's a sort of conference space called Merrywald House that we used for a long time. We use exception venues down the road from here because it's literally down the road. They've got a few others across the, across the city. And then there's a B corp called Trampery which I used for my last external facing one that was really good, big enough, quite modern and like quite quirky. So that works well. Yeah. Etc Venues has become quite popular because they're all an all in, easy make the booking, all the catering sorted, everything is just done one fixed price. So it's very easy to, to use and they're not too badly priced either compared to some of the alternatives.

Researcher

13m 46s

But if you could book spaces here, do that first. Of course you would.

Participant 4

13m 49s

Yeah, of course you would. Especially if we could space it particularly Central Saint Martins or maybe it's moving. I don't know about London College fashion but if we're hosting our customers it's really cool to be like, yeah, do you want to come out to etc. Minds for the day? It looks good, it makes them feel loved and like they're getting a cool quirky day out rather than to just a random office meeting room.

Researcher

14m 16s

When you say customers, are they external?

Participant 4

14m 18s

Yeah, our customers are colleges and centres across the country and we get them in for training, training events. And also we have sort of mid range, which are our external moderators, who we hire on, like. I don't know, I can't remember what the name of that contract is, but they do certain hours a year and they help mark all the work for our students. And we did them, those trainings. We invite them up and they have a lot of training and things like that for it.

Researcher

14m 47s

But you don't get to invite them to the university often.

Participant 4

14m 50s

Not. No. Yeah. No. Yeah. Some of them could have probably never been to university buildings, despite the fact they're all paid. They're paid by us. Yeah, yeah. The doctoral school and the computing classrooms here have been really flexible when they can be. And they've got their two big spaces in this building, so having them available has been really helpful. We've made the most of that whenever we can. But literally the system is. You email them and see if they're free and they will tell you if they're not.

They are or not. And if they're not free, then you are lucky to get. There's one massive room at Chelsea that we use for away days, but if that's not free, then I'm struggling. I'm going to struggle to find anywhere big enough. Last time I did an away day here, we're in three different rooms throughout the day, just for availability.

Researcher

15m 40s

You had to move. I'm guessing that was a bit annoying.

Participant 4

15m 44s

Wasn't great. I mean, there's people that know this building, so it wasn't too bad. I made it work. We started with breakfast in blueprint, then we had one four rooms across the day. Four floors. It was working our way up. Yeah.

Researcher

15m 57s

And when you said, knowing the building when. When you go to other buildings, how do you find your way around it?

Participant 4

16m 7s

I can tell you how to get from exactly. From reception to the banqueting suite at Chelsea. I cannot tell you anything else. I know that path. It's amazed. Absolutely. Maze. I even organized a scavenger hunt in that building because it's big enough, you know, And I don't ever go to CSM without getting lost. And that's a simple layout, but I can never find the right room. In fact, I went looking for a specific person in a specific room once and no one could tell me who they were or where. Where it was, including, like it was then letters on the email, like, I am in room this was not on the map. Reception didn't know. They radiated around, went all up and down around different floors and no one knew where it was. It was a small office like this size, but no one knew where it was. It was mad amazing. Yeah, it was impressive how, how invisible this one room was.

Researcher

17m 6s

So if people are going to other places, how do they know where to go?

Participant 4

17m 9s

We give them. I track down diagrams. I got, I got diagrams from, or maps of most of the main campuses that I share in an email or. And then I put signs up around the building, say, like for this event, follow this. Yeah.

Researcher

17m 22s

So you put your own way finding signs.

Participant 4

17m 25s

Yeah.

Researcher

17m 25s

So there's nothing on matrix or like the intranet or anything?

Participant 4

17m 30s

No. Every time I come across a map of a building, if I'm invited to something I'll save it. So I've got it on hand.

Researcher

17m 38s

But.

Participant 4

17m 39s

Because I have one the other day for csm, I was like, oh, I'm keeping that one because I. I don't have a copy of that. You know, there is wayfinding within the buildings, but they are big labyrinths. So if you don't know where you're going, you don't know where you're going, like. So, yeah, it can be quite confusing. But second, any big building in that size, I think the wayfinding is probably not the biggest issue, I think compared to. I think just access and availability is probably the bigger issue. Yeah.

Researcher

18m 7s

So when you do manage to book a space, when you get to a room, is there a. Like, imagine think of the last few times you've had a meeting, let's say, and you've come to a room like this or somewhere from when you walk in, is there a kind of general process you normally have to follow? Is there anything you have to do to get your meeting working?

Participant 4

18m 26s

Yeah, sure. So these pots in the middle, there's two ways of using them. I always kind of explain it to people and one of them is if you've linked the room, it's the room booking itself to your diary invite, then it will appear on here straight away and that way you press just one button and then it joins it all up. But if you've already got the diary invite out before you confirm which room you're having, there might be a way to add it. But I've never bothered. I just find it easier to treat the room as a person and then dial the room in and then that connects up and works that way. That's how I do it because it's easier for me and it's more flexible. Other people hate doing that the other way. It does work. Yeah, it does work. It relies on someone knowing they have to do that. So if I'm booking a room for someone else to say, my boss has said, oh, Kaz, three of us in this meeting are going to be on site tomorrow. Can you book us a room for it? Our six people, for example, they need a room and if I manage to find one, I'll let him know that I can't alter that invite, particularly if I haven't sent it to booking the room. So he just needs to get to the room, join the meeting and then dial them, invite the room as if it's a person and then that rings and you join it and then it does. It does work most of the time. But you do need to make know to do that. But that's how I. I've always done it. So I find it easy enough to do that. I had some feedback though.

Researcher

20m 4s

Okay.

Participant 4

20m 5s

From my colleagues and I didn't know this was an issue until this morning. In room 603 and 604, which are two of the three meeting rooms on the sixth floor.

20m 15s

Yeah.

Participant 4

20m 16s

They are finding there's microphone issues with connecting on these big screens and. And people. I can't remember what way around it was. They can hear people, but people can't hear them using these things. They try turning off and on again and all that. Was there an occurring thing? And I thought. So I went through it with the person who told me. I was like, right, who books those? Is it always the same person? And then another team told me it's been happening repeatedly in their meetings as well. So there's no common denominator anymore. I thought there was one person's account I think I looked at, but they were like, there's not.

Researcher

20m 49s

Well, if you had issues like that, like tech issues, what happens?

Participant 4

20m 52s

Reported it twice. They haven't, but I don't know. I don't now. I only found out about this this morning.

Researcher

20m 57s

Yeah.

Participant 4

20m 57s

And I thought it was just one person about 20 minutes ago someone's like, oh yeah, we had that happen as well. And I'm like, right. Well now I don't know if it have looked into that or not. So I will now flag it. I have not had it happen. But I've not used those two rooms in a while. I've used the other one recently, so.

Researcher

21m 12s

Well, if you have an issue, generally.

Participant 4

21m 14s

What happens, I flag it to it.

Researcher

21m 16s

How do you do that?

Participant 4

21m 17s

There's a online ticket request thing problem with those ones is you often unless someone leaves a post it note stuck to it saying issue reported to estates. Issue reports and you don't know if anyone else has done it. So people presume it's been done. That happens a lot with the pods when they're broken. People just presume someone else's problem. Right. Yeah. As an office manager I consider it all my problems. It will end up being. I'll just have people continually complain against it until it's fixed. So I do make it my problem. But it must get a lot of reoccurring bits of questions and feedback on it.

Researcher

21m 54s

Yeah.

Participant 4

21m 55s

With no. And the tickets are. It's a blind system. I can't see if anyone else has raised a ticket about pod 27 or whatever. The other thing on these is. I mean I know that they didn't have put the adapters on because it's all went missing. So I have with my laptop bag. I carry them. I've got lend them out and then get them back. But obviously a lot of people don't have these anymore. Particularly Mac users.

Researcher

22m 20s

Not many do either.

22m 21s

Yeah. So they didn't put them in when they joined when they first put them in. So their teams were buying an individual one and then it was going walkies as soon as someone else needed one. So. Yeah.

Researcher

22m 32s

So everyone has their own HDMI adapter.

Participant 4

22m 34s

Yes. Or all runs around like E1 five minutes before a meeting. The other thing. So I've got more things.

Researcher

22m 42s

Oh yeah.

Participant 4

22m 43s

So I mean with all this we make it work but there's. It could be a lot more polished and a lot better things like say I'm doing a big presentation. I would need to feel like I could book the room beforehand so I can get set up and ready and check if there's any tech issues and things like that. Currently there's no mechanism in place for that. And now I appreciate that means. Because if someone's in the room right before me they're going to finish on time. So I either need to schedule my meeting 5 minutes in or book it for 5 minutes 10 minutes beforehand. And so there's a question of whether there should be a 50 minute meeting culture so that there's buffer space or 55 minute meeting culture so that there's buffer space either side.

Researcher

23m 27s

You haven't got backup rooms.

23m 30s

I don't. People do. That's a huge issue because obviously that's why you're walking around and there's empty rooms and people have then not come in. I think a lot of this will end up being. You are being asked about building use throughout the week. I'm sure at some point. But people won't come in if there's no meeting room because it's easier to. Because there's not enough booths. It has. I had today it was mad my team and stay my colleagues. There's eight of them with two of them on desks. Two of them. I wasn't even in this meeting. But two of them on desks with headphones. Two of them in booze. There's no meeting room for them and someone was online so they couldn't do it all in person. You know, like they're just. And this is a team regularly. Do you see what I mean? Like it just doesn't. Doesn't work. And it's just easy. People just consider it easier to work from home if they're going to have online meetings. Because you can't guarantee a booth. You can't guarantee if you. There is other spaces people can work with headphones and things like that. But the culture here very much seems to be you don't have a call at your desk. Which I think people can do if they know that they're not presenting or talking a lot. But people tend to not do that. There is other spaces you could go and break out. But basically the big question always is why don't we have nut booths? People want the confidential quiet space of a booth. A lot of the booths we do have either the lights aren't working or the aircon's not working or the power socket's not working. But the other thing that happened was they put in standing booths like phone boxes. Now I get why it was done at the time it was done post Covid. When they're doing the transformation and they're expecting people to use phone calls. Phone calls don't have that anymore. It's all teams calls. So people don't want to stand and take a quick call. They are standing. I've seen people standing in a dark phone box with no light in it for an hour. They run it on like tables like this. So they just plop their laptop on it because they can't get a sit down booth and. Or they'll bring in a low chair and sit with it on their lap. Which isn't ideal either. Neither of us. Ideal.

25m 37s

Yeah.

Participant 4

25m 37s

We've asked for the barstool seats in there but they're not accessible because of accessibility requirements. They've said their bags makes it an unaccessible space. I don't think any of Those booths are accessible spaces so I think that's not great. We asked whether we get folding ones so that they can be pulled in and out when needed. We've been told no. So yeah, people hate using the standing booths. Yes. It kind of makes sense to have another couple on the night floor if people quickly want to just quickly take a call when they're working up there for example. But yeah, people would way way rather remove them and have sit down booths. Even if it's individual sit down booths, not the two people ones that would be absolutely fine. People just want to sit down for their one hour meeting.

Researcher

26m 22s

So there's no inbuilt tech into those booths.

Participant 4

26m 24s

So there's no sockets which and supposedly lights.

Researcher

26m 28s

But everyone brings their own to bring their laptop or a headset.

Participant 4

26m 31s

Charger. Headset. Yeah.

Researcher

26m 33s

And so people do teams calls like in rooms like this and they do them on compute.

Participant 4

26m 37s

Yes.

26m 38s

What's the difference in experience like between the two ways of doing a call?

Participant 4

26m 44s

It's a good question. I think if there's mainly people in the room, people struggle. If it's not the lead on the screen, I think those people probably feel a bit left out because there's little small comments that are made like you know, make to each other. It depends on the style of meeting. The one time in that scenario generally quite casual. Like all team meetings where it's like lots of casual updates and a lot of ad hoc comments. So it's not too bad. But I'm sure if. And I'm the one presenting the slides during that. So I'm very focused on that. So. But I know some. It feels like I know that the people. When we have the building user group, that's a good example. If everyone sat around the table, those people generally have the conversation and then the other people just pipe in when they've got something to say rather than it being more ad hoc conversation. Whereas if everyone's online everyone pipes in the right amount, the same amount of ad hoc. Does that make sense? Yeah, there is definitely a hierarchy of it. Yeah.

Researcher

27m 43s

And you mentioned the building user group. Do you feel like issues raised there get fixed?

Participant 4

27m 50s

No one's got enough power in that group. We all know what we would like to do but no one's actually got the power to make decisions happen. It's slightly better than it used to be. Now we've got new building manager and different. It was the estates team. But yeah, no, everyone. No one really has the power to make any of these big decisions, big changes that we all agree with mainly. So yeah, there's not any of them.

Researcher

28m 15s

Okay.

28m 17s

They're quite painful, quite repetitive meetings where the same things are just raised, discussed on loop every couple of months. Yeah.

28m 29s

One thing you mentioned a few workarounds. So like adapters and the way you do calls. Do you have any other workarounds that you've had to develop to kind of make things work, whether it's about the booking system or the rooms or the technology.

28m 45s

Yeah, I think for my team I just make sure everyone's got loads of kit available in our cupboards which are locked so that other people can't. Mainly forks is the thing that goes missing. But you know, we have lots of cables and these, that, that. And I made sure I wanted spares and backups in case, you know, because we've got plugs on our main desks that attach into the screen. So a lot of people were finding. Oh that's great. I don't need to put my charger in. But then if you're in a meeting room for two hours and you do need your charger, people didn't have it. So I was like finding lots of spares and things like that. But it was getting quite expensive to make sure there was always spares for everybody can stop because they all go missing. That go missing. And because there's so many laptop types, you know, making sure everyone had something compatible guaranteed was really hard. So I tried that for a bit. Now I keep a few with more generic ones in. People, yeah, obviously should bring their charger but if they forget or they're used to not having to bring it and just need it on that one off, you know, people need power, that was one thing. And like everyone's got a headphone. I give everyone headphones on their first day like you know, with a microphone to leave in the office if they want. And then I've got spares in for inevitably forget some other charges and stuff, other workarounds. Not hugely, I don't think. Probably just. I think it's just common, common sense. Most of have to think on that.

Researcher

30m 11s

Do other teams like. Like this thing about keeping like your own stock of stuff. Do other teams do that?

Participant 4

30m 17s

I'm not sure.

Researcher

30m 17s

Okay.

Participant 4

30m 18s

Not as much as us, I think. I think not every team's got an office manager. So I, you know, I don't think every team does it. No, I mean they must do. Must have some stuff. But yeah, I think quite a lot of our budget goes on just applying general day to day stuff.

Researcher

30m 38s

And is that stuff you feel like you should supply or should it be coming like from the university, like from the tech team or from somewhere?

Participant 4

30m 44s

It's a good question. My department's got quite a makes quite like it's got a healthy enough budget that we don't mind doing it and it's useful to be in control of it. But I think other teams would really benefit something like if all the adapters were here. You know, things like that rather than having to have their own things. Like. I mean I got fed up of supplying the kitchen with enough plates and glasses and forks. They kept going missing because they were never supplied to the building. So there wasn't ever any we pipe. We were like, well generously buy some par 4 and then they kept going walkies. So we now keep them under lock and key, which is really bad. She had to love my forks.

Researcher

31m 22s

I went to a kitchen downstairs earlier on because we had knives.

Participant 4

31m 25s

Yeah, yeah. Loads. No, no one sells the knives. I mean there's a box. Loads of knives. Yeah, yeah, yeah, yeah. Probably the sixth floor one that was.

Researcher

31m 33s

The first floor actually.

Participant 4

31m 35s

Newly redone. Yeah. Our floor. Plenty of knives. Spread all the butter you want but don't try and eat soup. Yeah.

Researcher

31m 43s

I was necessarily my team though.

Participant 4

31m 45s

Yeah. Yeah. I think things like that, it just would make it just feel more welcoming if you didn't have to fight to find a glass or a mug. I bring this in. So I bought a vessel for water where at one point I kind of hit breaking point where my. I had to go greet quite an important guest and he went straight into a booth and was like, can I get you anything you're saying like, yeah, can I have a water? And the only glass was a prosecco cup, a plastic prosecco cup. And I was like, I can't do that. I'm like going to have to run across floors to try and find a vessel. Luckily I found we had an event recently, so I had some spare bottles of water. I just gave her a bottle one. Not ideal. That's not what I want to do. But I couldn't give them a plastic per second cup.

Researcher

32m 26s

I mean it must have sent a message.

Other things that people have suggested will make them easier day to day because I thought this was just about meeting rooms itself. So that's what I asked for feedback on one is. And I. I also thought this is. I don't know if it's got one in here. Like all the plug sockets on the floor.

Yeah.

Often don't work that well and they're real faffy to get under this is not too bad. But you know the big long tables we've got some of them you go climbing on the floor to get a plug socket whereas modern designs have it all up nice and top. That's been requested and would make things a lot easier. And half the plugs I find don't work as well. A lot of stuff doesn't work. Yeah, the check in button of where things are booked but not in use or double checking someone. Double check. It's not double bookings or something like that. I don't know how you monitor that or without making a big check. Tech change.

Well, ignoring the solution there is the outcome. You want that rooms, you know when rooms are free. Is that.

No, that would be really helpful sometimes, you know. Yes, some big meetings are planned in advance, some aren't. So like a live thing would be amazing but also just more availability and you know, more rooms, more availability would be useful. Really useful. Small, smaller ones are okay because a smaller meeting you're always going to find somewhere you can sit like a one on one or something like that. If it's

confidential. It's a bit different but bigger group rooms for five classes. It gets tricky if you know, you just can't guarantee you're going to find one even in advance. Pods are under underlined. I've got more working aircon fans, folding seats and lights just because you just can't guarantee and you know you can be having quite an important call and you running around waiting to see if someone's finishing at 3pm so you can go run in it at 3pm you know what I mean? Like yeah, it's that buffer if you win minutes. It's just crazy. People are quite good at not hoarding the booths. It's really frowned upon like hauling up in there all day just. Or like reserving it with. With a bag because I'm quite frowned upon. I haven't really seen people do that. We also have these Wendy house spaces which are like benches like 2 to 3 a size in the offices and they're open like that. They're quite nice spaces to work but they had. They didn't put plugs in them because they didn't want people hauling up in them all day. But that means that you can't use it for more than an hour. And they're really good for like you know, having an informal planning session. They're really nice for that because they're nice and light and not as stuffy as a room or a food but because they didn't have plugs they're not that available. Yeah. And not that accessible for more than. Because not everyone, like some people's laptops aren't good enough to last without a charger.

Researcher

35m 21s

How are those for? Sound like soundproofing and acoustics.

Participant 4

35m 25s

They're fine. They're not soundproof.

Researcher

35m 27s

Are they open?

Participant 4

35m 28s

Yeah, they're open, but they're just. They feel a little bit more secluded than sitting just around the table in the open pan. A little bit more contained, but there's still open plan

in the student. In some student floors here and at csm they've got sort of like pod chair things that you can move around. They're quite popular because it's like if you're having like a sort of creative planning session, you can sort of feel a bit tucked away, a bit like a mess, you know. And they're soundproofy. Ish. And yeah, they're quite popular. People maskwhite me. I've got them. But all these things I've seen since the. This building was set up the way it is now, the building itself, I mean, it's not because it's an arts university, it's quite, quite bland in places. Our floor got the shorts floor because every floor was a color when they planned everything. And I was supposed to be purple, but there wasn't purple lockers, so we got gray and. And there wasn't purple desks and we got white and. And the colourful sofas. The boots didn't fit where they were supposed to, so they got rid of them and put the boots where the sofas were supposed to be, etc. So they were very grey. With our fabric on our boots, grey and purple. That's it. Everything else is grey and white and when you go to other ones, you're like, oh, they've got colour. And it's frustrating that if you go to the senior staff on the eighth floor, there's beautiful. If you go to the newer ones, a few things that they're colourful, a bit more modern and things like that.

Researcher

37m 0s

And so your area feels a bit bland.

Participant 4

37m 2s

Very. Yeah.

Researcher

37m 3s

How about the meeting spaces? How do they feel?

Participant 4

37m 6s

They are exactly like this. There's a bank of artwork you can hire from the. OR for free from the university. And when we moved into the space, I picked the artwork for the rooms.

Researcher

37m 18s

It was just easy.

37m 19s

I was happy to do it, but I just was like the biggest, most colourful thing you bought. And so there's one big picture on each of the meeting rooms and then I picked everything colourful I could possibly get my Hands on for our section of the office. And there wasn't that much choice. You'd have seen the stairwells, the massive pieces. Because we're in a nasty university. Art everywhere, colour everywhere or work everywhere. It just feels very like we got these cool ribbons. Should be buying student artwork every year to decorate the walls.

Researcher

37m 57s

Do they not do that?

Participant 4

37m 59s

I mean there's a team that has the archives but some of those pieces are from the 90s. I don't know whether they do something every year. My department who has very different students. We try and buy one or two pieces a year. Not always but we do sometimes as a college level students are very different. We just do the ad hoc, you know, there's no process in place. If there's one that everyone particularly is loving or raving about or we think would look good in our space then we'll grab it. But we haven't got anything on display at the moment from our students.

Researcher

38m 31s

Sounds a bit sad.

Participant 4

38m 32s

Yeah. We shouldn't have really. Yeah. We haven't got much room. That's the thing. We used to have a whole floor and we could sort of whatever we wanted. But now we're obviously in a more shared space. But yeah, we should have. Have it. Yeah.

Researcher

38m 46s

So the aesthetics of the rooms.

Participant 4

38m 48s

Yeah, yeah.

Researcher

38m 51s

What about other things like sound and soundproofing in all the different conference rooms? How's that?

Participant 4

39m 0s

I think extremely standard. I don't think it's too bad. I don't think it's brilliant. I think some people particularly like people are more like neurodivergent and they struggle with sound in the open plan spaces. I know they struggle. There's been complaints about lighting and overhead lighting like this stuff for neurodivergent and other people with, you know, light related sensitivity as well.

Researcher

39m 26s

What about the type of lighting?

Participant 4

39m 28s

Yeah, we changed the bulbs in a couple but I don't think it made a difference to them. The aircon and the temperature is always boiling or freezing and I know it's a real problem here and they can't change it on a whim. It takes hours for it to filter through and change. And you know a Monday where the computers been off and no one's been in for the weekend is very different to a Tuesday where there's all the body heat and computer's been on and things like that. I appreciate that's something that they've been asked about constantly. Just. Just doesn't work properly here. Has a big dust issue. Yeah.

Researcher

40m 5s

Inside the office.

Participant 4

40m 6s

Yeah. There's not a few people who like severe asthma struggle. It's been raised a few times. They avoid coming in or coming for less time because they find the aircon and basically the dust in the system and then the floors and stuff.

Researcher

40m 24s

And is that all the time? Is it like season or.

Participant 4

40m 27s

I think it's always the time. We've asked before about whether the carpets were going to be deep cleaned and they're scheduled in however many times a year, but, yeah, it does. A few colleagues do find it a bit trickery.

Researcher

40m 40s

Not heard that one before. It's a strange one.

Participant 4

40m 43s

It's. I've seen it and I've seen it happen. I've seen the asthma fits happen. So, yeah, it's an odd one.

Researcher

40m 52s

I've been coughing, sneezing a lot today. I don't normally cough and sneeze a lot. I mean, I wonder if it's being here.

Participant 4

41m 0s

I mean, this is people with medical breathing issues. Yeah. But yeah, it's something that I know at least one or two colleagues and I know that, yeah, that's a concern for them. They avoid coming in for extended periods. Like I'll deliberately can a half day in the office rather than a full day, that kind of thing. Yeah.

Researcher

41m 22s

Well, this has been great. We've kind of whisked through everything I needed and you've been. You've been really, really helpful.

Participant 4

41m 27s

Yes. Sounds very negative. I keep. But it is. I think I'm probably quite a good person to be discussing this because I get the complaints from everyone. I try and fix them in my role. I appreciate not every team's got that. I've been headlined through most of it.

Researcher

41m 41s

Well, I do have one last question. Imagine, like, money and time are no objects. If you redesign thinking about how you do your job and you work with the spaces or the booking systems with the technology, if you could just fix things, what would you change?

Participant 4

41m 56s

I would completely overhaul it.

Researcher

41m 58s

Okay.

Participant 4

41m 59s

All of it. I would have. I would actually not have bookable desks at all because I think bookable destiny is they're not used enough. There's only one day a week where everyone's like, but I brought that desk. No one will ever beat someone off a desk and they sat incorrectly on it anyway. I don't personally, for my department, we. The other

thing is we've lost seats. So we started with a certain amount of seats and then we're asked to give up more of them for hot desking, which is fine for general hot desking rather than our department only hot desking, which really we did. And then that asked Happened again and then there was a bit of a turf war over some other seats with the team next to us. So we've. Our team has grown but we've lost seats. So there is a capacity issue on certain days within our, within our area however there's plenty of other space people can go work in the office. However the main reason people want to come in is to be sat with their colleagues and chat and catch up and talk about other projects. So it's kind of a bit counterintuitive. It also impacts people's use of the building massively on those certain days if people can. It's almost over organized with the pre booking but a massive pain to have to do this check in and recheck in with emails and things like that and then it gets back gets cancelled and stuff like that. I almost think if we scrap the whole thing just been like rock up and work where you. Where you get to would probably work just as well. There's different everyone has preferences on their favorite desk and they have different computer setups as well which is worth mentioning. Summer monitoring me with a cable you plug in. Some are actual imacs and actual PCs but I think if the. If it was a more welcoming open plan space that would work better and people can then go casually break out wherever they need to go onto sort of casual desks but having more booths available so people can tuck away and get their head down or you know, do meetings privately when they need to. Money was no object. I put in all new glass booths across our whole floor built an extension with some bigger bigger meeting rooms in it so we don't have to pay for external paint the walls, buy some artwork and scrap the matrix booking system entirely. And again I don't guess it might need replacing but like just scrap it just not that anything else.

Researcher

44m 42s

There's one thing you mentioned there the hot desks all have different tech setups. How do people cope with that? You have to know which one.

Participant 4

44m 49s

Yeah, I've made a diagram that I share with my team and people know once they've been in once or twice and it does say it on the matrix system you do have to look for it and again it's one of those things that changes that doesn't get updated for weeks. But yeah we need to have PCs just in case someone because some of our software only works on PC we need to have imacs in case we get temps in and something marketing temps and they might not have a laptop or powerful enough laptop. Plus my senior management assists on both of those and then the rest are plug and play, as I call them, docking station style. Some single screens, large single screens, and some dual screens, because Macs now can't daisy chain, so a dual screen won't plug in. So I got a couple of big, bigger screens. Single screen per desk, but bigger. So, yeah, we have 1, 2, 3, 4 different types of desks set up between 6, 12, 14, 15, 16. We've got 16 desks. Yeah. That have got four different types of setup on them. Yeah. Wow.

Researcher

46m 5s

Lovely. Well, look, this has been really good. Let me stop the recording. It's been great.

Participant 4

46m 11s

Thank you. Session. It really was.

PARTICIPANT 5

SUMMARY

The participant, a PA in the library and student support services, describes their role in booking meeting spaces and supporting the director and associate director. They frequently use Matrix for room bookings but sometimes contact timetabling teams directly for spaces in other colleges. The participant notes challenges with hybrid meetings and technology issues in rooms, often resorting to workarounds like using laptops for audio. They mention difficulties in securing rooms due to high demand,

especially on Thursdays. The participant discusses problems with the new room booking system, where meetings can be cancelled if not properly started. They also highlight issues with people using meeting pods as desks and the challenges of booking spaces for larger events like staff development conferences. The participant compares in-person and hybrid meetings, noting that hybrid meetings can be clunky but beneficial for cross-college participation. They suggest that Matrix, while functional, had initial teething problems and could potentially be improved. The participant occasionally books external venues for leadership team meetings to provide a change of scenery and minimize interruptions.

TRANSCRIPT

There we go. Let's just start it recording. So I'm going to go through a few set questions. Like I said, there are no wrong answers at all. This isn't about you in any way. This is just your experience of being here, basically. And I'll go through questions, but anything relevant, just tell me. There's nothing that isn't relevant or interesting. So can you tell me what you do? What's your job here?

Participant 5

25s

I'm a PA with the library and student support services.

Researcher

29s

Okay, what's that? What's the library and student support?

Participant 5

32s

Right. Well, it's a directorate that looks after the library side of things and student support and also the language centre. In fact, the language centre now reports to the library side of things. Okay, so in other words, it's student support based. But I mean things with student support, it's like disability, whole raft of things, but it's just focused on students and how they're backed up as such.

Researcher

1m 5s

And if you're the pa, what do you do? What does that entail?

Participant 5

1m 8s

Well, I look after the director and the associate director, but I mean help out with all aspects of the team because obviously the various. The library and the student support have their own PAs as well. But I just look after the director and the associate director. So sits up meetings, that sort of thing.

Researcher

1m 30s

So you, I'm guessing you book a lot of spaces then? Is it mostly meeting spaces or is it other things as well?

Participant 5

1m 38s

Well, I mean, I do do a lot of meeting room bookings obviously, because I mean there are. Especially with student support. I mean, we need to have the meeting rooms for confidential meetings, you know, I mean if it's. We've got things like with the health and welfare student support, Juliet tends to. This is. The director tends to prefer to do those at home online because it's.

Researcher

2m 2s

Is that for privacy?

Participant 5

2m 3s

Privacy, yeah, it's much easier.

Researcher

2m 6s

So. And what's easier? Easier to get the space or to just feel like no one's watching?

Participant 5

2m 12s

Well, trying to get the space, that's the problem. Because if it's a busy day, I mean, Thursdays, I don't know whether Tuesdays as much, but Thursdays definitely is a busy day when everybody seems to be in the office trying to book a meeting room, you just have to do it quite a bit in advance. But if you've got an impromptu meeting, it's very difficult to find space these days. You've got students with problems, not even talking to the students, but talking about student matters, you definitely can't do it out in the main office.

Researcher

2m 46s

And are most of those meetings you're booking here in Hobart or are they in other places as well?

Participant 5

2m 50s

I mean, there are times when I have had to book other meetings in other colleges, in which case if I can't do it by matrix, I do it via timetabling.

Researcher

3m 0s

What does that mean? Via timetable timetabling?

Participant 5

3m 3s

It just means there's. Each college has got their own timetabling team.

Researcher

3m 7s

Oh, you contact them directly?

Participant 5

3m 9s

Yes, and ask them. Or we do it. We can do it by cellcat as well, which is like. I don't do that very often. In fact, my line manager showed me how to do that. So that's just seeing what rooms are available. But it's a case.

Researcher

3m 24s

Is that light matrix? Is it another system?

Participant 5

3m 26s

Yes, it's just another system. I think the timetaping team use it when they're setting up courses and book classroom time. So if we're desperate for a meeting space, we might use that. But I tend to go by matrix or directly contact timetabling team themselves to see what rooms are available in the colleges. But it's mainly here.

Researcher

3m 53s

Nice. And then do you ever use external guests from outside the university on the occasion?

Participant 5

4m 0s

Yeah, we do.

Researcher

4m 0s

For what kind of activities? What kind of things are they doing?

Participant 5

4m 4s

It doesn't happen as much these days. I mean, when I've worked in other departments, then, yeah, we would have people coming in and we just book rooms. Yeah.

Researcher

4m 18s

And does it work like, can they get in the space? Can they get in the building? Can they get online?

Participant 5

4m 23s

Well, it's. Since COVID we've gone much more online.

Researcher

4m 27s

Yeah.

Participant 5

4m 28s

So. But I mean, if we've got somebody, we do need somebody from external. External to come in, then it's just a case of making sure the reception know that they're coming. Somebody meets them, we take them up to the space and do it that way. But I mean, if they're joining a meeting anyway, the whole team will be there or whoever. So. Yeah. Nice.

Researcher

4m 48s

So think about the last few times you've. You've had a meeting yourself and you were in meetings. What's it like from when you get to a room? What's it like getting there, setting things up, starting the meeting. Is there a general process you follow or is it different each time generally?

Participant 5

5m 8s

I mean, the thing is, if I know. If I know everybody's going to be in the room, then I don't worry about getting links because obviously everybody's in the room. But if we get the odd person who can't make the meeting in person. And we've got to do a hybrid. I know you can add the room, but it doesn't. To the meeting. I understand this is matrix for you.

Researcher

5m 30s

Yeah.

Participant 5

5m 30s

You've got to invite the room into the meeting.

Researcher

5m 33s

It's a person.

5m 34s

Exactly. And then you. And then you invite somebody else in as well. And I find sometimes it just doesn't work. Now, Kelly, my line manager, she's such a whiz, she manages it, no problems. But when I do it, half the time it just doesn't want to know. That's why I do a bit of a convoluted workaround, whereby if I know that some people can't make it in, I literally just invite. If I've already booked a room, I just invite everybody in and cancel the booking that I made in my boss's diary. But I have to make that clear. Otherwise you think, oh, the meeting's cancelled. It just works for me. I'm sure. It's just perhaps me not being very tech savvy, but it works, put it that way. I just know that everybody's going to go for the right link and they appear. Providing text working. Of course, because we did have a problem with that room whereby the sound wasn't working and literally we had to do it through the laptop. Turn everything else off and it was going through the laptop, which wasn't.

Researcher

6m 40s

When you have issues like that, what. What do you do? Is there a process to report them? Do they get fixed?

Participant 5

6m 45s

I reported to. I reported it to IT Service desk. Now, the only problem with that is, is how long their task list is and if they can get in there to fix it. I think we were two or three weeks before they could get in to fix it, so we had to keep doing it because I don't continuously book that particular room.

Researcher

7m 5s

So you had the same problem over and over again?

Participant 5

7m 7s

Yes. And the thing was, I couldn't book another room because they were already booked up, but we knew it worked, so we just carried on doing it through the laptop, which is okay, providing everybody's near to the laptop and the microphone. And then it doesn't recognise the speakers, it just says Speaker 1, Speaker 2, Speaker 3. But luckily our team is fairly small and I can recognise their voices, so I know if they all start talking at once, then it's.

Researcher

7m 39s

So that's like a workaround that you.

Participant 5

7m 41s

Use with a laptop? That's me, yeah.

Researcher

7m 42s

Are there any other workarounds you have to do, like to get round issues, either tech issues or booking issues or anything like that?

Participant 5

7m 50s

If it's booking issues, I mean the odd occasion, I mean, to check that my Boss was in 709. They just started this new system whereby you have to literally log in to start the meeting through something on the door. And I think there was something on the table. She hadn't done that. She didn't realise it was brand new and the room thought, oh, you haven't turned up. So cancelled the meeting because she was actually using her laptop, not the main screen and somebody else booked the room.

Researcher

8m 23s

In the meeting and turned up.

Participant 5

8m 25s

Turned up or I realised what had happened and so I literally had to. There was another room check to see whether there was any more availability. There was

another room that somebody had booked and hadn't turned up. I had to literally check with them whether they were going to use the room and then let the other people know and leave the room.

8m 47s

That sounds convoluted.

8m 49s

Convoluted and literally hair raising because literally they were going to kick my boss out. We genuinely bought the room for her, but we didn't realise that you had to. It was brand new and nobody told us.

9m 1s

And is that system still in place?

9m 3s

I meant to go and check and I completely forgot. But I mean, I don't know whether we're allowed to use 709. I think HR used that as a training room.

9m 12s

Now, is that the big one just here?

9m 13s

Yeah, that's right, yes. I don't know whether somebody said you'd been put back in the system. I mean, when you start, when you use one of these meeting rooms that you book Fire Matrix, you do have to tap on the screen those things.

9m 28s

Yeah.

9m 28s

To say that you're in the room and in the meeting. So it's just frustrating when people book a room, don't cancel it because they're not using it. And then you, you don't realize and you think, well, I can see the room's empty.

Researcher

9m 44s

Do you ever book backup rooms for. If it's in like an important meeting or anything like that?

Participant 5

9m 49s

Once, twice, I have. Or if, for instance, like I did this afternoon, I just realised they want somebody to come and some of the team to come and talk at one of the leadership team meetings. And the only way I'm going to get it is if I can get the meeting moved half an hour forward. So I've actually gone and booked one of the rooms half an hour before and I'm next booking just to do kit for the time being. But until I can talk to my boss about whether she thinks that's feasible, I Mean if she says don't do that, then I'll cancel it straight away. So it's a case that you have to block it just to make sure you've got meeting room otherwise this is the trouble. It's, you know, we've got plenty of meeting rooms but just they're too much in demand.

Researcher

10m 44s

Well, you said like you found an empty room before. Do you find the rooms sit empty a lot even though they're booked?

Participant 5

10m 50s

Well, I mean you only notice this when you're actually desperate for a room and if you go and look in the room and then go and see who's doing it and then try and contact them and say are you actually using the room? And they'll say no or they finished half an hour early or something but they haven't cancelled of it. You can't actually book it because the room system won't let you. I mean the only problem is some people will see a room empty and just walk in and start having an impromptu meeting and it's

like they just snuck in just before you get there and you have to then start to usher them out.

11m 31s

Does that happen often?

Participant 5

11m 33s

Sometimes.

Researcher

11m 34s

That's going to be annoying because the.

Participant 5

11m 36s

Trouble is if people use the pods, some people who come into the office will use the pods as a desk.

Researcher

11m 42s

Which you're not supposed to and just like camp down there.

Participant 5

11m 45s

Yeah. And then where they're supposed to, you know, other people can have a meeting in there. They've gone into the meeting room to have an impromptu meeting. So.

Researcher

11m 56s

And you mentioned before about busy days, which are the busier days?

Participant 5

12m 0s

Well, in theory they used to be Tuesday and Thursday, but I think it depends on what the season is. I know a lot of people, I mean Thursday tends to be our teams when

they expect everybody to be in, who can come in because we've only got a certain number of desks. I don't know whether they've taken that allocation off but it sort of understood that we use that stretch desk. But other people from other departments use our desks as well, you know, whenever if they see that there's nobody there. But yeah, I mean there are occasions when people have used our desks even though we've bought them. They don't check, they just use them.

Researcher

12m 42s

Are all the desks the same or all the technology the same and do they work or is there a difference, do you mean?

Participant 5

12m 51s

Because I think there's some floors where there people have their own desks, the ones that are agile working. Yeah, in theory they're all the Same. We do have one or two that are. What's the word? They have a standalone computer, but then they can only take so many people logging on to those. If they. With their profile, they can't take a whole load of people.

Researcher

13m 14s

Oh, so they just like lock people out.

Participant 5

13m 16s

I think they can only do so many. But you see this, this is why I end up carrying my laptop everywhere because then I can, you know, I can take it home with me and then I can bring it to work and when I log on in the morning, then I just accept my room at my desk booking. So. Yeah.

Researcher

13m 36s

And then what about the technology in the rooms? Does it work? Like if you come in and you've booked a room, when you walk in, do you expect it's going to work or not?

Participant 5

13m 45s

Hopes it will. But as I say, like with that room I was telling you about. Yeah. The sound had failed because the IT technician eventually got around to sort of getting into the room to sort it out. He literally had to do a reboot. I mean, there's no way I can do that because I wouldn't know what to do. Yeah, but they did it and they got the sand working again. But I mean, we have had other problems and there were times when we were in a crackingly long meeting, it was two hour meeting and all of a sudden it just froze and I don't know whether luckily it's still recorded. So I've got the meeting recorded in the room, but literally the people who were online somehow got kicked out and we got them back in again. But it's a bit of a panic, it's just trying to get them back in. So I don't know whether that was our WI Fi doing something or the system. I mean, I know when I've been in a meeting at home and joined online and then my system has crashed, but because the matrix, the system is recording, it's carried on as though nothing's happened, which is brilliant. So even if I'm not in the meeting, at least he's carrying on recording. So I can then do the minutes.

Researcher

15m 1s

Yeah.

Participant 5

15m 2s

So yeah, it's just. They're just temperamental, like any system. I assume so.

Researcher

15m 10s

And then when you use spaces in other places. Yeah. Are they for meetings? Are they for any other kind of event or anything?

Participant 5

15m 21s

What we've done is if we're using, say for instance, Senior Management Forum, we actually do. Do. I have actually gone book the eighth floor boardrooms for that. But on other occasions also, I think also for our conference, we do a staff development Conference, we book sort of like the lecture theatre and other large spaces, plus

breakout rooms. That works if timetabling allows. The trouble is if it's sort of at the end of tap. This is what we found this year. We've had. My boss, my line manager has had severe problems trying to book rooms and she's been booking it. Sort of like trying back in April, March, time to book the spaces, but timetaping, saying, sorry, no, you can't have the room. We can book you certain rooms, but we can't book you classrooms or other rooms as breakout rooms because, I mean, it's for the whole of lss, which is quite a few people, because either they're doing degree shows or they haven't worked out the timetabling, whether those rooms are going to be used for classrooms. So it does get a bit frustrating.

Researcher

16m 37s

Yeah, I can imagine so.

Participant 5

16m 40s

I mean, this is. We've been lucky the last few years, but this year it's proved to be a real problem.

Researcher

16m 46s

What was different this year, do you think?

Participant 5

16m 47s

I don't know. They just wouldn't allow her to book the rooms. And this is for timetable, not matrix.

Researcher

16m 54s

Yeah.

Participant 5

16m 57s

So we ended up with. I think we ended up with a lecture theatre and another big room. I can't really remember, I don't know, I don't think it was Chelsea. But smaller breakout rooms where you want to go and do workshops, so that people aren't just

sitting listening to people the whole time in the lecture theatre, because people switch off after a while. So that's why they try and organise breakout sessions, you know, workshops and things. We just couldn't get small spaces. And if you've got a lot of people, you can't just. I mean, you might try and do that in a lecture theatre, but it's not easy.

Researcher

17m 36s

And what's not easy about it?

Participant 5

17m 39s

And for starters, if it's in the lecture theatre, for instance, I think some of the LCC one or even the Chelsea one, they're ranked. So you try and get people grouped together, you either turn around very uncomfortably with people.

Researcher

17m 57s

Yeah. The speech just isn't designed.

Participant 5

18m 0s

I mean. No. And then it was those. You got it to people in the room. Even in smaller groups, the hubbub you can't hear even if you're close together, but it's just not designed. That's why you need smaller spaces to get out and also give people a change of scenery as such. So if we can't book the smaller rooms, it is problematic.

Researcher

18m 26s

And back on technology, when you're doing Meetings that are hybrid, or do you find any. I mean, what's the different experience of the two? What's the different experience of doing a meeting in a room and doing a meeting on your laptop?

Participant 5

18m 44s

If it's hybrid, it is much more difficult because we have tried to do that with. If you're doing something like a senior management forum, you've got people in the room and

people who can't come, but they want to join the meeting is very difficult. For a start, they can't join in the physical activities. So that makes it very. You know, it's great that they join in for the discussion, but they can't join for the. If they've got physical activities in it. Yeah, people do think. I mean, it's great that we can do hybrids because just trying to get people having six colleges, trying to get people across colleges to a meeting. I mean, this is what. When I used to work for someone senior upstairs, he'd say, look, I want this person. You've got to come over. Either he's got to go over to them and then you've got to add traveling time in, or they've got to come to him and say, sorry, I've got to get back in time for another meeting. And college.

Researcher

19m 51s

So your colleges aren't close together either.

Participant 5

19m 55s

So I think hybrid is brilliant, but it's still. It's a bit clunky, if you know what I mean. So, yeah, if you've got them in the room and then they could actually still. You can attach your laptop and share things on the screen, which is good. I mean, I haven't done that recently.

Researcher

20m 14s

I was about to say, does it work, like, when you try and present it?

Participant 5

20m 18s

Yes. Yeah. And then, I mean, we get people who are joined when we do a hybrid one and they've joined online. Like, for instance, last week, we have the leadership team and the lady, obviously, was in one of the colleges and she shared her presentation on screen. That's brilliant because she can actually talk to it and you can see it on the screen. I mean, I had to pack mine on my laptop as well because I'm recording it for the. So I have it two ways, but, you know, everybody else can see it on the screen. It's so much easier than, you know, you could send it ahead and then you'd have to print it out or you just have to have it on your laptop. I think up on the screen is great

because then you know where you are because they're changing the pages and everything else. And I just say, there's probably a pointer system where you. They can actually point to, but I thought I should try that.

21m 13s

Lovely. That's kind of everything I wanted to go over. Let's have a quick look through here. There is one more question I have which is thinking about the whole process of like whatever you do in your daily job that relates to the meeting rooms, the booking systems, the technology, the teams, all of that stuff. If money and time were no object, would you change? What would you improve?

Participant 5

21m 37s

I don't know whether Matrix is one of the best systems. I mean there was a lot of grumbling about it because it had quite a few teething problems.

Researcher

21m 46s

Was it fairly new then?

Participant 5

21m 48s

It's happened after Covid. We had to get it in in a hurry.

Researcher

21m 53s

Okay.

Participant 5

21m 53s

And it was said at the time it wasn't tested properly. The trouble is it, if you talk about it too much, it just won't happen. But it was got in a bit of a hurry. So I don't know whether it's a bit of a clunking system. I think people are a bit more o fait with it now. But it's like any technology, you've just got to work round any problems and it's how quickly it can come and help sort out the problem. I suppose if it's a really big meeting and you want to make sure that everything works, say like a senior management

forum or the staff development, you then have to book the it, get hold of someone from IT in that area to make sure that they can set it all up and IT works and they're on call if anything drastic happens.

22m 46s

And is that possible at the moment? Can you do that?

22m 49s

Yes, it just depends on which IT department we have had at the occasion. People say, oh no, we don't do that. And it's like, well, you're it, aren't you? But yeah, it's just as long as we make sure we've got that back up. I mean some people, like, as I said, my line manager Kelly, she's brilliant. She could probably work it round, whereas I'm not as good, so. And everybody's staring at you and you go. They go fix it. And it's like, yeah, right. But yeah, we just make sure that we get everything in line. I mean there are other times when we do go out, but we only to other external rooms. But that's just to get for a change if they just want to be nobody else bothering them. But it doesn't happen very often because of the expense. But we do on occasion use External venues as well.

23m 47s

What would make you use an external venue? What would like cross the threshold?

23m 52s

I think, for instance, for the leadership team, because it's only a small group, I think just to get them completely away from the university, just to get. So that nobody can. Well, I mean, I will stop people from trying to contact them, but, you know, if people see you sitting there at lunchtime, if you having a break, they'll come up and say, oh, can you do so and so. So to get them away, completely away. And I think a change of venue sort of like concentrates the mind. Plus also, it's probably a little bit of pampering for them as well. Just to sort of. Yeah, I mean, we can do it quite reasonably, so it's not horrendous amounts. So. And it doesn't happen very often. So once. It's when I know.

But it's just. They will then sort out the it. But I mean, if they need anything from us, we can. Then we can email it to them and then they can pop it up on the screen there. So. So, you know, it's feasible. Yeah. It's just on the odd occasion, it does like any system, it throws up glitches. It's how you get around it that's the problem.

Researcher

25m 1s

All well, this has been great. It's been really useful. I'll stop recording.