

Summary of Focus Group meeting Wednesday 5th December

Attendees: EAC advisory member and representatives from an independent band, ChaOs and MusicSoc

Staff: Eloise Tong, Arts Development Manager; Aloys Feeney, Visitor Services Co-ordinator; Sophie Cooper, Communications Assistant; Charlotte Appleyard, University Arts Assistant

Agreements reached:

- To proceed with the concept of individual and group membership options as outlined in the proposal, which makes sense to current users. All The Edge room users will then need to be a member to use the new system, either individually or through a group.
- To implement an automated, online booking system that allows users of The Edge to see real-time availability.
- To use XPlan, the University of Bath's library card access system, in order to access rooms at The Edge through individual's library cards.
- To implement a 3-strike system for no shows with a penalty/short-term ban for repeated no shows.
- To move the grand piano back to the Music Studio to ensure that The Ensemble Room is made more available for larger groups/societies.
- The electric drum kit to be replaced by the spare piano to relieve the pressure on pianos in other rooms particularly the AMP room.

Outcomes/next steps:

- Aloys Feeney, Visitor Services Co-ordinator, is currently researching different software that links with XPlan, the University of Bath's library card access system. Aloys has been sent a rough demo of one option which he demonstrated in the focus group. The demo is extremely simple and Aloys has already been in touch with possible improvements and additions to create a custom integration plan. The purpose of showing this demo software is to give a rough idea of the sort of thing we are looking towards. It is definitely not a final product and other systems will be explored to ensure that requirements are met, whilst also taking into consideration that it is an affordable option.

- Terms and conditions for the new system are to be worked on. Minimum group number requirements, exact pricing and membership duration to be confirmed, taking into consideration feedback from the sessions and online survey, and cost of new system. As users requirements have highlighted a bespoke system will be needed this may impact on cost. The group was reassured the price of the membership would be to cover costs only and The Edge would look to keep this as low as possible.
- Summary and outcome documents to be communicated out to society chairs, music card holders and through The Edge website and SU.

Other suggested updates on the potential new online booking system

- Membership sign in to be University of Bath login– if not possible then an easy registration process.
- Ability to see a weeks' worth of slots instead of a month and a calendar view so you can immediately see what is available and what is in use.
- Society login option to be explored - with a potential group option so branches of societies or individual bands could have their own account and book practice spaces independent from their umbrella society.
- To enable the ability to track whether bookings are fulfilled or if there are no shows occurring, XPlan the library card access system will be used to monitor when cards are scanned to open doors.
- It was suggested that it would be useful to be able to view one room for a week as well as all rooms for a week. This would help to make the process more user friendly.
- An easy cancellation process would be put in place.
- During the piloting stage a small pool of students, possibly society members, will test the product and provide feedback.

Instrument Storage

- It has been suggested that on the new system rooms could be marked clearly if it is not possible to enter to collect instruments.
- There will be a working group put into place to discuss possible options moving forward. Eloise Tong, Arts Development Manager will communicate a call out for this.

Timeframe:

- Visitor services team based in the foyer next semester, operating a similar service as previously. This will include taking booking enquiries between 9-5pm Monday-Friday only (office hours).
- Piloting of new system between February and April with a small section of users, potentially Music Practice Card holders
- An evening presence to assist students with bookings they have already made between Feb and April will be looked at.
- Approximate date for booking system to be rolled out fully in April 2019.
- Users to be sent updates as things progress.