

University Event Scheduling (UES) FAQ's:

What are the spaces that UES schedules?

The Mary Graydon Center (MGC 200, MGC 203, MGC 205, MGC 244, MGC 245, MGC 247, MGC 1-6, MGC Tavern, TDR Santa Fe, TDR Georgia O'Keeffe, TDR T-19) , Butler Boardroom, Butler Conference Room, SIS Lounge, select Residence Hall spaces (McDowell Formal Lounge, Hughes Formal Lounge, Anderson Conference Room), and select Outdoor locations (Friedheim Quadrangle, Woods-Brown Amphitheatre, Leonard Picnic Area, McKinley Green, Letts-Anderson Quad).

UES schedules instructional spaces for event purposes only (instructional spaces needed for classes, exams, or course-related activities must be reserved through the Registrar's Office), but cannot process requests for instructional space until after three (3) weeks into the Fall & Spring semesters (one (1) week into the Summer semester) to allow for course schedule adjustment by the Registrar's Office.

How do I reserve a space for my event?

See UES Website > Scheduling an Event

Can you tell me which rooms are available for my event?

The AU Events Portal lists all confirmed events and the locations in which they are scheduled. The AU Events Portal, however, does not show tentative, pending, or space requests that have been submitted but have yet to be processed; nor, does it include any set-up or breakdown time scheduled for the event.

How do I find out what room I received for my event?

After you submit your Space Request, within three (3) business days you will receive an email with an .html file attached that is your confirmation. Open the file, review the date/time/space scheduled, and print out the confirmation to have with you during your event as proof of reservation. Any notes regarding your confirmation (how to schedule A/V, room set-up information for certain spaces, etc.) will be in the body of the email containing your confirmation. Confirmations for more complex events, outdoor events, or events in the MGC Tavern will be sent within ten (10) business days.

My requested date is in less than 3 business days. Can I get a confirmation sooner?

All requests are reviewed on a first come, first serve basis, and are processed in the order that they are received. Exceptions can be provided by contacting Debra Guy, Reservations Manager, 202-885-3938, or Scott Jones, Director of Operations, 202-885-3934.

Why didn't I get the room I requested?

The space you requested was either a) not available and you were placed in a comparable location, or b) based on your listed programming need, you were scheduled in an alternate accommodating space. In order to maximize the effective use of campus space, UES may assign groups to alternate spaces if the expected attendance underutilizes the requested space.

Who do I contact regarding the room set-up and A/V needed for my event?

Room set-up information for the second floor MGC spaces, SIS Lounge, Butler Conference & Board Rooms, Hughes Formal Lounge, and McDowell TV & Formal Lounge is collected when you submit your Space Request. Instructional spaces have fixed set-ups and therefore are not approved for special set-ups. If your room set-up is complicated, diagrams can be sent to the University Center (fax: x1534). If your room set-up changes from when you first submitted your Space Request, contact University Event Scheduling (ues@american.edu). Any A/V needed for your event is also collected when you submit your Space Request, though following up with AU A/V is required to confirm your A/V request.

I need to reserve an instructional space (Ward 1, Ward 2) for my event, but I can't wait until three weeks into the semester for a confirmation!

UES cannot process requests for Instructional Space until after three (3) weeks into each semester (Fall, Spring, and Summer) to allow for course schedule adjustment by the Registrar's Office. Organizations should avoid planning events *requiring* the use of instructional space during the first three weeks into each semester. If you are planning an event during the first three weeks into each semester, use the Room Set-up Styles and Capacities Guideline to plan within the parameters of Event Spaces, which can be confirmed within three (3) business days after you submit your Space Request.

I don't understand why I have to contact so many offices to coordinate the details surrounding one event (Catering, A/V, room set-up, etc.)!

Currently, event support at AU is distributed among various departments reporting across divisional lines. Event support units often have responsibilities beyond event support and often operate with different software. UES coordinates a bi-weekly Event Services meeting to compare needs for specific events among service departments, but there is not an assigned central coordinator for event support on campus.

I was informed that there was no space available for my event, but I have already advertised/sent out announcements/confirmed my speaker!

Based on the details of your Space Request (time, attendance, room set-up style), UES checks the availability of every space that would accommodate your event, regardless of which spaces you requested, before informing you if there was no space available. UES advises all event planners to wait for a confirmation of space before publicizing the activity.

Once I have my space confirmed, can I get "bumped" out of my space for another event?

Unless UES receives a mandatory event request from an AU Cabinet member that conflicts with a scheduled event, UES will not "bump" events.

I have an outdoor table reserved, but it's raining/snowing/too cold/too hot to be outside. Can I get a table inside instead?

There are no "rain site" tabling locations if you are unable to table outside during your reservation.

Is it possible for a space to be double-booked?

The scheduling system that UES uses does not allow for double-booking to occur. In most instances, someone or an organization will "homestead/squat" in a space that they perceive to be available. UES encourages event planners to carry your event confirmation with you as proof of reservation.