

## SPACE MANAGEMENT FREQUENTLY ASKED QUESTIONS

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### Astra Schedule

**Q: What is Astra Schedule?**

Astra Schedule is the University's comprehensive event and facilities scheduling software tool managed by Space Management. For more information, visit [Astra Schedule](#).

**Q: How do I access Astra Schedule?**

Campus users will need to sign into Astra Schedule at <https://astra.csus.edu> using the Duo Single Sign-On authentication service. Astra Scheduled is available 24/7 on campus or off campus with a VPN connection.

**Q: How do I use and navigate Astra Schedule?**

The [Astra Schedule User Guide](#) is available to assist guest and academic department end users navigate Astra Schedule.

**Q: How do I request Astra Schedule user security for class scheduling purposes?**

Academic department and college schedulers must contact [Space Management](#) to request relevant Astra Schedule security access and coordinate required virtual or hands-on training.

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### Campus Operations

**Q: The heat/air conditioning is not working properly in the facility I am using – who do I contact?**

HVAC is programmed by Facilities Management Central Plant in campus facilities for scheduled classes and events as well as for offices during established business hours. Activities held in instructional classrooms and labs must be properly scheduled in the Common Management System Student Administration (CMS-SA) by appropriate college/department support staff and/or Astra Schedule by Space Management for HVAC to be programmed.

To report HVAC problems, please contact Central Plant at (916) 278-6242 during regular business hours Monday-Friday. For after-hours and weekend assistance, call (916) 278-6000.

**Q: The building/room is locked for my class or event - who do I contact?**

Most campus academic building entrance doors are unlocked automatically by programmable locks according to campus building standard hours of operation and scheduled activities. The remaining buildings are unlocked by Facilities Management or Sac State Police Department staff. Buildings are locked nightly based on the last scheduled activity. See [Facility Access and Security](#) campus policy.

To report a problem with accessing a campus building or classroom for a scheduled class or event, please contact Facilities Management Customer Service during regular business hours at (916) 278-6242. For after-

hours and weekend assistance, call (916) 278-6000. Campus customers must work with their department support staff to make facilities reservations with Space Management.

Note: If the instructional facility is a department lab and it is locked, please contact the department or college that oversees the lab for assistance to access the lab. To report a problem with accessing a department or faculty office, please contact the appropriate academic college for assistance.

**Q: When are campus buildings open?**

Campus building standard hours of operation are as follows:

- During fall and spring: Monday-Thursday, 7 a.m. - 10 p.m. and Friday, 7 a.m. -5 p.m.
- During winter: Monday-Friday, 7 a.m. - 5 p.m. in specific and limited buildings.
- During summer: Monday-Friday, 7 a. m. – 4 p.m. in specific and limited buildings.

On weekends, campus buildings are open as needed when classes or events are scheduled. Only a handful of buildings are scheduled as needed on weekends and after standard hours of operation in order to conserve energy, keep operating costs to a minimum, and protect and secure campus facilities. Buildings are closed on campus holidays. See [Facility Access and Security](#) campus policy.

Note: Campus administrative and student services buildings (Sacramento Hall, Lassen Hall), Sacramento State Downtown, the Academic Resource Information Center (ARC), the Harper Alumni Center, the University Library, the University Union, the Well, UEI facilities (Hornet Bookstore, Modoc Hall, Napa Hall, etc.), and/or University Housing Services may have varied operating hours. Check directly with these areas for their hours of operation.

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**Campus Facilities/Venues**

**Q: What campus facilities does Space Management schedule?**

Space Management schedules State-owned instructional facilities and all outdoor spaces (with the exception of the Challenge Center) on the Sacramento State campus. In addition, Space Management schedules the classrooms at [Sacramento State Downtown](#). Additional campus venues not scheduled by Space Management are listed below.

- Alumni Center, (916) 278-7809
- Aquatic Center, (916) 278-2842
- College of Continuing Education (Napa Hall), (916) 278-4433
- Housing Conference Services, (916) 278-4982
- Challenge Center (Peak Adventures), (916) 278-6321
- The Well, (916) 278-9355
- Julia Morgan House (UEI), (916) 227-5527
- University Union, (916) 278-6743

**Q: Do I need to reserve/schedule State-owned instructional facilities and/or outdoor space(s) for my event with Space Management?**

Yes. Space Management authorizes and approves the scheduling and use of appropriate University facilities for events. To ensure the proper and nonredundant scheduling of University facilities for events, programs and departments are required to work with Space Management to formally request and schedule the desired space and coordinate related services. Failure to include Space Management in your planning efforts can create unwanted, uncontrolled, and unnecessary liabilities for the campus. It can also result in scheduling conflicts,

inaccuracies of calendared events, and other undesirable difficulties for the group wishing to use the space and the campus. Space request forms are available to download on [Event Scheduling](#).

**Q: Where can I find information about Sacramento State Downtown?**

Sacramento State Downtown is located at 304 S Street in Sacramento, California. The building comprises of three floors, 76 offices, 4 meeting rooms, 4 classrooms and 2 training rooms. For more information visit [Sacramento State Downtown](#), email [sacstatedowntown@csus.edu](mailto:sacstatedowntown@csus.edu), or call (916) 278-4303.

**Q: Where can I view a Sacramento State campus map?**

View an online and printable campus map at <https://www.csus.edu/campusmap>.

**Q. Where can I find directions to Sacramento State?**

View directions to Sacramento State on the [Visit Sac State](#) webpage.

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### **Classroom Technology**

**Q: Are classrooms outfitted with smart technology?**

All general use Lecture classrooms are equipped with smart technology. For more details on classroom smart technology and how to use it, contact the IRT Service Desk at (916) 278-7337 or view the [Learning Space Inventory](#).

**Q: What is lecture capture technology?**

Lecture capture technology (Panopto) allows instructors to easily record and live-stream lectures and presentations in selected instructional facilities (ARC 1010, ARC 1011, DH 208, DLN 1004, DTN 111, and LIB 53). See [Classroom Technology](#) for more information on this technology and instructional facilities that support it. Contact [Space Management](#) to reserve one of these Lecture Capture-ready instructional spaces.

**Q: I want to know what technology equipment is in a classroom or have a problem with the equipment in a classroom - who do I contact?**

To view information about technology equipment in classrooms, view the [Learning Space Inventory](#) maintained by IRT. To report a technology equipment problem in a classroom, contact the IRT Service Desk at (916) 278-7337.

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### **Classroom Use and Furniture**

**Q: Can I bring food in University classrooms?**

Only light refreshments (such as water, coffee, tea, cookies, and donuts) are allowed in University lecture classrooms. Food is limited to light refreshments to maintain the cleanliness and condition of classrooms to support instruction. Catering, meals, and potlucks are not permitted in University lecture classrooms. Users assume responsibility for cleaning up the classroom promptly after its use.

**Q: Are chalk, erasers and dry erase pens provided in University classrooms?**

University lecture classrooms are outfitted with chalk and erasers by custodial services. Dry erase pens are not provided; users must supply their own dry erase pens if needed.

**Q: Can I add or remove furniture in University classrooms?**

University lecture classrooms are provided in "as is" condition. Existing furniture is set per Fire Marshal and building code compliance. All users are expected to leave classrooms and their equipment in good order and return them to a class-ready condition after each use per the furniture layouts posted. Keeping classrooms in good order includes straightening chairs and tables, shutting off electronic equipment, and taking away or disposing of items brought into classrooms such as food/beverage containers, newspapers, etc. Under no circumstances is furniture or other property to be removed from classrooms.

**Q: There are not enough chairs/desks in the classroom that I am using – who do I contact?**

Official seat capacity and furniture configurations for University lecture classrooms are maintained by Space Management. If the furniture seat count is incorrect in a classroom or if there is a furniture safety issue, please notify Space Management at (916) 278-6507 or [spacemgt@csus.edu](mailto:spacemgt@csus.edu). For more information, visit [Classroom Use and Furniture](#).

**Q: I want to know how the furniture shall be arranged in classrooms - where can I view this information?**

Lecture classroom furniture layouts are posted in each classroom and available to view at [Classroom Furniture Layouts](#). Users shall take extra care that no damage is done to the classroom, instructional furniture, or equipment and that the room is returned to a class-ready condition after each use per the furniture layout posted in the classroom.

**Q: I am a student - who do I contact to request ADA furniture accommodations in classrooms?**

Students that need additional ADA furniture accommodations or adjustments to existing furniture in classrooms shall contact the [Disability Access Center \(DAC\)](#) at (916) 278-6955 in Lassen Hall, room 1008. Faculty must refer students to contact DAC directly. DAC will contact Space Management to coordinate all ADA furniture needs for students.

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**Class Scheduling Building**

**Q: When do I use Astra Schedule to schedule facilities for classes?**

After the initial schedule building deadline up until census for fall and spring terms, department/college schedulers shall use Astra Schedule to search for and schedule facilities for class sections. Facility changes may NOT be made in CMS-SA after the initial schedule building period because conflicts may result with events and energy use plans that impact specific facilities. Academic departments must contact Space Management for all summer and winter facility assignments after the initial schedule building deadline. Schedulers are encouraged to refer to the schedule building calendars, instructions and training manuals distributed by Academic Affairs, the College or Continuing Education, and Space Management. For more information, visit [Academic Scheduling](#).

**Q: If I need assistance scheduling classes, who do I contact?**

Department and college schedulers can contact the Office of the University Registrar, Academic Affairs, the College of Continuing Education and Space Management for assistance scheduling classes. Questions and concerns regarding facility availability, allocation and utilization, and using Astra Schedule should be directed to Space Management. Other scheduling questions pertaining to Common Management System Student Administration (CMS-SA) transactions should be directed to the Office of the University Registrar, Academic Affairs or the College of Continuing Education as relevant.

Additional class schedule resources can be found at [Academic Affairs Inside AA](#).

**Q: How do I reserve additional facilities for class sections?**

Departments shall request an additional facility through Space Management by completing the Standard Request Form available to download at [Event Scheduling](#). Additional facilities will be scheduled as "Course Add'l Facility" events.

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## Event Reservations

### **Q: How do I request/reserve tables and chairs and tents for my outdoor event?**

Once an event is initially scheduled in Astra Schedule by Space Management and a Reservation ID is generated, campus customers can request tables and chairs and tents directly from [Facilities Management](#) for placement in outdoor areas. It is the customer's responsibility to plan directly with Facilities Management for tables and chairs.

### **Q: I am a campus employee and need to reserve a facility for a campus meeting or event – what form do I use?**

Two forms are available for campus departments to request use of University facilities. Visit [Event Scheduling](#) for more information.

### **Q: I am a campus department and want to co-host or sponsor an event with a third party – what is the process?**

Campus department sponsored events involving external organizations require 60 days' advance notice. Departments must submit a Request to Use University Facilities Standard Form and a Request for Department Sponsorship and Facilities Rental Fee Waiver Form. For more information, visit [Event Scheduling](#), email [spacemgt@csus.edu](mailto:spacemgt@csus.edu), or call (916) 278-6507.

### **Q: I am a student and want to reserve a facility for a group event – what do I do?**

Students that belong to a certified student organization need to begin the facility request/reservation process with the [Event Services Office](#) or with [Student Organizations & Leadership](#) (SOAL) located in the University Union. If the student group event is directly associated with an academic class, then students must consult with their faculty member about the possibility of planning their event through the relevant academic department. Students are not allowed to reserve University facilities on their own.

### **Q: I am a member of a community organization and want to reserve a campus facility for an event – where do I begin?**

University facilities and outdoor spaces are available to community groups and organizations, for purposes that promote the mission of the University and its activities, when not needed for University programs. An organization must meet basic eligibility requirements and contact Space Management at least 60 days in advance of event start date to begin the process.

University facilities are not available on holidays when the Sacramento State campus is closed. Events for profit are not typically within University policy unless they are of a fundraising nature for the University. The scheduling or use of University facilities or property by individuals for personal or private events is not permitted either for profit or nonprofit purposes. For more information, visit [Space Management](#), email [spacemgt@csus.edu](mailto:spacemgt@csus.edu), or call (916) 278-6507.

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## Event Scheduling & Charges

### **Q: What are the event scheduling timelines for each term?**

Event scheduling timelines are the same every year. For best facilities selection and priority scheduling each year, note the following priority deadlines for submitting space request forms for use of University facilities.

- **February 1st** for all Summer requests
- **June 1st** for all Fall requests
- **October 1st** for all Winter and Spring requests

Space Management begins scheduling facilities for events shortly after the above dates each year and once the initial class schedule is established. Space requests submitted well in advance of final deadlines are encouraged. Requests submitted after the priority event scheduling deadlines will be processed in the order they are received along with all other requests from the campus and community.

**Q: How long does it take for a space request to be processed once it has been submitted?**

Space requests are held on file until the appropriate time for event scheduling AFTER academic classes have been scheduled (see question above). Depending on the complexity and nature of the space request and number of requests in the queue, it may take from 5-12 business days or longer to process a space request once it has been received. Requests for facilities outside of campus standard hours of operation (after 5pm on Friday and on weekends) and for outdoor areas or special facilities (including instructional pc labs) require at least 12 business days to process. Please visit [Event Scheduling](#) for more information.

**Q: How will I know when my event is confirmed?**

Once an event has been confirmed, an event confirmation email will be sent to the campus customer from Astra Schedule. If event related charges are assessed, the campus customer will be informed of charges by Space Management staff prior to the event confirmation.

Note: The event scheduling and notification process is slightly varied for campus department sponsored and community events as insurance and a contract is required for events involving external (third party) groups. For more information, view [Use of University Facilities Process and Deadlines \(PDF\)](#).

**Q: How can I view events scheduled in Astra Schedule?**

Campus guest users may view events scheduled in Astra Schedule on the Calendars tab (Scheduling Grids option). Campus users will need to sign into Astra Schedule at <https://astra.csus.edu> using the Duo Single Sign-On authentication service.

**Q: Why are there charges for my event?**

When a facility request is submitted, customers agree to [Use of University Facilities Terms and Conditions \(PDF\)](#). Specifically, customers accept responsibility and agree to pay for all event charges which may include service charges for energy use, cleanup, other services and/or use of facilities. Events may be assessed charges for a multitude of reasons which include but are not limited to events scheduled outside of campus standard hours of operation, events with large attendance, and/or events with food or beverages served. Event service charges cannot be quoted in advance of submitting a facility request. See [Cost Recovery Facilities Services](#) campus policy.

**Q: I have questions about event charges - who do I contact?**

Customers may contact Space Management for general questions about event charges assessed and the event billing process. For specific details or concerns regarding event charges calculated, customers are encouraged to contact the department that assessed the charges.

**Q: What are the Sacramento State Police Department chargeback rates to support events?**

When police services are required to support events on the Sacramento State campus, customers are subject to chargeback rates listed on [Sacramento State Police Department Units & Functions](#).

**Q: What are the facilities rental fees for external groups?**

Current rental fees for use of University facilities by external groups may be viewed on [Space Management Facilities Rental Fees](#). Charges in addition to rental fees will be assessed to cover all University services, equipment use, events managers, and other staff costs, plus damages incurred. For more information, please contact [Space Management](#) directly.

**Q: How are external groups invoiced for facilities rental fees and event service charges?**

Invoicing for events is facilitated by Space Management and processed by the Bursar's Office. The Bursar's Office is the sole source of billing for any and all debts to the campus - regardless of the department or account to which the debt is owed. Campus departments are not permitted to invoice external organizations directly. See [Billing, Collection, and Write-off of Debts](#) campus policy.

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## Final Exams

**Q: What are the dates for finals exams?**

The final exam grid is posted on the [Academic Affairs website](#) and is available to students, staff and faculty. The grid outlines the day and time patterns for final exams and summarizes the final exam policy.

**Q: Where will my final exam be held?**

The final exam schedule identifying facility assignments for fall and spring class sections is generated by Space Management and is maintained in Astra Schedule and CMS. Space Management distributes final exam reports to academic colleges and departments each November for fall terms and each April for spring terms. For more information, visit [Academic Scheduling](#).

**Q: Is my instructor holding a final exam and if so, where is it?**

Students must consult with their instructors and/or departments about their class final exam status and location. Every effort is made to schedule a final exam in the same room where a class meets all term. However, due to room conflicts with other exams, a different room may be assigned.

**Q: I am a faculty member and need to change the room, date or time of my scheduled final exam - what do I do?**

Faculty must request final exam changes through their department office rather than directly with Space Management. Final exam exception requests to change the final exam schedule to another day and time are subject to review and approval by Academic Affairs. Final exam exception requests (room changes, additions, special requests, requests for Instructional PC labs) are processed by Space Management after the final exam schedule is complete, usually the month prior to the actual exams. For more information, visit [Academic Scheduling](#).

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