



COLUMBIA UNIVERSITY

*College of Physicians  
and Surgeons*

## **Roy and Diana Vagelos Education Center (VEC) Room Reservation and Use Policy**

Approved: June 2, 2016

Last Updated: September 29, 2016

### **I. Underlying Principles and Values**

- A. The central guiding principle of this policy is that the highest priority for the use of space in the Roy and Diana Vagelos Education Center (or VEC; see Section 3, “Definitions”, below) is for the educational needs of P&S students, GSAS students enrolled in P&S programs, and NYPH medical staff (for example, residents, fellows, nurses, etc.).
- B. The central guiding values of this policy are respect and accountability.
  - 1. P&S leadership expects that demand for VEC space will be very high. As a result, all users are expected to respect the right of others to use the VEC, including by being conscientious about making and honoring reservations and being attentive in their treatment of the space itself.
  - 2. All users will be held accountable for their use of space, including by being charged space use fees; by being assessed cancellation, set-up, cleaning, and other fees, as appropriate; and by having the future prioritization of their reservation requests reflect their past adherence to this policy. (See Section VI, “Reservation Process”, below.)

### **II. Applicability and Governance**

- A. This policy applies to everyone who uses or requests to use any VEC space.
- B. The revision and enforcement of this policy will be the responsibility of the Office of Medical Education (OME), which will call upon the VEC Space Use Advisory Committee as needed to update this policy and resolve any disputes.

### **III. Definitions**

- A. Users – Any individual or committee, group, club, organization, external company, etc. that requests to use VEC space.

- B. Internal Users – Any Columbia University school, department, or program or any NewYork-Presbyterian Hospital department or program sponsoring the event in question.
- C. External Users – All users who do not meet the definition of Internal Users (for example, a professional society hosting an event at Columbia) are considered external users.
- D. VEC or VEC space – The entire Roy and Diana Vagelos Education Center and all space in it (including the SIM Center) and included as part of its footprint (for example, external stairs, outside terrace, and so forth).
- E. VEC Classroom Space – All non-SIM Center spaces in VEC, including the auditorium, the anatomy lab, the 4<sup>th</sup> floor lecture hall, the terrace, and so forth.
- F. SIM Center Space – All space dedicated for simulated learning activities.
- G. Reservable Space – Space that requires a reservation to be used (for example, classrooms). (Please see Appendix A for a list of reservable space.)
- H. Non-reservable Space – Space that cannot be reserved (for example, private offices, other dedicated space) or that does not need to be reserved in order to be used (for example, the student lounge).
- I. Reservation Request – A request to book a specific space that has not been approved.
- J. Confirmed Reservation – A reservation request that has been approved.

#### IV. Building Hours and Access

- A. The VEC will be open seven days a week from 7:00am to 11:00pm.
- B. CUMC students, faculty, and staff will gain entry by swiping their Columbia IDs at the turnstiles inside the Haven Avenue entrance. All other visitors will need to check in at the lobby security desk.
- C. All occupants must vacate the building by 11:00 pm. Security will announce the building's closing at 10:45 pm and again at 11:00 pm. CUMC Public Safety staff will be responsible for ensuring the building is completely vacated after 11:00 pm. All occupants should be respectful of Public Safety's duties and must follow their instructions.

## V. General Rules for Room Use

- A. The VEC is open to all CUMC students and to CUMC and NYP faculty and professional staff. Other members of the CUMC community and members of the Washington Heights community will also use the building for special events. The VEC will also be made available for a fee to outside organizations on occasion.
- B. Reservable space can only be used with a reservation. Anyone using reservable space without a reservation will be asked to leave that space immediately.
- C. Set-up and clean-up time will be added to all reservations as appropriate; users will be charged for this time as appropriate.
- D. Users are expected to arrive on time for their reservations. Unless a Coordinator (see Section VI, “Reservation Process”, below) is notified that a user will be late via the appropriate e-mail address AND this notice is confirmed, arriving more than 15 minutes after the start of a reservation will be considered a no-show.
- E. All users are expected to make arrangements directly with the units that provides any support service required for their use of space (including but not limited to catering; room set up and cleaning; and audio visual, security, and fire safety support) and to pay any related fees.
  - 1. Users are also expected to work with designated internal offices/external vendors for these services and to meet any and all requirements set forth by those offices/vendors. (Please see Appendix B “List of Designated Offices and Vendors” for additional details on these offices/vendors and Section VII “Support Services” for additional details on these requirements.)
- F. Users are expected to return, or make arrangements to return, all space back to the state in which they found it, including trash disposal and room clean up. Users who fail to do so will be charged all related set-up and cleaning fees. Users that routinely incur set-up and cleaning fees because of failure to adhere to this policy will have the priority of future requests reduced until their adherence to this policy improves.

## VI. Rules about Food and Drinks

- A. Food and drink will be allowed in the Study Cascade and all classrooms for as long as those spaces are treated with care and respect. If Facilities staff report that they are frequently cleaning up spills or throwing away food waste, or that chairs, tables/desks, and carpets have become damaged or stained because of food and drink spills, it may be necessary to change this policy and prohibit food and drink in areas that have been damaged.

- B. There is no food or drink allowed in the Auditorium. This rule was established in the interests of keeping the room free from trash, stains, and odors and to preserve its appearance for many years to come. Students are allowed to bring water into the Auditorium, but only if the water is in sealed containers, such as water bottles, travel mugs, or other similar containers that can be closed tightly. These sealed containers must be stored in students' bags or backpacks. Students should dispose of all other drinks and all food before entering the Auditorium. We have asked Facilities to place trash cans outside of the doors of the Auditorium to make it easier to do so.
- C. There is no food or drink of any kind allowed in the anatomy lab or any SIM Center spaces.

## VII. Rules about Alcohol

- A. Alcohol may only be served and consumed in the VEC during the course of formally sponsored and approved events.
- B. The serving and consumption of alcohol in the VEC will be governed by the P&S policy on alcohol and other drugs (which can be found here: <http://ps.columbia.edu/education/academics/policies/alcohol-policy>) and the relevant sections of the P&S Club Leader Manual (which can be found here: [http://psclub.columbia.edu/sites/default/files/images/rs2914/P%26S%20Club%20Leader%20Training%20-%201-4-16\\_0.pdf](http://psclub.columbia.edu/sites/default/files/images/rs2914/P%26S%20Club%20Leader%20Training%20-%201-4-16_0.pdf)).
- C. All users should familiarize themselves with the policy and the relevant section of the manual, which require sponsors of events at which alcohol is served to, among other things:
  - 1. Hire trained bartenders from Faculty Club, who will be the only people allowed to serve alcohol at the event.
  - 2. Check IDs to ensure no one under 21 is served or allowed to drink alcohol.
  - 3. Limit the number of alcoholic beverages students are allowed to consume at each event.
  - 4. Provide both non-alcoholic beverages and food.
  - 5. Confine the consumption of alcohol to the space that was reserved for the event.
- D. Users that fail to adhere to the rules about alcohol in the VEC may have their ability to host events where alcohol is served suspended or revoked entirely.

## VIII. Fees/Charges

- A. Users are responsible for all fees (space use fees, catering, and so forth) for their activity/event, including set-up, cleaning, and cancellation fees.
- B. Internal users are expected to provide a valid chart string at the time reservation requests are submitted; external users are expected to provide similar information at a similar time. Reservation requests will not be confirmed unless this information is provided.
- C. Space use fees will be charged at the time reservations are made and will be based on the requirements of each activity/event. Other fees may be charged either before or after the event.
- D. Users that are delinquent in paying fees (that is, with invoices more than 30 days past due) will have the priority of future requests reduced until fees are paid.

## IX. Reservation Process

### A. Initial Booking

1. Students wishing to reserve space in the VEC for group and club activities should contact the Director of Student Activities and P&S Club, who will request reservations after assessing the student's needs.
2. Reservation requests for VEC classroom space will be managed through the 25-Live room scheduling system. All requests to use VEC classroom space must be sent to the Coordinator: Classroom Scheduling and Student Research, who can be e-mailed at [vecrooms@columbia.edu](mailto:vecrooms@columbia.edu). The Coordinator: Classroom Scheduling is the only person who can approve, make, change, and cancel VEC classroom space reservations. A reservation request will not be considered a confirmed reservation until the Coordinator: Classroom Scheduling approves the reservation in 25 Live and/or other supporting systems AND the user receives a confirmation notice. All disputes about VEC space reservations will be settled based on the details shown in those systems.
3. Reservation requests for SIM Center space will be managed through the room-scheduling module in B-Line. All requests to use SIM Center space must be sent to the SIM Center Simulation Coordinator who can be e-mailed at [simrooms@columbia.edu](mailto:simrooms@columbia.edu). The Simulation Coordinator is the only person who can approve, make, change, and cancel SIM Center space reservations. A reservation request will not be considered a confirmed reservation until the Simulation Coordinator approves the reservation in B-Line and/or other supporting systems AND the user receives a confirmation notice. All disputes about SIM Center space reservations will be settled based on the details shown in those systems.

4. When making reservations, users are expected to indicate the number or participants for the event and to request space that is appropriate for the number of participants and the type of event in question. OME reserves the right to fulfill reservation requests by booking space different than requested if the requested space is unsuitable or unavailable.
  - a. For example, OME may fulfill a reservation request by a committee of 10 to use the auditorium by instead booking a small classroom. Conversely, OME may fulfill a reservation request by a committee of 10 to use a small classroom by instead booking a large classroom if the smaller space is not available.
  - b. Users will generally be charged space use fees that correspond to the space in which their confirmed reservation ultimately occurs, subject to the following guidelines:
    - i. If a space smaller than requested is being provided, users will be informed of the change and charged the correspondingly lower space use fee if they accept the change. If they do not accept the change, the reservation will not be completed.
    - ii. If a space larger than requested is provided because a smaller space is not available, users will be informed of the change and charged the correspondingly lower space use fee if they accept the change. If they do not accept the change, the reservation will not be completed.
    - iii. If a space larger than requested is provided because OME determines the requested space is not suitable for the event (for example, a request to book a 15-person classroom for a meeting of 30 people), users will be informed of the change and charged the correspondingly higher space use fee if they accept the change. If they do not accept the change, the reservation will not be completed.
5. OME reserves the right to change the locations of confirmed reservations or to cancel confirmed reservations if circumstances require.
  - a. In the event OME moves a confirmed reservation, users will not be charged higher space use fees if the confirmed reservation is moved to a larger space and will be charged the lower space use fee if the confirmed reservation is moved to a smaller space.
  - b. In the event OME cancels a confirmed reservation, users will not be charged cancellations fees (see Section 7, "Changes/Cancellations").
6. OME reserves the right to limit the use of certain spaces to certain days, times, and/or users (for example, SIM Center exam rooms only during

specific educational activities) or to remove reservable space from the reservation system, either permanently or on an as-needed basis, as its discretion. Two specific limitations should be noted:

- a. The 10<sup>th</sup> floor commons may only be reserved by students; all other quests will be evaluated on a case-by-case basis.
- b. The lobby is generally not reservable; all requests will be evaluated on a case-by-case basis.

## B. Priority for Bookings

**Note: The prioritization hierarchies listed below are intended to serve as general guidelines for resolving situations where two users have requested to use the same space at the same time, but may be used in other circumstances as well. These hierarchies are subject to change over time and may also change based on individual situations.**

### 1. General Principles

- a. OME will attempt to honor all reservation requests, but reserves the right to decline any request at its discretion.
- b. Requests to reserve space may be made as many as 12 months in advance, but given that class schedules are generally set less than six months in advance, it may not be possible to confirm reservations more than six months in advance.
- c. Existing reservations will take priority over new requests, but as noted above, OME reserves the right to move the locations of reservations or to cancel them as needed.
- d. VEC space is expected to generate revenues to help offset its operating costs. Therefore, the prioritization of reservation requests will also need to consider the revenue potential of each request.
- e. Any conflicting or disputed reservation requests will be resolved by the Office of Medial Education in consultation with the VEC Space Use Advisory Committee and based on the information in 25-Live, B-Line, and/or other supporting systems.
- f. In addition to being charged cancellation fees, users (or groups of users, such as departments, offices, and clubs) that routinely incur cancellation fees, particularly for no shows, will have the priority of future requests reduced until their cancellation rate improves.

### 2. General Priorities for Use of VEC Classroom Space

- a. The highest priority for the use of VEC classroom space will be given to the educational needs of P&S students and GSAS students enrolled in P&S programs.
  - b. The next highest priorities for the use of VEC classroom space, which are subject to change, are generally as follows:
    - i. Use by P&S Office of Medical Education (for example, Advisory Dean Meetings, Curriculum Committee Meetings, etc.)
    - ii. Use by P&S students and GSAS students enrolled in P&S programs for club activities
    - iii. Use by other Columbia University Medical Center (CUMC) schools and by New York Presbyterian Hospital (NYPH)
    - iv. Use by those outside CUMC
3. Other Considerations for Priority for Use of VEC Classroom Space
- a. A number of VEC classrooms will be reserved from 6:00pm to 10:00pm as either small group study space or quiet study space for P&S students. The use of study space will be governed by this policy.
    - i. Room assignments will be set at the beginning of each term and posted outside each reserved room every day; these assignments and postings will be adjusted as needed. Study spaces will be used on a first-come, first served basis.
    - ii. Classrooms reserved for individual quiet study may not be used for group study; student using them for group study will be asked to leave.
    - iii. Please take your belongings with you when you vacate a room for breaks of 30 minutes or more so it can be available for other students.
    - iv. All students are expected to return study spaces to the condition in which they found them, including trash disposal and room clean up.
    - v. The auditorium and the 4th floor lecture hall will generally not be made available as study space.
  - b. The 4th floor lecture hall will play a key role in the ability to generate revenue in VEC space. As a result, requests to use this space that will generate revenue may be given priority over requests that will not generate revenue.



- i. Users of the 4th floor lecture hall are responsible for making arrangements to move furniture out of the room if necessary and return it to the room when their event is over. Users are also responsible for any related costs.
- c. The anatomy lab will be dedicated to and open for student use (via key card access) when the anatomy course is in session (August through December) and during normal building hours (7:00am to 11:00pm). The anatomy lab will be reserved for other purposes and will not be accessible to students from January through July.

#### 4. General Priorities for Use of SIM Center Space

- a. The highest priority for the use of SIM Center space will be given equally to the educational needs of P&S students, GSAS students enrolled in P&S programs, and NYPH medical staff (for example, residents, fellows, nurses, etc.)
- b. The next highest priorities for the use of SIM Center space, which are subject to change, are generally as follows:
  - i. Use by other CUMC schools
  - ii. Use by those outside CUMC

#### 5. Other Considerations for Priority for Use of SIM Center Space

- a. Entrance to SIM Center space will be limited to those with key card access.
- b. Due to the value and sensitivity of the equipment stored and used there, SIM Center space will only be accessible for formal educational activities sponsored by P&S, GSAS, and NYPH; it will be locked at all other times and cannot be reserved for other uses.

### X. Changes/Cancellations

#### A. Space Cancellation Process

1. All requests to cancel confirmed reservations must be made via e-mail to [vecrooms@columbia.edu](mailto:vecrooms@columbia.edu) and/or [simrooms@columbia.edu](mailto:simrooms@columbia.edu). Reservations are only considered cancelled if the user receives a confirmation via e-mail from the Coordinator: Classroom Scheduling (for VEC classroom space) or the Simulation Coordinator (for SIM Center space).
2. Cancellations should be made as far in advance as possible.

- a. Cancellations must be made at least 7 business days in advance for spaces (including combined classrooms) that seat 30 or fewer people.
- b. Cancellations must be made at least 14 business days in advance for spaces (including combined classrooms) that seat more than 30 people (including the auditorium, the anatomy lab, the 4<sup>th</sup> floor multipurpose room, the terrace, and so forth) and all SIM Center space.

## B. Cancellation Fees

1. Because fees for the use of space will be charged at the time reservations are made, cancellation fees are best understood in terms of percentage of space use fees that will be refunded when a reservation is cancelled.
2. As noted above, cancellation fees will not be charged when a reservation is cancelled at the discretion of OME. In such cases, users will receive a full refund of any space use fees that have been collected.
3. Cancellation fees for smaller classrooms (as defined in Section VII A 3 a, above) will be assessed as follows:

<b>Business Days in Advance of Event that Cancellation is <u>CONFIRMED</u></b>	<b>Percent of Space Use Fees to be Refunded</b>
>7 business days	100% of fees refunded
5 to 7 business days	75% of fees refunded
3 to 4 business days	50% of fees refunded
<2 business days (including no shows)	0% of fees refunded

4. Cancellation fees for larger classrooms (as defined in Section VII A 3 b, above) and SIM Center space will be assessed as follows:

<b>Business Days in Advance of Event that Cancellation is <b>CONFIRMED</b></b>	<b>Percent of Space Use Fees to be Refunded</b>
>14 business days	100% of fees refunded
11 to 14 business days	75% of fees refunded
7 to 10 business days	50% of fees refunded
<7 business days (including no shows)	0% of fees refunded

5. All other cancellation fees are at the discretion of the group providing the services in questions (for example, Faculty Club for catering) and are solely the responsibility of the user.

## XI. Support Services

### A. General Principles

1. Users are expected to make arrangements for all support services required for their use of space and to pay any related fees.
2. Depending on the service in question and the office/vendor being used (please see Appendix B, “List of Designated Offices and Vendors”, for additional details), users must meet certain minimum use requirements. Users should contact the office/vendor in question to discuss and confirm those requirements and any related costs.

### B. AV Support Services

**Note: Users should consult Appendix C “VEC SIM Center AV Support” for specific details about AV support provided in the VEC by CUMC IT Classroom Management and the SIM Center.**

#### 1. General Hours of Operation

##### a. For CUMC IT Classroom Management

- i. Support calls made between 7:00 am and 3:00 pm on business days will be answered on a first-come, first-served basis by resources stationed in the VEC, who will respond on the same day based on availability.
- ii. Support calls made after 3:00pm on business days will be answered on a first-come, first-served basis by resources stationed elsewhere in the Medical Center, who will respond either the same day or the next business day based on availability.

##### b. For the SIM Center

- i. Support calls made between 8:00 am and 5:00pm on business days will be answered on a first-come, first-served basis by the SIM Center AV technician, who will respond on the same day based on availability.
- ii. Calls made after 5:00pm on business days will be answered generally on the next business day.

##### c. For both the CUMC IT Classroom Management and SIM Center

- i. Neither CUMC IT Classroom Management nor the SIM Center provides support on non-business days (e.g., weekend, holidays, etc.).

- ii. CUMC IT Classroom Management and the SIM Center can only provide basic event set-up and troubleshooting services; they are not able to oversee classes or events from beginning to end. Users requiring that level of support should contract with external vendors.

## 2. Support Provided by Space and Event Type

### a. VEC Classroom Space

- i. For AV support for VEC classrooms, users should contact CUMC IT Classroom Management.

### b. Auditorium and 4th Floor Lecture Hall

- i. For AV support for CUMC classes listed with the Registrar's Office that are conducted in the auditorium and 4<sup>th</sup> floor lecture hall, users should contact CUMC IT Classroom Management.
- ii. For AV support for all other classes and activities that are conducted in the auditorium and 4<sup>th</sup> floor lecture hall, users should contact the SIM Center.

### c. Anatomy Lab and SIM Center

- i. For AV support for the Anatomy Lab and all SIM Center spaces, users should contact the SIM Center.

## C. Other Support Services

### 1. Catering Services

- a. All External Users must work with Faculty Club for catering services; all internal users are encouraged to do the same.

### 2. Room Set Up / Cleaning, Security, and Fire Safety Services

- a. All users are responsible for understanding the requirements of the space they wish to use. Users must work with the appropriate offices to arrange for room set up and cleaning; security and fire safety support; and other, related services and are responsible for all related costs.
- b. Users may be charged an hourly rate with set minimums for these services on nights and weekends, as well as other times.

## **Appendix A – VEC Reservable Space**

The following are lists of all VEC space that can be reserved. The reservation and use of all VEC space will be governed by this and all other applicable policies. Security and

fire safety requirements may apply to some spaces below; users should contact Security and Fire Safety (see Appendix B for contacts) when making reservations.

### Reservable VEC Classroom Space

Location	Room Type	Capacity	Rooms Available	Notes
<b>1<sup>st</sup> Floor</b>	Milstein Family Lobby	50	1	Reservation request evaluated base-by-case
<b>2<sup>nd</sup> / 3<sup>rd</sup> Floor</b>	Auditorium	265 people	1	
<b>4<sup>th</sup> Floor</b>	Lecture Hall	190 people	1	Can be used as classroom or event space
	Classroom	30 people	2	Can be combined
<b>5<sup>th</sup> Floor</b>	Anatomy Lab South	80 people / 20 tables	1	Cannot be physically combined, but can be used in tandem
	Anatomy Lab North	40 people / 10 tables	1	
<b>7<sup>th</sup> Floor</b>	Classroom	16 people	2	
<b>8<sup>th</sup> Floor</b>	Classroom	16 people	2	
<b>9<sup>th</sup> Floor</b>	Classroom	12 people	2	
	Classroom	30 people	2	Can be combined
<b>10<sup>th</sup> Floor</b>	Commons	100 people	1	Can only be reserved by students; other requests evaluated case-by-case
<b>12<sup>th</sup> Floor</b>	Classroom	16 people	2	
	Classroom	30 people	2	Can be combined
<b>13<sup>th</sup> Floor</b>	Classroom	16 people	2	
	Classroom	30 people	2	Can be combined

<b>14<sup>th</sup> Floor</b>	Classroom	30 people	2	Can be combined
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Reservable SIM Center Space (capacity of each room is variable)

Location	Room Type	Rooms Available	Notes
<b>Basement</b>	Multi-Purpose Simulation Room	2	
	Exam Room	10	
	Debriefing / Conference Room	3	
<b>6<sup>th</sup> Floor</b>	Exam Room	4	
	Debriefing / Conference Room	1	
<b>7<sup>th</sup> Floor</b>	Multi-Purpose Simulation Room	2	
	Debriefing / Conference Room	1	
<b>8<sup>th</sup> Floor</b>	Multi-Purpose Simulation Room	2	
	Debriefing / Conference Room	1	

## Appendix B – List of Designated Offices and Vendors


The following is a list of offices (internal) and vendors (external) that must be used for all support services. As noted in this policy, users are expected to make arrangements for all support services required for their use of space and to pay any related fees. Rates and minimum hours noted below are approximate, subject to change, and will vary based on user needs. Users should contact each office directly to receive a quote for services.

Service	Vendor	Contact Information	Notes
<b>Catering</b>	Faculty Club (Internal)	Michael Alberto Director, CUMC Faculty Club facultyclub@columbia.edu 646-426-2582	Rates vary depending on user selections
<b>Room Set Up / Cleaning</b>	Facilities (Internal)	Noel Pagan Director Campus Operations – Custodial, Waste, Events, Recycling, Grounds, Parking np2265@columbia.edu 212-305- 8051  Francis Lantigua Assistant Director Campus Operations - Custodial, Waste, Events, Recycling, Grounds, Parking fyl1@columbia.edu 212 305 2213  Service Requests cumc.facilities@columbia.edu 212-305-4357 (Press 3)	Approx. \$60/hour; minimum of 4 hours on weekends

Service	Vendor	Contact Information	Notes
<b>Security</b>	Facilities (Internal)	<p><b>Note: If e-mailing, please contact both individuals:</b></p> <p>Jeannine Jennette Executive Director, Public Safety jmj2102@columbia.edu 212-305-1292</p> <p>Karla Buchting Assistant Director, CUMC Operations kb232@columbia.edu 212-305-9184</p>	Approx. \$50/hour; minimum of 4 hours
<b>Fire Safety</b>	Facilities (Internal)	<p>Matthew O'Hanlon Director, Fire Safety Operations mo2566@cumc.columbia.edu 212-342-3227</p>	Approx. \$50/hour; minimum of 4 hours
<b>AV Support</b> <b>(Note: Costs at right are for labor only and do not include equipment rentals)</b>	Sight & Sound Audio Visual, Inc. (External Vendor)	<p>Richard Layton ssavinc@gmail.com 917-975-3238</p>	<p>M – F: \$55-75/hour Sa-Su: \$80/hour; minimum of 2hours</p>
	LIVE Events Productions (External Vendor)	<p>Terry Wheeler terryevents@me.com 347-595-7977</p>	\$60-75/hour; minimum of 2 hours
	JLU Event Services (External Vendor)	<p>David Rivera David@jlueventservices.com 347-245-7654</p>	\$75/hour; minimum of 4 hours
	<p>Additional vendors may be found by following this link:  <a href="http://cumc.columbia.edu/it/cts/equipment.html#avvendor">http://cumc.columbia.edu/it/cts/equipment.html#avvendor</a> </p>		



## Appendix C – VEC and SIM Center AV Support

 <b>COLUMBIA UNIVERSITY MEDICAL CENTER</b>		Effective as of: 08/22/16
<b>Vagelos Education Center (VEC) and Jaharis Simulation Center (SIM Center) Audio Visual Support Services</b>		
<b>Room Type / Number</b>	<b>AV Support Provided By</b>	<b>Definitions and Description of Other Services</b>
<b>Small Classrooms</b> (701A, 701B, 801A, 801B, 901A, 901B, 1201A, 1201B, 1301A, 1301B)	<u>CUMC Classes Listed with the Registrar's Office</u> Level 1: CUMC IT Classroom Management Level 2: CUMC IT Classroom Management  <u>All Other Classes and Activities</u> Level 1 and Level 2 support provided by CUMC IT Classroom Management, with requests addressed after support needs for MD/PhD classes are met	<p><b>Level 1 Support</b></p> <ul style="list-style-type: none"> <li>• Weekly check of A/V equipment</li> <li>• Assistance with equipment issues that occur before, during, or after a scheduled class or event</li> <li>• Submit and manage ticket requests to outside vendors.</li> </ul> <p><b>Level 2 Support</b></p> <ul style="list-style-type: none"> <li>• Train faculty in the use of system. [Note: Requests for training must be 48 hours in advance. Training must be scheduled between Mon-Fri.]</li> <li>• Equipment maintenance will be handled by CUMC IT/SIM Center. Equipment replacement and repair will be handled by outside vendors</li> </ul> <p><b>Services Provided by Facilities</b></p> <p>Please call 305-HELP (4357) and select Option 3 for help with the following services.</p> <ul style="list-style-type: none"> <li>• Set up and removal of furniture</li> <li>• Opening and closing of room dividers</li> <li>• Temperature control / lighting / shades</li> <li>• General custodial services</li> <li>• General maintenance and repair</li> </ul>
<b>Large Classrooms</b> (404, 405, 902, 903, 1202, 1203, 1302, 1303, 1402, 1403)	<u>P&amp;S MD and GSAS PhD Classes</u> Level 1: CUMC IT Classroom Management Level 2: SIM Center  <u>All Other Classes and Activities</u> Level 1: SIM Center Level 2: SIM Center	
<b>Auditorium</b>	<u>P&amp;S MD and GSAS PhD Classes</u> Level 1: CUMC IT Classroom Management Level 2: SIM Center  <u>All Other Classes and Activities</u> Level 1: SIM Center Level 2: SIM Center	
<b>4th Floor Lecture Hall</b>	<u>P&amp;S MD and GSAS PhD Classes</u> Level 1: CUMC IT Classroom Management Level 2: SIM Center  <u>All Other Classes and Activities</u> Level 1: SIM Center Level 2: SIM Center	
<b>Anatomy Lab</b>	Level 1: SIM Center Level 2: SIM Center	
<b>SIM Center Multi-Purpose Rooms</b> (702A, 702F, 802A, 802F, C01A, C01B)	Level 1: SIM Center Level 2: SIM Center	
<b>SIM Center Exam Rooms</b> (605E, 605F, 605H, 605K, C04A, C04B, C04C, C04D, C04E, C04F, C04JA, C04JB, C04JC, C04JD)	Level 1: SIM Center Level 2: SIM Center	
<b>SIM Center Debrief Rooms</b> (605C, 702C, 802C, C01EA, C04K, C05C)	Level 1: SIM Center Level 2: SIM Center	

**Hours of Operation for AV Support Provided by CUMC IT**

- On site CUMC IT AV support in the VEC is provided from 7:00 a.m. to 3:00 p.m. on all business days on a first come-first served basis with two CUMC IT resources stationed in the building.
- All support calls (including those from the support hotline in rooms) go to (212) 305-4357 (305-HELP), the CUMC IT Service Desk, from 7:00 a.m. to 7:00 p.m. during all business days.
- The Service Desk prioritizes and routes the calls to CUMC IT resources stationed in the VEC from 7:00 a.m. to 3:00 p.m.
- After 3:00 p.m., CUMC IT Service Desk will route the calls to CUMC IT resources in the Medical Center. Resources will respond either the same day or the next business day based on availability.

**Hours of Operation for AV Support Provided by the SIM Center**

- On site SIM Center AV support in the VEC is provided from 8:00 a.m. to 5:00 p.m. on all business days on a first come-first served basis by the SIM Center AV Tech, who is stationed in the building.
- All calls for support should be made to (212) 305-8515.
- The SIM Center will route these calls to the SIM Center AV Technician who will prioritize requests and respond accordingly.
- Requests made after 5:00 p.m. will generally be addressed the next business day.