Room and equipment booking system- survey
- Good response rate of 114
- Representation of all 4 staff persona's
  - Majority office based (71%) and fixed location (not face to face)(19%)
  - Only 5% each for fixed location (face to face) and out and about
- Majority of respondents used the FMeasy booking system (88%)
- Half book rooms weekly (47%)
  - 24% book rooms monthly
- County hall is the most popular site for room bookings
  - Followed by Stevenage Farnham house and Robertson house
- Rooms are mainly booked for: one to ones, meetings with internal colleagues, meetings with external colleagues and team meetings
- Users search by clicking on a booking to view details, by room capacity and using the today/tomorrow scroll options
- Majority of respondents look at the room information (73%)
  - Majority are provided with the information they need (84%)
  - Respondents also wanted to know if there was a working phone, conference call facilities, photo of the room, wi-fi available, IT equipment available, Scopia facilities and if suitable for a projector
- Majority hadn't added an external visitor (83%) or equipment (59%) to their booking
- Majority usually find a room that meets their requirements (67%)
  - Respondents couldn't find a room due to: lack of availability, lack of conference call facilities and difficulties booking a room on FMeasy
- Respondents scored the room booking system as 70 out of 100
- Vast majority had made an amendment/cancelled a room booking (96%)
- Respondents scored the ability to amend/cancel bookings as 79 out of 100
- The following suggestions were made to improve the system: reminder to check if room still required, speed up the system, easier to book rooms, link to outlook calendar, easier if could see all available rooms at once, repeat bookings for different dates and easier to find current bookings
- Ability to add booking to outlook was most important, followed by book rooms and visitors at the same time, book equipment and rooms at the same time and book multiple rooms at once
- Respondents also would find a map of room location, book and see availability in outlook and ability to book refreshments most useful