

Frequently Asked Questions

- 1. What if I don't have access to a building or room that I need access to?**

Access to buildings and rooms is controlled by user access. To change your user access (i.e. add a building to your rights) you must contact the scheduling department of the Registrar's Office. These changes must be approved the chair/director/dean of your department.
- 2. Why didn't the room I was looking for show up in my room search?**

There are a few reasons the room you were looking for might not have shown up in your room search. First, only rooms you have access to schedule or request will show up in your search. If you need access to a room and do not have it, you will need to request access (see question 1). Another reason a room may no have shown on your search is that it did not meet the preferences for the section you were trying to schedule, most likely the preferences for room type. For example, if a class has preferences set to only allow it to be scheduled in a classroom or class lab, a room that is designated an open lab will not show up in your search. This should not occur as long as you use the default preferences for classes. One last reason the room you were looking for would not show up is that the max class size exceeds the room capacity as set in Astra. A room cannot have a class that exceeds its capacity. See questions 3 and 4 for more information.
- 3. How can I find specific information about rooms, such as size, features, and what region they belong to?**

All this information and more can be found by viewing the room grid. You can look at the room grid by selecting the "rooms" tab at the top of the window next to the "sections" and "events" tabs.
- 4. What should I do if a specific room has a different size or different features than reported in Astra?**

Any changes to the master room file must be made by contacting Diane Mack. This includes changing the size of rooms, the region to which the room is assigned, the features of a room, etc.
- 5. What do I do if I am trying to add a section of a course and the course is not in Astra?**

If a course has not been offered before, or it has not been offered in several quarters, it may not appear when trying to add it in Astra. If you need to add a section of one of these courses, you must contact the scheduling department of the Registrar's Office to have the course made available in Astra. After they have done so, you will be able to log back on to Astra and add the class.
- 6. How can I see what rooms are available at certain times without trying to assign them to classes?**

To view the schedule of a particular class for a specific day or a specific week, you can look at the daily room grid or the weekly room grid. Shortcuts for these are on the main screen in Astra. They allow you to choose a certain day or week and then choose a room to look at for that time period.
- 7. Should I change my password after getting access to Astra?**

No. Currently there is a bug in the Astra software that causes some user settings to be erased when a password is changed.