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Science Faculty
NARGA's Room Scheduling Regulation

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Ilse de Kock | IT Manager: Science Faculty | as on 15 December 2025

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1. Introduction

This scheduling regulation is to provide the user with a clear view on how to make a booking and what guidelines and rules to follow in order to have a pleasant experience teaching at NARGA. This is also to make sure that a lecturer uses optimal lecture time and are provided with the software and technical environment he/she expects. When writing tests and exams and doing any e-assessments, it is of great importance to make sure that all the steps are followed in order to ensure a safe and secure working environment.

2. Facts

NARGA Information

(NARGA Manager: Ilse de Kock idk@sun.ac.za)

narga@sun.ac.za

Admin A

- NARGA A & B – Electronic Classrooms
- NARGA Open – General Working Area

Kamer van Mynwese / Geology

- NARGA D – Electronic Classroom

Natuurwetenskappe

- NARGA E , F and G – Electronic Classroom
- NARGA H – Mathematical Science Students only

2.1 Staff contact details: narga@sun.ac.za

NARGA Helpdesk: https://servicedesk.sun.ac.za/jira/plugins/servlet/theme/portal/11

NARGA Website: https://narga.sun.ac.za

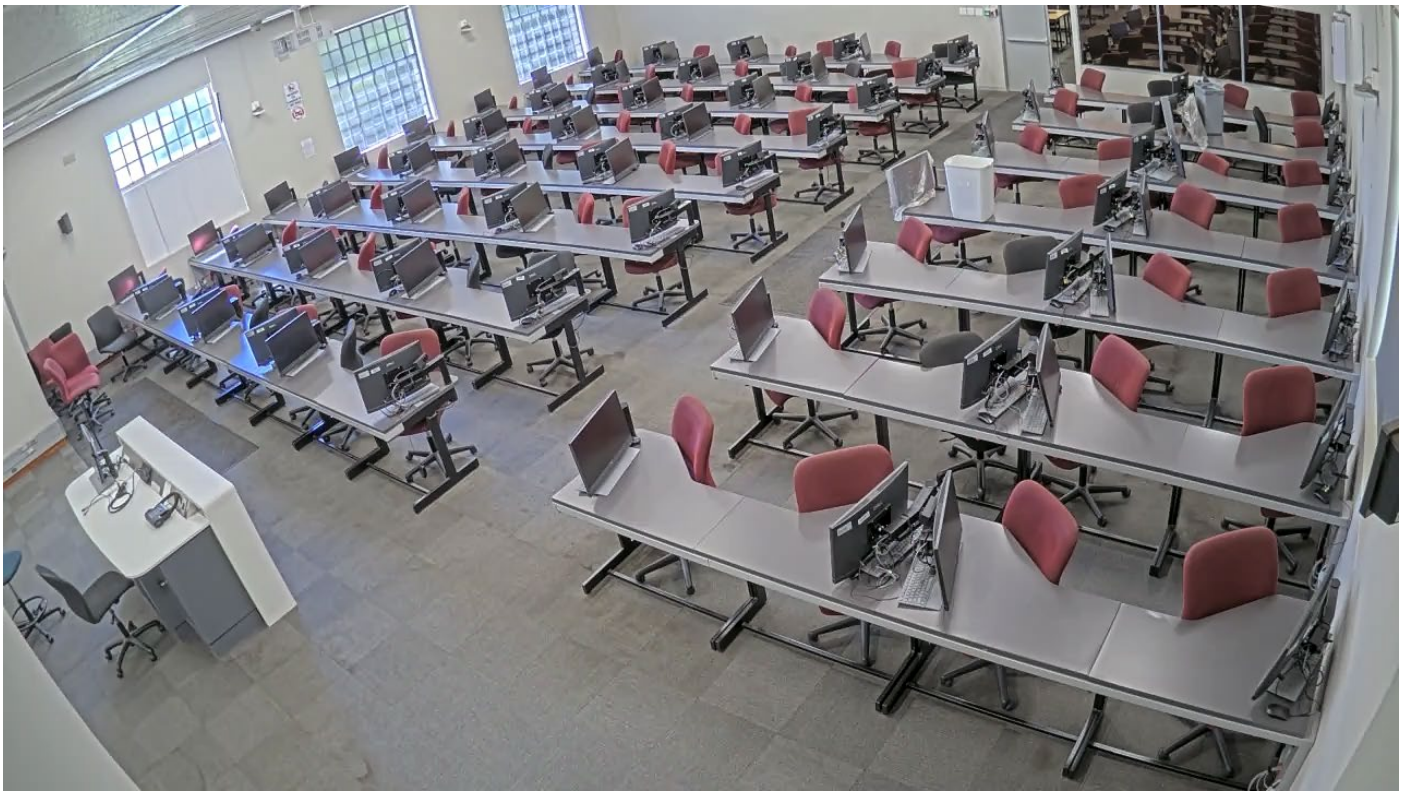
Priority Number	Name	Office No	E-Mail
1 – Manager	Ilse de Kock	021 808 2682	idk@sun.ac.za
2 – Head Technical Officer - *Linux*	Paul Erasmus	021 808 2698	perasmus@sun.ac.za
3 – Senior Technical Officer - *Windows*	Brandon April	021 808 2562	bapril@sun.ac.za
4 – Technical Officer – *Helpdesk / Bookings / Operations*	Khuselwa Mzimkulu	021 808 2203	narga@sun.ac.za mzimkuluk@sun.ac.za
5 – Technical Officer *Helpdesk / Finances / Operations*	Richard Thompson	021 808 2173	rct@sun.ac.za

2.2 NARGA is situated in 3 buildings:

Building	***Total Computers (Covid totals)***	***Specs***			
Administration Block A		**Lecture Desk**	**Data Projectors**	**Wifi**	**Document Camera**
Open Area – Room 2088	Not schedulable				
NARGA A – Room 2093	92 (45)	✓	**2**	✓	✓
NARGA B – Room 2087	90 (45)	✓	**4**	✓	✓
Offices – Rooms 2090, 2091, 2092	Not schedulable				
Chamber of Mines					
NARGA D – Room 1005	102 (50)	✓	**2**	✓	✓
Laptop Area Room 1007	Not schedulable				
Natural Sciences					
NARGA E – Room 3022	36 (18)	✓	**1**	✓	✗
NARGA F – Room 3026	25 (10)	✗	**1**	✓	✗
NARGA G – Room 3019	88 (44)	✓	**2**	✓	✓
NARGA H – Room 3011	88 (44)	✓	**2**	✓	✗

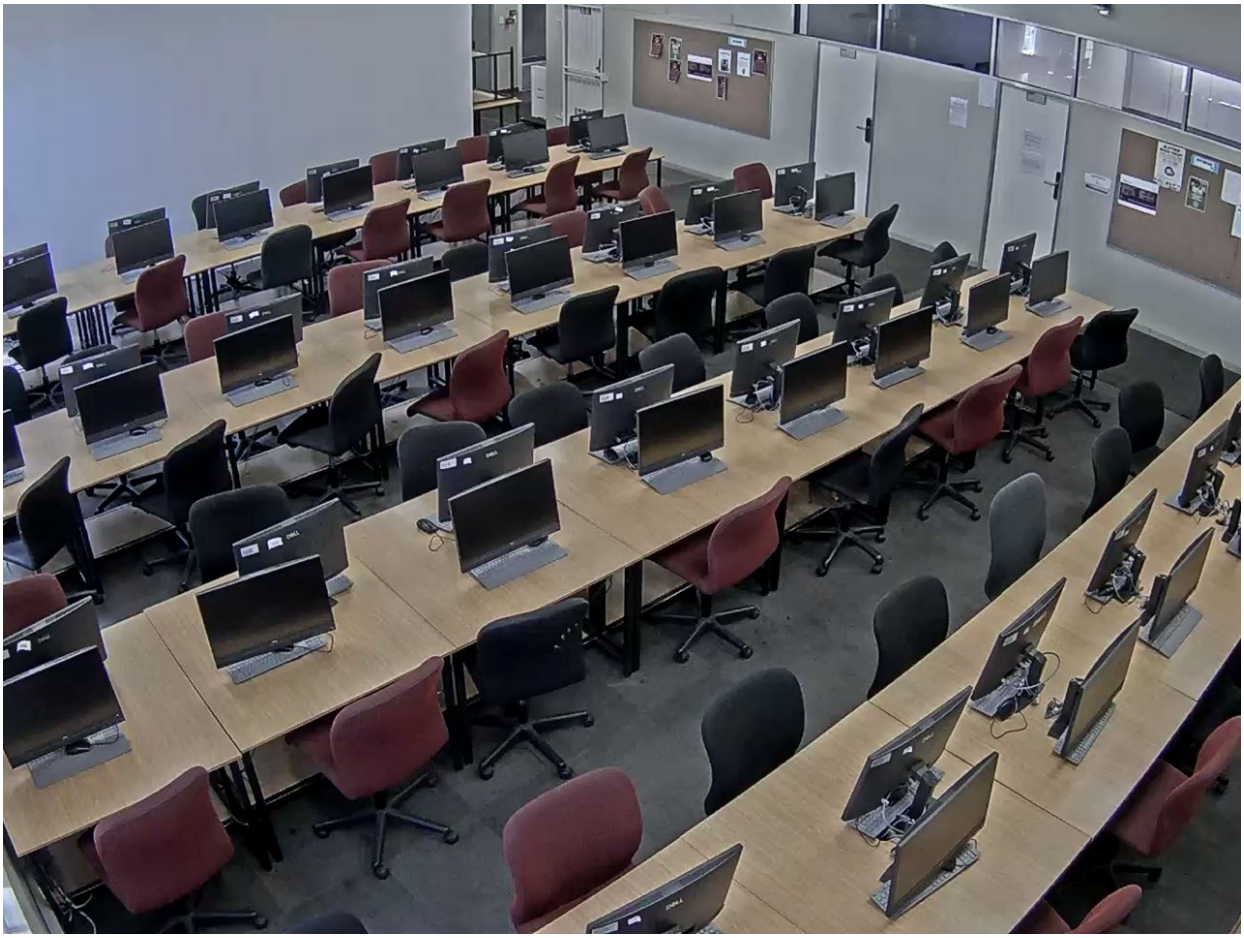
3 NARGA's Rooms – an overview

NARGA A (92 seats – 45 available during a 50% assessment)



NARGA B (90 seats - 45 available during a 50% assessment)

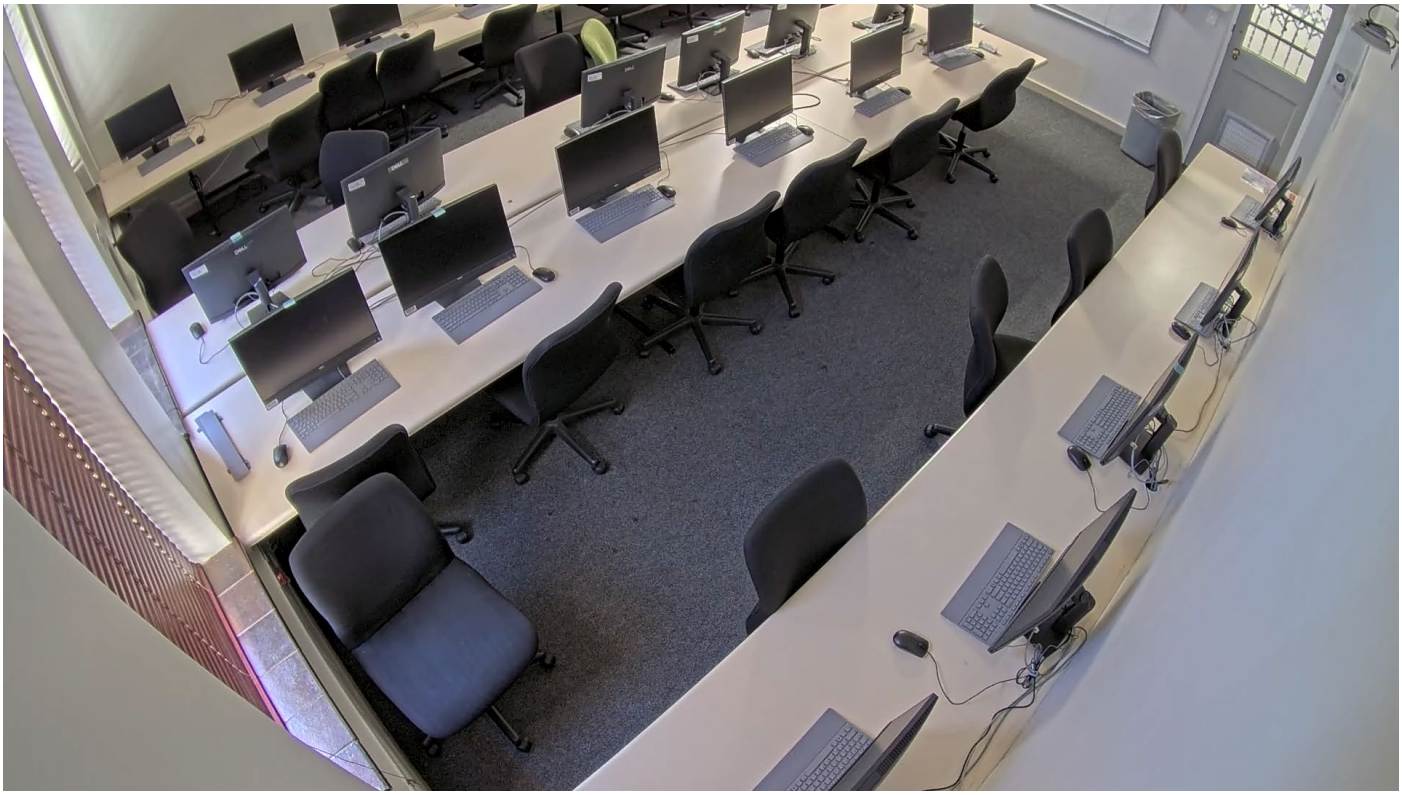
Open Area (Cannot Schedule)



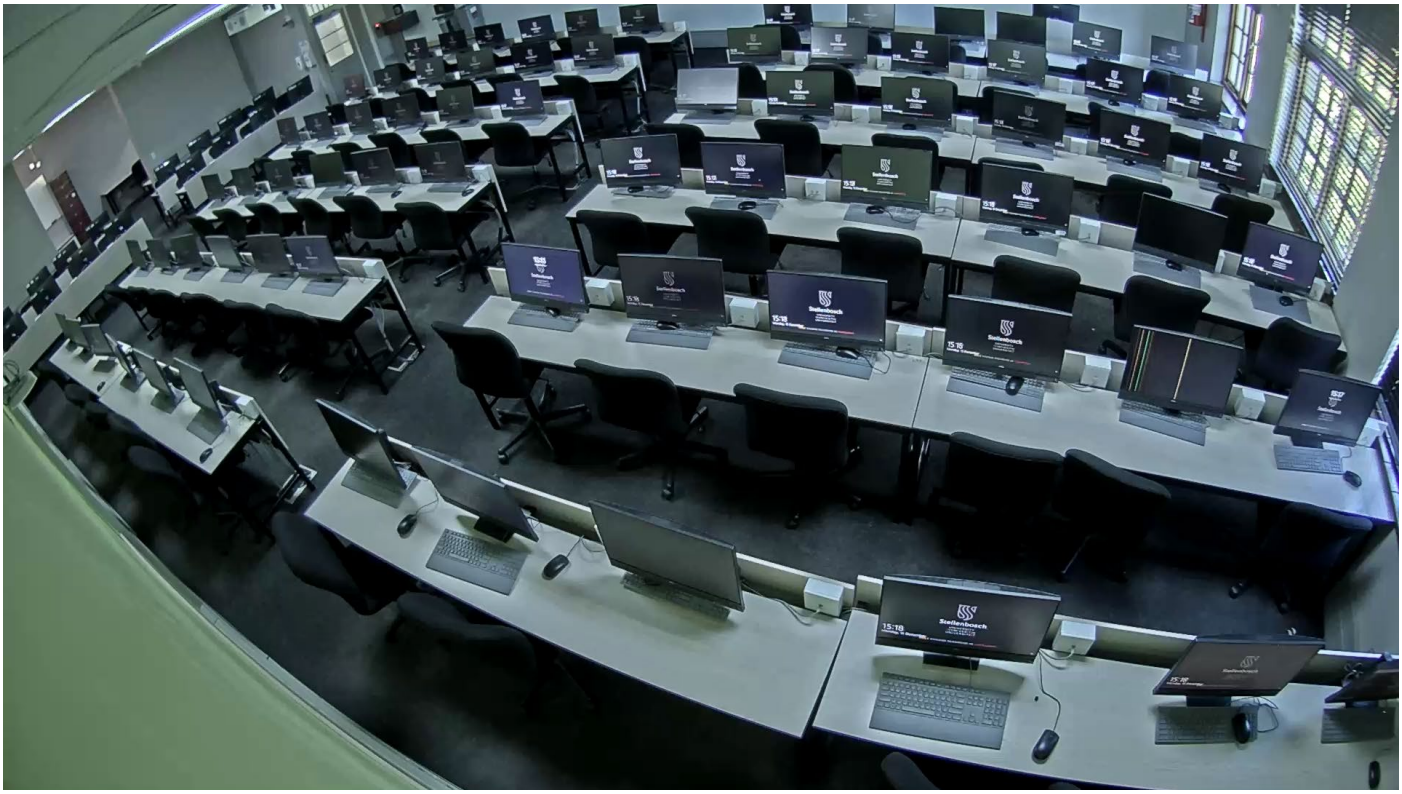
NARGA D (102 seats - 50 available during Covid Alert Levels)

NARGA E (36 seats – 18 available during a 50% assessment)

NARGA F (24 seats – 10 available during a 50% assessment) – no lecture desk



NARGA H (88 seats – 44 available during a 50% assessment)



NARGA G (88 seats – 44 available during a 50% assessment)

4 Regulation on Bookings

4.1 How to make a booking?

4.1.1 Bookings fixed to the main timetable (Semester bookings)

These bookings are made by the timetable office at least a semester in advance and for that Stefné Franken needs to be contacted.

E-mail her at sfranken@sun.ac.za

4.1.2 Ad hoc bookings - not on general timetable

Log a call on the NARGA service desk that can be found on the NARGA website: https://narga.sun.ac.za, the responsible staff member will respond back to you with the following questions:

4.1.3 Booking facts and information required for ad hoc bookings

Faculty:

Department:

Module:

Activity (underline): Class / Test / Exam / Tutorial

If Test/Exam, is SUNLearn going to be used?

No of students/seats needed:

Software requirements – provide **2 months** ahead of time:

Exam usernames required and number? (When students must not login with their own credentials):

Date/s:

Time/s:

Preferred venue:

Contact Person:

Tel no:

E-mail:

Instructor:

Support Needed: On Call / On-Site:

Provide US numbers of staff that needs to be granted access to NARGA:

Please Note: *Safe code with remote for data projector is 62742b*

N.B. Please note that in the case of test/exam that falls into normal scheduled booking time, the booking form must be filled in and submitted to inform Narga staff/SUNLearn.

4.2 When to make a booking?

The booking needs to be made at least **2 months** ahead of time. This is crucial and not negotiable. The main reason for this is that we need to make sure that the software that is being used are in a working state and to provide sufficient time to fix it, if need be, or to re-install, if necessary.

Bookings will be allowed closer to the time, if no additional software is needed.

4.2.1 First semester bookings

These bookings need to be made in **November** of the previous year.

4.2.2 Second semester bookings

These bookings need to be made in **May** of the current year.

4.3 What do we need from you?

All the questions/facts/information asked in the booking e-mail (see section 4.1.3) have to be answered.

All the software needs have to be made clear to NARGA staff, at least **2 months** ahead of time.

4.4 Software requirements and information needed

4.4.1 Software available for staff for installation

All the software needed for the booking has to be available for NARGA staff to install at least **2 months** ahead of the time. NARGA staff will not download the software from an internet site nor will any staff member purchase any software for a booking made in NARGA.

4.4.2 Software available for lecturer to test

The software that needs to be available for the class/test/exam will be available **2 weeks** ahead of time and needs to be tested by the responsible person on that day (2 weeks ahead of time). This is crucial because if anything needs to be corrected, there is still some time available to do so.

Please send a meeting request to bapril@sun.ac.za in order to test the required software in NARGA beforehand.

4.5 Support provided by NARGA staff

NARGA technical staff can provide support during a class, test or exam. The following support is available.

During class: On-site support during office hours 8:00 to 17:00, staff will be available in their offices in designated areas in NARGA.

Tests / Exams during office hours: On-site support during office hours 8:00 to 17:00, staff will be available in their offices in designated areas in NARGA.

Tests / Exams after office hours: We have 3 options:

- On-site – a technical staff member is in the office in NARGA
- On-call – a technical staff member is available to be called on his/her cell phone
- On-standby – a technical staff member is available to be called and is available and able come in to the office, and assist over the phone as well

Please note that on-site support after office hours is not provided, unless strongly motivated and a formal request has been sent to idk@sun.ac.za.

4.6 Support provided by central IT

If the booking is made for a formal Test or Exam, please send an e-mail to help@sun.ac.za, and sunlearn@sun.ac.za (if using SUNLearn).

Please Note: If on-site support is needed from IT e.g. network stability, SUNLearn, Internet etc please log a call directly with IT at help@sun.ac.za, and include sunlearn@sun.ac.za if on-site support is needed for SUNLearn assessments.

5 Terms and Conditions

A room will be allocated according to seats required and availability. Changes to the booking might be made to allow for efficient use of Narga. Any changes will be communicated beforehand and we'll try our best to accommodate your request, keeping in mind that ad-hoc bookings have lower priority to semester bookings. Any bookings made less than 2 months to the use date, will have to settle with a facility that might not suit the needs of the lecturer/students.

No software will be installed less than 2 weeks prior to a booking. This is to ensure that optimal time is spent in order to have the software in a working condition prior to the booking and ready for testing. If software is provided less than 2 weeks prior to a booking, NARGA will take no responsibility for any problems and technical errors that might exists while using the software.

NARGA staff will not take any responsibility for staff not adhering to the scheduling regulation in terms of responsibility of support and services of IT or SUNLearn support staff.

6 Recommendations

- Make a booking a semester in advance with Khuselwa Mzimkulu at narga@sun.ac.za or on the NARGA service desk: https://narga.sun.ac.za

- Provide NARGA staff with all the facts that you possibly can to assist in making the booking according to your needs.
- Provide Brandon April (bapril@sun.ac.za) with the *Windows* software as soon as possible, at least 2 months, but try for 6 months ahead of time.
- Provide Paul Erasmus (perasmus@sun.ac.za) with the *Linux* software as soon as possible, at least 2 months, but try for 6 months ahead of time.
- When preparing for an e-assessment, make a checklist and make 100% sure that all the boxes are ticked, use the questions / info list in section 4.1.3 to assist you.
- Any on-site after hours assistance must be motivated in an email to Ilse de Kock (idk@sun.ac.za).