UNIVERSITY OF CANTERBURY
Te Whare Wānanga o Waitaha
CHRISTCHURCH NEW ZEALAND

UC Policy Library

Campus Maps Policy

Last Modified   July 2018
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Approval Authority   Executive Director, Learning Resources
Contact Officer   Engineering Services Group Manager – Learning Resources

Introduction

University campus maps are used in a variety of publications, on signage and in the online environment to direct students, staff and visitors to specific locations and buildings on campus.

Different processes have emerged for producing and updating print and online maps, which involve various teams from the University. This document sets out responsibilities and procedures in place for each format, which must be followed to ensure print and online University maps are consistent and current.

Definitions

Base maps – 2D CAD drawing maps produced by the Drawing Office in Engineering Services from which all other maps are derived.

Directory boards – physical information boards located around campus providing a map and index of University of Canterbury departments, buildings and services.

Graphical maps – brand approved print maps produced by Marketing for UC end-user publications, including downloadable PDFs and the UC Pocket Map.

Maps – all UC maps used to orientate and/or provide the locations of campus buildings, roads and facilities.

UC Finder – a mobile App published to Apple and Android App stores to support campus way-finding that uses the UC online map as its primary data source.

UCPL-4-62

UC online map – The UC online map on the UC website, controlled by Google web services, over which UC has applied a base layer to allow building names and other relevant UC information to be added.

UC pocket map – a multi-folded print product, containing a UC Campus and a local area map with associated transport information, distributed widely across campus at start of each year. Annual print quantity 10,000 – distributed by Project Communications.

Policy Statement

The names of buildings, roads, facilities, and the use of symbols and logos must be current and consistent across all print and online maps that represent the University campus.

This policy establishes the criteria, procedures and responsibilities for developing, updating, gaining access to and publishing both print and online campus maps, for which different processes have emerged.

Purpose of Campus Maps

The over-riding objective of the printed campus maps is to get students, staff and visitors to buildings, after which internal signage will direct them to locations within those buildings. Printed campus maps **do not** provide information to room level.

Online maps contain room level information for buildings in a generic total-building pop-up directory format only. They **do not** provide the physical location of those rooms within the buildings.

Maps and signage impacted by this policy

- Engineering Services 2D base maps
- Campus directory boards
- Campus building evacuation boards
- All printed graphical maps for end-users produced by UC Design
- The UC Pocket Map
- The UC online map on the UC website
- The UC Finder mobile app
- Any version of a campus map produced by organisations affiliated with UC

Responsibilities

Campus map updating has become a complex undertaking and requires input from various units across the University, including:

1. Engineering Services - *Manager, Draughtsman, Compliance Officer*

2. Campus Services - *Security Manager*

3. Marketing - *UC Design, Web Team*

4. Capital Works - *Space Manager, Space Analyst, Project Managers*

5. Communications and Engagement - *Project Communications*

6. Information and Technology Services - *Application Support.*

1. Engineering Services

- **Manager, Engineering Services:**

    – Overall ownership of the print and online campus maps including approving and activating all changes to the official UC campus base maps.

- **Draughtsman, Engineering Services:**

    – Creating and maintaining the database of up to date *UC campus base maps (Facility Services Drawings intranet webpage) (Staff only)* that are held in the Drawing Office at Engineering Services.

- **Compliance Officer, Engineering Services:**

    – Ensuring campus evacuation boards and emergency assembly points are kept accurate and consistent with the campus base maps.

- Maintaining updated Directory Boards across the physical campus is a collaborative effort between **Engineering Services, Capital Works, Project Communications, UC Design and SignsInc.**

2. Campus Services

- **Security:**

    – Ensuring all changes to physical campus facilities and services such as toilets, retail outlets, accessible facilities and parking are reported at each update to ensure inclusion on both print and online base maps.

3. Marketing

- **Senior Graphic Designer, UC Design***:*

    – Maintaining an appropriately branded and dated graphical campus map that remains consistent with the campus base maps each time they are updated.

    – Producing an A2 PDF print version of that base map with each update and linking it from the UC Web map page.

- **All Graphic Designers, UC Design:**

    – Ensuring that all maps produced for general publication, or for specific UC end-users, by the UC Design team, are derived from this one base map source that must also indicate the date of the relevant base map update.

- **Web Team:**

    – Making appropriate changes to the UC online campus maps as advised by either Space Management or Project Communications.

    – Advising Project Communications when any changes have been made to allow for updates to the UC Finder App via ITS.

4. Capital Works

- **Space Manager, Capital Works:**

    – The holding, management and updating of space data and communication thereof, including: generation of any and all new information relating to UC **teaching and timetabled** space for the online campus maps, with reference to the following resources:

    a) Annual Space Usage Verification Audit

    Undertaken annually by physically visiting spaces
    Used to populate the University Space Database.

    b) University Space Database

    Accurate data is held on a College/Business Unit/building basis that is signed off by each College and/or Business Unit after the annual Space Usage Verification audit performed in March/April of each year.

    Delivery of this information is made annually by the Space Manager (around April) to the Web Team following the annual Space Usage Verification audit including the following information:
    - ° Building
    - ° Room number and name
    - ° Category (type of room)
    - ° Any alias or alternate name applicable or known to be in use.

    – Advising the Web Team of any individual changes to spaces (as shown above) between the annual Utilisation survey advice via email as and when they are generated – to maintain accuracy.

- **Campus Development Manager**:

  - Providing advice of any building, road, hoarding or other infrastructure closures or re-openings that require inclusion on the base print and online maps.

5. UC Project Communications

- **Senior Communications Advisor – Project Communications**:

  - Coordination of regular updates (usually annually, sometimes six monthly) of the base print maps, which are followed by updates to the online environment.
  - Production of the printed UC Pocket Map in November each year and distribution early the following year.
  - Ensuring all updates are forwarded to ITS to activate UC Finder Android and Apple updates.

6. Information and Technology Services

- **Applications Support**:

  - Creating required changes to the UC Finder App.

  - Pushing those updates through to Android and Apple App stores.

Procedures – Print Maps

Six monthly or annual update meetings are coordinated by a Senior Communications Advisor – Project Communications, Communications and Engagement.

1. Annual update meetings are scheduled for early October (for next start of year) and/or early June if a mid-year update is required.

2. The table provided in *Appendix 1* lists the people (by role) who should attend update meetings and the information they need to provide for the update.

3. As coordinator of the Campus Map updates, the Senior Communications Advisor, Project Communications advises the Senior Designer, UC Design that the campus map update process has begun, and:

   - Marks up any changes on the current map. Any changes to foot prints must be accompanied by an official drawing from Engineering Services Drawing Office

   - Alters the indices of both Map A and Map B (flipped) Word documents to reflect these changes. Files are held by Project Communications, Communications and Engagement in the K: Drive.

4. The revised version PDF is then circulated to Campus Map stakeholders for final review.

5. The marked up map and electronic indices files are given to the Senior Designer, UC Design who will make modifications to the base Map.

6. Project Communications checks modifications on the base Map and obtains sign off from the Engineering Services Manager.

7. At this point (end of November at the latest) the UC Pocket Map should be sent to the Procurement and Production Coordinator, UC Print *(Richard Holliday)* who liaises with Z Card to produce 10,000 folded copies in time for the start of the upcoming year.

8. After sign off, UC Design produces Map A and Map B (flipped) for the Directory Boards, and applies the relevant index to each.

9. Grid references for both Map A and Map B are then checked.

10. Once final amendments are made by UC Design, a suite of maps is produced for the Campus Directory Boards which are then sent to SignsInc who print and install the updated versions across campus:
    - Driveby_Map A_year_MONTH.pdf
    - Driveby_MapA_DIRECT_year_MONTH.pdf
    - Driveby_Map A_Flipped_year_MONTH.pdf
    - Driveby_MapA_Flipped_DIRECT_year_MONTH.pdf
    - Walkway_MapB_year_MONTH.pdf
    - Walkway_MapB_Flipped_year_MONTH.pdf
    - Walkway_MapB_year_KIRK-MONTH.pdf.

11. An A2 Grid version [Camp_Map_COL_MONTHYEAR_Grid_Map.pdf] is also produced by UC Design as a printable version that is downloadable from the online maps page. A number of these are printed and laminated for campus help desks. The distribution list is held by Project Communications, Communications and Engagement who are responsible for distribution of both Pocket Maps and A2s.

Procedures – Online Maps

Updates are forwarded to the Web Team in three ways:

1. Following the annual (or six monthly) print map update (allow 2 weeks lead time for changes to appear online)

2. Following the annual Space Usage Verification audit (March/April)

3. Whenever a change in space usability or status occurs between those surveys, **in particular to teaching and timetabled spaces** (allow 2-3 working days lead time for changes to appear online).

Delivery of information to the Web Team

The table provided in *Appendix 2* lists the contact points (by role) for online campus map and UC Finder updates.

The Online Manager, in the Web team manages any changes to the online campus maps but requires particular information from Space Management in order to accurately do this.

Especially:

- room number and name (if relevant)

- category (type of room)

- any alias or alternate name applicable.

Any individual changes to spaces between the annual Space Usage Verification audits (in March/April of each year) need to be emailed to the web team as and when they are generated to maintain accuracy.

The Space Manager, Capital Works is responsible for delivery of this information as and when the information becomes available.

The Web Team then make the relevant changes to the Online Campus Maps and advise Project Communications who then advise Application Support to activate a UC Finder update.

Including additional elements on maps

Requests are sometimes made for additional elements to be included on the maps, particularly the online versions.

A number of factors dictate whether or not these additions are plausible, necessary or effective, and a major one is the need to keep the maps as uncluttered as possible.

A review of the indices of the online maps was undertaken at the time of this Policy Review. The indices in *Appendix 3* were agreed as being essential to fundamental way-finding on campus.

Requests for the inclusion of additional items will be referred to the Manager, Engineering Services who will ultimately determine whether or not they are included.

Related Documents and Information

UC Policy Library

- [Advertising and Brand Management Policy (PDF, 165KB)](#)

- [Naming Rights Policy (PDF, 364KB)](#)

- [Space Allocation Policy (PDF, 263KB)](#)

University Website and Intranet

- [Engineering Services interactive 2D campus maps (Facility Service Drawings intranet webpage) (Staff Only)](#)

- [Online Campus Maps (University Campus Maps website)](#)

- [UC Brand Guidelines (PDF, 1.47MB) (University Marketing Intranet) (Staff only)](#)

Appendices

- [Appendix 1: Print maps – Update Meeting Attendees](#)

- [Appendix 2: Online Campus Maps – Key Contacts](#)

- [Appendix 3: Online Campus Maps Index](#)

- [Appendix 4: Flow Chart of update process for printed maps](#)

- [Appendix 5 :Flow Chart of update process for online maps](#)

Document History and Version Control Table			
Version	**Action**	**Approval Authority**	**Action Date**
For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz			
1.00	Conversion of document onto new template and document pushed out.	Policy Unit	Sep 2013
1.01	Hyperlinks updated.	Policy Unit	Nov 2013
1.02	Document review date pushed out.	Policy Unit	Feb 2014
1.03	Hyperlinks updated.	Policy Unit	Jun 2014
1.04	Review date pushed out.	Policy Unit	Sep 2014
1.05	Contact Officer updated.	Policy Unit	Jan 2015
2.00	Scheduled review by Contact Officer.	Director, Learning Resources	Jul 2015
2.01	Minor formatting alteration.	Policy Unit	Sep 2015
2.02	Communications and Stakeholder Relations updated to Communications and Engagement.	Policy Unit	Sep 2015
3.00	Scheduled review by contact officer. Major changes to content, additions to content.	Executive Director, Learning Resources	July 2018

This policy remains in force until it is updated

Appendix 1

Print maps – Update Meeting Attendees

The following people should attend any print campus map update meeting – either annual or six-monthly. Project Communications should consult individually with any people unable to attend the update meeting, and add their information to the updated campus maps.

Engineering Services	Manager *(Rob Oudshoorn)*	rob.oudshoorn@canterbury.ac.nz Ext: 95498 Mob: 027 436 4161	Oversight of update Sign off of update
	Draughtsman *(Dazz Gibson)*	daryn.gibson@canterbury.ac.nz Ext: 94034	Building footprints – new buildings or changes to existing buildings
	Compliance Officer *(Pat Keogh)*	pat.keogh@canterbury.ac.nz Ext: 95491	Evacuation routes and assembly points. Defibrillators.
	Sustainability Advocate *(Matt Morris)*	matt.morris@canterbury.ac.nz Ext: 95503	Changes to locations of bike stands
Capital Works	Space Manager *(Lorraine Pearce)*	lorraine.pearce@canterbury.ac.nz Ext: 92928	Any relevant changes from the Space Management office
	Campus Development Manager *(Sonia Barker)*	sonia.barker@canterbury.ac.nz Ext: 93204	Any changes to building sites – closures, openings, hoardings.
Campus Services	Manager, Security *(Ken McEwen)*	ken.mcewen@canterbury.ac.nz Ext: 93776	Changes to toilets, parking, retail, accessibility, other campus facilities.
Communications and Engagement	Senior Communications Advisor *(Hannah Seeley)*	hannah.seeley@canterbury.ac.nz Ext: 93630	Coordination, plus any known changes to campus map information
SignsInc	Owner / Manager *(Allan Spinks)*	signs.inc@xtra.co.nz Ph: 348 9683 Mob: 027 241 0497	Provide full size copy of current map to mark up changes.

Appendix 2

Online Campus Maps – Key Contacts

Web Team	Online Manager *(Steve Backe-Hansen)*	steve.backe-hansen@canterbury.ac.nz Ext: 92928	Manage changes to the online campus maps.
	Web Support	websupport@canterbury.ac.nz	
IT Services	Application Support Team Leader *(Clive Keylard)*	clive.keylard@canterbury.ac.nz Ext: 93998 Mob: 027 705 9427	Manage changes to UC Finder App
	Application Support *(Suren Sivalingam)*	suren.sivalingam@canterbury.ac.nz	

Appendix 3
Online Campus Maps Index

As at April 2018

Current category	Current sub-category
Accessible facilities	Toilets
	Ramps
	Lifts
	Accessible Parking
Buildings	
Campus facilities	ATM machines
	Baby changing facilities
	Bikes
	Bus stops
	Lockers
	Map and info signs
	Sculpture trail
	Showers
Colleges, Schools, Departments	Centres
	College Office
	Department Office
	School Office
	Programmes
Emergency and help information	Assembly areas
	Defibrillator locations
	Disability evacuation chair
	Help Point towers
	Holding areas
	Main meeting point
Halls of residence	
Libraries and Printers	Libraries
	Follow-you printers
Parking	Car parks
	Accessible parking
	Contractor parking
	Coupon purchases
	Pay and display
	Staff Link parking
	Staff permit parking
	Student permit parking
	Taxi pick up points
Research centres	
Retail outlets	Cafes and bars
	Vending machines
	Postal services
	Bank
	Pharmacy
Services	Alumni and UC Foundation
	Careers Internships & Employment
	Early Childhood Centres
	Facilities Management

	Health Centre	
	Human Resources	
	Information and Technology Services	
	Learning Resources	
	Māori AVC	
	Printing and copying	
	Recreation services	
	Registrar	
	Research & Innovation	
	Security	
	Student Services and Communications	
	UCSA	
Teaching spaces and meeting rooms	Lecture theatres	
	Meeting rooms	
	Teaching rooms	
	Teaching laboratories	
	Computer workrooms	
	Studios	
	Informal study spaces	
UC Hosted		
UC off campus locations		

Appendix 4

Flow Chart of update process for printed maps

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┌─────────────────────────────────────────────────────────┐
│              ANNUAL OR MID-YEAR UPDATE                   │
│  Meeting scheduled by Project Communications – SSAC      │
│  SignsInc to provide copy of most recent campus map      │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│                 MEETING ATTENDED BY:                     │
│           Manager, Engineering Services                  │
│          Draughtsman, Engineering Services               │
│        Compliance Officer, Engineering Services          │
│       Sustainability Advisor, Engineering Services       │
│          Manager, Security, Campus Services              │
│             Space Manager, Capital Works                 │
│       Campus Development Manager, Capital Works          │
│        Senior Communications Officer, CAE – SSAC         │
│                SignsInc, Owner Manager                   │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│        CHANGES MARKED UP ON MOST RECENT MAP              │
│                 AND MAP INDICES                          │
│          By Project Communications – SSAC                │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│       MARKED UP MAP AND INDICES TO UC DESIGN             │
│      UC Design makes changes to map and indices          │
│         Project Communications checks changes            │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│             MODIFIED MAP IS SIGNED OFF                   │
│   Manager, Engineering Services signs off modified map   │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│      UC POCKET MAP AND A2 DESK MAP ARE PRODUCED          │
│        Project Communications coordinates process        │
└─────────────────────────────────────────────────────────┘
                           ↓
┌─────────────────────────────────────────────────────────┐
│              DIRECTORY BOARDS UPDATED                    │
│      UC Design produces suite of maps for SignsInc       │
│      SignsInc prints maps and installs on campus         │
└─────────────────────────────────────────────────────────┘
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Appendix 5

Flow Chart of update process for online maps

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┌─────────────────────────────────────────────────────┐
│              UPDATES GENERATED BY:                    │
│              Printed map updates                      │
│      Space Usage Survey – end of April annually       │
│       Changes to usage of spaces between surveys      │
└─────────────────────────────────────────────────────┘
                          ↓
┌─────────────────────────────────────────────────────┐
│           UPDATES REQUIRED TO ONLINE MAPS             │
│      Project Communications advises Web Team of:      │
│  Changes made to printed maps at annual or midyear updates │
│                                                       │
│           Space Analyst advises Web Team of:          │
│   • New rooms coming into use (new buildings)         │
│   • Room numbers and name/s (if relevant)             │
│   • Category (type of room – change of use)           │
│   • Any alias or alternate name applicable            │
└─────────────────────────────────────────────────────┘
                          ↓
┌─────────────────────────────────────────────────────┐
│               ONLINE MAPS UPDATED                     │
│        Web Team make changes to online maps           │
│       Web Team advises Project Communications         │
└─────────────────────────────────────────────────────┘
                          ↓
┌─────────────────────────────────────────────────────┐
│          UPDATES PUSHED TO UC FINDER                  │
│ Project Communications advises Applications Support   │
│ Applications Support pushes out Android and Apple updates │
└─────────────────────────────────────────────────────┘
```