

# Organization Guide

## eQuest

**eQuest** is basically the space/room set-up portal for Columbus State University.

**\*\*Please note that eQuest is separate from Cougar Scheduler. Cougar Scheduler or Astra Scheduler only reserves the space. eQuest is to set-up the space.**

All eQuest requests must be placed by your on-campus advisor, as they have the proper access to this portal via their MyCSU “staff” tab and are held responsible for all organizational gatherings. We ask that your advisor request for room/space needs AT LEAST 7 days in advance to ensure appropriate accommodations. This means there needs to be adequate communication from the organization to their advisor to meet this deadline.

### **Things to inform your advisor about each event:**

- Which campus is the event held on?
- What building is the event being held in?
- What room number?
- Description of your event needs:
  - How would you like the room set-up
  - How many tables do you need? (rectangle or round tables for 6 or 8 people)
  - How many chairs?
  - What are your audio-visual needs?
- What is the event name?
- What is the event start time?
- Who is the event sponsored by?
- Will you need the room unlocked?
- Do you need event set-up/what time?
- Do you need event break-down?
  - What time?
- What is the estimated event attendance?
- Is catering needed?
- Is linen needed for your event?
  - Quantity?
- Is audio-visual equipment needed?
  - Projector?
  - Podium?
  - Screen?
  - Sound System?
  - Sound Technician?
- Is transportation needed?
- Do you need signs for your event?
- Do you need Security for your event?

***For any questions regarding eQuests, please contact University Support Services:  
706-507-8203 or by email: [logistics@columbusstate.edu](mailto:logistics@columbusstate.edu)***

# Advisor Guide

- Organization account information.

Once in the eQuest Portal from your staff tab, you will see your options displayed like below:

Welcome to the Self Service Support Portal!

How may we help you today?  
Please click one of the support areas below to begin.

- Facilities**  
Request Services for Building Maintenance, Transportation, Vehicle Maintenance and Reservations, Campus Planning, Environmental Safety
- Technology**  
Submit a request for any technology assistance
- University Support Services**  
Event Support, Custodial, Grounds, Event/ Building Signs, Furniture, Receiving
- Printing Services**  
Request short or long-run print orders, personalized printing, large prints, and addressing

Click on the highlighted box, “University Support Service”. This will direct you to a more refined search page. For all event needs, select “Event Services”.

Back to Home

How may we assist you?  
Start by selecting a general option on the left, then select the appropriate field on the right.

**Support Overview**

**Custodial Needs:** Place a request for cleaning in addition to our regularly scheduled items.  
**Custodial Supplies:** Place a request for additional supplies for your department such as paper towels or rubber gloves. Be sure to include the account number.  
**Door Unlock/Lock:** Place a request to unlock a door at a certain time. Make sure you already have the area reserved through Cougar Scheduler or Academic Affairs.  
**Equipment Check Out:** Place a request for a portable sound system or other event item for your CSU sponsored off site or after-hours event.  
**Event Services:** Place a request for all your event needs including tables, chairs, linen, A/V and more!  
**Furniture Needs:** Place a request for New or Surplus furniture. Be sure to get Department Head approval for a new purchase.  
**Grounds:** Place a request for limb removal, outdoor trash pick up, or outdoor pest control.  
**Moves:** Moving offices? Place a request to let us know furniture types and number of boxes and a preferred move date. Be sure to empty and label all furniture prior to our arrival.  
**Pick Up/Deliver:** Place a request to pick up and deliver items to another area of campus.  
**Shred Pick Up:** Place a request to pick up items to be securely shredded.  
**Special Project:** If your request does not fit into the above categories, choose this one

Custodial Needs    Custodial Supplies    Door Lock, Unlock    Equipment Check Out    **Event Services**    Furniture Needs    Grounds Needs    Moves    Pickup, Deliver

Shred Pick Up    Signs    Special Projects

Once in the Event Services Tab, you will need to answer the following questions:

- Which campus is the event held on?
- What building is the event being held in?
- What room number?
- Description of your event needs
  - How would you like the room set-up
  - How many tables do you need?
  - How many chairs?

*For any questions regarding eQuests, please contact University Support Services:  
706-507-8203 or by email: [logistics@columbusstate.edu](mailto:logistics@columbusstate.edu)*

# Advisor Guide (continued)

- What are your audio-visual needs?
- What is the event name?
- What is the event start time?
- Who is the event sponsored by?
- Will you need the room unlocked?
- Do you need event set-up/what time?
- Do you need event break-down?
  - What time?
- What is the estimated event attendance?
- Is catering needed?
- Is linen needed for your event?
  - Quantity?
- Is audio-visual equipment needed?
  - Projector?
  - Podium?
  - Screen?
  - Sound System?
  - Sound Technician?
- Is transportation needed?
- Do you need signs for your event?
- Do you need Security for your event?
- Organization account information.

The questionnaire page will look like this:

The screenshot displays the 'University Support Services' interface. A central modal window titled 'Event Services' is open, showing a questionnaire. The form includes the following fields and options:

- Location of Request:** Campus \* (Main), Building (Main Campus) \*, Room Number.
- Describe your event needs: \*** (Rich text editor with formatting options).
- Event Name \*** (Text field).
- Event Date/Start Time** (Calendar and clock icons).
- Event Sponsor \*** (Dropdown menu).
- Do you need the room unlocked?** (Dropdown menu).
- Do you need an event set up and/or equipment (i.e. Tables, Chairs, Etc)? \*** (Dropdown menu).
- Do you want us to break down your event? \*** (Dropdown menu).
- Estimated Event Attendance \*** (Dropdown menu).

The background shows a 'Support Overview' section with various request categories like Custodial Needs, Custodial Supplies, Door Unlock/Lock, Equipment Check Out, Event Services, Furniture Needs, Grounds, Moves, Pick Up/Deliver, Shred Pick Up, and Special Project, each with a 'New Request' button.

***For any questions regarding eQuests, please contact University Support Services:  
706-507-8203 or by email: [logistics@columbusstate.edu](mailto:logistics@columbusstate.edu)***