# University of the South Service Level Agreement Between Media Services and the User Community

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1. **Purpose**
   This agreement establishes the level of technical support provided by the Media Services Department, a component of Academic Technology Services, of the University. It identifies the roles and responsibilities of both Media Services staff and the University user community with the goal of improving services offered. The university user community includes:
   - faculty
   - staff
   - students and student organizations
   - external parties

2. **Term and Scope of Agreement**
   This agreement will be reviewed annually and updated as necessary.

   Media Services is not responsible for any technology resources not specifically addressed in this agreement.

3. **Media Services Responsibilities**
   The primary goal of Media Services is to support the academic interests of the University. The secondary goal of Media Services is to support University special events. Media Services also supports events facilitated by external entities on a time-available basis.

   a. **Services**
      Most services are provided at no charge (refer to Special Event Support for exceptions) and include:
      i. **On-site Support of Installed Systems**
         Media Services will provide on-site support of AV technology installed in all campus classrooms and meeting rooms, (computers in classrooms and computer labs are maintained by the Computer User Services Department but Media Services technicians will attempt to solve computer problems if they encounter one). Media Services can only assure operability of technology equipment that is owned by the University. Media Services cannot guarantee the compatibility of classroom and meeting room technology with technology, including software, from

other sources, including personal computers and mobile devices not purchased by the University. While Media Services makes every effort to assure the functionality of classroom and meeting room technology, it is not possible to guarantee 100% reliability.

## ii. AV Equipment Circulation

A limited assortment of audio visual (AV) equipment is maintained so that students, faculty and staff may borrow the items in support of their academic endeavors. The Academic Technology Center Helpdesk circulates this equipment during any hours that the library is open. Most items are available for student check-out for two business days. Fro faculty and staff, the check-out period is ten business days.

## iii. AV Systems Maintenance and Planning

Media Services is responsible for maintaining all University owned AV equipment. Media Services engages in technology planning to coordinate timely replacement of aging equipment, implement new innovations into teaching and meeting rooms, and maintain system standards for design and ease-of-use.

## iv. AV Solutions Consulting

Closely related to AV systems maintenance and planning is the solutions consulting role that the department plays with end users. Users are encouraged to bring ideas for new initiatives to the attention of Media Services. Media Services will assist faculty, staff and students in choosing the most appropriate AV technology for their needs. Media Services must approve any AV technology purchases made by departments in order to ensure ongoing maintenance and support of such items. The budget cycle requires us to plan for new initiatives of significant cost a year or more in advance. End users are invited to contact the Assistant Director of Academic Technology Services by email at media@sewanee.edu to schedule AV solution scheduling.

v. **Sound Reinforcement**
Media Services provides technical support for installed and portable sound systems intended for public address. Media Services does not support sound systems for professional musical productions.

vi. **Videoconferencing**
Media Services provides technical support for appliance based (Polycom/Mondopad) and softcodec (GoToMeeting) conferencing solutions owned by the University.

vii. **Video Production**
Video recording services are available for on-campus events when a technician is available and in accordance with the Media Services rate card. Video postproduction (editing, audio sweetening, etc.) if necessary, of any event will be done within 10 business days.

viii. **Live Video Streaming**
At present, live video streaming may only be done from All Saints Chapel and from Guerry Auditorium. Thus, users must plan well in advance in order to ensure availability of the space.

b. **Special Event Support**
Chargeable services include: After hours labor to setup and strike for any event (refer to Hours of Support and Availability). Labor required for any off campus event. Temporary equipment used to support any event that must be setup by Media Services (except that used in a classroom when an emergency repair must be made). Labor and materials in support of events for external parties. An external party is defined as not having a University budget number.

c. **All Saints Chapel**
  i. **Church Services**
Media Services will provide a sound system operator for church services without charge. This is the one exception to after hours billing.

        **ii. Weddings and Funerals**
Media Services will provide a sound system operator for weddings and funerals in accordance with the Media Services rate card.

   **d. Guerry Auditorium**
      **i. House Manager**
Media Services performs the role of house manager for the facility in accordance with the Media Services rate card.

      **ii. Audio and Lighting Services**
Media Services can accommodate basic public address and lighting needs but facilitators of events are encouraged to contact Media Services about technical issues once acts have provided their technical riders. Technical riders frequently require audio and lighting to be provided by professional staging companies. Media Services will assist event facilitators in determining this.

**4. Hours of Support and Availability**
Media Services is located on the ground level of DuPont Library in room G008.

Office hours are 8:00AM – 5:00PM Monday – Friday. Walk-ins are welcome during office hours but appointments are strongly encouraged. Appointments may be made by email at media@sewanee.edu or telephone at (931) 598 1372.

Staff is available 8:00AM – 7:00PM Monday – Friday for event support. Saturday event support is available with varying hours.

Media Services staff observes all University holidays.

**5. Response Time**
In the case of both "normal" and "emergency" service calls, removal and repair of equipment may be necessary. Temporarily placed equipment may not offer all of the functionality provided by the equipment originally installed in the teaching space or meeting room. However, Media Services will make every effort

to provide a solution that will allow teaching and presentations to continue until full repairs can be made.

### a. Normal Service Calls

Normal service is defined as service for technical issues that do not substantially impact users' abilities to teach or present using technology. Media Services will respond to normal service calls within one business day.

### b. Emergency Service Calls

Emergency service is defined as service for technical problems that substantially impact users' abilities to teach or present using technology. Emergency service calls will be prioritized by Media Services.

Media Services attempts to resolve (or to facilitate a resolution when other University departments are involved) emergency service problems within one business hour of their being reported.

### c. Staff in Attendance

On request, Media Services will provide a dedicated technician to be present during the entirety of an event. In instances that require complex AV systems, a technician must be present and labor will be charged in accordance with the Media Services rate card along with the necessary equipment.

## 6. End User Responsibilities

End user responsibilities include the following:

### a. Training

Users are encouraged to become familiar with AV presentation systems before use. Training opportunities for faculty and staff are available by appointment.

### b. Planning

Event planners are encouraged to meet with Media Services well in advance of their events in order to discuss requirements and to provide materials such as presentation graphics and video recordings so that adequate testing can be done prior to an event.

Media Services will not guarantee the operability of any media such as presentation graphics or video recordings

supplied for event use with less than three business days to test in advance.

Multi-purpose venues, even with installed AV equipment, must be tested in advance and frequently require reconfiguration and additional equipment, thus, event organizers must schedule such venues for a full 24 hours in advance of an event so that Media Services has complete, unhindered access. Examples of multi-purpose spaces include: Convocation Hall, the McClurg meeting rooms, Guerry Auditorium, All Saints Chapel, the Sewanee Inn ballrooms and prefunction areas.

c. **Requesting Media Services Support**
Make requests through Meeting Room Manager at least five business days in advance of an event to ensure adequate personnel and equipment resources. Email requests are accepted, but not encouraged. Media Services will attempt to accommodate all requests but will not guarantee requests for personnel, equipment, or facilities with less than five business days notice. A 20% discount is provided for billable requests made with five business days' notice or more.

d. **Self-service Audio Visual Arrangements**
Media Services encourages users to provide support for their own events. Equipment may be checked out at no cost, through the ATC Helpdesk by any user with a DuPont Library patron card. This will help users with basic audio visual support needs or who have needs on short notice.

Event planners may use spaces with built-in AV systems after a brief orientation by an AV technician. External parties planning events may also request an orientation by an AV technician in advance of their event and a small fee will be charged for use of the built-in AV system.

e. **Reporting Problems**
Email helpdesk@sewanee.edu or telephone (931) 598 1369 to report a technology problem to the ATC Helpdesk: The message should include (a) the problem location, (b) a brief description of the problem, (c) and contact information in case further information is needed.