



Instructional Technology Services

Media Services Service Level Targets 2003-2004

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1.0 Purpose

This document describes the level of technical support provided by the Media Services unit of Information Technology Services (ITS). It identifies the responsibilities of Media Services and the user community with the goal of providing quality services.

Media Services will work in a respectful and courteous manner, and expects to be treated in kind. This document will be updated annually.

2.0 Media Services Responsibilities

Non-academic requests may not interfere with academic support or standard services.

2.1 Providing Equipment

Media Services maintains a stock of audio-visual and computer gear that is intended for academic use and/or for use in classrooms that are not equipped with technology. For procedures and a listing of equipment available for delivery and equipment available for checkout, please go to: <http://www.sonoma.edu/it/mediaserv/equipment.html>

2.1.1 Equipment for Use in Classrooms

Media Services will deliver and retrieve equipment to regularly scheduled classes in their regularly scheduled locations as listed in the schedule of classes. Media Services does not have the resources to deliver to conference rooms or any of the following locations: Residence Halls, Cooperage, Schulz Information Center, AFC complex, Student Union, Person Theatre, Facilities Corporation Yard, CIHS complex, or Anthropological Studies Center. Please see Section 5.3.1 for end user responsibilities.

2.1.2 Equipment for Checkout Use

Media Services will loan equipment to students, faculty, and staff for academic or administrative use.

2.1.3 Editing/Preview Rooms

Media Services maintains 3 editing rooms where video projects may be prepared, tapes copied, and material viewed. Instructions are provided where practical, and Instructional Technology Services and others offer video editing workshops from time-to-time each semester. There is generally no technical support available for these rooms.

2.2 Support

Media Services will provide support for Media Services-owned audio-visual technology. This support is offered during normal business hours. University owned equipment needing repair should be reported to the IT help desk at ext. 4-HELP. Equipment should then be brought to Media Services for diagnoses and possible shipment to an off-campus repair facility. Turn around time will vary depending on the equipment being serviced.

2.2.1 On-Site Support

Media Services will provide on-site support for Media Services-owned audio-visual technology in on-campus classrooms.

2.2.2 Non Media Services-Owned Equipment

Our primary obligation is to Media Services owned equipment. If resources permit, we will try to troubleshoot department owned equipment. Equipment should be brought to Media Services, but please contact the Media Circulation Coordinator beforehand.

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Emergency service as defined below is not a service we can provide for non Media Services owned equipment. As resources permit, we will make every attempt to help campus users when they experience problems.

Media Services staff will continue to be available for consultation on an appointment basis. Due to the wide array of technology available, Media Services cannot guarantee the compatibility of Sonoma State University classroom technology with technology from other sources. This includes personal laptop computers, cameras, and recorded media.

While Media Services makes every effort to assure the functionality of classroom-based Technology, it is not possible to guarantee 100% reliability. There will be times when the removal and repair of equipment will be necessary. With this in mind, always plan classes, lectures and functions with a "back-up" or alternate plan.

2.2.3 Response Time

Response times listed below are based on the availability of personnel and client availability where needed. It is important to note that in the case of both "normal" and "emergency" service calls, removal and repair of equipment may be necessary.

Normal Service Calls - Media Services will respond to normal service calls within one week. To expedite your request, to the best of one's ability, an accurate description of the problem or request is needed. It is also important to provide your contact information in the event that more information is needed. This is especially important when leaving a voicemail message or contacting us via e-mail.

Emergency Service - Emergency service is defined as service for technical problems that are in progress and will substantially impact users' abilities to teach or present using technology. Emergency service is available to patrons using Media Services-owned classroom-based technology. Emergency service calls will be prioritized by Media Services.

Media Services staff will respond to emergency service problems as expeditiously as possible. Media Services' goal is to resolve (or to facilitate a resolution when other university departments are involved) emergency service problems within 24 hours (excluding weekends) of their being reported.

This time frame cannot apply to data projection lamp replacement due to limited availability of non-scheduled time in the tech classrooms. Every effort will be made to replace lamps as quickly as possible given these constraints.

Exceptions - Due to the volume of calls during the opening two weeks of Spring and Fall Semester, during finals, and in other peak volume weeks, response times may be longer than normal. Media Services staff will inform end users if such an exception is necessary.

2.3 Video Conferencing and Satellite Reception

Media Services provides, schedules, and supports videoconferencing and satellite reception for classes and administrative meetings. For specific procedural information, please visit: <http://www.sonoma.edu/it/its/videoconferencing/index.html>

2.4 Purchase Consulting

Media Services will assist faculty and staff in choosing the most appropriate audio-visual technology for their needs. Purchases made through the university should conform to Media Services standards whenever possible. For current Media Services standards, please contact us.

3.0 Location and Hours of Operation

3.1 Location

Media Services is located in the Schulz Information Center room 1024.

3.2 Contact Information

Media Services may be reached via telephone at (707) 664-2117 or 4-2117 if on-campus and via e-mail at media.services@sonoma.edu. Our website is located at: <http://www.sonoma.edu/it/mediaserv/>

3.3 Hours of Operation

The office is open:

Monday- Friday 8:00 AM-4:30 PM

Media Services observes all Sonoma State University staff holidays.

4.0 User and Department Responsibilities

Users can make it easier to use Media Services' audio-visual equipment by doing a few simple things. Department and end user responsibilities include the following:

4.1 Training and Planning

Users should become familiar with Media Services equipment, be it borrowed or in a classroom, before it's intended use. Appointments for training can be made through the Media Circulation Coordinator. Training is essential to the effective use of equipment. Training is free of charge.

Training should be sought at least two weeks in advance. In cases where technology is new to a user, training should be sought as soon as possible.

It is important, when planning lectures and events, that a "back-up" plan is constructed. Nothing can be considered 100% reliable, technology included. With this in mind, it is essential to have a back-up lecture or event plan that is not dependant on technology. Please contact Media Services' staff for suggestions.

4.2 Reporting Problems

Users should report service problems promptly through proper channels. Normally, this means calling x42117 or writing to media.services@sonoma.edu. The message should contain the problem's location, a detailed description of the problem and a way to contact the person reporting the problem in case further information is required.

Prompt reporting is crucial in avoiding the recurrence of problems. Problems reported while class is in progress can be dealt with more expeditiously.

4.3 Making Requests

Users must make requests in advance. Insufficient notice severely limits the ability of Media Services to properly prepare for and execute quality work.

4.3.1 Audio-Visual Equipment Setups

When made in person or over the phone, requests for delivery of audio-visual gear must be received one business day in advance. Requests submitted via e-mail must be received two business days in advance.

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No request is final unless confirmed by a Media Services employee. A copy of any request made is sent to the user. Please retain this copy, as it is proof a request was made. (Users making requests phoned in less than two business days in advance or sent in via e-mail may not receive this copy.)

Equipment for locations other than those listed in the Schedule of Classes must be checked out from Media Services. (See section 3.1.1 for a current listing of excluded locations.)

4.3.2 Audio-Visual Equipment Loans

Users must review and sign a "Media Services Receipt" prior to receipt of checkout equipment. Returns of Media Services' equipment must be made on time as others may be depending on the return of the equipment in question. Check out privileges will be revoked after the second late return of equipment. (Cameras or software, which go overdue more than one business day, will be considered a second late return.)

4.3.3 Videoconference and Satellite Reception

Media Services must receive requests for videoconferences or viewing satellite broadcasts no less than five business days in advance. Requests to use these facilities for classes should be made as soon as possible.

The user is responsible for the coordination of participants at the distant sites and for establishing several alternative dates/times.

5.0 Summary

- Media Services is open Monday – Friday 8:00 AM – 4:30 PM. Media Services observes all Sonoma State University staff holidays.
- Media Services will normally only deliver to regularly scheduled classes in their regularly scheduled locations. Requests for deliveries must be received at least one day in advance if made in person or by phone, or two days if made via e-mail.
- Media Services must receive requests for videoconferences at least five business days in advance.
- Media Services will loan out equipment to students, faculty or staff for academic or administrative use.
- Media Services will provide on-site support for Media Services-owned audio-visual technology in on-campus classrooms.
- Media Services will respond to normal service calls within one week.
- Media Services will respond to emergency service calls within twenty-four hours, excluding weekends.
- If staffing allows, we will try to troubleshoot department owned equipment brought to Media Services.
- Media Services will provide classroom technology training on an appointment basis.

6.0 Acknowledgements

SSU Instructional Technology Services would like to thank Brandeis University Information Technology Services for sharing their excellent Service Level Agreements.