

## Service Level Agreement for Event Media Production Support

The purpose of this Service Level Agreement (SLA) is to provide guidelines and key responsibilities for live event media production support provided by the Campus Media Services to the faculty, staff, and students of Wichita State University or other organizations that have secured services or equipment from Campus Media Services.

This SLA only refers directly to the services of providing media for live events, including meetings, classes, conferences, etc. For the Service Level Agreement specific to equipment **installed** in classrooms, conference rooms, and other spaces, please see the [\[Service Level Agreement for Classroom & Installed AV Media Support\]](#). To learn what equipment is already included in the room(s), please see the EMS room scheduling system, talk to University Reservations, or call the Campus Media Services team at 316-978-3588.

### Level I – Academic Support

#### Service Summary and Costs

The Campus Media Services team can provide equipment to add features and functionality to any classroom at no charge to the faculty or department, provided that the following criteria are met:

- The event/class is a WSU credit-awarding course, meeting at the time and room listed in the WSU Schedule of Courses.
- The instructor or requestor of services calls Campus Media Services at 316-978-3588 no less than one (1) business day in advance of their request. Calls made after 4:30 p.m. are considered the next business day.
- The event/class does not require an AV technician to stay on site for the duration, and/or does not require more than about ten (10) minutes of setup or teardown time.
- All requests are subject to availability of equipment and/or technicians.

While most services for classes are free of charge, there are considerations that will have to be made based on the nature of the request. For example, if a request is for extra equipment for every class period of a semester, we will try to help you work with the Registrar's Office to find a more appropriate classroom that already has the equipment you need. In cases where a fee would be assessed, a quote or estimate **will** be provided to the instructor or requestor within 1-2 business days of the request.

#### Recognized Student Organizations (RSOs)

Student organizations that have been formally recognized by the Student Government Association (SGA) may use the existing equipment in General Use classrooms at no charge, provided that the organization's faculty advisor has been properly trained on the equipment and has their University-issued key in their possession for the meeting or event. For equipment that is not included with the room, the Campus Media Services team can provide limited equipment to add features and functionality to any facility at no charge, provided that the following criteria are met:

- The event is a student-led, Student Involvement-approved event by a Recognized Student Organization, during standard business hours (7:30 a.m. to 4:30 p.m. M-F).
- The event is free and open to the public or a private business meeting only for the RSO.
- The RSO assigns a single contact person for the event who will be responsible for making decisions about the equipment and services to be provided.
- The RSO contact person contacts Campus Media Services no less than seven (7) business days in advance of their request. Calls made after 4:30 p.m. are considered the next business day.
- The event does not require an AV technician to stay on site for the duration, and/or does not require more than about fifteen (15) minutes of setup or teardown time.

- All requests are subject to availability of equipment and/or technicians.

While many services for RSOs are free of charge, there are considerations that will have to be made based on the nature of the request. For example, setting up one microphone in a room already equipped for sound may be free, setting up several microphones and speakers in a room not equipped for sound would not be free. In cases where a fee will be assessed, a quote or estimate **will** be provided to the instructor or requestor within 1-2 business days of the request. All requests that are made less than seven (7) business days in advance of the event are subject to a **\$50 late reservation fee**, billable to the organization or individual making the reservation.

RSOs also have the option of checking out a projector and a projection screen (up to seven (7) feet) over the counter at the Media Resources Center at no charge. There is a limited number of projectors and screens, so they are available at a first-come, first-served basis. Reservations are for one (1) day only. There are also a few other pieces of equipment available for checkout over the counter. To make a reservation for equipment, please visit [www.wichita.edu/av](http://www.wichita.edu/av) or call 316-978-3588.

### Level II – University-sponsored events and meetings

For the purpose of this SLA, any meeting, event, class, etc. within the University system that does not meet the criteria listed under Level I is considered Level II, and there will be fees associated with any equipment rental, setup, or production services provided. This includes—but is not limited to—departmental meetings, conferences, non-credit programs, athletics, faculty/staff presentations made for the benefit of WSU, University administration, faculty/staff/student *personal* use, Alumni Association, Housing & Residence Life, grant-funded activities, and events that charge an admission, registration, or similar fee.

#### Service Summary and Costs

Campus Media Services is a full-service AV rental facility. From a simple laptop setup to a multi-day, multi-location conference setup with multiple breakout rooms or complicated audio setups, we can meet nearly any need you might have. Please contact us to obtain a quote or estimate for services and equipment rental fees. Some items are available for checkout over the counter by faculty or staff members at no charge. See below for standard pricing for Level II equipment and services. For theater and/or staging needs (lights, platforms, etc.), please contact Performance Facilities at 316-978-3587. All requests that are made less than seven (7) business days in advance of the event are subject to a **\$50 late reservation fee**, billable to the organization or individual making the reservation.

### Level III – External Organizations and Individuals, including Non-Profit Organizations

For the purpose of this SLA, any meeting, event, class, etc. outside the University system and does not meet the criteria listed under Level I or Level II is considered Level III, and there will be fees associated with any equipment rental, setup, or production services provided. This includes—but is not limited to:

- Private, for-profit enterprises
- Non-profit organization located outside the state of Kansas
- Private individuals not associated with Wichita State University
- Faculty, staff, and/or student who will generate income from the project (personal income only; for departmental revenue, see Level II)

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than seven (7) business days in advance of the event are subject to a **\$50 late reservation fee**, billable to the organization or individual making the reservation.

### Event Media Production, Standard Hours – Student Staff

Monday – Thursday: 7:30 a.m. to 10:00 p.m.

Friday – Saturday: 7:30 a.m. to 5:00 p.m.

(4-hour minimum on weekends or outside these hours)

### Event Media Production, Standard Hours – Technician Staff

Monday – Friday: 7:30 a.m. to 4:30 p.m.

### Campus Media Services Responsibilities

- Provide reliable audio-visual equipment
- Provide professional staff and/or student support before event and during event, as appropriate
- Setup and demonstrate equipment in good time before event starts, as appropriate
- Coordinate and manage equipment rentals and outsourced AV support when needed.
- Provide a safe working environment that complies—to the extent possible—with fire code and ADA laws.

### Requestor/Instructor Responsibilities

- Make reservations for event media production services at least seven (7) days in advance, unless specified otherwise in the above service level.
- Use the online ticketing system to reserve equipment and services: <http://www.wichita.edu/av>
- Ensure that your room reservation includes adequate time allowed for setup, demonstration/testing, and teardown of AV equipment.
- Provide correct funding information, including Fund & Organization code (FOAP) or Safekeeping account, prior to the event
- Acquire public performance rights when needed for use of copyrighted materials.

### Standard Available Equipment with Pricing

Because AV equipment is expensive and often somewhat fragile or dangerous to operate, fees are an inevitable part of the usage of this type of equipment. The Media Resources Center is a cost-recovery center and does not make "profit" on live event production. All revenue generated goes to improving installed technology in General Use classrooms, paying student media technician wages, and/or maintaining an adequate level of equipment inventory for performing live event media services.

### Levels I (when chargeable) & II (not a complete list)

Item	Price
Projector, digital standard HD (1280x720)	\$119/day
Projector, laser digital Full HD (1920x1080)	\$199/day
Laptop, Windows with MS Office	\$42/day
Projection Screen, 8' tripod	\$24/day
Projection Screen, 10' front or rear	\$85/day
Projection Screen, 12' front or rear	\$100/day
Lectern, Portable (WSU-branded)	\$75/day
Microphone, Wireless Handheld or Lapel	\$70/day
Mixer, 4-Channel	\$45/day
Mixer, 6-Channel	\$60/day

Microphone stands	Included w/ mic rental
Speakers, indoor PA w/ wireless mic (pair)	\$140/day
Speakers, outdoor PA (small venue, no mic, pair)	\$100/day
Labor, Student Technician	\$15/hour
Labor, Staff Technician	\$25/hour
Off-Campus Cartage (within Wichita Metro)	Greater of \$10 or \$0.50/mi

\*For items rented at day rates, any rental period greater than four hours (>4) will be considered a full day. Equal to or less than four hours will be considered a half day at half the rate.

\*\*For services secured at hourly rates, services will be billed in 0.5/hour increments, with a one (1) hour minimum. Weekends (Saturday and Sunday) require a four (4) hour minimum.

\*\*\*Prices subject to change without alteration of this SLA; however, good-faith effort will be made to keep this list current.

Revision Date: 21 June, 2016.

\*Exceptions may be made at the discretion of the CMS manager or MRC director for Level I, II or III event media services.