

Service Level Agreement for Classroom & Installed AV Media Support

The purpose of this Service Level Agreement (SLA) is to provide guidelines and key responsibilities for classroom media support provided by Campus Media Services to the faculty, staff, and students of Wichita State University or other organizations that have rented the University's facilities.

This SLA only refers directly to the servicing of **existing** equipment in facilities on campus. For equipment and/or services that are not included in the room(s), please see the [\[Service Level Agreement for Event Media Production Support\]](#). To learn what equipment is 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 – "General Use" Classrooms

For the purpose of this SLA, a "General Use" classroom is defined as a room that is not held solely or primarily by a single department or college, and can be scheduled by the Registrar's Office without prior approval or prioritization.

Service Summary and Costs

The Campus Media Services (CMS) team will maintain, repair, replace, support, and train on the equipment installed in General Use classrooms at no charge to faculty, staff, recognized student organizations (RSOs), and campus departments. There is no cost to use the equipment in the room, provided the following two criteria are met:

- The equipment is being used for an academic course supported by student tuition & fees, and is being held in the room and time that the Registrar's Office scheduled it; and
- The instructor or faculty advisor on-site has obtained proper training from CMS staff and has in their possession the key necessary to unlock the media technology in the room.

For requests for support being made during class time, a CMS staff member or student technician will respond within five (5) minutes. If resolution of the problem can not occur within about fifteen (15) minutes of the initial call, we will offer temporary hardware for the duration of the class period, or until such time as the equipment can be repaired or replaced.

Again, if additional equipment (equipment that is not already standard in the room) is required for a class or event, a fee **may** be assessed. Please see the [\[Service Level Agreement for Event Media Production Support\]](#) for more information related to those services.

Level II – Departmental Classrooms, Conference Rooms, Seminar Rooms

For the purpose of this SLA, a Departmental room is defined as a room that is held, controlled, scheduled, and/or funded solely or primarily by a single department or college. The Registrar's Office is not permitted to schedule academic classes in these rooms without prior authorization from the department or college.

Service Summary and Costs

The Campus Media Services team can provide maintenance, repair, support, and training on equipment in Departmental rooms. In order for these services to be free of charge to the department or college, the following criteria must be met:

- The equipment must have been specified, designed, approved, and/or installed by the Campus Media Services;
- The department or other persons have not made any changes to the design, equipment, or the operation thereof without prior authorization from Campus Media Services (also includes physical neglect, tampering or misuse).

For Departmental rooms that do not meet these criteria, service fees will be assessed at a rate of \$25.00/hr, billed in .5-hour increments to the department.

Other potential costs to the department or college include, but are not limited to: replacement of equipment that is out-of-warranty or is otherwise still functioning as designed, installation of additional equipment not originally included in

the design or specification, software license or cable television fees, and moving of equipment from one Departmental room to another.

Again, if additional equipment (equipment that is not already standard in the room) is required for a class, meeting, or event, a fee **may** be assessed. Please see the [\[Service Level Agreement for Event Media Production Support\]](#) for more information related to those services.

Level III - "Auxiliary" or Partnership Facilities

For the purpose of this SLA, an "Auxiliary" or Partnership Facility is defined as a building, room, or other space that is held, controlled, scheduled, and/or funded solely or primarily by an entity that is not funded by the University's student tuition and fees. Examples: Rhatigan Student Center, Koch Arena, Shocker Hall, NIAR, etc.

Service Summary and Costs

The Campus Media Services team can provide maintenance, repair, support, and training on equipment in rooms in Auxiliary or Partnership facilities. In order for these services to be free of charge to the Auxiliary or Partner, the following criteria must be met:

- The equipment must have been specified, designed, approved, and/or installed by the Campus Media Services team within the past three (3) years; and
- The department or other persons have not made any changes to the design, equipment, or the operation thereof without prior authorization from Campus Media Services (also includes physical neglect, tampering or misuse).

For Departmental rooms that do not meet these criteria, service fees will be assessed at a rate of \$40.00/hr, billed in 1-hour increments to the Auxiliary or Partner.

Other potential costs to the Auxiliary or Partner include, but are not limited to: replacement of equipment that is out-of-warranty or is otherwise still functioning as designed, installation of additional equipment not originally included in the design or specification, software license or cable television fees, and moving of equipment from one Auxiliary or Partner room to another.

Again, if additional equipment (equipment that is not already standard in the room) is required for a class, meeting, or event, a fee **may** be assessed. Please see the [\[Service Level Agreement for Event Media Production Support\]](#) for more information related to those services.

Classroom Media Support 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.

Classroom Media Support Hours – Technician Staff

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

Campus Media Services Responsibilities

- Provide and maintain reliable equipment
- Provide training on AV systems and controls
- Regular periodic testing of installed equipment
- Prompt response to technical or equipment issues
- Timely equipment repair and replacement
- Communication updates until problems are resolved
- Coordinate and manage equipment purchases and outsourced AV installation or integration when needed.

Requestor/Instructor Responsibilities

- Obtain proper training on AV systems and controls. Please call 316-978-3588 five (5) business days in advance of your class or event to schedule a personalized training session and be issued a key.
- Obtain, secure, and use your University-issued media key (where appropriate)
- Shut off projectors and AV systems when finished and coil any University-provided cables as shown
- Do not leave equipment open, on, or available for an instructor coming in after you, unless he/she is already present in the room.
- Provide correct funding information, including Fund & Organization code (FOAP) or Safekeeping account, prior to an installation or service performed
- Report any issues with the equipment in the room directly to Campus Media Services (not a departmental administrator) as soon as possible.
- Call 316-978-3588 for immediate support
- Visit wichita.edu/av or email cms@wichita.edu to enter a support ticket for non-urgent requests

Standard Installed Equipment, by Room Type

While technology can vary from room to room, Campus Media Services tries to maintain consistent equipment wherever possible and practical. We divide most General Use classrooms into two categories: Master Classrooms and Digital Projector Plus (DP+) classrooms. For rooms listed below with "bring your own device" (BYOD) support, each user will need to provide his/her own adapter (or "dongle") appropriate for their device. Campus Media Services can assist users with locating and procuring the appropriate adapter. Please contact at least seven (7) business days in advance of your class or event for assistance with adapters.

Master Classrooms

- Digital Projection with projection screen
- Confidence monitor that displays what is projecting to the students/audience
- Instructor computer (usually Windows operating system), with wired keyboard and mouse
- High-Definition document camera
- DVD player or DVD/Blu-Ray player
- HDMI cable for use in instructor laptops/tablets (BYOD)
- VGA cable for use in instructor laptops/tablets (BYOD)
- Wireless lapel microphone (only for classes of capacity 70 or more)

Digital Projector Plus (DP+) Classrooms

- Digital Projection with projection screen
- DVD player or DVD/Blu-Ray player (VHS players are being phased out Fall 2016)
- HDMI input (female) for use with instructor laptops/tables (cable not provided, BYOD)
- VGA cable for use in instructor laptops/tablets (BYOD)

Revision Date: 9 May, 2016.

*Exceptions *may* be made at the discretion of the CMS manager or MRC director for Departmental rooms or Auxiliary or Partnership facilities that were installed prior to the adoption of this SLA (Summer 2016)