

Information Technology and Media Services (ITAMS) Policy Manual

Part III: Media Services Policies

Rules governing the provision, management, use, and support of Media Services

Antioch College

Status: FINAL
v2015.02.06

Antioch College's Media Services team, part of the Office of Information Technology and Media Services (ITAMS), exists to provide media support for College events, to loan and train users on media equipment, and to manage and support media-equipped classrooms and conference rooms.

These Media Services Policies define the rules and expectations related to Media Services delivery at Antioch College and cover these topics:

- 1. Event Support Policy** covers policy and guidelines related to the support of events by Media Services, such as procedures for requesting Media Services support, the range of events that are supported, and what that support entails.
- 2. Equipment Loans and Training Policy** addresses the circumstances and rules regarding the loaning of equipment by Media Services and training offered on that equipment, and distinguishes Media Arts' and Media Services' functions.
- 3. Classroom and Conference Room Support Policy** covers policy and guidelines related to the support of A/V-equipped rooms by Media Services, such as which spaces are supported, what equipment is offered, and the procedures for reporting problems with a room's equipment.
- 4. Appendix: Miscellaneous Policies** provides details on minor matters that are referenced multiple times in the preceding policies.

Day-to-day adherence to this policy is under the discretion and judgement of the Media Services Coordinator.

Throughout this policy, except where stated otherwise, terms such as "Antioch College," "the College," "campus," and similar refer to the College as a whole, including its subsidiaries and their property, viz., the *Antioch Review*, the Coretta Scott King Center, Glen Helen, the Wellness Center at Antioch College, and WYSO.

Changes to this document may occur from time to time and will be approved by the appropriate authorities. The current, controlling version will be published on the Antioch College ITAMS website at antiochcollege.org/itams. A summary of changes may also be included in this document.

Summary of Major Topics by Section

Event Support Policy (§1)

- Support is not guaranteed for all submitted requests (§1.1.1)
- Support can be requested for recurring events (§1.1.2)
- Pre- and post-production support can also be requested (§1.1.3)
- Scheduling support if the event time is not confirmed (§1.1.4)
- Media Services only supports College events (§1.2.1)
- Media Services only supports events on campus, with select exceptions (§1.2.2)
- Media Services will not support overnight events or events when the College is closed (§1.2.3)
- Media Services must have ample advance notice of events (§1.2.4)
- Media Services must have sufficient available resources to support an event (§1.2.5)
- Details of support provided from event to event may vary (§1.3.1)
- Media Services may request a change of location for certain events (§1.3.2)
- Media Services staff may not be present during some supported events (§1.3.3)
- Post-production support is limited and provided in consultation with the Office of Communications (§1.3.4)
- In cases in which there is inadequate equipment to provide support, offices may purchase additional equipment (§1.3.5)

Equipment Loans and Training Policy (§2)

- Borrowers must receive training on equipment before it is loaned (§2.1.1)
- Equipment loans are only available given adequate notice (§2.1.2)
- Equipment loans are only available to active members of the College (§2.1.3)
- Equipment is loaned only on an as-available basis, generally for one-week terms (§2.1.4)
- Equipment may be borrowed for academic purposes and College business only (§2.1.5)
- Borrowers may not loan equipment to others (§2.1.6)
- Borrowers must receive training on, and are liable for any damage to, equipment (§2.1.7)
- Training is available only to select individuals (§2.2.1)
- Training is available only in predefined situations (§2.2.2)
- Instructors may borrow equipment for a class and should coordinate trainings (§2.2.3)

Classroom / Conference Room Support Policy (§3)

- Presenters should familiarize themselves with the standing technology in the room beforehand and may need to bring their own equipment (§3.2.1)
- Some support is provided on a schedule (§3.3.1)
- Some support is provided at the time a problem is reported (§3.3.2)
- Some support is provided after a problem is reported (§3.3.3)
- Some support is not provided (§3.3.4)

1 Event Support Policy

Events, in the context of this policy, are planned occasions on the Antioch College campus that require Media Services to provide media equipment and/or labor to operate media equipment.

Some media equipment is available for use on a self-service basis as a “fixed” element (either hard-wired or routinely kept in) of commonly used classrooms and conference rooms. Use and support of this equipment is discussed in Section 3.

1.1 Submitting a Media Support Request

In order to obtain Media Services support for an event, the Media Services Request form, available at antiochcollege.org/media-services, must be completed with all required information and submitted to media-services@antiochcollege.org no fewer than five business days in advance of the start of the event (with more advanced notice strongly encouraged). The person whose name is on the Media Services Request (the “requester”) is responsible for communicating to Media Services all relevant details for the event, answering any follow-up questions, and coordinating with Media Services as necessary in order to facilitate Media Services’ support of the event.

(Events that occur in Media Services-supported classrooms and conference rooms only require the submission of a Media Service Request if there is a need for equipment that is not a standard part of the room, or if the requester wants to ensure proper functioning of all equipment before or during the event. See Section 3.1 for details.)

Media Services assumes requesters have scheduled spaces and coordinated other aspects of event support, such as furniture setup, with the appropriate parties. (See Section 4.3 for details.)

1.1.1 Support is not guaranteed for all submitted requests

Media Services staff will follow up on received Media Services Requests with a confirmation of receipt and will, in general:

- commit to supporting the event, based on Media Services availability (see the guidelines in Section 1.2.5)—until this occurs, the requester should *not* assume the event will be supported; and
- requesting any additional information needed to support the event.

1.1.2 Support can be requested for recurring events

A single Media Services Request can be used to request support for a recurring event, so long as the recurring event is scheduled predictably (e.g., “every other Tuesday”) and the needs and location are identical for each discrete event.

A requester should submit separate Media Services Requests, with the required five-business-day notice, for individual events within a recurring series that have special needs or will take place at a different location from the rest of the series. Media Services cannot guarantee support for these changes if it receives insufficient notice.

1.1.3 Pre- and post-production support can also be requested

Pre- or post-production needs (such as requesting video of a supported event to be transcoded and uploaded to the Antioch College website) should be identified on the same Media Services Request that is filed for the associated event.

1.1.4 Scheduling support if the event time is not confirmed

If a requester is ready to request Media Services support, but the final date or time of an event is still uncertain, then, at the discretion of the Media Services Coordinator, the requester may file a Media Support Request for the event with multiple dates and/or times noted. Media Services will then block off and confirm (or deny) support for each possible slot with the understanding that all but one request will be canceled at least five business days in advance of the earliest slot. This allows the requester to take advantage of the “first-come, first-served” policy noted in Section 1.2.5.

1.2 Events eligible for Media Services support

Media Services support, while offered in general to the Antioch College community, will only be provided if the following key circumstances are met: (1) the event must be a College event; (2) the event must be held in an eligible location; (3) the event must be held on an eligible day/time; (4) adequate notice must be provided to Media Services of the event; and (5) Media Services must possess adequate resources to support the event. These requirements are detailed below.

Additionally, these requirements may be waived if the College receives payment in exchange for Media Services support for an event; these cases should be submitted by e-mail to media-services@antiochcollege.org and will be reviewed and approved on a case-by-case basis by ITAMS staff and the College’s chief financial officer.

1.2.1 Media Services only supports College events

Media Services supports official and unofficial College events.

1. “Official” College events are those hosted/sponsored by a division of the College—such as events hosted by business or academic departments, including academic events hosted by classes and active faculty.
2. “Unofficial” College events are those those hosted/sponsored by active members of the College (defined in Section 4.2) acting outside their formal, institutional role, but that are held at eligible locations at the College and are for the general benefit of the College. These events, which includes extracurricular events hosted by registered Independent Groups on campus, as well as other meetings and events for public or special interest groups, may receive support at the discretion of the Media Services Coordinator.

Examples of events that are eligible for support are: meetings of the Board of Trustees, convocation and graduation, alumni reunion events, Community Meeting, faculty meetings, Chat and Chew events, Friday Forums, hosted guest speakers, special class events, job candidate presentations, and academic conferences.

In order to prudently allocate resources, Media Services will not support events (whether private or public) that are not considered College events, such as events held in rentable spaces on campus (whether or not rent is actually charged; including locations in which the College has a space-sharing agreement with a non-College party) or in other spaces on campus if rent is charged, even if members of the College are in attendance.

Additionally, Media Services will not support events held by outside groups that obtain profit through the event, or that are capable of providing their own media support, even if they are otherwise considered College events, unless the College is compensated for providing support as noted above.

Finally, Media Services does not support events related to Media Arts (see full details in Section 2.3).

1.2.2 Media Services only supports events on campus, with select exceptions

Media Services will support eligible events on the Antioch College campus. Media Services does not support events off campus, except on specific instruction from the Office of the President on behalf of the president of the College or the Board of Trustees.

Additionally, events in two locations on campus are not supported directly by Media Services:

1. Events at the Foundry Theater are supported by the Theater Director. (The Theater Director is entitled to work with Media Services directly if available Media Services equipment or personnel must be used in order to meet a Theater need. In these cases the Theater Director remains responsible for coordinating event support.)
2. Events at WYSO, such as live sound recordings, are supported and coordinated by WYSO technical staff.

Events in Herndon Gallery are generally eligible for full support in accordance with this policy; however, in accordance with Section 1.2.1, exhibitors who are compensated by the College may be expected to provide labor and equipment to support their exhibitions, and in accordance with Section 2.3, exhibitions and other events hosted or coordinated by Media Arts should be supported by Media Arts instructors and staff.

As noted in Section 1.3.1, events may be held on portions of College property where it is infeasible to provide Media Services support. Generally speaking, Media Services is equipped to support events in normal workspaces of operational buildings and on the Main Lawn and Horseshoe of main campus if electrical power is available. If an event is to be held in an unorthodox location, the requester should provide as much advance notice of the event as possible to Media Services so that the level of support that can be offered can be clarified, and any necessary changes to the location or service expectations made.

Note that the foregoing does not preclude ITAMS staff from helping employees prepare and understand College-owned equipment assigned to them in preparation for an off-campus presentation (see also Section 2.2.2).

1.2.3 Media Services will not support overnight events or events when the College is closed
Media Services is flexible when it comes to supporting events scheduled at various days and times. However, there are two general exceptions to this flexibility:

1. Media Services does not support events between the hours of 11 p.m. and 7 a.m. Events that begin outside of this time range but last into this range may be eligible for support, but as described in Section 1.3.3, Media Services staff may not be present for the duration of the event and the requester may be responsible for ensuring the safety of equipment until Media Services can collect it.
2. Media Services will not support events when the College is closed, either during a planned closure in observance of a holiday or an unplanned closure due to inclement weather.

1.2.4 Media Services must have ample advance notice of events

For an event to be supported, Media Services must receive a completed Media Services Request no fewer than five business days before the date of the event. A digital copy of the request must be delivered via e-mail to media-services@antiochcollege.org or a paper copy physically delivered to Media Services staff. Requests initiated, but not completed or delivered to the satisfaction of the Media Services Coordinator, will be considered late and may be ineligible for receiving support.

Additionally, because Media Services staff may need additional information regarding an event in order to provide support, the requester must provide answers to follow-up questions in a timely manner in order to ensure support. Therefore requests should preferably be submitted as far in advance of the event as possible to avoid last-minute problems.

At the discretion of the Media Services Coordinator, the adequate-notice requirement may be waived if either (a) an event is of significant importance to the College or (b) there exist adequate resources to cover an event despite the inadequate notice; i.e., a “last-minute” event will not be denied support solely due to its untimeliness. However, in these cases, and to the degree possible in accordance with provisions of Section 2.1, Media Services may allow or require a requester to borrow equipment and provide “self-service” support for these events. In no situation does the support of an event that was not requested with adequate notice set a precedent that Media Services must waive this requirement for future events.

1.2.5 Media Services must have sufficient available resources to support an event

For an event to be supported, Media Services must have sufficient resources (equipment, time, and labor/expertise) given all concurrently scheduled events, factoring in time needed for event setup and teardown.

It is impossible for Media Services to guarantee support for all eligible events. Therefore, if there are insufficient resources available for an event, Media Services will consult with the requester (or requesters of concurrently scheduled events) and attempt to reach an agreeable resolution, such as whether Media Services support or equipment committed for an event can be reduced, whether an event can be rescheduled, whether requesters can provide self-service support, or whether requesters can agree on which events are objectively more important to the College.

In absence of an agreed resolution, first priority will be given to official College events over unofficial events (as defined in Section 1.2.1), with special consideration to events for donors and alumni as well as current and prospective students. Media Services will also use factors such as the number of expected attendees at an event to help determine its relative priority. If there is still no resolution, Media Services will default to a first-come, first-served policy.

1.3 Specifics of Event Support

1.3.1 Details of support provided from event to event may vary

What Media Services provides for supported events may vary based on such factors as:

- the location of the event and the feasibility of responsibly using various Media Services equipment at the location;
- the availability of Media Services staff and equipment given concurrent supported events;
- whether the individual or group hosting the event are providing any equipment to be used at the event; and
- the skill level of the staff allocated to support the event.

In general, the available options are listed on the Media Services Request template and consist of a range of audio, visual, and related services.

1.3.2 Media Services may request a change of location for certain events

In certain situations, Media Services may request that an event take place in a specific location on campus. In general Media Services may make such a request in cases of video- and teleconference events or any other recorded event or performance in which the primary audience does not attend the event but rather views a stream or recording of the event.

This provision allows Media Services to maintain fixed rooms that are prepared in advance to be used for these needs. It is expected that all requesters who will be participating in such events by themselves or with small groups, and who do not need to use a specific space on campus, will come to these dedicated rooms in order to simplify providing support. (Events hosted in these rooms are generally exempt from the requirements of Section 4.3.)

1.3.3 Media Services staff may not be present during some supported events

Some events will be supported with Media Services personnel on-hand during the event. For other events, Media Services personnel may set up the needed equipment but not be present for the event itself, instead returning to tear-down the equipment afterward.

If Media Services personnel will not be present for the duration of the event, they may, at their discretion, leave contact information such as a mobile phone number that they may be reached at if technical problems arise during the event itself. However, because Media Services has limited resources and cannot guarantee against all forms of equipment failure, requesters are strongly encouraged to formulate general back-up plans in the event of equipment failure that cannot be immediately remedied (see also Section 4.4). Additionally, the ITAMS support line is always available at 937-319-1148 (see details in Section 3.3).

In cases in which Media Services staff will not be present at an event, they will provide appropriate training to the requester before the event on basic use of provided equipment.

If Media Services personnel are not present for the duration of an event, the requester bears responsibility for ensuring that Media Services equipment is used properly and treated with appropriate care. The requester or his or her department may be responsible for any damage to equipment if he or she is negligent in ensuring the equipment is treated appropriately and in accordance with Media Services-provided training.

1.3.4 Post-production support is limited and provided in consultation with the Office of Communications

Post-production support is generally confined to editing, mastering, and transcoding recorded video and/or audio of an event. In most cases the degree of post-production support offered is based on available resources. Post-production support is primarily intended for recordings of events that will be available to the public via an official Antioch College website, such as the media library at antiochcollege.org/media.

Media Services will not provide post-production services for recordings not to be distributed to a College office, or to the general public via antiochcollege.org websites, and will not upload video to third-party websites (except as used to host video for antiochcollege.org websites). All post-production work involving distributing recordings to the public or uploading recordings to Antioch College websites will be done in conjunction with, and under the auspices of, the Office of Communications.

1.3.5 In cases in which there is inadequate equipment to provide support, offices may purchase additional equipment

In some cases, Media Services may deny support for an event due to a lack of sufficient equipment or available services. Most of the time, Media Services may counteroffer with a more modest, but available, level of equipment/service.

If the requester has budget to purchase additional equipment/services, these can be used to allow Media Services to offer the level of support originally requested only if purchased in consultation with Media Services, such that Media Services can guarantee that the equipment/services can specifically be supported. Otherwise, Media Services may not be able to interface the purchased equipment/services with its own equipment/services, may lack the know-how to use particular equipment/services, etc.; this and other equipment already owned by a department will only be used at the discretion of the Media Services Coordinator. In these cases, the purchased equipment/services will remain property of the requester's department/group after the event. If, however, Media Services purchases, out of its budget, special equipment or services to support a specific event, Media Services will retain sole ownership. The equipment will only be temporarily or semi-permanently managed by or housed with a specific office or location at Media Services' discretion.

2 Equipment Loans and Training Policy

As part of an educational institution, Media Services will work to responsibly share its equipment and knowledge with members of the College for pedagogical purposes, to the degree practicable.

2.1 Equipment Loan Policy

The primary purpose of Media Services' inventory of equipment is to support College events in accordance with the Event Support Policy (Section 1). However, equipment may also be loaned for eligible purposes. Except as governed by this policy, Media Services does not loan out or otherwise leave portable equipment with users except at its convenience (cf. Section 1.3.3).

Any individual who fails to observe these policies may lose his or her borrowing privileges, at the discretion of the Media Services Coordinator.

2.1.1 Borrowers must receive training on equipment before it is loaned

All borrowers are required to satisfactorily complete a training on any equipment before it is loaned and must precisely follow all guidelines given by Media Services on proper use of and care for equipment. Previous training on equipment in lieu of new training is only accepted at the discretion of the Media Services Coordinator.

2.1.2 Equipment loans are only available given adequate notice

In order to borrow Media Services equipment, potential borrowers must submit their request to media-services@antiochcollege.org no fewer than five business days in advance of the desired start of the loan period (with more advanced notice strongly encouraged). The borrower is responsible for answering any related follow-up questions and coordinating with Media Services as necessary in order to obtain the equipment.

2.1.3 Equipment loans are only available to active members of the College

In order to check out equipment, the borrower must be an active member of the College, as defined in Section 4.2. Should a borrower cease to be an active member of the College, all loaned equipment must be returned to Media Services immediately.

2.1.4 Equipment is loaned only on an as-available basis, generally for one-week terms

Equipment will be loaned only as it becomes available and is expected to remain available (i.e., not needed for supporting events) for the duration of the loan. Due to the need to support events, Media Services may not be able to loan the preferred equipment on the borrower's preferred timetable, and may suggest alternative equipment or an alternative timetable.

By default, all loans shall be for a term of one week. It is at the discretion of the Media Services Coordinator whether to adjust this term based on unique needs and circumstances.

2.1.5 Equipment may be borrowed for academic purposes and College business only

Equipment loaned by Media Services is expected to be used only for academic (and closely related purposes) or for College business. For example, equipment may be borrowed for the sake of completing a class assignment, conducting sanctioned research, or producing a media deliverable for a College department.

By contrast, equipment should not be borrowed for personal, nonacademic use or for any private for-profit purposes. Additionally, Media Services equipment will not be loaned for use by students working for any employer other than the College (including co-op jobs not with the College) for the completion of responsibilities given to them by that employer.

Priority for loaning available equipment is given to academic needs.

2.1.6 Borrowers may not loan equipment to others

With the exception of faculty borrowing equipment for use as part of course curriculum (as discussed in Section 2.2.3), borrowers are not to sub-loan equipment to others; each user must individually borrow equipment he or she desires to use. This is to ensure adequate tracking of the whereabouts of equipment and to ensure borrowers are trained on the appropriate use of equipment.

2.1.7 Borrowers must receive training on, and are liable for any damage to, equipment

Any damage to loaned equipment, including loss of equipment, is the full responsibility of the borrower. In the event of damage or loss, the borrower may be responsible for payment of the cost of repairs or the cost of replacement of the equipment of identical make, model, and age (or as near as is commercially possible). In the event of equipment damage, the equipment must still be returned to Media Services.

Borrower liability excludes minor, expected levels of wear and tear or damage stemming from previous wear and tear; borrowers should consult with Media Services to understand what wear and tear is expected. This also excludes equipment failure due to wear and tear over time or due to other manufacturer's defect.

2.2 Equipment Training Policy

In conjunction with equipment loans (Section 2.1) and the operation of classroom and conference room media technology (Section 3), ITAMS staff may offer formal or informal trainings on the media equipment that is available for use.

2.2.1 Training is available only to select individuals

Official Media Services training is only available to active members of the College (as defined in Section 4.2) or their guests if using a supported classroom or conference room (as defined in Section 3.2).

2.2.2 Training is available only in predefined situations

While ITAMS staff are welcome to share skills and know-how with anyone as is appropriate in the workplace (and in accordance with our “friendly neighbor” policy), ITAMS staff in general will offer training on Media Services equipment only in the following scenarios:

- training on equipment used to support an event, especially if ITAMS staff will not be present for duration of the event (cf. Section 1.3.3);
- training on equipment that will be loaned to active members of the College (cf. Section 2.1) for eligible purposes; and
- trainings, whether scheduled or impromptu (such as before or during an event) on supported classroom and conference room media equipment (cf. Section 3).

Except as available, and at the discretion of the Media Services Coordinator, Media Services does not offer general instruction outside of these scenarios.

Note that the foregoing does not preclude ITAMS staff from helping employees prepare and understand their College-owned equipment if they will be presenting off-campus (cf. Section 1.2.2).

2.2.3 Instructors may borrow equipment for a class and should coordinate trainings

In some cases, instructors may wish to use Media Services equipment for curricular projects. As noted in section 2.1.6, instructors may request to borrow equipment on behalf of students in their courses.

In this circumstance, the instructor may request loan periods beyond the standard one-week term, so long as the loans are of a reasonable duration based on the curricular need.

In this case, all other existing policies in Section 2 still apply regarding equipment loans and training. Additionally, the instructor borrowing the equipment should organize course time when training can be provided to all students simultaneously, unless the Media Services Coordinator

deems otherwise. Students who do not participate in adequate training (as per Section 2.1.1) are not eligible to borrow equipment. Unexcused absences for Media Services-provided training will not be redressed by Media Services.

2.3 Note on Media Arts and Media Services roles

In addition to Media Services, which is part of ITAMS, the College has an academic department known as Media Arts. The mission and function of each department is unique and largely exclusive, but to prevent confusion where there is potential overlap, note that:

- except as provisioned in Section 2.2.2, all instruction on media equipment, techniques, etc., is the responsibility of Media Arts instructors through the courses, majors, and other academic programs and services offered;
- likewise, and in contrast with Section 2.2.3, Media Arts instructors and staff are expected to use Media Arts equipment and provide their own training to students;
- Media Arts students should use Media Arts equipment (e.g., cameras and other recording equipment) in accordance with that department's use and loaning rules before requesting to borrow equipment from the Media Services inventory;
- events, exhibitions, and other projects relating to Media Arts instructors, courses, and programs should generally be overseen, curated, supported, etc., by Media Arts instructors and staff, regardless of their eligibility for event support as described in Section 1.2; and
- fixed presentation equipment, such as projectors, speakers, and lectern computers, in all classrooms are managed and supported by Media Services.

Notwithstanding the foregoing, Media Arts instructors and staff and Media Services staff are encouraged to work together to share equipment and know-how, whenever practicable, in the best interest of the College.

3 Classroom / Conference Room Support Policy

Distinct from the support provided for events (Section 1) and equipment loans/training (Section 2), Media Services provides support for the classrooms and conference rooms on campus that incorporate media equipment.

Hosts of classes, meetings, and the like in these rooms generally do not need to submit a Media Services Request in order to use the equipment (see exceptions in Section 3.1); rather, Media Services regularly checks this equipment to ensure proper operation and is available during its business hours to address any problems that may arise.

Media Services will also take the lead in media design for new classrooms and conference rooms.

3.1 Exceptions requiring a Media Services Request

There are two exceptions for which someone using a supported classroom or conference room must request Media Services support in advance via a Media Services Request:

1. if the equipment provided in the room, and/or the host's ability to operate the equipment, is insufficient for the event, and additional equipment or labor is required; or
2. if an event is of high value to the host and the host wants to ensure that Media Services support is on hand for the duration of the event in order to avoid unnecessary complications and expedite potential troubleshooting.

See Section 1 for further details.

3.2 Supported Classrooms and Conference Rooms

The following classrooms and conference rooms are supported by Media Services and offer the listed media equipment. Events to be held in spaces not on this list or requiring media equipment not listed necessitate a Media Services Request, as outlined in Section 1.

Media Services assumes requesters have scheduled spaces and coordinated other aspects of event support, such as furniture setup, with the appropriate parties. (See Section 4.3 for details.)

Except where noted as "portable," projectors are ceiling-mounted and feature remote controls.

Room	Projector	Speakers	Computer	Video player	External interfaces	Other amenities
ASB 101	✓	✓	—	—	VGA, HDMI	Crestron
ASB 102	✓	✓	—	—	VGA, HDMI	Crestron
ASB 106	✓	✓	✓	DVD (computer)	VGA	Second monitor
ASB 107	✓	✓	—	—	VGA	—
ASB 115	✓	✓	✓	DVD (computer)	VGA, HDMI	Crestron
ASB 117	✓	✓	—	—	VGA, HDMI	Crestron
ASB 119	✓	✓	—	—	VGA, HDMI	Crestron
ASB 201	✓	✓	—	—	VGA, HDMI	Crestron
ASB 202	✓	✓	—	—	VGA, HDMI	Crestron, TVs (4)
ASB 206	✓	✓	—	—	VGA	—
ASB 207	✓	✓	—	—	VGA	—
ASB 218	✓	✓	—	—	VGA, HDMI	Crestron
ASB 219	✓	✓	—	Blu-Ray, DVD	VGA, HDMI	Crestron, Microphone (1)
ASB 302	✓	✓	—	—	VGA, HDMI	Crestron
CSKC — main room	✓ (portable)	✓	—	—	VGA, Mini DisplayPort	—
Glen Helen Auditorium	✓	✓	—	DVD, VHS	VGA, Mini DisplayPort	—
MG 52	✓	✓	—	—	HDMI	—
MG 113	✓	✓	✓	DVD (computer)	VGA	Microphones (3)
MG 118	✓	✓	✓	DVD (computer)	VGA	—
MG 126	✓	✓	✓	DVD	VGA	Smart Board
MG 130	✓	✓	✓	DVD (computer)	VGA	—
MG 147	✓	✓	✓	DVD (computer)	VGA, HDMI, Mini DisplayPort	—
MG 149	✓	✓	✓	DVD (computer)	VGA, HDMI	—
MG 218	✓ (portable)	—	—	—	VGA	Conference phone
OKL 213/214	✓	✓	✓	DVD (computer)	—	—

SH 411	✓ (portable)	✓	—	—	VGA	Conference phone
WC — South Gym	✓	✓	—	—	VGA, HDMI	Sound board

3.2.1 Presenters should familiarize themselves with the standing technology in the room beforehand and may need to bring their own equipment

If at all possible, presenters should visit the room where they are going to present ahead of time to familiarize themselves with the equipment provided and steps involved in using the equipment. To receive a tutorial on the classroom equipment or to have specific questions or concerns addressed, the presenter can contact support@antiochcollege.org in advance of the presentation.

Because some classrooms and conference rooms do not have a computer available, presenters should also familiarize themselves with how to interface their own computer (or other equipment capable of playing media) with the room's A/V equipment via the appropriate adapters. Additionally, while some common adapters are provided in many rooms, it is the presenter's responsibility to bring the correct type of adapter if one is not available in the room. If problems arise during the course of a presentation and are found to be related to the presenter's computer, ITAMS may not be able to provide full support if the computer is not a College-owned device.

See also Section 4.1 for further details on using a classroom or conference room's computer.

3.3 Guidelines for Receiving Support

While ITAMS staff will make every reasonable effort to ensure proper functioning of all equipment in supported classrooms and conference rooms at all times, it is impossible to guarantee that equipment will not malfunction in the middle of a meeting or class. ITAMS support is therefore available by phone if technology problems develop.

Before calling the ITAMS support line, presenters are expected to take reasonable steps to try to troubleshoot and resolve basic problems on their own. A document outlining these steps is available in each supported room near the A/V technology.

If an urgent problem persists after these steps are taken, presenters should call the ITAMS support line. This will ring ITAMS support personnel who can assess the problem and dispatch staff appropriately to resolve the issue. Urgent needs will be addressed as soon as possible (generally in first-come, first-served order).

To reach ITAMS support if you experience a problem with the technology / media amenities in a classroom, call 937-319-1148. If your call is not answered, leave a voicemail with details including your name, your location, your callback information, and a detailed description of the problem to ensure support.

Full support for addressing urgent problems in technology is available from 8:30 a.m. to 5 p.m., Monday through Friday, except when the College is closed. Partial support for addressing urgent problems in classroom technology is available after-hours and on weekends—generally, if not available on campus, ITAMS staff will attempt to walk users through a solution remotely, but may be able to report to campus to resolve the problem if that fails, depending on the severity of the problem.

Because it is financially infeasible to keep a complete stock of replacement equipment on hand, it may not always be possible to restore full functionality in case of equipment failure. In this circumstance, ITAMS will offer the best temporary workaround until the problem can be resolved completely. (See also Section 4.4.)

For other, non-urgent needs related to classroom support, e-mail support@antiochcollege.org. Further details of support, such as business hours, service response times, and prioritization schedule, can be found in the ITAMS Support Policy.

3.3.1 Some support is provided on a schedule

Generally, ITAMS staff regular checks the standing technology in supported classrooms and conference rooms to ensure proper operation and availability, and to ensure software on computers in those rooms is reasonably up-to-date and functional. Every effort is made to run these routine checks on at least a weekly basis to troubleshoot and resolve potential problems in advance of any actual outage.

Additionally, ITAMS staff make an ongoing effort to monitor the presence of and improve the efficacy of information provided in classrooms related to the technology and media amenities.

3.3.2 Some support is provided at the time a problem is reported

If, however, users find a significant problem with the technology (such as anything that prevents a presentation from proceeding as planned), ITAMS personnel will respond and attempt to rectify the situation. This includes issues such as a malfunctioning projector, computer, audio, or other equipment listed as a standing part of the media amenities listed for the room in Section 3.2.

ITAMS staff will attempt to resolve the problem and restore the equipment to good working condition or, at least, put in place a workaround that allows the presentation to continue. However, due to the range of potential problems and the infeasibility of ITAMS having a complete inventory of all equipment on-hand, ITAMS cannot guarantee against all forms of equipment failure, and presenters are strongly encouraged to formulate general back-up plans in the event of equipment failure that cannot be immediately remedied. In these cases, ITAMS will attempt, in accordance with its ability and resources, to bring temporary replacement equipment in order to fix the problem, but will plan on returning later to fix the equipment. (See also Section 4.4.)

3.3.3 Some support is provided after a problem is reported

Users may also find problems with the media amenities in a supported room that will not necessarily receive immediate support. This includes:

- A presenter's lack of familiarity or competence using the room equipment.
- General concerns about the quality, configuration, features, etc., of the media amenities or requests or suggestions for improvements or additional equipment.
- Any problem that does not present a direct obstacle to the completion of a presentation will only receive immediate support based on ITAMS availability.

Media Services and other ITAMS staff are happy to provide complete training on the equipment in supported rooms (in accordance with Section 2.2.1) or answer questions about the equipment in advance of presentations. Media Services will also consider suggestions related to improvements of the equipment in the room. Requests for training and general suggestions should be sent to support@antiochcollege.org.

3.3.4 Some support is not provided

Finally, ITAMS generally does not provide support in several scenarios:

- As stated in Section 3.1, when a level of service would have required the submission of a Media Services Request, such as needing additional equipment in the room during the presentation.
- As stated in Section 3.2.1 and Section 4.1, when the problem is confined to a failure on the presenter's part to adequately prepare files, provide equipment, etc., to integrate with the equipment available in the classroom.
- Any problems with furnishings; e.g., as related to the media lectern in the room.
- Meetings held in a classroom when the host/presenter is not an active member of the College or a guest of the College. For example, if an outside group is meeting on campus, whether renting the space or not, we will make note of reported problems but may not immediately fix them.
- Other areas of support not covered in this policy.

In accordance with our "friendly neighbor" policy, the enforcement of these is at the discretion of ITAMS staff based on their availability.

4 Miscellaneous Policies

4.1 Standard Software on Presentation Computers

Computers provided as part of the “fixed” equipment in supported classrooms and conference rooms, or loaned for use as part of Media Services’ support for an event, will be Windows-based computers that will support recent Microsoft Office and Windows Media Player–compatible formats. Internet access will be provided if feasible, with Google Chrome as the default browser, capable of playback of Adobe Flash content and Google Apps-compatible content (Google Apps login required). Computers will be capable of CD audio and DVD playback via built-in hardware and software.

Computers in supported classrooms and conference rooms are designed to have Internet connectivity at all times. Each of these computers has a guest account not requiring a login password.

It is the responsibility of the requester to convert files in other formats into the supported formats on a separate computer before the event, and to have the file(s) in the supported format(s) on a portable drive or, if Internet access will be available on the Media Services-provided computer, in an accessible cloud location.

If a presenter requires specific software, custom settings, etc., for a presentation, he or she should bring a device that is appropriately configured to connect to the room’s standing equipment using the interfaces available, as noted in Section 3.2. If that device is a College-owned device that is supported by ITAMS, further support may be available; contact support@antiochcollege.org for details.

4.2 Definition of Active Members of the College

Active members of the College are defined as the following:

- Staff, including full- and part-time employees, student workers, and compensated interns; contractors, consultants, and other vendors are included only insofar as they are working on College business.
- Faculty and instructors, including all tenured and tenure-track faculty as well as visiting faculty, full- and part-time instructors, adjuncts, resident artists, and teaching assistants, during terms in which they are employed by the College.
- Students who are currently taking classes at the College (including students on co-op).

See ITAMS’ User Definitions and Categorization Policy for further details.

4.3 Responsibility for Scheduling Spaces and Coordinating Event Support

Media Services assumes that a requester hosting an event has scheduled the room or space via the appropriate process for that room or space. With the exception of Media Services workspaces, Media Services does not schedule rooms, nor does the receipt and acceptance of a Media Services Request indicate that the room has been scheduled. Requesters should contact Facilities if there is any doubt about the appropriate office, personnel, or method to be used to schedule an event space.

Additionally, Media Services staff will assume that a requester has coordinated any event setup as necessary with Facilities or other departments, such as furniture setup. Media Services staff will not routinely participate in event setup beyond that of Media Services equipment.

Finally, the requester is responsible for coordinating with Media Services and other departments as may be necessary to ensure that event spaces are unlocked, accessible, etc., for Media Services to setup and tear-down equipment.

4.4 Preparation for Cases of Equipment Failure is Responsibility of Presenter

Media Services cannot guarantee against possible equipment failure or malfunction during a presentation or other A/V event. Therefore presenters and other users of Media Services' A/V equipment are strongly encouraged to formulate general backup plans in the event of equipment problems that cannot be resolved in a timely manner by Media Services staff.