I. Purpose

This document explains university policy concerning the responsible management of the audiovisual and media services support of the university. This applies to members of the university community as well as non-university groups and individuals requesting media services support for on/off campus site locations. This does not address events located in the University Union, Warwick Center, Randall Library and Kenan Auditorium as they provide their own support.

II. Policy

A. Audiovisual and equipment services are vitally important resources that form an integral part of the teaching and learning environment of the university. These are shared resources that must be managed, allocated, and prioritized in an efficient and effective manner consistent with the programmatic goals and mission of the university. The Department of Client Technology Services (CTS), through its Special Events staff, provides audiovisual services for small and some medium sized sanctioned university activities, events, and functions when requested and approved by appropriate university departments or divisions. CTS observes normal business working hours. With sufficient notification, this unit may extend beyond the standard operating hours to complete work requests.

B. Audiovisual services requested may include, but are not limited to, the following items:

1. Interactive Video: Managed and coordinated by the Department of Technology Enhanced Learning (TEL). CTS may provide secondary technical support as requested by TEL.

2. Classroom Assistance: To provide assistance to academic units in developing media enriched classroom environments through the specifications of equipment which addresses programming needs. Refer to policy 07.200.04 for more information regarding classroom standards and support. This unit will assist in technical consultation, installation (as resources allow), and make loans of equipment in emergency situations.
This is a centralized equipment supply, support and maintenance operation with limited emphasis on production. To ensure that these services are not duplicating other services, the unit will handle only select and unique equipment needs rather than provide general services. The unit may also be called upon to advise persons seeking to purchase equipment.

3. Special Events: To supply audiovisual equipment and services which are outside the resources for departments to provide as part of their routine operations (both technical and/or personnel). Such services are intended to support special events such as (but not limited to) national speakers, conferences, programs and institutes. Services may include technicians to setup, take down and operate equipment and/or assist with vendor negotiations for equipment rental and services not provided by CTS.

4. Satellite and Cable Network: To provide special service interfaces involving technical support for the UNCW satellite and cable networks. Services include purchasing equipment, maintaining systems and accessing networks in support of the university’s mission.

Audiovisual technicians are available to assist as needed on a “per-project basis” to handle any of the services noted above. Questions regarding a specific service should be forwarded to the either the manager of Special Events or the Director of CTS.

C. Requests for Special Events Equipment or Service
   A lead-time of at least seven business days is required for reserving equipment or special events.

D. AV/Special Events Fees
   The Special Events area of CTS reserves the right to charge fees for its services as approved by the Chancellor’s Cabinet. The schedule of fees is located on the UNCW Web site at the following location: http://www.uncw.edu/itsd/services/administrative/SpecialEvents.html. Invoices for any fees will be mailed to the appropriate agency no later than the tenth of each month following the completion of the special event or requested service.

E. AV Equipment Acquisition
   Equipment selection must recognize “best practices” for industry audiovisual equipment and operations, technical specifications, and the functional needs of the university community. All capital purchases must follow established state regulations concerning the acquisition of materials for university use.

F. AV Equipment Distribution
   The CTS central equipment inventory is consistent with all university technical baseline standard recommendations for AV, software and hardware computing and/or network integration services. Stock inventory is available to readily address the needs of Special Events functions in accordance with the university and division missions and goals.

G. Priority of requests for university functions:
   • First - requests that support the academic core of the university
   • Second – requests that support Academic Affairs in a non-instructional manner
• Third – requests from other areas of the university; including but not limited to student affairs, athletics, public service and university sponsored events
• Fourth – requests for support from external groups using UNCW spaces

H. AV Equipment Security/Replacement
   Equipment checkout and loans to university user groups require assurances that reasonable efforts are made to secure and protect the equipment to prevent loss, damage or theft. The individual/group is responsible for replacement or repair costs of lost or damaged equipment.