Media Technology Services

Production Services

- **Production of:** educational, promotional, instructional short and long format videos
- **Record:** guest, student and faculty lectures, campus life, sports, historical, press events, concert, plays and recitals
- **Provide streaming:** commencement, award ceremonies, meetings, special campus events, sports
- **Live multi camera productions:** commencement, musicals, plays, concerts, sports
- **Technical Support:** video, classroom, editing, equipment, DIY, press events
- **Conversion Services:** of VHS, audio cassettes, CDs, DVDs, still photos, slides, and other media to a variety of digital formats
- **Video archiving** (via ProMAX) and system management
- **Student employment:** It is more than just employment it is mentoring, development, growth and promoting college success.
- **Consult:** video projects, audio projects, equipment, new technology
- **Train:** new equipment, in classroom technologies, how to’s, video processes and editing
- **Off campus:** We can provide a high quality video production facility to off campus clients video needs.

Academic Support Services

- **Administrative:**
  - Co-chair Instructional Space Committee
  - Manage funding for instructional space renovations
  - Create bid paperwork for purchasing
  - Create proposals for funding projects

- **High tech classroom and other audio/video/control installations:**
  - Project Management
  - Consult with customers
  - Equipment research
  - Develop proposal options
  - Finalize system design and budget
  - Bid and order equipment
  - Develop installation prints
  - Coordinate schedule
  - Coordinate outside trade work
  - Install audio/video/control systems
  - Program control systems
  - Configure equipment
  - Final system checkout
  - Configure external monitoring for remote management
- User training
- Develop as-built prints for reference

- **Major construction or remodeling project:**
  - Provide consultation throughout project planning and construction phases
  - Provide budget and timelines to architect and state agency representatives
  - Attend all planning and construction meetings
  - Provide comments and documentation for all phases of project
  - Serve as a campus contact for technology needs of the project
  - Coordinate installations with outside AV contractors
  - Finalize system checkout with contractors

- **Equipment management:**
  - Provide consulting services and equipment recommendations for identified needs
  - Provide interface with vendors for pricing and ordering
  - Manage inventory with asset tags and database entries
  - Designate surplus and e-waste equipment as needed
  - Warranty coverage handling for small to large AV systems
  - Administrative services for keeping systems up to date (Updates, contracts, etc)

- **Adaptive technologies**
  - Assistance with captioning
  - Student note taking and study tools

- **Service calls:**
  - Monitor and respond to calls fielded by ITS helpdesk
  - Remotely manage equipment as needed
  - Provide on-site problem diagnosis and repair
  - Provide constant updates and communication with Footprints tracking system

- **Lecture Capture System:** design, install, maintain, train and assist with campus

- **IP Videoconferencing System:** maintain and assist with campus
  - Conferencing in Tow809 (Skype, AVN, Codec)
  - Skype conferencing in any room on campus via usb hardware
  - Streaming services via Mediasite and Kaltura (Live events and on-demand streaming)

- **Hardware/Software Training:** (SMARTBoards, graphics tablets, U-Record Studio, High Tech Classroom Operation, Multimedia tools - Photoshop, After Effects, Premiere, iMovie, Mediasite, Kaltura, Clickers, Camtasia, MovieMaker, HD Camcorder Operation, etc.)
  - One-on-one
• Group workshops
  • Periodically create KB articles to provide self-help for users or other ITS staff
  • Pilot Projects (Teaching with Technology Grant)
  • Technology Mashup

• Shop management:
  • Maintain spare parts inventory
  • Maintain installation parts and accessory inventory
  • Maintain tools and supplies

Other Services

• CATV system maintenance:
  • Maintain all headend receive, launch, and distribution equipment
  • Maintain all building distribution equipment
  • Maintain all endpoint ports, taps, and customer connections
  • Provide service and installation for all of the above
  • Provide system changes and additions for all of the above as requested or approved
  • Maintain and correct problems to meet FCC proof-of-performance specifications
  • Maintain and correct problems to meet FCC CLI specifications
  • Provide consulting for next generation system equipment and distribution means

• Digital signage development and system management
• Event space support (Markee Pioneer Student Center)
• Athletic Department Video and Sound system support
• Video displays in administrative conference rooms