

**Version**

**1.0**

**PRINCETON UNIVERSITY**

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**University Services – Campus Support Services – AV  
Services**

**Audio Visual Services  
Support Details and  
Service Level Agreement**

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## Overview

This document is the Service Level Agreement (SLA) between Audio Visual Services (AVS) and the campus community of Princeton University. The following includes:

- The categories of the AVS staff and their duties
- A list of services provided by AVS
- Contact, Scheduling, and Service
- Service Level Agreement information including
  - Availability
  - Levels of Response
  - Design, Integration, and Repair Authority
- Agreements of partners and clients at Princeton

The purpose of this document is to confirm excellence and continuity of AV service to the campus community. To ensure this service, below are listed roles and responsibilities of staff and partners. Guidelines, values, and criteria are also listed in order to gauge deliverables and confirm service excellence.

This document becomes official on 10/23/2023 and will be reviewed yearly to confirm it is fulfilling its role of verifying service excellence. Any persons with concerns as to this document's efficacy should email comments and concerns to [avservices@princeton.edu](mailto:avservices@princeton.edu).

## AV Services

Audio Visual Services (AVS) provides support for classes and events with audio visual (AV) equipment for the campus community. The team is broken into four service groups. These groups and their services include:

### Logistics and Customer Service (L&CS)

- Provide expertise for requesting technology for classes, events, and recordings.
- Ensure the event's technology needs are met.
- Meet with event organizers to go over the logistics of their event.
- Make sure any questions or concerns are answered and will make sure the event organizer is informed of any technical updates.
- Provide smooth hand-off to the Broadcast, Class and Event, or AV design groups.

### Broadcast Center (BC)

- On-location video production and live streaming for campus events and projects, including:
  - Public Lectures
  - Opening Exercises

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- Commencement
- Video Editing
- Promotional Videos
- Documentary style video storytelling
- Closed and open captioning
- State-of-the-art studios for video and audio projects
- Direct link to networks across the country and around the world for live broadcasts to TV through Video link and Radio for faculty

### Classroom and Event Support (C&E)

- PA and projection set-up in non-integrated spaces
- Guidance on integrated system use
- Bring Your Own Device (BYOD) assistance
- Microphone setup (lavalier, podium, panel, hand-held)
- Audio recording assistance
- Simulcasting
- Audio/Video support for third-party vendors
- Film playback assistance
- High-profile event assistance
- Webinar Support
- Repair and service of Registrar spaces

### AV Design

- The design team works with end users to develop and implement AV systems to meet their specific needs. This process includes creating the technical drawings and documentation for the AV systems and writing up proper documentation for their use.
- The design team partners with the Office of Capital Projects (OCP), Facilities, and the Office of Information Technology (OIT) on assisting with modifying and implementing the new or upgraded AV in the designated venue on campus.
- The design team ensures adherence to Princeton University AV design standards and oversees the proper integration of new AV systems including testing, commissioning, and training of the new AV systems. AV Design and Engineering is also responsible for vetting, maintaining, and approving the list of "Campus Approved" AV subcontractors responsible for performing the AV integrations on campus.

## Contact, Scheduling, and Service

### Hours

AV Services is available for support during the business hours of Monday through Friday from 8:30 am to 4:30 pm. AVS also supports classes and events scheduled in advance in the evenings and on weekends on a case-by-case basis.

### AV Services has several options for contact:

- Phone
  - **609-258-2000**: Emergency assistance for AV needs

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- **609-258-3196**: Information and consultation with Logistics and Customer Service
- **609-258-7872**: Broadcast Center
- Email: [avservices@princeton.edu](mailto:avservices@princeton.edu) - Information and consultation with Logistics and Customer Service
- Zoom: <https://princeton.zoom.us/j/6092582000> - Virtual Support Room (VSR) for testing Zoom or general questions
- Website: <https://avservices.princeton.edu/>
- Scheduling support via EMS: <https://scheduling.princeton.edu/> (Please reference the “Adding AV Services to an Existing Request” video at the bottom of this [page](#).)
- Service Now work order for repairs: [Princeton Service Now](#)

### Third-Party Support

For events that are outside the support scope of [AVS](#), AV Services works with local vendors. Such requests include pipe and drape, video walls, portable projection screens larger than 9.5 diagonal feet, and large outdoor events above 100 persons. AVS will be happy to provide a list of vendors on request. When AVS is fully booked, it can provide a list of recommended vendors.

### Repairs/Malfunctions

If any issues with AV system function are experienced, please call **609-258-2000** or create a work order at [Princeton Service Now](#). AV Services supports and repairs Registrar (A and B) spaces campus wide. Performing Arts spaces are supported by Performing Arts Services, please see the [University Service Partners](#) section below. Departmental (C and D) spaces are supported by their respective departments. AVS has a list of recommended vendors available on request.

### Learning Space Initiative/Departmental AV Projects

AVS is responsible for the design, integration, and repair of AV systems in Registrar (A and B) spaces through the Learning Space Initiative (LSI). The LSI project is in partnership with AVS, the Office of Capital Projects (OCP), and the Committee on Classrooms and Schedule. Please reference the [Public "living" learning space list](#) for the LSI project schedule. Princeton’s standards for AV design are constantly being monitored and reviewed as part of the University’s Design Standards Manual (DSM). Campus community input is needed and welcomed in this process. If you have comments on AV design needs, please contact the [Committee on Classrooms and Schedule](#). Registrar spaces are visited for preventative maintenance every semester for a thorough system check.

AVS also consults and makes recommendations for departmental (C and D) spaces (please see the [AV Design](#) section). Departments are responsible for funding repairs and integrations in C and D spaces. For assistance with AV design needs in departmental spaces, please email [avservices@princeton.edu](mailto:avservices@princeton.edu). The AV Design group will respond within one week to set up a site visit and needs assessment. Please reference [Successful Campus AV Project Implementation](#) for details.

## Learning Space Information

For information on AV technology in spaces, please consult the Facilities web site: <https://classroominfo.princeton.edu>. Details such as location, occupancy, room shape, a picture of the space, and AV details are included. AVS recommends reviewing AV functionality of spaces on this page BEFORE selecting a space for a class or event.

## University Service Partners:

Some services are provided by University partners and departments. These include:

- General Event planning – Coordinated by departments with Campus Event Services (CES). (CES has an excellent checklist website with best practices and contact information for many service providers listed below at the [Planning Toolkit](#).)
- Microphone runners – Supplied by departments.
- Coordination of guests and speakers - Coordinated by departments or event coordinators.
- Graphic design and collection of presentations such as PowerPoints – Coordinated by departments.
- Zoom Webinar (Support of the webinar setup and administration, not connectivity in spaces.) – Supplied by departmental SCAD/DCS <https://scad.princeton.edu/people>.
- Clickers/Advancers – Supplied by departments.
- Venue support (Frist, Chancellor Green, JRR, LAS, and 701 Carnegie) – [Venue Services](#) provides planning, production and house management services for arts events and operational support for venues throughout the campus.
- Performing Arts (Richardson, LCA, Black Box theaters) – [Performing Arts Services](#) provides planning, production and house management services for arts' events and operational support for venues throughout the campus.
- Setup or ordering of event furniture including lecterns, chairs, tables, etc. – Coordinated with [Facilities](#). Call 609-258-8000.
- Parking/Transit – Coordinated with the [Service Point](#) at 609-258-8300.
- Photography – Coordinated with the [Office of Communications](#).
- Outside Photography, Videography, and Media – Coordinated with the [Office of Communications](#).
- HVAC needs - Coordinated with [Facilities](#). Call 609-258-8000.
- Building/Room access – Coordinated with [Facilities](#). Call 609-258-8000.
- Catering – Coordinated by departments with [Campus Dining](#) or outside vendors. Call 609-258-3726 or email [catering@princeton.edu](mailto:catering@princeton.edu).
- Public Safety – Coordinated with [Public Safety](#), call or email Duncan Harrison at 609-258-3132/ [duncanh@princeton.edu](mailto:duncanh@princeton.edu) or Yang You at 609-258-5450/[yangyouyy@princeton.edu](mailto:yangyouyy@princeton.edu).
- IT needs (wireless internet, computer assistance) – the Support and Operations Center: 609-258-4357 or <https://princeton.service-now.com/service>.

## Service Level Agreement

### Response Times

For immediate needs during business hours (M-F 8:30 am-4:30 pm), please call **609-258-2000**. AVS will respond to these calls within 15 minutes. Outside of business hours, calls on this number will roll over to the Service Desk (OIT Help Desk). It will provide best effort service, create an incident in Service Now, and assign it to AVS.

EMS requests will be replied to in the order they are received. Allow three to five business days for a response. Peak scheduling times such as the beginning of the semester may affect these response times. Please note, EMS will not allow requests for AVS support to be entered within 48 hours of the class or event. If you have an immediate booking need, please call **609-258-3196**. When staff are assigned, they will be in contact with the class or event stakeholders as soon as possible and three days before the class or event.

Voicemails to **609-258-3196** or **609-258-7872** and emails to [avservices@princeton.edu](mailto:avservices@princeton.edu) will be responded to within three business days. (Peak scheduling times such as the beginning of the semester may affect these response times.) **Leaving a voice mail or sending an e-mail does NOT confirm AVS support for any class or event.** L&CS will be in contact to confirm support.

Service Now tickets for malfunctions in A and B spaces will be responded to in one business day. Resolution times will vary based on the severity of the malfunction in the learning space. If the issue prevents an integrated AV system from functioning for more than one day, temporary solutions will be explored and provided where possible. In such as case, all users in the space, OCP, and the Registrar will be informed and kept apprised. A note will be left in the room explaining the issue with instructions as well. For updates, please check email for messages from Service Now, check the Service Now portal, or call **609-258-3196**.

### AV Services Support Scope and Charging

AV Services provides support for all Registrar (A & B) spaces. It also supports spaces held in trust for the University community such as Chancellor Green Rotunda, the Frist MPRs, and JRR 301, 397, and 399. AVS cannot support classes and events in departmental spaces (C & D) or departmental owned equipment. AVS does not support Audio Visual needs in Performing Arts spaces such as Richardson Auditorium or the Lewis Center for the Arts (Please see the [University Service Partners](#) section). Consultation for these spaces can be provided for emergencies and system updates (See the [Learning Space Initiative/Departmental AV Projects](#) section above.).

AV Support is not guaranteed on University Holidays. Please consult this Human Resource website for a list of University Holidays: <https://hr.princeton.edu/thrive/wellness-resources/holidays>. AVS support will follow safety guidelines from the University concerning weather and emergency events.

AVS does not support classes, events, or recordings off University property.

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AVS does not charge for classes but does charge for events and recordings. The most up to date cost structure for AVS services is located [here](#). Please be aware that Broadcast bookings cancelled within 48 hours will be charged a cancellation fee.

<b>AV Services Charges</b>	<b>KB0010394</b>	
<b>Zoom Support</b>	<b>Cost</b>	
Zoom Support Charges	\$100 per event	
<b>Classrooms &amp; Events (Effective Jan. 1, 2022) *</b>	<b>Cost</b>	<b>Package</b>
up to 2 hours	\$200.00	Tiger
up to 4 hours	\$400.00	Ivy
up to 8 hours	\$800.00	Nassau
Set Up and Pick Up AV Equipment	\$100.00	
<b>Combo (Broadcast and Classroom &amp; Events) *</b>	<b>Cost</b>	<b>Package</b>
up to 2 hours	\$375.00	Tiger
up to 4 hours	\$675.00	Ivy
up to 8 hours	\$1,200.00	Nassau
<b>Broadcast Center Production (Effective Nov. 1st, 2021) *</b>	<b>Cost</b>	<b>Package</b>
up to 2 hours	\$250.00	Tiger
up to 4 hours	\$500.00	Ivy
up to 8 hours	\$1,000.00	Nassau
* All events that involve multiple rooms or sessions will have additional fees. Please contact us for more information.		
<b>Cancellation Fee*</b>	<b>\$100</b>	
* Service requests that are not canceled 48 hours before the event will be charged a Cancellation Fee.		
<b>Special Service Requests</b>	<b>Rates</b>	
Postproduction	\$50 per hour	
Video Capture	\$50 per session	
File Conversion	\$50 per session	
Editing/Post Production	\$50 per hour	
MPEG-4 (file for client website)	\$50 per event	
DVD	\$50 per event	
Podcast/MP3 (audio only)	\$50 per event	
Royalty-Free Music	\$50 per session	
<b>Special Equipment Charge</b>	<b>Cost</b>	



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Jib - Additional Equipment Used by Staff Only	\$500 per event	
<b>Hourly Services</b>	<b>Cost</b>	
Broadcast Studio Staff		
Audio Studio Staff Services	\$50 hour per staff member	
Video Studio Staff Services	\$50 hour per staff member	
Editing Bay Staff Services	\$50 hour per staff member	
<b>Media Sales</b>	<b>Cost</b>	
Media Sales & Masters for Archives		
CD - Additional Copies up to 50 Discs	\$2.00 per CD	
DVD- Additional Copies up to 50 Discs	\$3.00 per DVD	

### Partner/Client Best Practices

To ensure the best experience, contact AV Services as soon as possible for broadcast, class, event, repair, or design consultation needs. If your event involves VIP participants, it is critical to reach out to AVS at the first opportunity. Considerations for issues such as security must be made.

Please use the suggested contact methods in the [Contact, Scheduling, and Service](#) section. Reaching out through other channels, including individual staff email or phone, will have inconsistent results. It is important to meet the AVS staff for your class or event with any personal equipment such as a laptop at the agreed upon time to ensure the success of the class or event.

When making reservations for support in non-AV integrated spaces (e.g., Chancellor Green Rotunda, Dining Halls, Outdoors...), please keep in mind setup and breakdown time necessary for AV equipment. Approximately one to two hours will be required before AND after the event.

Please consult <https://classroominfo.princeton.edu> BEFORE scheduling a class or event to ensure the space has all the technology required. Performances such as plays, dances, and concerts are best supported in Performing Arts spaces such as Lewis Center for the Arts and Richardson Auditorium. Please consult the [University Service Partners](#) section above.

It is HIGHLY recommended that users visit a space beforehand and early to confirm the space meets their needs and is functioning to their expectations. AVS advocates for training in AV spaces, especially for repeat uses such as classes. For assistance on room selection, visits, or training, please call **609-258-3196** or email [avservices@princeton.edu](mailto:avservices@princeton.edu).

AVS asks for partnership in keeping our spaces functioning for everyone in the campus community. **Please remember to shut down AV systems when a class or event is over!** If any person experiences or notices an AV system issue, AVS requests that a call or ticket be initiated. Please DO NOT attempt to resolve issues by entering racks of equipment, closets, booths, or

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resetting power to equipment! These activities are physically dangerous and can lead to significant damage of the system. Reference the [Contact, Scheduling, and Service](#) section. Please be aware that as AV systems are designed for regular interaction and contact, and they are susceptible to malfunctions. AVS asks for patience as issues are resolved.

### **Services Not Provided by AV Services**

- Microphone running.
- PowerPoint or presentation file management.
- Zoom Meeting or Webinar administration.
- Outdoor events with more than 100 people.
- Events in departmental spaces.

## **Schedule Planning**

To provide best service, AV Services recommends partners and clients planning classes, events, and recordings reach out to AVS **as soon as possible**. It may be necessary for AVS to decline support for last minute requests due to lack of staffing or appropriate planning time. Below are best practices for class and event **minimum** contact scheduling:

- Class: One week in advance
- Multi-day event: Two months in advance
- One-day event: One month in advance
- Half-day event: One month in advance
- Two-Hours or fewer event: Two weeks in advance

When contacting AVS for class and event needs, please be prepared with information on the needs of these classes or events. Such information includes:

- Title of Class/Event
- Date/Time of Class/Event
- Services required (Please see the 'AV Services' section above.)
- Number of presenters
- Audience size expected