

Instructional Media and Event Services – Service Request and Fees

About Instructional Media Services

We are available to complement your on-campus instructional media needs. We pride ourselves on providing client centered service that enhances your classroom lecture, presentation or other event requirements. All faculty and staff may request services or equipment for class use, class-related projects, and co-curricular use.

We also provide limited support for special event presentation media needs. Please see the **Overview of Services** and **Service Request Procedures** sections for details on lead time, planning requirements, and fees for special events and equipment requests.

Media Services Hours of Operation – During Normal Semester Operation

M-Fri	8:00 a.m. – 9:00 p.m. † Instructional classroom/lab support, scheduled special event support. Hours may vary during University summer schedule. On-site event setup and support by appointment only and on a first-come basis.
Sat	Limited classroom/lab support On-site event setup and support by appointment only and on a first-come basis.
Sun	Offices closed

† Events that require Media Services personnel to provide setup or breakdown services earlier than 8:00a.m. or later than 9:00p.m. may incur additional charges. See fee schedule section for customary fee details.

Contact Us

To help us meet your needs, we ask that you please plan ahead. Our small team is frequently in the field supporting classrooms and events. Prior planning will help us better address your needs. We will address requests for service in the order that they arrive.

Special Circumstance – Instructional Classroom Equipment Failure

If you are currently teaching in a classroom and equipment is not functioning, we treat these circumstances with the highest priority. We will dispatch a technician as soon as possible. Please note that during peak hours and semester start-up times we may not have someone immediately available but will treat all classroom equipment issues with high priority.

1. Please contact x6966 immediately for classroom equipment failure.
2. If you cannot reach a staff member at x6966, please call the Helpdesk at x6900 and ask that they open a ticket to dispatch a technician.

Media Services

Email: media@stthom.edu

Phone: 713-525-6966 or x6966 on campus

Web: [Media & Video Services](#)

Service Requests and Fees

Overview of Services

Primary Services – Instructional Media and Computer Lab Support

The Media Services Department's primary services and duties are focused on instructional technology support, media installation, maintenance, and support for integrated "smart" classrooms, presentation rooms, and some general student computer lab areas.

Additional Services – Special Events Support

In addition to instructional support, the department offers limited audio/visual support for special event needs for sanctioned and approved events held by the University of St. Thomas community on campus. We **do not** offer in-room support for meetings or events, but are available on campus if issues arise. Please note that **charges may apply** for event support.

Media services is not responsible for moving or setup of any physical items in rooms (i.e. tables, chairs, flags, pianos, etc.) other than media equipment that we provide.

Requesting Service

Instructional classroom and lab support issues and requests are first priority. Please check your rooms and make requests in advance of the need. Sanctioned University events take precedence over all other events and resources are not guaranteed for event requests that conflict with sanctioned events.

To better allocate our resources, **requests are handled on a first-come basis**. Please contact our office early in the planning process for your event.

Important note: Events are scheduled at the time a confirmation is sent to you. If you do not receive a confirmation, the event might not be scheduled. Please check back with us if you do not receive a confirmation within four business hours of your request.

Service Request Procedures

Instructional Classroom Media

Most of our classrooms contain basic presentation media equipment. If you need some additional equipment for a special instructional purpose, please use the [Media & Video Services Request Form](#) to identify and request individual pieces of equipment, or email us at media@stthom.edu to discuss your needs. Please make requests at least **3 days prior** to the day you need the equipment.

Special Events

All special events requests should be submitted at least **5 working days prior** to the event. We cannot guarantee service and availability without advance notification.

The [Media & Video Services Request Form](#) can be used for basic event requests. For additional media equipment and circumstances, contact us at media@stthom.edu.

You will receive written confirmation once your event is scheduled with Media Services. If you do not receive confirmation please contact us again to ensure we have your event planned.

Note: All special events require advance notice. Requests to facilities for room use do not provide or guarantee media services support. Requests for presentation media support should to be made through the Media and Video Services office with enough notice to adequately plan the event requirements. Any applicable charges will be discussed at time of planning. See the Media and Video Services Fees section for details.

Media Services Fees

Definitions

- **Scheduled Class**
Any instructional classroom event during a scheduled class that is not open to general public invitation (i.e. class guest speaker).
- **Department/Organization or Co-Sponsored Event (Internal)**
On Campus events officially approved and sponsored by a UST department or group. These events may include attendance by the public, but the program must be relevant to the UST community. All internal events must be approved through the appropriate departmental or organizational leadership and applicable fees must be handled internally (i.e. charged to a UST account number).
- **External Event**
Events located on campus in one of our facilities that are not directly connected to the University of St. Thomas or directly integrated with a department.
- **n/c = no charge, n/a = not applicable for service**

Media Services Fees

Classrooms/Boardrooms/Seminar Rooms

Service	Scheduled Class Charge	Internal Event Charge	External Event Charge
Media Integrated Room (equipment use fee, room and equipment checks, operations, and maintenance)	n/c	\$20/day	\$100/day

Auditoriums, Event Halls, Outdoor Events (e.g. Anderson, Jones, Scanlan, Jerabeck Gym)

Service	Scheduled Class Charge	Internal Event Charge	External Event Charge
Media Integrated Room and/or basic additional equipment setup	n/c	\$20/day	\$175/day

Additional Equipment

Service	Scheduled Class Charge	Internal Event Charge	External Event Charge
Small PA, including mic	n/a	\$25/day	\$100/day
Large PA, including mic	n/a	\$50/day	\$175/day
Data projector, Small screen	n/a	\$75/day	\$250/day
Large venue data projector, Large screen	n/a	\$90/day	\$350/day
Laptop PC	n/a	\$25/day	\$100/day
Other equipment charges based on need and options – Write to media@stthom.edu			

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