

Media and Video Services – Service Request and Fees

About Media and Video Services

We are available to complement your on-campus instructional media and audio/video 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 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 service/equipment requests.

Media Services Hours of Operation – During Normal Semester Operation

M-Sat	8:00 a.m. – 10:00 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.
Sun	Offices closed

† Events that require Media Services personnel to provide setup or breakdown services earlier than 8:00a.m. or later than 10:00p.m. may incur additional charges. See fee schedule section for customary fee details.

Video Services Hours of Operation – During Normal Semester Operation

M-F	8:30 a.m. – 5:30 p.m. Video services are handled by appointment only , and on a first-come basis. Minimum 5 business day notice is required. Service requests for evening and Saturday events are accepted but not guaranteed. Hours may vary during University summer schedule.
Sat & Sun	Offices closed

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](#)

Video Services

Email: video@stthom.edu

Phone: 713-942-3440 or x3440 on campus

Web: [Media & Video Services](#)

Service Requests and Fees

Overview of Services

Primary Services – Instructional Media, Video and Computer Lab Support

The Media and Video 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. Please note that **charges may apply** for event support and filming.

Media and Video 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 with us if you do not receive a confirmation within one to two business days of your request.

Service Request Procedures

Instructional Classroom Media

Most of our classrooms contain basic electronic media services. 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 write us at media@stthom.edu to discuss your needs. Please make requests at least **1-2 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. For video services, contact video@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 and filming require advance notice. Requests to facilities for room location do not provide or guarantee media or video services. All requests for media or video support need to be made through the Media and Video Services office with enough notice to adequately plan the event needs and allocate personnel. Any applicable charges will be discussed at time of planning. See the Media and Video Services Fees section for details.

Media and Video 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 Event (Internal)**
Events officially approved and sponsored by a UST department or group. These events may include attendance by the public. All events must be approved through the appropriate departmental or organizational leadership.
- **External Event**
External events are 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

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

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

Service	Scheduled Class Charge	Internal Event Charge	External Event Charge
Media Integrated Room and/or basic additional equipment setup (does not include video taping) *	n/c	\$20	\$175

Additional Equipment and Labor

Service	Scheduled Class Charge	Internal Event Charge	External Event Charge
Small PA, including mic	n/a	\$25	\$100
Large PA, including mic	n/a	\$50	\$175
Data projector, Small screen	n/a	\$75	\$250
Large venue data projector, Large screen	n/a	\$90	\$350
Laptop PC	n/a	\$25	\$100
Video camera with tripod	n/a	\$20	\$50
Other equipment charges based on need and options – Write to media@stthom.edu			
On-site technician during event -- based on availability, one hour minimum	n/a	\$15/hr	\$35/hr

*Requests for video camera setup, operator and video editing at additional charge based on need. See video charges below. All video services based on availability.

†Events that require Media Services personnel to provide setup or breakdown services earlier than 8:00a.m. or later than 10:00p.m. may incur additional charges.

Note: Some equipment setups require an on-site technician. For requests that require additional equipment or personnel not noted in the basic service packages listed, additional fees may apply. All fees will be discussed during the request and planning process.

Video Services Fees

Special Videotaping and Editing Services

Service	Charge
Scheduled Class	
Standard 1-hour guest speaker or other special classroom event (charge for each 1 hour recorded)	\$175
Special Video Service Requests	
Duplication	
First 5 copies (DVD)	\$30.00
Additional Copies	\$5.00 ea.
Video Conversion	
Any supported format to DVD - 1 st copy	\$20.00
Additional copies	\$10.00 ea.
Video Recording (no editing, raw footage only)	
Digital Video Camera (Minimum 2 hours)	\$35.00/hr.
Video Streaming	
Encoding/Editing	\$60.00/hr.
Video Editing	
Final Cut Pro or Premier Pro Editing	\$50.00/hr.
DVD Authoring	
Authoring of DVD menus	\$40.00/hr.
Encoding process (MPEG)	\$25.00/hr.

Special Events Videotaping Packages

Service	Charge
Typical Special Event Camera Shoot	
1 Camera (1 Hr) 1 Cameraman (1 Hr) Final Product Includes: Video Editing DVD Menu Archival and 2 personal DVDs Streaming Video to the website **Live Online Streaming during event may be available for an additional charge. See details below.	\$225.00
Multi-angle Special Event Camera Shoot:	
2 Cameras (2 Hrs each) 2 Cameramen (2 Hrs each) Final Product Includes: Video Editing DVD Menu Archival and 4 personal DVDs Streaming Video to the website **Live Online Streaming during event may be available for an additional charge. See details below.	\$375.00
Large Special Event	
Contents are user defined. Please contact video@stthom.edu	Price arranged based on event needs

Note: For requests that require equipment or personnel not noted in the basic service packages listed, additional fees may apply. All fees will be discussed during the request and planning process.

** Live Online Streaming requires the setup of an additional camera and computer and is available based on technician availability. Online streaming is done through a third-party service (www.ustream.com) and is fully dependent on that service and a stable network connection. We cannot guarantee the video quality or a fully functional stream.

The charge for the additional equipment to broadcast a live stream is **\$100** for up to two hours, and \$50/hr after the initial two hours.

This service is not available for classes or smaller meetings and events.