

# Media Services Department

## Media Service Request Policy

### Making Requests

All requests to Media Services are made through a request form.

Forms include: Media Services Request Forms, Equipment Checkout Forms, Production Services Request Forms, and Webinar Request Forms.

These forms are located on the QCC Intranet under Frequently Used Forms.

Any or all requests made via phone, walk-in, or email, will not be considered legitimate requests.

### Modifications to this policy

In order for any equipment to be deployed, service to be rendered, equipment to be checked out, or production requests to be processed, requesters must submit request forms prior to equipment being deployed, equipment being checked out, or production requests processed.

### Request Timeframe

To guarantee that your request will be fulfilled: For classroom deliveries, it must be submitted within 24 business hours of the class, and for special events, it must be submitted within 48 business hours of the event. Any requests before this timeframe cannot be guaranteed and may be refused per the schedule and availability of Media Services' resources and personnel.

### Media Request Eligibility

Requests for Media Service may be made by any QCC employee or QCC student.

Student requests may require faculty approval.

Requests for Equipment Checkout may only be made by QCC employees.

Requests for Production Services may be made by any QCC employee or QCC student.

Student requests may require student approval.

Requests for Webinar Service may only be made by QCC employees.

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### Equipment Deployments

Media Services equipment deployments are based on availability of the equipment requested. All deployments are based on the date of the request and are done in accordance with a submitted media request form.

### Confirming service request

Media Services makes its delivery calendar available to all QCC employees via a public calendar on the Media Services website. Submissions made prior to 24 business hours may not show up on the calendar until the next day. For any questions regarding your service request, please contact Media Services.

### Modifications to this policy

Media Services reserves the right to change this policy as required by the needs of the department, availability of resources and/or personnel, and to accommodate any changes to QCC policy. For any questions regarding this policy, please contact Media Services.