
JACKSON COMMUNITY COLLEGE
MULTI-MEDIA ROOM SERVICE LEVEL TARGET

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JACKSON COMMUNITY COLLEGE MULTI-MEDIA ROOM SERVICE LEVEL TARGET

OBJECTIVE

The purpose of this Service Level Target (SLT) is to establish standard procedures designed to provide optimal service to all clients in a cost-effective manner.

OPERATIONAL PROCEDURES

Information Technology will submit requirements to the Executive Council for upgrade of existing multi-media enabled rooms to current standard by March 1.

The Information Technology Director receives notification concerning Multi-media room builds and renovations by June 1 from the Executive Council.

IT submits request to Information Technology Project Management Office (PMO) to begin chartering process. Please refer to PMO for Project Chartering process.

NOTE: In the event that a facility construction / renovation is scheduled that does not coincide with this multi-media schedule but does include a multi-media room, then the multi media room process and budget materials will still be used. It is imperative that Information Technology be included in discussions to ensure staff resources will be available to complete multi-media projects according to master plans.

Implementation will be scheduled for the period between the end of the Winter term and the start of the Fall term in a calendar year.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Submit upgrade requirements			Approve requests Project Chartering	Implementation							

STANDARD

Yearly standards will be determined by the Information Technology Director and Audio Visual services.

BENEFITS

- Standard equipment
- Ease of use
- Cost effective equipment purchase
- Cost effective use of personnel
- Timely implementation

SUPPORT

TECHNICAL SUPPORT

Technical enhancement, problems or concerns should be communicated to the JCC Solution Center. Please contact the Solution Center at extension 8639.

The Solution Center will offer the following steps:

- Create HEAT work request and assign a priority 1 response to individual multi-media room.
- Send Solution Center or Student Consultant staff if available.
- Page a technician. Solution Center cannot guarantee a technician will be available.
- Solution Center cannot guarantee the problem will be fixed within meeting/class timeframe.

NOTE: JCC multi-media roll-about carts accessible to Information Technology are maintained and supported as any other multi-media room equipment. Inaccessible roll-about equipment that is not regularly maintained by InfoTech is issued a lower support request priority.

EQUIPMENT / ROOM DOCUMENTATION

Each room includes equipment instructions and procedures for opening and closing the room. As technology changes and/or equipment is removed all documentation will be updated. Each room also provides a weekly Scheduler Plus printout of all events scheduled in each multi-media room.

ROOM CHECKS AND MAINTENANCE

Multi-media rooms are scheduled on the software reload and hardware maintenance cycle. Each room and its equipment are checked weekly by Information Technology Student Consultants.

POSSIBLE BACK-UP SOLUTIONS

Instructor / Presenter may relocate to another available multi-media room; see CEO printout and contact Scheduling Coordinator x8490 first. If Scheduling Coordinator is unavailable contact IT Support x8639 / x8495 / emergency pager 517-534-0268. Room change for emergencies is a one time occurrence. Permanent room changes will need to be scheduled through the Scheduling Coordinator. If a room change is necessary, due to an emergency, furniture will not be replaced / added. Wired equipment is installed and readily available in case of wireless equipment failure. Faculty and Presenters must assume a back-up plan in the event of a technology failure.

USER RESPONSIBILITY AND TRAINING

Multi-media room users should be trained on how to effectively and efficiently use the technology provided. Users are responsible for the proper use and care of all equipment. Faculty and Staff professional development may request multi-media room training on professional development days. Individual training may also be scheduled by contacting the JCC Solution Center.

SCHEDULING

JCC multi-media classrooms are scheduled by the Scheduling Coordinator. First priority scheduling is for JCC classroom instruction; however, these rooms may be scheduled for other purposes. JCC Computer Lab/Classrooms are used for student drop-in lab, scheduled classes, and/or demos.

SECURITY AND ACCESS

Equipment devices are securely mounted. Rooms remain closed and locked when not in use. Swipe card access is available to all multi-media room. Swipe card access is determined and implemented through Campus Security; please contact Jeff Whipple at ext. 8683.

WEB ACCESS TO MULTI-MEDIA ROOM INFORMATION

<http://www.jccmi.edu/infotech/ComputerLabs/Multimedia>

JCC MULTI-MEDIA MEETING ROOMS / EQUIPMENT

JCC Multi-Media Classrooms

- BW101
- BW202
- BW212
- BW218
- JM101
- JM104
- JM107
- JM131
- JM133
- JM135
- JM147
- JM151
- JM216
- JM217
- JM218
- JM219
- JM231
- JM233
- JM235
- JM248
- JM251
- JW101
- JW112
- JW205
- JW206
- JW211

JCC Computer Lab/Classrooms

- BW107
- BW108
- BW100D
- BW126
- BW125
- JW102
- JW103
- JW104
- JW167
- JCC@VoTech
- Hillsdale

Meeting Rooms

- JW151A
- JM145A
- JW176
- Potter Center Board Room
- Potter Center rm. 217

JCC Multi-Media Roll-About Carts

- Vary in buildings