

Service Level Agreement: Craig Chapel

Definition of Services

Craig Chapel (the “Chapel”) is located in Seminary Hall at Drew University (“Drew”). The Chapel is a unique facility intended primarily for worship and as a special classroom for students of Drew’s Theological School. The Chapel is also utilized for a variety of events because of its size, handicapped accessibility, and Audio/Video (“A/V”) mediation. The scope of this document will include the ways in which the Chapel is scheduled, used, supported, and maintained. It will focus specifically on the A/V equipment installed by the Media Resource Center (“MRC”) of Instructional Technology Services (“ITS”). All non-A/V issues will be handled by Aramark Facilities Services (“AFS”) and other campus entities as per their policies and procedures. The Chapel is not considered a Technology Enhanced Classroom, and thus does not fall under the auspices of those services.

Customer: Any group or individual utilizing the Chapel.

Service Providers: Theological School faculty/staff responsible for Chapel usage and ITS staff responsible for installed A/V systems.

Hours of Coverage

The Chapel is intended primarily as a worship space and as a special Theological School classroom, and as such shall be devoted to these missions from 9:00am – 9:00pm Tuesday – Thursday during normal academic periods. The Theological School will control the schedule for the Chapel during these times. During all other times, events will be scheduled by HCH in coordination with the Theological School as detailed below. MRC is available during the semester Monday - Thursday 8am-10pm, and Friday 8am-5pm. During January term and the summer months, ITS is on call from 9am-5pm Monday through Friday.

Service Provider Contact

The staff responsible for this SLA, and their applicable roles, are as follows:

- Tanya Bennett; Chapel Administrator - tbennett@drew.edu | x3718
- A/V Steward - Hired and supervised by Chapel Administrator
- Robert Gainey; Manager of Media Services - rgainey@drew.edu | x3858
- Jeannie Kosakowski; Media Services Coordinator - jkosakow@drew.edu | x3521
- MRC staff will be utilized by Manager of Media Services & Media Services Coordinator

Please note that this listing does not reflect the staff member’s actual job title(s). A/V Steward must be fully trained by MRC. In the event there is no Steward, all responsibilities listed below will shift to the Chapel Administrator.

Customer Responsibilities

For the purposes of this document, customers shall fall into one of four categories as follows:

1. Drew University Academic Class: This covers a Drew faculty member who is teaching a regularly scheduled class. Extra curricular events related to a course are not covered in this category.
2. Drew University Not-For-Profit Event: Encompasses all other events hosted by Drew organizations which are not considered an “academic class”.
3. Non University Not-For-Profit Event: Groups from outside the University often rent spaces on campus. If the group holds not-for-profit/tax exempt status, they qualify under this category. Weddings and similar events also fall under this heading.
4. Non University For-Profit Event: Any other group or entity not covered under the previous headings.

For all categories, it is the customer's responsibility to notify the appropriate parties well in advance of any technological or A/V needs they may have in the Chapel. No customer or service provider may utilize the equipment without proper training. Customers are also responsible for coordinating with AFS as needed, who will continue to have responsibility for the clean-up of all trash, arrangement of chairs, and vacuuming.

Drew University Academic Classes

Faculty are responsible on proactively seeking training on the Chapel A/V systems in advance of their course. Once trained, it is their responsibility to utilize the equipment in the proper manner, and report problems via the 1-ITS (x1487) hotline as soon as they occur.

Drew University Not-For-Profit Events

Customers are responsible for communicating their needs to the Chapel Administrator and/or the A/V Steward, and coordinating any relevant details with Housing, Conferences, and Hospitality ("HCH"). Scheduling for these events will normally be initiated by HCH through the Chapel Administrator and all events must be recorded in the Ad Astra scheduling software. The Steward will supervise all use of the equipment and handle and set-ups and break downs to ensure the functionality and security of the equipment. If the customer requires equipment or services the A/V Steward is unable to provide, they will be informed of such by the Steward and will be responsible for contacting MRC at least 5 business days in advance. MRC will supplement the A/V Steward where possible depending on equipment and staffing availability, and will charge fees as detailed below in "Charges/Fee Schedule". Customers must report problems to the A/V Steward.

Non University Not-For-Profit Events & Non University For-Profit Events

Customers are responsible for initiating planning of these events through HCH, who will coordinate with the Chapel Administrator. A/V Steward will normally provide set-up and breakdown of all equipment used for such events and will consult MRC as needed. Should MRC equipment or services be required, fees will be charged as detailed below in "Charges/Fee Schedule". All arrangements must be made with the appropriate parties at least 5 business days in advance, though HCH and Chapel Administrator policies may require even more lead time. Customers are responsible for communicating their needs to the appropriate parties in a reasonable amount of time for their requests to be met.

Performance, Tracking, and Reporting

All classes and events must be entered in Ad Astra so that MRC can be aware of them. Ad Astra will be used to track equipment set-up requests according to the policies and procedures established between MRC and HCH. All problems will be resolved by the appropriate parties on a "best effort" basis.

Incidents/Problem Management

The Chapel Administrator will make equipment available for these events from supplies maintained by the Theological School, and will be responsible for replacing any removable equipment that is lost or stolen. MRC will provide consultation on equipment purchases, and will place any required orders using Theological School funds. Installed equipment will be replaced as appropriate. The Chapel Administrator and/or A/V Steward will secure the equipment in the "worship closet". MRC will be given four keys to the equipment cabinet and closet, and will be allowed to use this equipment to support events in the Chapel.

Within the conditions detailed in this SLA, the Service Providers make the following agreements:

- Faculty who have trouble in the Chapel during an academic class may call the 1-ITS hotline and will receive support as such.
(See the website listed below for published 1ITS policies and SLAs.)
- All other who have trouble may contact, and receive support from, the A/V Steward.
- The A/V Steward may escalate any problems to ITS. Set-up and equipment fees are charged as normal, but no fees will be levied for troubleshooting and problem resolution.
- MRC will check the A/V equipment at least twice per semester to ensure functionality.

Incident Termination/Escalation

If the problem is resolved, the SLA instance will terminate.

Escalation:

If the problem is unable to be resolved within the constraints of this SLA, the issue shall receive immediate escalation. MRC staff will be assigned, and the problem will be resolved as swiftly as possible. It is incumbent on all Service Providers to be in contact when a problem has reported so that other events in the Chapel can plan accordingly.

Charges/Fee Schedule

MRC maintains a published fee schedule on its website, located at <http://www.drew.edu/depts/its.aspx?id=17351>. This page will always contain the most up-to-date information on fees and charges, and is subject to change. The fee schedule has been designed to encourage use of University facilities by Drew organizations while still supporting outside groups. All fees collected are used to maintain and replace equipment as needed or for staffing events for which the fees are charged.

For any event where fees are required, MRC must receive a valid account number at the time the order is placed. No orders will be confirmed until an account number is received.

Resources & Credits

This SLA was prepared by the Media Resource Center for the Instructional Technology Services department at Drew University in consultation with the Chapel Administrator and HCH. It is effective as of October 1, 2007 and is considered effective until such a time as it is revised or cancelled. The following resources may be of additional help to Customers of this SLA:

- <http://www.drew.edu/depts/its.aspx?id=524>
- <http://www.drew.edu/depts/its.aspx?id=7773>