

University Events with Technology Supported by ITS

ITS's [Learning Environments and Media Production \(LEMP\) department](#) supports SU's technology classrooms, university computing labs, classroom equipment loan, satellite and videoconferencing telecommunications, and special events.

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Disclaimer



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Overview

ITS's [Learning Environments and Media Production \(LEMP\) department](#) supports SU's technology classrooms, university computing labs, classroom equipment loan, and videoconferencing telecommunications, and event support. For obvious reasons, classroom and lab support are the highest priorities for LEMP. Technical support of special events sponsored by the University administrative and academic departments, SU faculty and staff, is a LEMP fee-based service (see the list of ITS event support service examples at the end of this document).

The intention of this document is to clarify the role of LEMP in supporting special events and to identify support limitations related to facility, staff, or equipment resources.

There are many events for which LEMP simply does not have adequate equipment or staff resources to support. In those instances, LEMP staff may be available to act in a consulting or even a brokerage role regarding communicating event requirements and facility information to commercial service providers. Some companies with which LEMP has worked successfully with in the past are listed in the 'Outsourcing' section below.

Please review the sections below as guidelines to assist event planners in working with LEMP and/or commercial service providers. LEMP will be as flexible as resources allow in working with these guidelines.

Lead Time and Requesting Support



two weeks minimum, one month or more preferred

Adequate lead time is necessary to provide quality event technical support services. Two weeks is the minimum lead time required by LEMP to plan support of a simple special event (e.g. scheduling an operator for an existing in-house system). A minimum of one month lead time is required for more complicated events, such as those requiring delivery and set up of audio, computer, or video systems. One hour is the minimum set up time required for simple events. Some larger events, require much more lead and set up time.

To request support, please fill out the request form on the LEMP [Event Form webpage](#). If you have a question regarding your event's technology needs, please contact either Steven Lobello or Andrew Wowelko at 443-5661.

Charges

Please note that to provide Event Support, LEMP will need a Chartstring or ID from the sponsoring faculty/staff member or department before the events happening. Payment can be made out to Learning Environments and Media Production and can be sent to Don Kilts at dkilts@syr.edu or Room 112A Lyman Hall, 100 College Place, Syracuse, NY 13244.

Our charges are as follows:

Rental Fees:

- Projector/Monitor Display - \$75/flat/each
- PA system - \$100/flat/each
- Laptops- \$50/flat/each
- Camera and Media- \$20/flat/each
- DVD- \$20/each

Staffing:

- *Full-Time Employee- \$30/hr
- *Student Employee Rate- \$12/hr
- Encoding/Editing Video- \$50/hr

**(Please note that there is an additional minimum 1hr staffing charge for setting up/breaking down equipment. Students are primarily used for video capture, and are used at our discretion)*

Events Frequently Asked Questions

Q. What is so special about LEMP Event Support?

A. The amount of technical expertise needed to plan and implement the event requirements put this type of service in a different category beyond the regular use of classroom technologies.

Q. How can one request event support from LEMP?

A. Requests can be made by filling out the request form on [the Learning Environment and Media Production site](#).

Q. Where can Event Support services take place?

A. Normally inside Auditoriums, Classrooms, Large meeting places such as Hendricks Chapel, and open lobby areas. Some occur outdoors where we have limited involvement. In this case, we outsource to a vendor to provide services.

Q. What services do you provide for my event?

A. We provide consulting to determine your requirements and what we can provide. Equipment and operational services for audio engineering and presentation displays are provided. Assistive Listening and CART services are also provided.

Q. Do you provide staging and theatrical lighting services?

A. No, we will consult and outsource for those services.

Q. Will LEMP Event Support service regular classes?

A. LEMP Event Support can be engaged for classes. In some cases, classes may have a need for additional unique technology requirements such as audio or video conferencing.

Q. Can student groups take advantage of special events services?

A. Typically no, but when a student group is associated with a major university event sponsored by an academic department exceptions can be made.

Planning Guide, questions we like to ask

Essential Information

- Event Name, Location, Organizer (contact), Phone and Email
- Brief description of the event
- Event date, with actual start and end times,(setup times will vary depending on requests, room availability, a 1-hour minimum setup time should be planned for)
- Technology needed (see equipment request tips below)
- Requests for Disability services such as Communication Access Real-time Translation (CART) or ASL interpreters require more information about the event and can require more lead time to process
- Chart String or ID to bill for services
- If requesting CART; scripts, power points, and names of presenters
- Presentation Files that will be projected or displayed

Equipment Request Prompts

Audio

- Portable PA? or House System
- Podium and Microphone
- Panel Microphones (how many)

- Wireless tie tack style (Lavalier) microphones (how many)
- Question and answer Microphones
- Projection Display with screen or Large Monitor?

Video

- Video Recording, provided by Media Production Student Employees
- DVD playback
- Movie playback

Presentation Needs

- Laptop, Tablet presentation, (Mac or PC) (Audio?) (Internet Access?)
- Presentation Software? PowerPoint, Keynote, PDF, QuickTime, Windows Media
- Skype or other Video Conferencing applications?
- Laser Pointer or PowerPoint slide remote?

Technical Support

- Audio Engineer?
- AV IT, presentation technician?
- Just Set up and take down

Learning Environments and Media Production contacts:

Andrew Wowelko - 443-5661 (primary LE Events contact)

Steven Lobello - 443-5661 (primary LE Events contact)

Mike O'Mara- 443-3788 (Director, Learning Environments and Media Production)

Don Kilts- 443-3780 (LE Billing Contact)

Marketing contacts:

Two other units of Marketing may be able to provide media production support for special events:

Steve Sartori - 443-1832 (Manager, Photo & Imaging Center)

Mary Kasprzyk- 443-5644 (Video Production Unit)

ITS special events service examples

- Consulting and event planning (relevant to AV needs)
- Technical referral service
- Coordination of equipment and technical assistance provided by outside vendors if outsourcing for equipment and/or technical assistance is required
- Provide public address systems, audiovisual equipment, and computer/video projection systems to the university community for special events
- Technical assistance to operate equipment/systems
- Auditoria and venue public address system operation
- Live streaming media
- Conference support
- Disability technical consulting

Sources and Relevant Links

Accessible SU www.syr.edu/accessiblesu/index.html

Disabilities Cultural Center <http://sudcc.syr.edu/>

Information Technology and Services <http://its.syr.edu/index.html>

Learning Environments and Technology Services <http://lemp.syr.edu/>

Outsourcing

When requested support of special events is out of scope or beyond LEMP's ability to support, there are a number of commercial service providers that may be used. Some examples follow:

Specialty	Company	Contact	URL	Phone
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Disability Services: Computer Assisted Realtime Translation	Caption Advantage	Doreen Radin	http://www.captionadvantage.com/	315-492-0069
Disability Services: Computer Assisted Realtime Translation	Professional Reporting Services	Sally Maiorano	http://www.professionalreportingservices.com	315-436-7775
Disability Services: Sign Language Interpreters	Empire Interpreting	Jay Slater	http://www.empireinterpreting.com	315-472-1383
Disability Services: Sign Language Interpreters	Aurora of Central New York	N/A	http://www.catholic-church.org/syrdeaf/aurora.html	315-422-2429
Rental: Backline, PA and Lighting	Bam Productions	Phil Dalessandro	http://www.bamsyr.com	315-247-1171
Rental: Display Systems, Video	Francis Audio Visual	Bill Francis	http://www.francisav.com/	315-463-4187
Rental: Small PA, Display Systems	Visual Technologies	David Foor	http://www.visualtec.com	315-423-2000

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