

Texas Woman's University



*Instructional
Support
Services*

*Media Resources
Support & Services Guide*

PO Box 425798
Denton, TX 76204

Voice: 940 898 3971
Fax: 940 898 3211

Revised January 01, 2008



Texas Woman's University

*Instructional
Support
Services*

*Media Resources
Support & Services Guide*

Revised January 01, 2008

Classroom / Event Support Services

Help Desk Telephone: 940/898-3971 Fax: 940/898 3211 Email: HelpDesk@twu.edu

Instructional Support Services classroom/event support division provides Faculty and Staff with timely delivery and set-up of media equipment needed for presentations in teaching and event spaces. A limited pool of equipment is available and scheduled on a first-come-first-served basis.

Equipment Requests

- Submit a Classroom or Event Equipment request form to the I.T. Help Desk
Forms are faxed to 940 898-2968,
or submitted on-line at https://portal.twu.edu/class_support/.
- Blank request forms are available at the I.T. Help Desk, or through Fax-On-Demand by calling 940 898 3233.

The information will be processed and a confirmation will be sent to the requestor.

Please note that until you receive confirmation, your equipment is not reserved.

On-Demand Technician Support

On-demand technician support is available by calling the I.T. Help Desk at 940 898 3971 during normal operating hours. Technician support is not available outside normal operating hours.

I.T. Help Desk Normal Operating Hours:

Monday ~ Thursday	7:30 am to 9:00 pm
Friday	7:30 am to 5:00 pm
Saturday	8:00 pm to 5:00 pm
Sunday	Closed

Equipment Operation Training and Consulting

Training and consultation on equipment operation will be provided during normal operating hours upon request.

Use Policy

Access to the information technology systems at the University is provided as a privilege and must be treated as such by all users of these systems. Members of the University community should strive for the most responsible use of the institution's resources.

-- Information Technology Use Policy <http://www.twu.edu/is/its-use-policy.html>.



Texas Woman's University

*Instructional
Support
Services*

*Media Resources
Support & Services Guide*

Revised January 01, 2008

Graphic / Multimedia Production Services

STO 302 Email: BElmore@twu.edu Telephone: 940/898-3784

Instructional Support Services Graphics Production division provides Faculty and Staff with low cost, high quality instructional and presentation materials to enhance teaching and research.

Fees

Fees for supplies used will apply to all Graphics Production Services. Additional costs for any outsourced materials and/or labor must be approved by the department sponsoring the projects, and will be included in the total project cost.

Contact the ISS staff member at the telephone number above to arrange an appointment to discuss needs and complete a request form for a specific project. Specific fees and turn-around time vary for individual projects depending upon materials and complexity. Note: Copyright law and guidelines are observed. Note: Requests for Graphics Production Services require 10-day advance notice, and may be subject to the availability of staff and resources.

Sign and Poster Presentations

Oversized color poster	\$80	any poster 4' x 6' and larger
Full size 44"x56" color poster	\$54	fits 4' x 6' display area
24"x36" color poster	\$20	with foamcore back ... \$28 with mat board back ... \$26
18"x24" color poster	\$11	with foamcore back ... \$15 with mat board back ... \$14
11"x17" color poster	\$6	with foamcore back ... \$8 with mat board back ... \$7
8.5"x11" color poster	\$5	with foamcore back ... \$7 with mat board back ... \$6

The above prices apply only toward finished, ready-to-print works that require no additional design or layout. If additional design or layout is required, a \$30/hr (one hour minimum) design fee is added to the above costs. Contact the ISS staff member at the telephone number above to arrange an appointment to discuss the project.

Video taping, editing, and Digital Photography

There is a \$30/hr tech fee (two hour minimum) associated with all video and photography work. Contact the ISS staff member at the telephone number above to arrange an appointment to discuss the project.



Texas Woman's University

*Instructional
Support
Services*

*Media Resources
Support & Services Guide*

Revised January 01, 2008

Graphic / Multimedia Production Services

STO 302 Email: BElmore@twu.edu Telephone: 940/898-3784

Enhancing Content with Digital Applications

Instructional Support Services recognizes the increased demand for support and service to Faculty and Staff in digital application development and enhancement. Emerging technologies are providing course delivery alternatives and possibilities. These technologies might include 3D rendering and animation approaches to develop course content for e-learning and face to face classroom experiences.

Second Life

Faculty and staff interested in exploring course delivery in Second Life can contact the ISS staff member at the telephone number above to arrange an appointment to discuss needs for a specific project. ISS is offering PowerPoint poster and slide presentation preparation for use in Second Life.

1. Email the original PowerPoint file to ISS staff member Brian Elmore (Second Life Name:Br14n Mills) along with your Second Life Name.
2. Log into Second Life and send a friend request to Br14nMills
3. After your PowerPoint file has been prepared for use in Second Life, Br14nMills will send it to your in-world avatar.
4. Brian Elmore will email you a pdf invoice.

Second Life Fees

PowerPoint Poster Conversion.....	\$10
PowerPoint Presentation Conversion.....	\$20

Note: Requests for Graphics Production Second Life Services require 10-day advance notice as well as a 7-day minimum to complete and may be subject to the availability of staff and resources. Please be aware that these services can be extremely time sensitive and intensive. Second Life project requests require advance planning and must be met with a realistic expectation for time to completion.

3D Rendering and Animation

Faculty and staff interested in exploring course delivery with 3D rendering or animation projects can contact the ISS staff member at the telephone number above to arrange an appointment to discuss needs for a specific project.



Audio-Visual/Multimedia Production Services

STO 304 Email: lLee@twu.edu Telephone: 940/898-3994

Instructional Support Services Video Production division provides Faculty and Staff with high quality instructional and audio/video materials to enhance teaching and research. Services include:

<p>Shooting/producing video clips and put them on CD's/DVD's or Blackboard courses.</p> <p>Recording/editing audio clips and put them on CD's or BB courses.</p> <p>Converting analog video (e.g. VHS, Video-8) to DVD's or other digital formats including AVI, Windows Media, QuickTime, etc.; also the reverse process (digital format back to analog tapes).</p> <p>Capturing mini-DV tapes and burning to DVD or converting to VHS tapes or other digital formats.</p> <p>Burning digital video files like AVI /QuickTime/WMV onto video DVD's.</p> <p>Converting analog audio (e.g. regular and micro audio cassettes) to CD's or other popular digital formats including WAV, QuickTime, MP3, Windows Media, etc.</p>	<p>Exporting a PowerPoint presentation onto a DVD/VHS and adding narration and/or music.</p> <p>Capturing still photo frames from video tapes or files.</p> <p>Creating, shooting and editing instructional and educational digital video projects.</p> <p>Dubbing and editing VHS/Super-VHS tapes.</p> <p>Enhancing/sweetening poor quality analog audio using a graphic equalizer.</p> <p>Converting between various kinds of audio and video formats, e.g. QuickTime to Windows Media, WAV to MP3, AVI to MPEG-2/QuickTime.</p> <p>For other kinds of audio-video productions contact the ISS staff above to discuss your needs.</p>
--	---

Fees

Special technician fees (\$30/hour) for video editing and recording of events will apply to most video projects. In addition, fees for supplies and materials used will apply to all Audio-visual Production Services. Please contact the ISS staff member at the telephone number above to arrange an appointment to discuss the project.

Specific fees and turn-around time vary for individual projects depending upon nature and complexity. Note: Copyright law and guidelines are observed. Note: Requests for Audio-visual Production Services require 3-day advance notice, and may be subject to the availability of staff and resources.

Media Supplies

- VHS tapes..... \$5
- DVD + case..... \$3
- CD + case..... \$2
- Duplication fee..... \$2
- DV master tape..... \$10



Auxiliary and Locally Funded Department Support Services

Help Desk Telephone: 940/898-3971 Fax: 940/898 3211 Email: HelpDesk@twu.edu

Equipment Use Fees

Fees will apply to Auxiliary and Locally Funded Departments. Equipment and technician support is available only for events coordinated through a TWU department. A limited pool of equipment is available and scheduled on a first-come-first-served basis. All equipment is for on campus use only.

The Single Day Use Fee includes delivery and pick-up of equipment. Equipment set-up/testing/break-down will incur technician support fees.

Equipment	Single Day Use Fee
television / VCR / DVD & cart	\$ 50.00
microphone & stand	\$ 15.00
wireless microphone	\$ 40.00
portable PA / podium	\$ 55.00
powered speaker	\$ 15.00
CD player ..	\$ 20.00
slide projector & stand	\$ 35.00
wireless slide projector remote control	\$ 15.00
overhead projector & cart	\$ 20.00
document camera	\$ 50.00
portable projection screen	\$15.00
large projection screen	\$ 50.00
venue projector and system use	\$100.00
Video or sound system	\$ Tbd **
equipment cart/stand	\$ 10.00
cart/screen skirt.....	\$ 5.00/10.00
extension cord	\$ 5.00
audio/video/data cable	\$ 5.00

** 'To be determined' – total fee will be determined by the venue and complexity of the system setup.

Equipment requested for more than one day will be charged at the single-day rate multiplied by the number of days used, with the exception of carts, cords, and cables.

Technician Support Fees

The hourly rate for on-site technician support during the event will be \$30.00 per hour. In general, a two-hour minimum cost for technician support will apply for set-up/testing/break-down of equipment. Technician support may be limited by the availability of staff.

Event consultation is available by request at no cost during normal operating hours.