

Multimedia Studio

Policies & Procedures

Introduction

Multimedia Studio

The Information Technologies Department (IT), which serves the University of Washington Bothell, offers advanced facilities for the creation of course-related multimedia materials. The Multimedia Studio (MMS) exists to create a unique facility developed to support users across multiple disciplines. Though students from technical courses are welcome, this support is not the primary focus.

The Multimedia Studio consists of eleven workstations with dual-boot computers—i.e., machines that can switch from running in Mac OS X to running in Windows XP. The stations also contain a variety of media-related hardware and software for the creation of multimedia presentations, audio and video production, and image manipulation (see Appendix I for a diagram of the Multimedia Workstations).

This document outlines the objective and organization of the Multimedia Studio as well as the reservation process, technical support guidelines, rules and regulations, and other general policies and procedures.

Objective

Multimedia Studio

The Multimedia Studio provides students of various levels of technical experience with services and a self-learning facility to aid in the production of their course-related multimedia materials.

The Multimedia Studio supports the general campus population and not specific courses or applications. All projects are to be academic in nature and must directly relate to a teaching and learning experience on campus. Projects may include, but are not limited to, in-class presentation materials, multimedia-related course assignments, and lecture support materials. Personal projects are not allowed.

The objective is to support all users to a successful and timely project completion. To that end, the IT Helpdesk provides equipment, production environments, basic training and technical support to individual students, small student groups (max. 2), and faculty. Staff cannot provide assistance to students regarding project content or aesthetic judgment. Finally, the Multimedia Studio is not available for large groups or class instruction.

Important Faculty information**Multimedia Studio**

We are pleased to announce that, beginning in Spring Quarter 2010 (the MMS will open for the quarter starting the Monday of week 3), Multimedia Studio appointments will **no longer require 12 hours advance notice**. IT has made this change in response to faculty requests and to better align the Multimedia Studio and the new Digital Media Lab 121 (DML). This means that students will be able to make same-day appointments if necessary in the MMS (based on station availability). We will continue to offer the option to reserve stations so that students can ensure availability on the station they need if they wish to plan ahead. Please keep in mind that, for same-day appointments, we cannot guarantee technical support or that students will have given themselves enough time to complete their projects.

Syllabus

The IT Helpdesk encourages faculty members, who plan on having their students use the Multimedia Studio, to provide the Helpdesk with an assignment description or course syllabus. This allows our Multimedia Studio staff to review the assignment and if needed, provide feedback concerning possible limitations to the studio and its equipment. In addition, the information submitted helps our Studio Support Specialists understand the nature of a given project and allows them to better support the students in the Multimedia Studio. Providing a course syllabus or assignment description is not required

Reservations

The goal of the reservation process is to align user project concepts and ideas with the technology and software capabilities of the Multimedia Studio. This process assists with achieving the goal of successful project completion for all users. Reservations help guarantee workstation availability, technical support, and access to specific workstations. While reservations are not required, they are highly recommended for the aforementioned reasons.

Reservation/Appointment Guidelines:

- Multimedia Studio facilities are available for academic use only. Personal or commercial use is strictly prohibited.
- Advanced reservations are not required, but an appointment must be made at the IT Helpdesk. The Multimedia Studio is not a drop-in lab. Short interviews may be conducted to match project requirements with available resources.
- Student users must submit a completed Student Project Authorization Form (SPAF) prior to making a reservation.

Hours of Operation**Multimedia Studio****Academic Term**

| | |
|--------------------|-------------|
| Monday-Thursday: | 9am to 9pm |
| Friday: | 9am to 4pm |
| Saturday | 10am to 4pm |
| Sunday & Holidays: | Closed |

The Multimedia Studio is also closed during all academic breaks for maintenance and upgrades. Hours of operation are subject to change.

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Reservation Policies:

- **PROJECTS MUST BE FOR A CURRENT UWB COURSE.** Personal projects are not allowed in the Multimedia Studio. There simply are not enough resources to support both curricular and personal projects.
- Multimedia Studio appointments may be made over the phone (after the initial appointment) or in person only.
- All users must present a valid UWB identification card at the time of their appointment.
- **ALL students who wish to sign up for time in the MMS must fill out a Student Project Authorization Form (SPAF).** Even if their faculty member submitted a MARF for the whole class, they still need to fill out a SPAF form when they come to make their first appointment. Remember, students no longer need their faculty member to sign the SPAF, but a SPAF must be completed by the patron and signed by one of the IT Helpdesk Staff (please refer to the section of this email titled: "A Few Reminders About SPAF's & MARF's for specifics on the staff signature). Furthermore, a SPAF must be filled out for each project in the studio. For example, if a student from BBUS 480 fills out a SPAF for a midterm project, but then decides to come back to the studio to work on a "final" project, they would need to fill out another SPAF form. New project, new SPAF.
- **Appointments are scheduled in three-hour blocks of time.** Three-hour extensions may only be granted at the end of an appointment time and if there are no conflicting appointments. Appointment extensions are subject to approval by the IT staff.
- **30 minute grace period for appointments.** If the group or person who scheduled time in the studio fails to show up or call, their appointment will be forfeited after 30 minutes has passed. For example, if Adam had an appointment at 02:00pm, but he didn't show up and he didn't call, after 02:30pm another student could reserve time on that same station.

- **Minimum appointment length of 1 (one) hour.** All scheduled appointments must be at least 1 (one) hour in length.
- **Appointments must end ON TIME.**
- **Support is based on availability.** If you want guaranteed support, schedule your appointment in advance.

Rules & Regulations

Multimedia Studio

To maintain a productive and appropriate atmosphere for all users of the Multimedia Studio, the IT Helpdesk asks all users to adhere to the following rules and regulations:

- All projects must be academic in nature.
- All users must check in at the front desk at the beginning of each work session and check out when they are finished for the day.
- A valid UWB ID card is required for admittance to the Multimedia Studio.
- Groups are limited to 2 people per workstation maximum.
- Group instruction is not permitted.
- Headphones may be required on workstations where sound editing is required. Users may be asked to use headphones when working with audio files or material with audio content. Users who do not have headphones may check out a pair from the IT Helpdesk.
- Users are responsible for saving all files/projects and creating backup copies. Users are also responsible for supplying their own storage media to save their work. Such media can be purchased in the UW Bookstore on campus.
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- Defacing the Multimedia Studio facilities and equipment is prohibited.
- Altering hardware (computers, wiring, etc.) is prohibited.
- Adding, removing, or customizing software in the Multimedia Studio is prohibited.
- Users may not load personal programs, commercial software, or games on Multimedia Studio computers.
- Ripping music and video off of the internet is strictly prohibited in the Multimedia Studio.
- Email applications and casual web browsing are prohibited in the Multimedia Studio. General workstations in the Library are available for this activity.
- Smoking, chewing tobacco, eating, and drinking are not permitted in Multimedia Studio facilities at all times.
- Users must refrain from loud talking.

- Users may not display images, sounds, or messages on any public screens that could create an atmosphere of discomfort for others.
- Following work sessions, users are to clean up workstations and return all chairs to original locations prior to leaving.
- Violation of any of these rules and regulations subjects the privileges of the user to immediate termination of current and future appointments at the discretion of the IT staff.

Technical Support Guidelines

Multimedia Studio

The goal of the Multimedia Studio is to provide users of various experience levels with basic technical support to assist with successful and timely project completion. However, Multimedia Studio facilities are production environments. As such, first-time users should have a solid understanding of the following basic computer operations prior to making a reservation:

- How to navigate through a DVD menu and operate a VHS player
- How to navigate the operating system (Windows or Macintosh)
- How to open a program
- How to copy files to and from a disk
- How to save files/projects

Though users are expected to come to the Multimedia Studio with the foundational skills listed above, self-orientations are available to provide introductions and step-by-step instructions for basic hardware and software functionality.

In addition, IT support staff can assist users with the following basic support issues:

- Hardware & software orientation
- Basic hardware & software questions
- Logon & network problems
- Self-orientation questions

If users have questions regarding the development or direction of his/her project, IT staff will make recommendations regarding appropriate applications and basic use of hardware and software. Advice regarding content or aesthetics for student projects will not be given. Basic support is subject to change without notice.

Data & File Management

Multimedia Studio

All users are responsible for their own data (files, projects, etc.). The IT Helpdesk does not perform backups of user data and cannot guarantee the integrity of user files. Users should save and backup their data on a regular basis and should be aware of the following policies and issues:

- Users may not install application programs of any kind on Multimedia Studio computers. Users who believe a particular application should be installed for general use may make the suggestion to any member of the IT staff.
- Each Multimedia Workstation has a large hard disk that can be used by any user as a working area. However, space on all hard drives is not available for long-term storage. Drives are erased of all user data at the end of each quarter and can be optimized (or erased) at any time upon the request of any user needing additional disk space for their work session. Users should not leave data stored on a local hard disk upon finishing a session. In addition, users are warned that in doing so they place their data at great risk.
- All Multimedia Workstations have DVD-R burners to facilitate backup, transport, and storage of user data, as well as USB ports for connectivity. Blank media are available for purchase in the UW Bookstore. Other types of media are available for data storage (e.g. DVD-RAM, MiniDV, DVCam, DTRS, VHS, etc.) depending upon the workstation and data format in use.
- All workstations have FireWire (IEEE 1394) ports enabling the connection of FireWire drives. Users with massive storage needs are strongly encouraged to purchase such a device. The connection of other peripheral devices for data storage is subject to approval and supervision of the IT staff. In any event, an IT staff member must install any drivers or other software needed by a user to connect an external device.
- Users of Multimedia Studio disk space are bound at all times by all UW Libraries policies on computer and network usage. User data discovered to be in violation of these policies will be deleted from the drive in question, and users may face additional disciplinary action. To view this policy, visit:
<http://www.lib.washington.edu/about/computerusepolicy.html>

Copyright & Intellectual Property

Multimedia Studio

Copyright exists with any original work, which is fixed in any tangible medium of expression. For instance, images, computer software, music, books, magazines, scientific and other journals, photographs, and articles are examples of property subject to copyright. A copyright notice is not required. It is a violation of copyright law to copy, distribute, display, exhibit, or perform copyrighted works without permission of the owner of the copyright.

Unauthorized Activity

Multimedia Studio

The Multimedia Studio neither sanctions nor censors individual expressions of opinion on its systems. However, unlawful displays of material as well as computer messages that target others in a threatening manner are strictly prohibited.

Interfering with Authorized Services

Multimedia Studio

Any activity that causes disruption in service to other users is considered interference. In some cases, using more resources than the user is entitled to can also be

considered interference (e.g., using excessive storage space on shared systems, MP3 servers or newsgroups). In addition, the user must not monopolize computing resources for leisure activities such as game playing and other trivial applications.

Accounts & Passwords

Multimedia Studio

The user's network login and password are for his/her personal use only. Whenever possible, users should utilize the generic logon affixed to the Multimedia Workstations. Users who suspect someone of obtaining and/or using their password should change it immediately. Users who suspect that someone has illegally accessed their login and password should notify the IT Helpdesk immediately. Conversely, using someone else's password to access services or data is also a violation of UW Libraries policy, regardless of how the password was obtained. Users must NOT use anyone else's password, account, or email. The UWB network is not accessible from the Multimedia Studio.

Consequences of Misuse

Multimedia Studio

Infractions of these policies may result in the loss of use of facilities or IT systems. When the IT Helpdesk has reason to believe a user has violated these policies, an IT staff member may terminate the user's current and future appointments upon which time the user will be asked to leave at the discretion of the IT staff.

Improper use of the Multimedia Studio resources or networks can result in serious consequences to the user. It is the user's responsibility to know the appropriate policies, procedures, rules, and regulations. University of Washington guidelines and examples of the rules and laws of the State of Washington will help the user to use the Multimedia Studio resources and networking resources appropriately:

<http://www.washington.edu/computing/rules>

Conclusion

Multimedia Studio

The Multimedia Studio serves the students of the University of Washington Bothell. With the goal of successful and timely project completion, the Multimedia Studio makes hardware and software available to students and faculty for creating presentations, image manipulation, and video editing.

The IT department recognizes users of the Multimedia Studio have diverse needs and requirements. Providing a wide range of resources necessitates relatively unrestricted and flexible systems and network organization. For the benefit of all, the users are expected to follow and help others follow these policies and procedures.

The facilities, shared systems, and networks of the Multimedia Studio are extremely important and ever-changing resources for IT constituents. The Multimedia Studio reserves the right to define appropriate user actions. The users of the Multimedia Studio are responsible for staying informed of updates to these policies and procedures.

All systems are subject to monitoring at any time by the University of Washington Bothell or the Information Technologies department.

Waiver

Multimedia Studio

Users recognize that systems and networks are imperfect. The IT department cannot compensate users for degradation or loss of personal data, software, or hardware as a result of their use of IT systems or networks, or as a result of assistance from IT staff.

Appendixes

Multimedia Studio

I. Diagram of the Multimedia Workstations

