** MULTIMEDIA EQUIPMENT**
**AND SERVICES TERMS AND CONDITIONS**

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| Terms of Use No: | TOU-ITS-MM-0001 |
| Last Review: | 29 Jun 2022 |

1. **PURPOSE**
To support AUP's student-centered and dynamic approach to active learning, the Department of ITS provides Multimedia Services, such as facilities and equipment-lending, through its Multimedia Office. These terms of use ensure that access to Multimedia Services is consistent and fair, and available to individuals who meet the requirements outlined in the Multimedia Usage Eligibility section.
2. **WHO IS AFFECTED BY THESE TERMS AND CONDITONS**

All users of AUP (American University of Paris) computing resources (employees, applicants, students, contractors, consultants, and other workers at AUP affiliated with third parties).

1. **TERMS AND CONDITIONS STATEMENT**

Everyone using University Multimedia Services is responsible for adhering to the guidelines.

1. **SCOPE**

All the equipment stored in the ITS-Multimedia office and affiliated locations can be reserved and checked out by eligible AUP members except specific items dedicated to the internal use of the office, the Film Studio or to the functioning of the classrooms, meeting rooms, Group Study rooms and more generally any technological advanced room of The American University of Paris.

Multimedia equipment is primarily purchased for academic purposes for AUP students. Rules apply to every user regardless of their status (students, faculty, staff).

1. **ELIGIBILITY OF USERS**

5.1 The ITS-Multimedia Office manages and limits the use of Multimedia equipment to current students with active AUP accounts and current and actively working AUP faculty and staff with a valid AUP ID card. The Director of ITS must authorize any exception. The window for eligibility may vary from semester to semester. Be sure to consult the ITS-Multimedia Office for updated information.

1. Students with active AUP accounts have access to Multimedia Services.
2. AUP faculty and staff with a valid AUP ID card and actively working can access Multimedia Services.

5.2 In order to provide an understanding of the Multimedia resource allocation, the guidelines below explain the priority guidelines for certain Multimedia Services, unless otherwise stated by the Director of ITS. Students and their professor/advisor should contact the ITS Multimedia Office at the beginning of the semester and/or as soon as a special project has been accepted and registered by the Office of the Registrar.

1. Students have priority over faculty and staff
2. In case of conflicting reservations, priority is given in the following order: students, faculty, staff.
3. In case of conflicting reservations, priority is given to academic projects over personal projects.
4. In case of conflicting reservations, priority is given to reservations from students enrolled in any course based on completing video/audio/photo assignments, then to reservations from students registered in a directed study, a senior project or a practicum trip that require the use of audio, photo and/or video equipment. Then to reservations for special projects that do not fall into the above categories.
5. The ITS-Multimedia Office staff may decide to allocate resources and adjust the inventory of equipment accordingly to cater to all when concurrent requests are made for a Practicum trip and class.
6. **RESERVATIONS**

6.1 Equipment is reserved in the order in which requests are received. Consideration, as stated in Chapter 5., will be given to the status of the requester (student, etc.), the nature of the project (academic, etc.), but also the flexibility of the users in case of concurrent reservations.

The ITS-Multimedia Office reserves the right to assign, and, if necessary, reassign equipment to ensure the maximum and most appropriate use at any given time.

6.2 Reservation by/for non AUP member(s)

Non-AUP members (see Chapter 5) are not allowed to check out equipment from the ITS-Multimedia Office.

Students shall not use their privileges to access space (such as the Film Studio), resources (such as Multimedia equipment) or services on behalf of and/or to the benefit of a non-AUP member or a non-AUP group or a commercial entity or for commercial purposes. Sanctions such as a suspension of borrowing privileges apply.

6.3 Reservation Requests

The ITS-Multimedia Office can oversee the equipment's use. All University requests for the use of equipment are to be submitted to the ITS-Multimedia Office directly at the office (QO502, Quai d’Orsay building, fifth floor) or in writing at [www.aup.edu/it-services](http://www.aup.edu/it-services). The title of the message should read: *MM equipment reservation*. Reservations submitted orally are not accepted.

Reservations for equipment should be submitted at least 24 hours in advance. For specific cases such as trips, practicums, modules, etc. Reservations should be submitted as early as possible.

a) Reservation requests must be submitted by the actual user. A user cannot place a reservation on behalf of another user or to the benefit of another user unless the user/requester is a professor, and the reservation is made in the frame of a workshop that is taking place during a class.

b) Reservation requests received by email or Helpdesk ticket are confirmed in writing by the ITS-Multimedia Office staff.

c) Any reservation remains in tentative status until the ITS-Multimedia Office staff has processed the reservation and confirmed the availability of the equipment.

d) If the equipment is not available for when the reservation is placed, the ITS-Multimedia Office may propose another date of availability or similar equipment.

e) Simultaneous Reservations for similar or identical items

The ITS-Multimedia Office reserves the right to limit the number of reservations permitted to a given user (similar or identical items, same time). Simultaneous reservations of the same item(s) or comparable items may be authorized to professors under specific circumstances and for AUP events. Limitations apply to such simultaneous reservations depending on stock, schedule, and needs.

6.4 Cancelling a Reservation

a) Cancellations should be received by the ITS-Multimedia Office in writing at least 24 hours prior to the equipment check-out.

b) Failure to observe the cancellation deadline may result, after three last minute cancellations or unnotified cancellations, in a temporary suspension of borrowing privileges. Users then cannot submit a reservation for two weeks.

1. **AVAILABILITY OF MULTIMEDIA EQUIPMENT**

a) Equipment is available from the second day of class until the last day of class.

b) Equipment is available based on the equipment check-out sessions' opening hours.

c) For courses with video/audio/photo-based assignments, equipment is available until the first day of final exams.

d) Equipment is checked out for a limited number of days that cannot exceed one week. The availability depends on the available stock and the needs.

e) Professors, advisors, and/or supervisors should contact the ITS-Multimedia Office at the beginning of the semester to discuss their assignments and the scope of the multimedia projects that will be assigned for completion on or before the last day of class.

f) Some equipment (lost, stolen, damaged, or broken) may not be available for an extended period depending on the duration of the repair/replacement/purchase process.

1. **EQUIPMENT CHECK-OUT SESSIONS**

a) Check-out sessions exclusively take place at the ITS-Multimedia Office, QO 502, Quai d’Orsay building, 5th floor.

b) Under exceptional circumstances, and upon agreement with the ITS-Multimedia Office staff, a pick-up of the equipment can be organized at the ITS offices located in QOA-201. In that case, the reservation will have had to be fully processed by the ITS-Multimedia Office staff ahead of time and no additional equipment will be provided.

c) Several equipment check-out sessions may take place at the ITS-Multimedia Office every week. Be sure to consult the staff of the ITS-Multimedia Office for exact times and days as adjustments can be made throughout the year. Extra sessions may be added before Fall/Spring breaks, final exams, national days, etc. There may be no session at all (e.g., in August, between Christmas and the beginning of the Fall semester, etc.)

d) A standard check-out session is 2-3 hours long. Users are encouraged not to come at the last minute as processing check-outs and returns can overflow open hours. Should this occur, users may be asked to come to the following session to check out equipment.

e) There are no equipment check-outs outside of the equipment check-out session opening hours. Exceptions can be made if the user has had back-to-back classes during the check-out session hours or has been sick. In that latter case, a note from the doctor, Student Affairs or the proof of an email sent to a professor or the Registrar’s office will be requested. A new time to check out equipment will then be defined between the user and the ITS-Multimedia Office staff based on the availability of all parties.

f) A request for equipment may be refused at any time if the ITS-Multimedia Office staff determines that the equipment is at risk (e.g. if the user hasn’t observed the rules on multiple occasions), if a matter involving a Multimedia fee/hold is unresolved at the time of the request or if the AUP Code of Conduct has been violated.

g) Check-outs must be handled in person by the user/requester. A user cannot check out equipment on behalf and/or to the benefit of another user.

h) The ITS-Multimedia Office staff will inspect the equipment before check-out (this does not necessarily take place at check-out) and at check-in. Users are encouraged to be present during both checks as well as to perform their own check before leaving the ITS-Multimedia Office.

i) Checking out equipment involves the registration of the user’s name in the equipment database and the change of the status of the equipment from Available to In Use. It also includes the creation of a reservation/usage time under the user’s name. This process results to a notification sent to the user’s AUP email address that includes information such as the item that is checked out, the date of check out, the expected return date, a summary of the rules and responsibilities linked to the usage of the equipment. The ITS-Multimedia Office may request the user to fill out and sign a written form during the check-out procedure duplicating the information entered into the equipment database.

j) It is the responsibility of the user/requester to know the rules and he/she/they are invited to ask any questions regarding the rules applying to the rental of the equipment or regarding the usage of the equipment.

k) The ITS-Multimedia Office staff is requested to provide-at least orally and at each equipment check-out-the following information: date of return, scope of the responsibility of the user, nature of the sanctions when those apply (fee, block), amount of late fee per day.

1. **EQUIPMENT RETURN SESSIONS**

a) Return sessions take place at the same time as the equipment check-out sessions, exclusively at the ITS-Multimedia Office.

b) The possibility to return equipment to another office or department or at another time is not permitted unless there is an agreement with the ITS-Multimedia Office staff under specific and exceptional circumstances. This specific agreement is limited to that one instance and does not apply to any other user and/or any other-even similar-situation neither does it prefigure any future return regarding the said user. This specific agreement will have had to be sent to the user by the ITS-Multimedia Office staff in writing.

c) An attempted return is not considered a return. Attempting to return equipment without following the rules as stated in 8.a and 8.b exposes the user to the impossibility of returning the equipment (e.g., office closure, unavailability of staff, etc.). in that case, a fee and a block apply to the user’s account.

d) Users who do not wish to stay during the check of the equipment upon its return automatically agree with the diagnosis established by the ITS-Multimedia Office staff and its potential consequences (fee/hold if equipment is returned incomplete, damaged, etc.).

e) Equipment must be returned by the user/requester in person. The user/requester whose name is registered in the equipment database cannot delegate the return of the equipment to anyone else unless there is an agreement in that one instance with the ITS-Multimedia Office staff. The user/requester that entrusted another person with the equipment automatically agrees with the diagnosis established by the ITS-Multimedia Office staff and its potential consequences (fee/hold if equipment is returned incomplete, damaged, etc.).

f) There is no notification sent to the user when the equipment is returned. Users can request proof of return. A proof of return can be an email sent on the day of the return by the ITS-Multimedia office staff who processed the return, a copy (scanned or paper) of the written check-out form signed by the ITS-Multimedia Office staff upon the return of the equipment if such form was completed, a photo of the check-out form, etc.

1. **RETURN DATE EXTENSION**

a) An extension request can be made either in writing to the ITS-Multimedia Office, at least 24 hours prior to the return date, or directly at the ITS-Multimedia office, up to the return date.

b) When the extension is requested on site at the ITS-Multimedia office on the return date, the user must have the equipment to show to the ITS-Multimedia Office staff.

c) An extension can either be granted or denied. In case of a lack of response on behalf of the ITS-Multimedia Office staff, the user must return the equipment on the return date previously stated during the check-out process.

d) An extension cannot exceed one week. There cannot be more than one extension per check-out. Therefore, the maximum length of time for a user to keep equipment is one week + one week. The minimum for an extension is the number of days from the initial return date to the next session.

e) When an extension has been granted and has come to term and the user has returned the equipment, the user can check out equipment again at any session following the very next one.

1. **RESPONSIBILITIES OF USERS**

a) Any violation of these terms and conditions is considered a "misconduct" as defined by the AUP Code of Student Conduct and/or as defined by the Office of Human Resources.

b) When checking out equipment, users accept responsibility for all repair and replacement costs of items that were lost, stolen, damaged, broken, etc. Users accept responsibility for the timely return of the equipment.

c) Users must return equipment on time and in good condition. Equipment is to be returned in the same state as when received. All equipment accessories must be returned with the associated equipment.

d) All borrowed equipment must be returned in full. No partial returns will be accepted. Equipment partially returned is considered not returned.

e) Users are asked not to lend or to borrow equipment directly to/from another user but, instead, to go exclusively through the ITS-Multimedia office for any equipment check-out.

When a reservation is made by a group, the equipment must be checked out in the name of one person present at the check-out, who will also be responsible for returning the equipment. The check-out and return of more than one item must be processed at once. Members of a group cannot return items separately; that is, either individually or on different dates.

When a reservation is made by a group, group members are requested to contact the ITS-Multimedia Office and state whether one person will take full responsibility for the safe and timely return of all equipment or if that responsibility, in case of a sanction, will apply to all members equally. This requires a written statement signed by both the ITS-Multimedia office staff and all the group members or an email sent to the ITS-Multimedia Office onto which all group members will be copied. In that latter case, all group members implicitly agree that the responsibility-and therefore potential sanctions-will be shared.

g) Anything happening to the equipment-especially when it is lost, stolen, damaged or broken- should be reported to the ITS-Multimedia Office staff as soon as possible. In general, users must maintain communication with the ITS-Multimedia Office staff and reply within 24 hours to any contact from the Department of ITS regarding the equipment.

1. **SANCTIONS AND APPEAL PROCESS**

a) Failure to observe the rules may lead to a fee and an academic hold. The amount of the fee depends on the infraction. The user is informed in writing of the sanction and the reason for why it is applied as well as how to pay the fee.

b) By default, and at the time of printing/sending out this document, a late fee is 10.00 Euros per late day (weekdays). The weekend equals one late day (and not two). A late day starts one minute after the closing time of the check-out session on the return date and ends 23 hours 59 minutes later. A repair fee is based on prices established by the ITS-Multimedia Office main equipment supplier. A replacement fee is based on prices established by the ITS-Multimedia Office main equipment supplier or, if it is to the benefit of the user, by prices found on Amazon.

c) A late fee applies per check-out, that is to the set of equipment that was checked out and not to individual items. A repair/replacement fee applies to individual items. A late fee cannot exceed the total-and original-replacement value of the item(s).

d) Any fine and/or issue must be resolved before multimedia equipment or services can be allocated again unless stated otherwise by the ITS-Multimedia Office staff.

e) Users facing a fine, a hold or a suspension of borrowing privileges, who feel their case and circumstances are not covered by this policy, may contact the ITS-Multimedia Office. Any appeal must be made in writing.

f) If the ITS-Multimedia Office staff cannot solve the matter to the satisfaction of the user, the user will be invited to contact the Dean of Student Development. The Dean of Student Development may then decide on the course of action to take.

g) If an agreement could not be reached between the ITS-Multimedia Office and the Dean of Student Development, the Director of ITS will receive and review all related correspondence regarding the matter before making a final decision in collaboration with the Dean of Student Development. The Director of ITS may take action to prevent further occurrences. During an investigation, the Director of ITS reserves the right to copy and examine any files or information resident on university systems allegedly related to improper use, including the contents of electronic mailboxes.

During the appeal process, the user, the Dean of Student Development and/or the Director of ITS may request the ITS-Multimedia Office personnel's presence.

1. **APPLICATION RESPONSIBILITY**
The ITS Multimedia Office and Director of Information Technology Services are responsible for the interpretation and administration of these terms and conditions.
2. **DEFINITIONS**

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| AUP | The American University of Paris |
| ITS | Department of Information Technology Services at AUP |
| University Community | Faculty, staff, students, and alumni of AUP, whether compensated for their services; persons performing research or engaging in work or study utilizing University resources or facilities; and other persons allowed access to university resources or facilities. |
| User | A person expressly authorized to use University information technology resources and associated services provided by AUP. |
| Multimedia Office | A subsection of the Department of ITS, the Multimedia Office provides equipment, guidance, and technical support for academic and multimedia projects. The Office is managed by the Classroom Technology and Multimedia Specialist.  |
| Multimedia Services | ITS equipment, multimedia equipment, facilities, software licenses, etc. Provided by and managed by the Multimedia Office. Examples include renting audio, video, and photo equipment, lights, and allocating Adobe licenses. |

1. **ISSUING OFFICE AND CONTACT**

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