

Learning and Teaching Centre

Service Level Agreement

For Students



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Audio Visual Services

Description

Audio Visual (AV) Services is responsible for supplying audio-visual equipment and related services for instructional and administrative purposes throughout all campuses of BCIT. There are two groups that provide AV services on behalf of the institute: one located on the Burnaby Campus and one located on the Downtown Campus.

Student Services

Circulation – bookings are coordinated through AV and users pick up and return to designated AV rooms.

Service desk – users can contact the AV service desk for assistance with AV equipment issues. Trained staff will assist the client over the phone or if further troubleshooting is required, will dispatch a technician for on-site help.

Education – when borrowing equipment from AV, we can provide face-to-face tutorials and suggest best practices for equipment use. We can also provide written materials for take away and review.

Service, maintenance and installation – AV performs regular preventative maintenance on institute equipment. Users can contact AV to repair in-house or in some cases arrangements will be made for the vendor to carry out repairs. AV also coordinates replacement of outdated equipment.

Consultation – clients can contact AV for suggested specifications for AV purchases. When possible, it is best to purchase the current BCIT standard equipment, as technicians are able to service the equipment easily.

Event staging – AV equipment setup can be coordinated for internal and external clients' events. Technicians can set up and take down equipment as well as operate AV gear for special events. Staging requests typically require a minimum of two to three weeks lead time.

How to access this service

Burnaby Campus and Aerospace Technology Campus (ATC)

AV Service Desk: SE12-104

Monday - Thursday	7:30 am - 7:00 pm 9:00 pm - 10:00 pm (evening class equipment return)
Fridays	7:30 am - 4:30 pm
Saturdays	8:30 am - 1:30 pm
Sundays and holidays	Closed

604.412.7444 (option 3), 1.800.351.5533

tech-help@bcit.ca

www.bcit.ca/avservices

Downtown Campus, Great Northern Way Campus and BCIT Marine Campus

AV Service Desk: DTC-252

Monday - Thursday 8:00 am - 10:00 pm

Friday 8:00 am - 6:00 pm

Saturday and Sundays 8:00 am - 6:00 pm (when classes are in session)

Daytime: 604.412.7620, Cell: 778.928.2034

Evenings and weekends: 604.412.7780, Cell: 778.928.2279

tech-help@bcit.ca

www.bcit.ca/avservices

MediaWorks

Description

MediaWorks is a service of the Learning and Teaching Centre at BCIT. Within a lab setting, MediaWorks offers computer resources, assistance with projects, consultation and hands-on production services. It is a free service for the students, staff and faculty of BCIT.

Student Services

Consultation – we answer email, phone and in-person requests concerning our areas of expertise and also recommend LTC resources to staff and faculty inquiries.

Computer workstations and peripherals – MediaWorks has a mix of Macintosh and Windows computers with basic software such as Microsoft Office and more elaborate software such as the Adobe Creative Suite and video, CD burning and audio applications.

Printing – MediaWorks has both network colour laser printers and inkjet colour printers. One letter-size laser page a day is free; after limit prices vary by printing type and paper size.

MediaWorks Casting Studio – the casting studio can be used for completing audio and video projects in a relatively quiet, private room equipped with laptop, microphones, software and cameras.

Poster mounting and laminating – we complete projects for staff and faculty that require laminating and mounting printed materials to foamcore board.

Tutorials and Workshops – by request and booking, we will give tutorials on software available in the lab, and also custom design workshops to be held in-house or in the classroom.

Audio and Video – we consult with you about capturing, creating and editing audio and video and outputting to various formats.

Analog to Digital Transfer – we can help you transfer analog video to digital video, analog audio to digital audio, and analog print media to digital media.

How to access this service

Burnaby Campus

SE14-131A near the ehPod in the Library

General phone line	604.454.2220
Scott Watts	604.451.7194, Scott_Watts@bcit.ca
Elena Underhill	604.456.8187, Elena_Underhill@bcit.ca

Educational Technology Support

Description

The Educational Technology Support group (ETS) is responsible for providing the best possible technical design development, delivery support, and administration of educational technologies to the Institute, its staff and students.

Student Services

- Help desk and technical support: email or telephone

How to access this service

Burnaby Campus: SE12-101

Educational Technology Support Service Desk

Regular hours:

Monday- Friday - 7:30 am - 4:30 pm

Term Start:

Fall - First two weeks of September: 7:30 am to 7:30 pm

Winter - First two weeks of January: 7:30 am to 7:30 pm

Summer - First week of April: 7:30 am to 7:30 pm

Saturday, Sunday and holidays: Closed

604.412.7444 (option #1) or: 1.800.351.5533

tech-help@bcit.ca or studenthelp@bcit.ca

www.bcit.ca/ltc/ets