

1. PURPOSE

To support AUP's student-focused and hands-on learning approach, the Department of ITS provides Multimedia Services, such as facilities and equipment-lending, through its Multimedia Office. This policy ensures 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 THIS POLICY

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

3. POLICY STATEMENT

AUP policies and procedures govern the use of AUP infrastructure facilities and information technology equipment. Departments or units may adopt additional rules to meet specific administrative or academic needs. Any adopted requirements must be in compliance with this policy and applicable laws. Everyone using University Multimedia Services is responsible for adhering to the guidelines below.

4. 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 first and foremost purchased for academic purposes for AUP students. Rules apply to every user regardless of their status (students, faculty, staff).

5. 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.

- a) Current students with active AUP accounts and attending classes have access to Multimedia Services.
- b) AUP faculty and staff with a valid AUP ID card, and that are actively working, have access to Multimedia Services.

5.2 In order to provide understanding of the Multimedia resource allocation, the guidelines below explain the priority guidelines for certain Multimedia Services. 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.

- a) Students have priority over faculty and staff
- b) In case of conflicting reservations, priority is given in the following order: students, faculty, staff.
- c) In case of conflicting reservations, priority is given to academic projects over personal projects.
- d) 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.

- e) The staff of the ITS-Multimedia Office may decide to allocate resources and adjust the stock of equipment available accordingly in order to cater to all when concurrent requests are made.

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

Eligible AUP members 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 or non-commercial entity or for commercial purposes. Sanctions such as a suspension of borrowing privileges will apply.

6.3 Reservation Requests

The ITS-Multimedia Office has the authority to coordinate the use of the equipment. All University requests for the use of equipment must be submitted to the ITS-Multimedia Office via the online applicable process. 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. For specific cases such as trips, practicums, modules, etc. Reservations should be submitted as early as possible and no later than the date provided in writing by the ITS-Multimedia Office staff along all relevant information regarding the check-out, usage and return of equipment in the context of the said trip, practicum and/or module. For such specific cases, a specific timeline applies.

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 context of a workshop that is taking place during a class or if the user/requester is a group designated by the professor in the context of an assignment. For these two exceptions, the request will include the identities of all members.

b) Reservation requests, when processed and accepted, 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. A reservation request may be accepted or denied. The ITS-Multimedia Office staff confirms in writing that the reservation request has been processed and accepted or denied. No written communication on behalf of the ITS-Multimedia Office staff means the request could not be processed and is refused by default.

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 similar 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.

7. AVAILABILITY OF MULTIMEDIA EQUIPMENT

- a) Equipment is available when duly inventoried, labeled, registered in the stock and stored by the ITS-Multimedia office.
- b) Equipment is available from the second day of class until the last day of class of a given semester or summer session.
- c) Depending on the university's academic calendar and the French year calendar, the ultimate deadline of the semester may be moved from the last day of class to the first day of the university's Reading days.
- d) Equipment is available according to the equipment check-out sessions open hours.
- e) Equipment is checked out for a limited number of days that cannot exceed one week. The minimum check-out can be a few minutes/hours (check-out and return within the same equipment session). The availability depends on the available stock and the needs.
- f) 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.
- g) Some equipment (lost, stolen, damaged, broken) may not be available for an extended period of time depending on the length of the repair/replacement/purchase process.

8. EQUIPMENT CHECK-OUT SESSIONS

- a) Check-out sessions (as well as returns) exclusively take place at the ITS-Multimedia Office.
- b) Under exceptional circumstances, and upon agreement with the ITS-Multimedia Office staff, a pick-up (and/or a return) of the equipment can be organized at the ITS-Helpdesk. 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 after that. Such mention will appear through the applicable process at the time following the submission of the reservation request.
- 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 might be no sessions scheduled (typically but not exclusively when there are no classes). Specific check-out/in sessions for trips and practicums may be organized at different times than those applying to the standard equipment check-out/in sessions. In that case, a specific written communication is sent out to the participants of the trip(s)/practicum(s). That communication regarding hours of check-out and returns takes priority over the standard hours and deadline(s).
- d) Users are required to not come at the last minute as processing check-outs and returns can largely 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 open hours. Exceptions can be made based on circumstances: 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, the AUP Health office 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 decided as a result of a discussion 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. For example, 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, the request for equipment is automatically denied.
- 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 (exceptions stated below at 8 h)).
- h) When a reservation is made by a group, the equipment must be checked-out under 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 all at once. Members of a group cannot return items separately; that is, either individually or on different dates. A professor can submit a reservation on behalf of their students in the frame of a workshop that is taking place during a class.
- i) 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.
- j) Checking out equipment involves the registration of the user's name in the equipment database and the change of the status

of the equipment. 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 comply to any additional process ensuring that all required information is registered in the equipment database.

k) It is the responsibility of the user/requester to know the rules and he/she/they is/are invited to ask any question regarding the rules applying to the rental of the equipment or regarding the usage of the equipment. The Multimedia Equipment and Service Use document can be consulted and downloaded via various means.

l) The ITS-Multimedia Office staff is requested to provide the following information at each check-out: 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.

9. 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) A user may decide to return the equipment at a session taking place before their scheduled return session.

c) The possibility to return equipment to another office or department or at another time than the scheduled return session or any prior equipment session 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.

d) 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 to actually return the equipment to the ITS-Multimedia staff (e.g. office closed, unavailability of staff, etc.). In the case of an attempted return, a fee and a block apply to the user's account.

e) 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 late, incomplete, damaged, etc.).

f) 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 (see 11 f) Responsibilities of users for Group rental). 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 late, incomplete, damaged, etc.).

g) There is no notification sent to the user when the equipment is returned but users can request a proof of return.

h) The ITS-Multimedia office staff does not send individual reminders of the return date to users. Reminders (semester's deadline, equipment sessions' hours, rules, etc.) may be sent out occasionally.

10. 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 with them 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 equipment 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.

11. RESPONSIBILITIES OF USERS

- a) Any violation of this policy 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. Users agree to follow the rules stated in the Multimedia Equipment and Service Use policy.
- 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.
- f) 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 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 equally. In the absence of such statement, the main user/requester who submitted the reservation for equipment is considered the sole user responsible for that equipment.
- g) Anything happening to the equipment-especially when it's 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.
- h) The Dean of Student Development may request that special attention is given to specific students. This can take the shape of additional support and understanding, mostly-but not exclusively-in terms of flexibility (e.g. equipment check-out hours, returns, extensions, late fees and blocks, etc.).

12. 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 notified in writing of the sanction and the reason for why it is applied as well as ways 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 to 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's to the benefit of the user, by prices found on Amazon. A replacement fee cannot be established based on the price of a similar equipment and/or of a secondhand equipment.
- c) A late fee applies per check-out, that is to the set of equipment that was checked out on the given day 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) A replacement fee applies when damages to the equipment make its repair impossible or if the cost of repair is greater than the cost of purchase or if the equipment was in mint condition (new or brand new) when it was checked-out by the user. A replacement fee also applies if the equipment has been lost or stolen.
- e) Equipment is considered lost if the user, responsible for the equipment, does not know where the equipment is or cannot retrieve it at any given time or was left unattended and found by a third party. Such cases may occur at AUP or outside of AUP. An equipment that would have been found by a third party (anyone other than the user) and returned to-or retrieved by-the ITS-Multimedia Office staff unbeknown to the user generates a recovering fee of 10.00 Euros. If this equipment is returned to-or retrieved by-the ITS-Multimedia office staff after the return date as stated by the reservation, a late fee of 10.00 Euros per late day is added to the recovering fee of 10.00 Euros.
- f) 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.
- g) 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.

h) 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 or can ask the ITS-Multimedia Office staff to do it on their behalf (in that case, the user is copied on the communication to the Dean of Student Development). The Dean of Student Development may then decide on the course of action to take in collaboration with the ITS-Multimedia Office.

i) 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 act 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.

j) At any time during the appeal process, the user, the Dean of Student Development and/or the Director of ITS may request the presence of the ITS-Multimedia Office staff.

13. POLICY APPLICATION RESPONSIBILITY

The ITS Multimedia Office and Director of Information Technology Services are responsible for the interpretation and administration of this policy.

14. DEFINITIONS

AUP	The American University of Paris
ITS	Department of Information Technology Services at AUP
University Community	Faculty, staff, students, and alumni of AUP, whether or not 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.

15. APPROVALS & HISTORY

Leadership Team approval on
Next review on

16. ISSUING OFFICE AND CONTACT

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